Age UK Nottingham & Nottinghamshire

England & Wales · Charity number 1067881

Details

Other names	AGE CONCERN NOTTINGHAM AND NOTTINGHAMSHIRE, AGE UK NOTTINGHAM AND NOTTINGHAMSHIRE, ACNN
Status	Registered
Legal form	Charitable company
Company number	03455485
Registered	1998-01-30
Register	View on the Charity Commission register

Contact

Address	Sybil Levin Centre 577A Nuthall Road Nottingham NG8 6AD
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Activities

Objects: TO PROMOTE THE RELIEF OF OLDER AND/ OR VULNERABLE PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND NOTTINGHAM AND NOTTINGHAMSHIRE.

Activities: The Charity provides services for older people in Nottingham and Nottinghamshire within the following categories; Housing Services, Advice, Advocacy, Health & Wellbeing including Day Care and Core Services.

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Classification

- **How:** Makes Grants To Individuals, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** IN AND AROUND NOTTINGHAM AND NOTTINGHAMSHIRE
- Nottingham City
- Nottinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,294,837	£3,486,757	£2,349,250	120
2024-03-31	£3,353,805	£3,396,130	£2,536,711	120
2023-03-31	£2,569,798	£2,759,688	£2,536,314	92
2022-03-31	£2,876,371	£2,489,348	£2,725,336	86
2021-03-31	£3,160,491	£2,701,511	£2,338,808	68

Trustees

Name	Role	Appointed
Christopher Andrew Frank Dorkes	Chair	2018-07-26
Brian Geoffrey Dinsmore		2022-05-19
Dr Graham John Cox		2017-01-26
Margaret Mitchell		2025-04-17
Michelle Louise Freer		2025-07-24
Robert John Mason		2025-10-16
Steven John Hambleton		2022-05-19

Linked charities

- GEORGE HENRY FRANCIS PAYLING'S CHARITY (1067881-1)

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Age UK Nottingham & Nottinghamshire

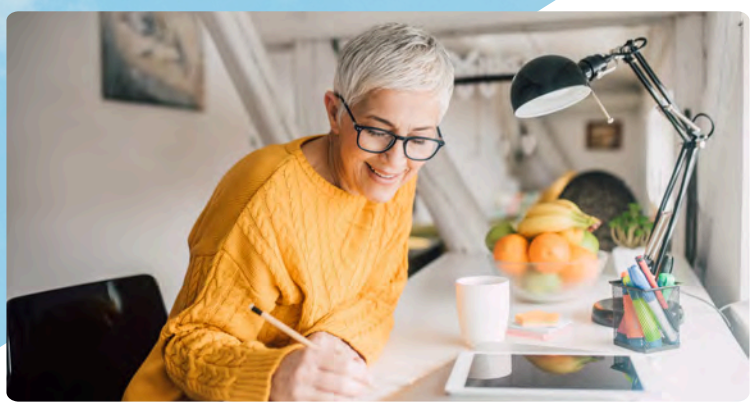
England & Wales - Charity number 1067881

Accounts

Nottingham & Nottinghamshire Age UK

ANNUAL REPORT

FOR YEAR ENDING 31ST MARCH 2025



Company no.3455485

Registered charity no.1067881

CONTENTS

Foreword 3
Objectives and Key Messages 5
Achievements and Performance 2024-25 9
Services Review 12

- Housing Services 12
- Advice Services 13
- Wellbeing Services 14
- Advocacy Services 19
- Core Services 21

Income Generation and Fundraising 27
Consultation Activities 31
Development Plans – 2024-25 33
Structure, Governance and Management 35
Financial Review 42
Recurring Financial Policies and Procedures 44
Reference and Administrative Details 46
Our Directors, Trustees and Officers 47
Thank You 49
Independent Auditor's Report 51
Financial Statements 56

FOREWORD

As I look back over the past 12 months I see the predictions of approaching challenges made in the 2023-24 Annual Report were fully realised. The new Labour government elected in July 2024 made rapid changes to benefits which directly affected older people's wellbeing over the winter period and changes recently announced are likely to continue to affect older and/or vulnerable people in the years to come. National Living Wage and National Insurance uplifts impacted dramatically on our budget setting process for the 2025/6 financial year (as it did for all third sector organisations). Cost of living pressures did not ease causing concern for staff, volunteers and older and/or vulnerable people alike.

Despite those significant challenges, this report highlights the hard work and significant effort from everyone involved in the charity over the past 12 months. This continued dedication and teamwork allowed older and/or vulnerable people within our communities to access vital services at a time when they were needed most which almost certainly made a positive difference.

With challenge comes opportunity and work began on a major restructure in the way that we deliver our advice services across the charity to ensure we can continue to meet the needs of local residents. This painstaking work took many months and will need more time to settle in the coming financial year but it will be of benefit long into the future. We are grateful for the commitment, energy and enthusiasm from all staff involved in this process.

Our Dear Christmas Friend campaign over Christmas 2024 illustrated the immense community spirit within our county and further afield. Thousands of letters, cards, drawings and gifts were sent to the 8 participating care homes and hospital wards from people living locally, nationally and even overseas and they provided a huge amount of Christmas cheer for the people who received them. The project was a profoundly moving example of the kindness of strangers and the difference that small acts of inclusion can make. We can't wait to see what happens in 2025.

Without financial help we simply could not have provided our full range of services to help local people. New partnerships were begun with firms operating within the county and these made a difference in 2024-25 and will continue to do so in coming years. Our thanks go to Dunelm for their support in this reporting period, to Stagecoach and JLL whose support for us will be beneficial in the next financial year. Our thanks also go to Capital One who continue to support us through the provision of refreshments and venue hire for our large staff meetings – their support makes organising the logistical elements so much easier for us and saves us the expensive costs associated with such events.

FOREWORD (cont)

We were also grateful to Charitable Trusts who provided much needed funding and support for long-standing and new services. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would have been at risk making our community a worse place to live. We are pleased to recognise many donations and support within this Annual Report.

Amidst these significant challenges, it was a pleasure to see our Values of Respect, Integrity, Kindness and Compassion, and Inclusion flourish. Our Senior Leadership Team acted with honesty and transparency in keeping the staff teams appraised of our financial situation and ensured our culture enabled staff to find the support they needed from each other and our management team to deliver the services that made a difference to the lives of so many local people. Work began on refining our HR processes to ensure we remain a great place to work which creates the opportunity for us to make a positive impact in our communities long into the future.

Our Board of Trustees continued to build strong and effective relationships enabling us to make the most of the vast repository of knowledge, skills and expertise provided by members. We began the process of building up our formal review mechanisms and I look forward to that work paying greater dividends in the future. We welcome the new members recruited in 2024 and look forward to the beginning of their formal terms later in 2025. Everyone within the charity remains extremely grateful for and proud of long-standing and new volunteers and my thanks go to them and all our staff who, once again, pulled out all the stops and faced new and existing challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting older and/or vulnerable people across the city and county.

As ever, I wish to express gratitude to our joint Chief Executives, Michelle Elliott & Di Trinder who, with the help of their teams, guided us through another 12 months without hesitation. There are exciting changes to come at our most senior level with the appointment of a new Joint Chief Executive, Martyn Illingworth, who steps up from Senior Strategic Director (Services) and a renewed focus on the growth opportunities within our Specialist Dementia Services which will be led by Di Trinder who becomes our Dementia Clinical Lead.

In this coming 12 months, the challenges will remain and new ones will emerge but so will opportunities. We remain ready to grasp those opportunities and face what comes in the knowledge that what we do makes a real difference to those in need and I encourage us all to continue to push forward to achieve our goals.

Chris Dorkes
Chair of Trustees

OBJECTIVES AND KEY MESSAGES

Our Mission
Age UK Nottingham & Nottinghamshire (Age UK Notts) enhances the quality of life and promotes the health and wellbeing of all older people.

Our Vision
To enable older people to flourish within their communities.

We are the largest, local independent charity providing a wide range of services for older and/or vulnerable people from all communities and backgrounds within the City and County.

Our Values
Everything we do we do to make a positive difference to everybody with whom we interact. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community.

We continued to work on embedding our Values throughout the reporting period. We celebrated examples of our Values in Action at our staff conference in September, and achieved our goal of basing our Supervision processes on Values rather than just task-based activities.

It was a challenging year with a change in government which made decisions directly affecting older people's quality of life and which increased demand for our services. Other changes announced created budgetary challenges for future reporting periods for us and all third sector organisations and staff very much appreciated the transparency and honesty of the Senior Leadership Team in seeking their views on our planned mitigating actions. It was heartening to find out what makes staff happy at work (during our all-staff meeting in March 2025) - flexibility, our colleagues and the impact we make.

"I feel it's a very worthwhile and satisfying volunteering role - a brief time out of my week to hopefully make a difference to someone else's."

Volunteer - Volunteer Satisfaction Survey

OBJECTIVES AND KEY MESSAGES (cont)

The Trustees are pleased to present their Annual Trustees Directors' report together with the consolidated financial statements of the Charity and its subsidiaries for the year ended 31st March 2025 (which are prepared to meet the requirements for a Director's Report and accounts for Companies Act purposes).

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and Articles of Association for the Charity.

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FR102)) and their applicable accounting policies.

The object of the Charity is:

To promote the relief of older and/or vulnerable people in any manner which may be deemed to be charitable in and around Nottingham and Nottinghamshire.

Age UK Nottingham & Nottinghamshire is a local, independent charity and social enterprise.

We believe that :

- **Ageism is unacceptable**
- **Individuals, in all their diversity, should be valued**
- **Everyone has the right to exercise choice and control in their lives**
- **People should have the support they need when it is needed**
- **Everyone must be treated with dignity and respect**

OUR STRATEGIC AIMS:

Aim 1: Working in local communities

We will involve and engage older and/or vulnerable people in developing a diverse range of activities which promote positive health and create safe, inclusive, and sustainable communities in which each individual is valued.

Aim 2: Delivering quality services

We will design and deliver high quality effective and efficient services that are person-centred, give choice and enhance wellbeing and quality of life.

Aim 3: Lobbying and influencing

We will lobby and influence for change on the issues that matter to older and/or vulnerable people.

Aim 4: Raising our profile

We will seek to make our charity the first choice for local older and/or vulnerable people, their families and carers. We will seek to engage other like-minded organisations to work with us.

To realise our Mission, Vision and Values, we will:

For our beneficiaries:

- **Ensure we are person centred in everything we do**
- **Ensure our Values are active throughout all decision and delivery processes**
- **Develop appropriate partnerships between our charity and others that benefit older people**
- **Generate sufficient resources to help fund the work of the charity**
- **Focus on local priorities to support local people**
- **Work effectively within the local and national funding and political environment**
- **Have a culture of continuous improvement**

For our staff and volunteers:

- **Encourage and develop high performing, well-motivated, adaptable and valued staff and volunteers**
- **Identify and celebrate our Values in Action**
- **Have effective and efficient communication and support systems**
- **Utilise good planning strategies across all areas of the charity (based on a continuous improvement cycle)**

OUR STRATEGIC AIMS (cont)

Our activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In view of our Trustees, delivering our services does not cause harm to others.

We are part of a larger family of over 120 other local and independent Age UK brand partner charities which deliver services to older people, their families and carers in other geographical areas. These relationships and that with Age UK are governed by a Brand Partner agreement and we are also members of the Age England Association.

ACHIEVEMENTS AND PERFORMANCE 2024-25

Safe and Sound Housing Services	1 2 3	1. Source continuation funding for Warm and Wise 2. Increase Warm Homes of Prescription cases by at least 500% 3. Establish a Home Improvement Service within the City
Connect	1 2 3	1. Broaden data sets to capture richer qualitative and quantitative information 2. Create a multi-skilled workforce for agile working 3. Create peer-to-peer support groups/volunteer led groups
Information, Signposting and Advice	1 2 3 4	1. Complete regular audits to maintain Quality Assurance Standards 2. Develop and implement feedback and evaluation services 3. Build strategic relationships with key partners in our region 4. Deliver more face to face services in the community
Residents' Representatives Service	1	1. Expand the reach of the Worry Catcher Service through direct engagement with the homes and discussions with City Care
Worry Catcher (MHSOP)	1 2	1. Identify ways of increasing referrals and engagement from carers of patients and support available 2. Quickly familiarise with the new Blossomwood venue to facilitate an excellent service for patients
Wellbeing at Home	1	1. Increase volunteer numbers
Digital Inclusion	1	1. Integrate digital inclusion outcomes into Companion Service provision

Key: Completed | In work | Not Completed

ACHIEVEMENTS AND PERFORMANCE 2023-24 (cont)

Sybil Levin Specialist Dementia Day Service	1 2 3 4 5	1. Attract 18 Friends per day (over a 5 day week) 2. Recruit 4 volunteers and 6 bank staff 3. Develop 6 charged-for training courses 4. Develop 1 new day-service provision 5. Find additional funding to support the service
Men in Sheds	1 2 3	1. Increase the number of sessions offered and shed opening hours at Worksop Shed 2. Increase number of volunteers across all Sheds by 10% 3. Source new venue for Daybrook Shed
Companion Service	1 2 3	1. Launch new Companion Service 2. Increase Companion Service users by 50% 3. Increase Companion Service volunteers by 25%
Finance	1 2	1. Complete the banking review and switch to the most cost effective and efficient solution 2. Ensure robust finance processes are in place for the new charged-for Companion Service, enabling payments to be collected monthly
Best Foot Forward (BFF)	1	1. Launch new BFF walk in Carlton
Data Protection/ ICT	1 2	1. Achieve the NHS Data Security and Protection Toolkit self-assessment 2. Achieve the Cyber Essentials accreditation
HR	1	1. Build performance management structure within ADP system
Estates, Compliance and Resources	1 2 3	1. Replace SLC windows 2. Reorganise SLC parking spaces 3. Complete SLC security upgrade (SLC Sybil Leven Centre)

ACHIEVEMENTS AND PERFORMANCE 2023-24 (cont)

Volunteering	1 2 3 4	1. Develop Connect Volunteer cohort to aid social support groups within the Connect contract 2. Explore corporate volunteering activities 3. Devise and implement a structured Volunteer review process 4. Introduce and deliver support for volunteer wellbeing
PR and Communications	1	1. Expand the use of videos across social media
Age UK Business Directory	1	1. Ensure that key trades are represented on the Directory with a good geographical coverage for all areas of Nottinghamshire
Fundraising	1 2 3	1. Meet Income Generation targets in Corporate and Community sectors 2. Develop new ideas for annual fundraising campaign activity 3. Relaunch Will Writing Service and build local relationships with legal service providers
Retail	1 2 3	1. Review sustainability of the West Bridgford shop 2. Expand House Clearance Services 3. Expand opening hours in Sutton in Ashfield to increase revenue
Equality, Diversity and Inclusion	1	1. Develop our datasets to support monitoring across all charity activities
Older People's Advisory Panel (OPAP)	1	1. Recruit 4 new members
Training	1 2 3 4	1. Research and pilot a new Trustee Induction process 2. Research leadership training for managers 3. Remove Age UK Notts policy sign-offs from Essential Skillz platforms 4. Transition to a new online training platform

SERVICES REVIEW
Housing Services

Housing Services
Focussing on keeping people warm, safe and well in their homes, the Safe and Sound team achieved some great results in the midst of some challenging staffing issues.

Our Warm and Wise service was delivered to 643 households to help householders be more energy efficient and save money on their bills. The number of measures fitted exceeded target at 3,712 and included items such as draught excluders, energy saving lightbulbs, Thermostatic Valve Regulators and radiator reflector panels. We continued to keep people safe by registering them on the Priority Services Register (which notifies utility companies of particular vulnerabilities in the event of power cuts etc). 335 households benefitted from a home visit resulting in 334 registrations.

In a small project funded by Nottingham City Council, we distributed 60 air fryers over the winter period to Nottingham City householders to enable them to eat nutritious hot meals in a cost effective way. The project was featured in Nottingham City Council's 'Good Things Happening' e-newsletter.

Our Warm Homes on Prescription service did not have an official target but 3 projects were delivered during the reporting period resulting in grants worth £10, 932.67 released to householders.

Our Scams project continued to support older and/or vulnerable people to stay safe online. 1409 people attended an in-person group session with 101 people benefitting from a personal one-to-one session.

SERVICES REVIEW (cont)
Advice Services

Our Information, Signposting and Advice service was as busy as ever during the reporting period. It encompassed a variety of contracts and projects:

- **Building Resilience (helping people to cope with change) – the project remained on track to hit its annual performance targets and achieved 164 interventions in the reporting period**
- **Home Sweet Home (benefits checks and home-related issues) – 118 beneficiaries during the reporting period and on track to hit its internal annual target**
- **Warm Homes benefit checks**
- **Local Communities Fund – the funding was awarded to provide 4,500 people with advice on a range of topics including health, finances, care and wellbeing and was fully met**

Our signposting service received 16,229 phone calls, 5,379 e-mails and supported 400 people through our drop-in service. 166 people were supported by referrals into legal and financial clinics provided by our partners.

We again partnered with Nottingham City Council to support vulnerable older people in the City to access the Household Support Fund. We experienced, and successfully managed, a huge demand for this support (2,804 phone calls plus 2,075 emails). 703 older people in the city were supported to access £121,705 in shopping and energy vouchers. We know what a huge difference this made to people in difficult circumstances and we hope to continue to deliver this support in 2025-26.

Unsurprisingly, the cost-of-living crisis and the change to eligibility for the Winter Fuel Payments meant we had an increasing number of enquiries from people wanting support to claim benefits. This support was delivered through a range of phone calls, office appointments and home visits. We generated £1,966,370 in benefits for local people.

The service also completed its external quality audit during the period, responding to feedback to improve service quality and delivery to achieve the Advice Quality Standard once again.

Volunteers continued to be crucial to this team and the support they committed to the work we do. One of our long-standing volunteers identified £500,000 in benefit awards during the reporting period: an incredible achievement.

Towards the end of the year, we began the process of restructuring our Information, Signposting and Advice service into two distinct teams – a Benefits Advice team, and First Link, the signposting team that handles the first contact people have with our charity. This change will allow us to deliver our services more effectively and efficiently in future reporting periods.

SERVICES REVIEW (cont)
Wellbeing Services

Wellbeing at Home
Wellbeing at Home offered support to citizens to remain independent in their own homes for up to 6 weeks by preventing a deterioration in wellbeing that could lead to a hospital admission or re-admission, or a move into residential or nursing care. It operated within a 'closed' referral system made by professionals from social care teams, local authority staff and hospital discharge teams. 353 citizens were referred into the service.

No two referrals were the same which meant we had to be resourceful and adaptive. Examples of presenting issues were social isolation, personal and home administration challenges, financial issues and light touch support for issues such as shopping, cleaning, picking up prescriptions and other domestic tasks which help maintain independence.

The complexity of referrals and presenting issues meant the 6-week delivery window was sometimes exceeded but, overall, the service functioned well and made frequent onwards referrals to other internal services to provide value for money for commissioners and the best possible support for the users of our service.

Connect
Connect provided a community-based prevention service to support people to live independently in their own homes to prevent or delay the need for more intensive support. The target audience was people aged 65+ and those with neurodiverse conditions. It operated across Mid Notts ((Ashfield, Mansfield, Newark and Sherwood) and South Notts (Broxtowe, Gedling, Rushcliffe).

Positive developments continued to be made as the newly formed team became a cohesive force for good.

SERVICES REVIEW (cont)
Wellbeing Services

Connect (cont)

Referrals into the new service picked up pace, with a total of 3,964 referrals being made during the year. We continued our work with commissioners and partner agencies to support the promotion of the service to help us to get closer to target.

Thousands of people people benefitted from the work of our Support Workers who worked with them to create often life-changing impact. 268 referrals related to a complex hospital discharge. Our Hospital Link Work was received positively in Kings Mill (Mid Notts) and we will seek to replicate that success at Queens Medical Centre (South Notts) in the next reporting period.

643 Blue Badge applications were completed which significantly added to people's independence and we supported Nottinghamshire County Council to improve the application process which resulted in a more inclusive version rolling out from 6th Jan 2025 – a benefit to communities everywhere. Other issues supported included physical and mental health, care needs, housing, finances, social interaction and community engagement. Annualised benefit gains were impressive at £2,110,600 and will benefit applicants long into the future.

SERVICES REVIEW (cont)
Wellbeing Services

Sybil Levin Specialist Dementia Day Service
39 immersive visits from potential attendees and 12 professionals' immersive visits took place during the reporting period, facilitated by a dedicated staff member. 77% of those converted to attendance at the centre (compared to a 65% conversion rate in the 23-24 reporting period).

We were pleased to receive a total of £9000 in donations from grateful carers and as a result of a partnership with a local golf club.

"What I saw and experienced was a calm, well organised, gentle and dignified environment with excellent engagement by the staff and the visitors, and it all seemed so natural. I loved the attention given to the visitors when it was activity time, each seemed to be engaged in something they enjoyed, be that jigsaws, colouring, dominoes or simply folding napkins - everyone was thought of and attended to with gentle care. I also noticed that all the equipment was clean and in excellent condition (not always seen in other care settings I've been in!)."

- Professional Immersive Visitor

Companion Service
The charged-for Companion Service provided support for people to reduce their own loneliness and social isolation and to enjoy activities in the company of a volunteer. The service was able to give people choice in how they spent time with their volunteers – some went out for coffee and cake, others enjoyed a drive around old haunts, some indulged their love of football and others simply enjoyed a chat and a giggle.

We received 435 referrals in the reporting period for people who were either accepted into the service or signposted elsewhere for more suitable provision. 12 new volunteers were recruited and 39 people will continue to use the service into the next period.

Volunteers were supported with check-in phone calls (520 were made during the reporting period) and 287 calls were made to family members and health professionals to offer further signposting, clarify financial arrangements and to understand needs.

"Always a pleasure and we always end up talking about random but really interesting subjects & we always giggle together."

- Volunteer

SERVICES REVIEW (cont)
Wellbeing Services

Best Foot Forward
481 regular walks took place during the reporting period (+14% on the previous year) and 5101 individual attendances were made (+38% on the previous year). £1700 was raised by the walkers and volunteers themselves through sponsored activities towards the cost of the services and members continued to enjoy the health and wellbeing benefits of regular exercise in the fresh air with friends. For some, this meant increased confidence, mobility and new friends; for others, it was a chance to step away from their desks and to contribute to their local community.

The new Carlton walk ran for 9 months before numbers dwindled but the walkers were able to transition to a nearby walk which meant they could continue to enjoy the benefits.

“I really enjoy the walks and have made new friends”

- Regular walker

SERVICES REVIEW (cont)
Wellbeing Services

Men in Sheds
Daybrook
We closed our Daybrook Shed in June 2024 after the landlord served notice. The closure of the Shed was a significant disappointment to the members and volunteers who had committed their time and energy to the project. Members and volunteers either dispersed to our remaining Sheds in Worksop and Blidworth or kept in touch via other routes. We thank all members and volunteers, past and present, for their energy and commitment to making the Daybrook Shed such a success.

Blidworth:
Members were active in their local communities and enjoyed holding a workshop with a local school to share craft skills with younger generations. They were pleased to respond to a commission from Farnsfield Parish Council to make wooden benches for community use.

The Shed increased the number of sessions for members to enjoy and introduced mixed-gender sessions to boost use of the Shed even further.

Worksop:
Our Worksop Shed was awarded funding from Bassetlaw CVS to expand the number of volunteers and deliver additional sessions – a successful outcome for all.

Plans were formulated towards the end of the reporting period to open up mixed-gender sessions which will come to fruition in the next financial year.

SERVICES REVIEW (cont)
Advocacy Services

We provided a portfolio of Advocacy Services across a number of hospital settings in the city and county, supporting older adults, and in all categories of care homes in Nottingham City where we supported those 18 and over. We offered independent non-statutory advocacy, representation, support and information to vulnerable and older people, as well as to their families and carers, as appropriate.

In addition to the Worry Catcher Service provided in the Mental Health Services for Older People setting, Worry Catcher sessions were also an integral part of the Residents' Representative Service offering.

There were positive staff changes in Quarter 3 when a serving staff member took up the Senior Advocate post and a new staff member joined in the final quarter of the reporting period.

Patients' Representative Service – Lings Bar Hospital
Within the 18.5 hour role (supported by a volunteer administrator/advocate) we received 66 referrals involving patients and relatives covering 326 issues across 736 interventions, and provided support for ad hoc queries from hospital staff.

The service worked very closely with wider Multi-Disciplinary Teams to ensure the best possible inpatient stay, as well as a timely and positive discharge and followed up those on the community caseload for 3 months post discharge, providing support and interventions to help prevent a hospital readmission and carer breakdown.

The contract was due to close at the end of the reporting period but was extended until the end of September 2025.

"The Patients' Representative Service is always responsive to queries from professionals and will either provide the support herself or guide staff to the right people. The support the PRS provides at Lings Bar Hospital is invaluable and is greatly appreciated by both health and social care professionals."
- Social Worker

"You're excellent, if you hadn't found this information out, I wouldn't know anything."
- Patient

SERVICES REVIEW (cont)
Advocacy Services

Patients' Representative Service (Nottingham University Hospitals) QMC/City
Working on the Health Care of Older People (HCOP) wards at Queen's Medical Centre and City Hospital two part-time advocates dealt with 698 referrals during the reporting period supporting those living in Nottinghamshire or those accessing healthcare at a Nottingham University Hospitals location.

The service was extended during the reporting period with a 2-year contract until the end of March 2027 (plus a possible further 2 year extension).

Residents' Representatives Service
This service provided advocacy as well as Worry Catcher Sessions in Nottingham City Care Homes. Support was also provided to those in out of area care homes who were registered with a Nottingham City GP, or whom we had supported in a city care home through a move to a county home to ensure a smooth transition before stepping back.

Our teams dealt with 234 referrals covering 644 issues (both higher than the previous reporting period) and undertook 372 care home visits.

Worry Catcher Sessions were held in several care homes, including one home which has historically not actively engaged with us or statutory services, (a great achievement), ensuring those residents and their families could access the support of the Service.

The contract was renewed for a further 2 years until the end of March 2027 during the reporting period.

Worry Catcher Service (Mental Health Services for Older People Wards)
Our Worry Catcher Service was busy during the reporting period with an uplift of 24% in patient contacts on the wards and the number of contacts with relatives doubled. Despite a change in staffing, the figures were impressive.

We've delivered the Worry Catcher Service for the last 8 years and issues raised have remained consistent – food, challenging behaviour, activities, noise, and staff matters. Within the last year, much building work took place at Millbrook Mental Health Unit, with the building of a brand-new ward and the refurbishment of another ward. The Worry Catcher continued to provide a listening ear through all the changes, in addition to providing complex interventions in the form of advocacy support across all wards.

The contract received an extension to the end of March 2026.

SERVICES REVIEW (cont)
Core Services

Finance

Task	2024/25	2023/24
Customer/Funder Invoices	3235	2929
Supplier Invoices Paid	702	800
Accounts Package Transactions Inputted	45467	47632
Direct Debit/Card Income Collections	2841	2641
Payslips Produced	1489	1466
Staff Travel Claims	1046	922

Attendances at our Specialist Dementia Day Service increased during the reporting period which increased the number of customer invoices processed by 10%.

The Charity's day to day banking was successfully switched to Barclays during the reporting period with the team learning new processes to ensure the continued smooth running of the finance function.

Succession planning was considered and a new team member was recruited (who will start in the next reporting period) to support payroll tasks, which will allow some longer-serving members to reduce their hours once the induction period is complete.

SERVICES REVIEW (cont)
Core Services

Human Resources
Our HR team had an incredibly busy year – they filled 27 vacancies via 22 interview days, responded to 5,290 requests for application packs (our highest ever number) and received 549 completed packs (a 38% increase on the previous reporting period).

The team undertook detailed training processes to implement new DBS and ADP staff management systems.

4 teams within our front line services were restructured and this created a need for HR support during 100+ consultation meetings. The restructure began to become operational within the reporting period and will be fully in place during the next year. No redundancies resulted from the process.

"[HR] has been fantastic support in terms of process and legalities."

- Manager

SERVICES REVIEW (cont)
Core Services (cont)

Volunteering

It was a year of mixed fortunes for our Volunteering Team. Volunteer numbers continued to drop (reflecting the experiences of much of the third sector) and we finished the reporting period with around 30% fewer volunteers (114 active volunteers with a further 15 in the application and induction process). Those who left cited their sense of personal achievement, the broadening of life experience and seeing the results of their volunteering as key gains from their time with us.

The team were busy reviewing a range of processes during the period

- **Reducing administration barriers to the recruitment process whilst still maintaining focus on robust and safe recruitment**
- **Maintaining relationships with key partners (such as Nottingham Trent University) and tracking the impact of internal changes on volunteer numbers**
- **Reducing the number of volunteer meet-ups (which were not well attended) from 4 to 2**
- **Reviewing the Trustee Induction process and identifying improvements to be implemented in the next reporting period**

In total, we calculate that volunteers contributed £242,520 worth of hours to our Charity in the reporting period (at National Living Wage prevailing rates) – a superb donation of time and commitment which made a huge difference to the lives of local older and/or vulnerable people.

The team carried out their periodic Volunteer Satisfaction survey which was a major undertaking. Volunteers rated their experience, overall, at 4.6 out of 5, and leavers data continued to be examined for potential improvements. The Room to Reward scheme continued to recognise exceptional service and the prizes were very much enjoyed and appreciated by recipients. The much-loved Advent Raffle raised £1600 for the Charity (our best ever result) and plans are in place for another Raffle in 2025. Age UK provided £4000 to cover the participation of our Senior Operations Manager (Volunteering and Training) in co-chairing the Volunteering Advisory Panel at national level.

New volunteering roles were identified and a role descriptions produced.

Communications were improved by the creation of a Volunteers Facebook group and the circulation of health and wellbeing messages in addition to weekly update emails.
2 volunteers took advantage of the opportunity to complete online mental health training.

SERVICES REVIEW (cont)
Core Services (cont)

Staff Training
Our contract with Essential Skillz came to an end on 31st March 2025 with the switch to Moodle (provided via Age UK) and work began ahead of this change which will be completed during the next reporting period. Completion rates for all courses exceeded 95%. In addition to mandatory and compliance training, the following training was arranged to meet the needs of specific departments:

- **Emergency First Aid at Work**
- **Cruse Loss and Bereavement**
- **Deaf Awareness**
- **Working Age Benefits**
- **Pension Age Plus Benefits**
- **Sexual Harassment awareness**
- **Neurodiversity awareness**
- **Mental Health Awareness training**
- **AI for charities awareness**

"The course was rich in content, very comprehensive and a valuable refresher."

- Welfare benefits training participant

PR and Communications
The reporting period produced many challenges for our Communications Co-ordinator – the advent of the new fundraising team, a comprehensive review of our advertising and promotional assets plus involvement in the restructure certainly made for a very busy year. Moving up to full time hours from September onwards, it was a constant, yet successful, juggling act to keep our internal service to other departments effective whilst exploring new opportunities to raise our profile.

We delivered 12 press responses, 11 of which were activated and used across local radio, TV and press outlets (1 Winter Fuel Payment story was broadcast locally and on national BBC Breakfast TV). The topics covered included the restricting of Winter Fuel Payments to those on key benefits only, Dear Christmas Friend, Men in Sheds, Connect and cold weather advice. Stories which appeared in our Local Loop e-newsletter were picked up and publicised by 15 local neighbourhood publications (broadening further awareness of our services) and we continued to benefit from space within the Cotgrave Connections and Octagon magazines.

SERVICES REVIEW (cont)
Core Services (cont)

ICT / Data Protection

We enjoyed a challenging and busy year in ensuring our technical and operating systems remained compliant with our legal obligations. Our goal was to ensure compliance with with GDPR & Data Protection Act 2018 and that all the personal data it handled was protected & kept secure as well as providing effective and efficient ICT systems to enable us to provide the quality services for older and/or vulnerable people that they rely on.

Event	2024/25	2023/24
Number of ICO reportable data breaches	0	1
Number of data breaches not reportable	37	25
Number of Data Erasure requests	2	3
Number of Data Subject Access requests	3	3

We saw data breaches increase by 48% with an extra 12 discovered during the year. No breaches were reported to the ICO (Information Commissioner Office) as the majority of them were internal, low level risk breaches. We believe that the increase in reported rates of data breaches is reflective of better awareness and improved reporting. NHS Data Security and Protection standards were met.

Awareness of Data Protection responsibilities increased during the reporting period with continuous learning messages being given and process improvements being implemented following the breaches that occurred.

During the year the Senior Operational Manager (ICT) retired on 31st March 2025 leading to a review of the ICT support provision. This resulted in a Hybrid ICT support structure being agreed with 60 hours internal ICT staff support plus a 3rd line external support contract being initiated with an external ICT provider to be provided from 1st April 2025.

SERVICES REVIEW (cont)
Core Services (cont)

The Lifestyle Centre (TLC)
The Lifestyle Centre continued to host our Office Hub and advice sessions within The Bridgeway Centre in the Meadows. Regular drop-in days were available to older and/or vulnerable people and the newly installed meeting room enabled us to reduce room rental costs for small meetings.

Hosted within Advantage, the Lifestyle Centre also provided access to information and advice about mobility and living aids.

Complaints and Compliments
We received 3 complaints in the reporting period with a further one carried forward from the previous year. All were satisfactorily resolved and relevant learning and continuous improvement mechanisms put in place.

We decided to stop recording compliments in our customary way and, instead, began work on a more streamlined process for collating the information. Compliments were still shared when relevant and continued to be used in monitoring reports and impact messages and we will launch our new system in the next reporting period.

Estates, Compliance and Resources (ECR)
Always a busy core function, our Estates, Compliance and Resources Manager delivered on infrastructure and social elements of our overall services. Infrastructure involved maintaining and managing service contracts, health and safety, building maintenance, insurance cover and supporting PAT testing. All contracts and services were kept under review for best price, value for money and compliance with our legal and best practice obligations. Our ECR manager also committed much of her own time to facilitating our much loved Christmas hamper deliveries and orchestrating the delivery of over 500 gifts donated by Dunelm customers in their Delivering Joy Christmas campaign (together with our fundraising team). She also supported the Big Knit campaign (run by Age UK in partnership with Innocent), the results of which will be seen in the next reporting period.

INCOME GENERATION

Fundraising
We are registered with the Fundraising Regulator and include a clear Fundraising Promise on our website. Copies of relevant policies are available on our website for the general public to review.

We follow the Code of Fundraising Practice and will develop a more detailed system for internally auditing our processes against the Code in the next reporting period in light of the planned Code updates.

Our processes are governed internally by the following Policies and Procedures:

- Ethical Fundraising and Gift Policy
- Financial Management Procedures
- Whistleblowing Act 1998 and Public Interest Disclosure
- Data Protection Policy

We receive Fundraising Preference Service emails daily and act immediately upon any requests for cessation of contact. 0 requests were made during the reporting period.

We directly employ our Fundraising team (both part-time)
1 Corporate Fundraising Co-ordinator and 1 Community Fundraising Co-ordinator, both of whom are directly line managed by the Strategic Director (Innovations and Communications) and subject to our internal, robust, HR management protocols.
We do not employ any third party fundraisers.

We negotiated 1 Commercial Proprietor Agreement at the end of the reporting period which will be operational during the following financial year.

It was an exciting year with our new fundraising team fully embedded and active in both Community and Corporate delivery. In total, £20,545 was raised with a further £29,500 in Trust applications pending a decision in the next reporting period.

The revenue was generated through a range of activities:

- Donations and collections
- Fundraising by individuals and community organisations
- Organised, ticketed events and associated raffles
- Applications to grant-making organisations and Trusts
- Sponsored walks

Much of what was delivered can be replicated and bettered in future years which will bring greater revenue into the Charity.

INCOME GENERATION AND FUNDRAISING (cont)

We focussed on engaging with potential corporate partners in our Corporate Connections event delivered in November, rebuilt our approach to Will Writing and Legacy income through extensive reviews of process, and implemented changes to our Donor acknowledgement protocols, all of which will bring opportunity in the next reporting period.

We benefitted from partnerships negotiated by Age UK at national level but delivered locally by our Fundraising team. Building our relationship with Dunelm was important and this will pay dividends in the remaining 2 years of the partnership. We began our relationship with JLL Partners in the final month of the reporting period and we look forward to those developments in the coming year.

We explored local opportunities to become Charity of the Year for local organisations in the County and expect that work to continue in the next reporting period. We supported other areas of the Charity through community talks, sharing leaflets, signposting and promoting opportunities, all of which help us hit our overall contract and delivery targets.
The lessons learned during this first full year of operation bode well for the future and we are excited to see more of this work come to fruition.

Other notable income raising achievements were successful grant applications and business case proposals which led to new contracts totalling £204,770. These included Home Sweet Home funding from Age UK (via our national partnership with Dunelm), Nottingham City Winter Support Fund, Household Support Fund and an Omaze donation (via the partnership with Age UK).

Charged-for external training
We developed a new pre-retirement course which was trialled and then delivered in conjunction with a local branch of a national Union, bringing in £1,350 during this reporting period. Feedback was positive and 2 charged-for services were delivered in the reporting period with further bookings for the next financial year.

The learning materials were developed in-house and pre-retirement courses ere and will remain part of our corporate offer as a small source of additional revenue.

INCOME GENERATION AND FUNDRAISING (cont)

Age Co

We signed an agreement with Age Co (Age UK's trading company) in December 2024 and received our first commission at the end of the reporting period. Our relationship allows staff to make referrals to Age Co for specialist advice on living and mobility aids but does not involve any selling of items. We continued to encourage people to seek a range of advice to enable them to make an informed decision and were transparent about the possibility of receiving commissions.

Retail

The charity retail environment was certainly volatile for all charities across the reporting period. Rising costs, lower quality and volume of donations, the ongoing cost of living crisis plus static incomes certainly affected our retail offering and we had to make the difficult decision to close our West Bridgford shop after 30 years of trading. Income had remained steady but costs rose significantly and our efforts to mitigate this impact still left us 31% below target by the time we closed the doors at the end of August 2024. The closure resulted in one redundancy and other staff transferred to the Sutton shop. We were grateful for the commitment and dedication shown by staff and volunteers over the years and for the difference their support made to the lives of local older and/or vulnerable people.

Our shop in Sutton in Ashfield continued to expand operations as it celebrated its second birthday in December 2024 by opening from Monday to Saturday with the support of existing staff and 2 volunteers recruited during the reporting period. Footfall grew steadily but the shop finished the financial year -37% behind target (although this was an improvement on the 2023-4 period when it was -57% against target). We continued to be impacted by cost increases in running the shop and the ongoing cost of living crisis which affected sales and donations. Although the sub-let contract with Advantage Mobility ceased during the reporting period we continued to offer pre-owned mobility aids for the benefit of local people.

The shop offered more than items for sale. We collected data on the reasons why people visited the shop and identified that 190 customers were supported with social interaction, 176 signposted to other services and 148 helped with Mobility advice/information.
7 customers benefited from face-to-face contact with drop-in services.

We benefited from corporate donations in this period and expect that to continue in the next financial year. Gift Aid remained flat during the year but did pick up in the final quarter. The mid-Notts area has traditionally been a challenging environment for Gift Aid in our experience so any gains were of benefit.

INCOME GENERATION (cont)

Age UK Business Directory (AUBD) Ltd
Our Business Directory continued to support local people by connecting them with reputable traders checked and approved by Age UK Notts staff. Members are monitored through customer feedback and reviews to ensure they continue to meet the standards of the Directory. Any surplus is donated back to the charity which helps to fund other services.

It continued to be a challenging year but the Nottinghamshire Directory retained 82% of its members upon their renewal anniversary and 95 customers sent in reviews for the trades with whom they'd engaged. 24 companies enquired about joining the Directory and 3 converted into live, paying members (a 13% conversation rate).

- **Our regional Facebook page reached 11,300 people, gaining 20 new followers and 843 page visits**
- **Our newsletters were opened 828 times, with 90 content clicks**
- **Our personalised Christmas e-Card was received by 62 Nottinghamshire Members**
- **We displayed 20,996 search results to 6,783 users of our website**
- **Our hub/telephone service supported 1,054 customers by providing the details of local tradespeople**
- **We generated £1066 to repay the loan (which stood at £128,700 as at 31 March 2025)**

We also continued to offer Business Directories in London, Birmingham, Derbyshire, and Leicestershire (comprising 154 members in total).

Total staff hours reduced to 19 hours during this period.

"I picked up one of your recommended services Mashworth Services for Nottingham, and I just wanted to tell you what an excellent service it was! He was very well priced and charged me less then what he quoted me for. He was very nice, very polite and he did everything I needed doing.
I would REALLY REALLY recommend him!"

- 5-star review from a customer

"We have been in the Age UK Directory for over 10-years and love looking after the elderly and vulnerable wherever possible. We have continued to receive work and interact with Age UK Notts all these years and that's why we continue our membership with them."

- Elaine Langridge (Near and Far Removals)

CONSULTATION ACTIVITIES

Age UK Notts Community Advisory Panel (formerly Older People's Advisory Committee)
Our consultation group changed its name during the reporting period to reflect the inclusion of a younger cohort in some of our commissioned contracts. The group felt that they were representatives of the wider community acting as a bridge between it and the Charity and were pleased to reflect that in the name. The group had 6 members at the end of the reporting period with a wide variety of experiences and backgrounds.

As part of our governance protocols, each member completed an annual Declaration of Interest form and were asked to declare any conflicts at each meeting (noted during the formal minutes).

Recruitment activity was lively during the period but only 1 new member was recruited. Another transitioned to a Trustee role (an overall positive for the Charity). 5 applicants showed an interest in the role and went through the initial informal stages of the application process but did not proceed to appointment. The Panel looks forward to the challenges ahead in the next reporting period and making sure that voices from our communities are represented.

Employee Forum
Our Employee Forum is made up of members from across the Charity acting as representatives of staff in matters of concern and interest to all. The Forum was tasked with choosing the winner of the Room to Reward volunteer awards and the volunteer Christmas gift, and collating examples of our Values in Action amongst other topics of interest.
The group met 4 times in the reporting period and minutes were posted on our staff online Oracle resource to maintain openness and transparency. We continued to advertise for new members throughout the year in our Inside Loop e-newsletter and at the September 2024 staff conference – we want to have as wide a representation as possible for the benefit of all staff.

Pay and Benefits Committee
This committee exists to support staff to understand how pay and benefits are incorporated into our budget setting process and to provide clarity on the issues the Senior Leadership Team need to consider when drawing up budgets. Although the details of the discussions themselves were confidential, the 2 staff members were able to share information about the process and bring any general staff concerns to the table as part of the planning process. Our recommendations were passed to the Board of Trustees for their consideration, confident in the knowledge that staff had been included in the process.

CONSULTATION ACTIVITIES (cont)

Informal consultation
There were informal opportunities to participate in reviews on topics such as Charity Induction – work which will be taken forward in the next reporting period. Staff who began work with us in 2024 (across all levels of responsibility) were invited to offer their thoughts on what worked and what could be improved which will be useful in future iterations of the process.

During staff meetings, we asked questions for groups to discuss without the presence of the Senior Leadership Team, such as 'What makes you happy at work?' and responses to policy statements. These opportunities were appreciated in the reporting period and will be carried over into the next one.

Equality, Diversity and Inclusion Working Group
This topic received a much higher profile in this reporting period and good progress was made in laying solid foundations for future work. An Equality, Diversity and Inclusion Forum was established comprising of staff and volunteers with a remit to review our practice and co-ordinate our EDI practice and initiatives.

We reviewed our data collection methodologies and towards the end of the reporting period, and saw more meaningful data. We were pleased to confirm our workforce is diverse and representative of our area.

DEVELOPMENT PLANS FOR 2025 - 2026

Sybil Levin Specialist Dementia Day Service	1. Maintain 18 attendees per day 2. Continue to promote the service to people with dementia, their carers and loved ones, and professionals
Companion Service	1. Continue to grow the Companion Service 2. Increase the Companion offer to include more home-based services
Advocacy	1. To increase the number of referrals across all hospital and care home provisions
Wellbeing at Home	1. Continue to raise awareness of the service with Nottingham City Council staff teams
Connect	• Increase promotion of services to those with learning difficulties and neurodiversity • Pilot delivery of support services in group settings • Increase hospital link work in South Notts • Reduce service wait times by improving triage process
Housing	• Source continuation funding for the Warm and Wise Service • Source continuation funding for the Scams project
Volunteering	1. Restructure volunteering to create a charity-wide talent pool rather than department specific volunteers (with the exception of specialist volunteers)
Training	1. Complete the review of a new online training provider 2. Undertake a compliance training and bespoke training needs review across all departments
AUBD Ltd	1. Continue to ensure key trades are represented across the county 2. Raise awareness of AUBD through in-person sessions with potential members and customers 3. Implement new website to improve the user/customer experience 4. Introduce an incubator scheme to support new businesses and build member loyalty

DEVELOPMENT PLANS FOR 24-25 (cont)

Information, Signposting and Advice (Known as Advice in the next period)	1. Deliver next phase of Household Support Fund 2. Increase the number of live calls answered 3. Launch more face-to-face sessions at community venues across the City and County
HR	1. Review Induction process and contents 2. Complete Performance Management review (possibly using ADP)
Governance	1. Board to implement Board Review process
ICT / Data Protection	1. To achieve Cyber Essentials accreditation
Equality, Diversity and Inclusion (EDI)	1. Include quarterly EDI data in the Data Dashboard 2. Carry out EDI survey with all staff and volunteers 3. Increase diversity of Trustees as vacancies arise 4. Develop understanding of potential services users we don't currently reach 5. Deliver a series of short, live training sessions on EDI concepts 6. Provide resources/ training to managers on managing people with neurodiversity
Estates, Compliance and Resources	1. Scope potential of new Sybil Levin Centre kitchen 2. Complete survey of Sybil Levin Centre roof 3. Improve facilities in all Office Hubs to facilitate greater use
Finance	1. To ensure the SAGE accounting package is fully utilised in terms of efficiency savings
Retail	• Expand House Clearance services through awareness raising activities • Build stronger relationships with local estate agents and solicitors to attract more donations from house sales and estate activities • Complete a feasibility study on the costs/benefit of opening across 7 days per week

STRUCTURE, GOVERNANCE AND MANAGEMENT
Trustees' Responsibilities in Relation to the Financial Statements

Charity Governance Code
The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. Trustees continued to believe that good governance is fundamental to our success as a Charity. They continued to champion organisational purpose, leadership, integrity decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

Recruitment of new Trustees
We continued to benefit from a more systematic and transparent process for recruiting potential new Trustees which was introduced in 2021. During the reporting period, we recruited 4 potential new Trustees who are likely to begin their formal terms at the AGM in October 2025.

We advertised the opportunity widely across recognised platforms, invited those interested in the position for an informal conversation with our Joint Chief Executives team and, finally, a formal interview. Once those stages were passed, the potential Trustees were able to begin to familiarise themselves with the charity and attend 2 Trustee meetings as guests (after which the formal induction process begins if approved by the existing Trustees). Their official term begins at their appointment at the annual AGM.

Pay Policy for Staff
The pay of all staff is reviewed annually. The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the Charity (listed under our Reference and Administrative Details - Directors, Trustees and Officers section).

All Charity Trustees and Directors give of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 7-9 of the accounts.

No Director of AUBD Ltd or of Age UK Men in Sheds CIC received remuneration from the company during the reporting period.

STRUCTURE, GOVERNANCE AND MANAGEMENT (cont)
Statement of the responsibilities of the Trustees

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

Company law requires trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and group and of the incoming and application of resources, including the income and expenditure, of the charitable company or group for that period. In preparing these 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**
- **State whether applicable UK Accounting Standards and Statements of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements**
- **Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- **There is no relevant audit information of which the charitable company's auditor is unaware**
- **The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.**

The trustees are responsible for the maintenance and integrity of the corporate and financial information included in the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions

STRUCTURE, GOVERNANCE AND MANAGEMENT (cont)
Statement of the responsibilities of the Trustees (cont)

Members of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the Charity in the event of winding up. The total number of such guarantees on 31st March 2025 was 4 (2024:6). The Trustees are members of the Charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the Charity.

The Board began work on developing a process for formally reviewing their own performance on an annual basis (underpinned by CCS The Essential Trustee Guidance and '15 Essential Questions'.) The full process will be finalised in the next reporting period. Peer reviews will continue to take place annually.

STRUCTURE, GOVERNANCE AND MANAGEMENT (cont)

Risk Management

All risks to the Charity were considered during the reporting period in line with our Risk Management protocols. We looked at each risk for probability and impact and graded from 1 (very unlikely, low impact) to 5 (very likely, high impact). Multiplying the scores in likelihood and impact gave us the overall risk rating. The maximum potential score was 25.

Individual risks were allocated to specific members of the Senior Leadership Team and reviewed and amended (where appropriate) throughout the year and the full management team reviewed the whole Risk Register during the period.

In the reporting period **121** risks were considered.
14 highest risks with a score between 15-20 (2024:116) were identified in **7** of these areas (2024:16):

Area containing highest risk	Number of highest risks
External risk	**3**
Finance	**1**
Health and Safety	**2**
Human Resources	**1**
Information and Communication Technology	**2**
Quality Standards	**1**
Services	**4**

Mitigations for risk included:

- Participating in audits and quality assurance processes
- Creating system guardrails and process protocols
- Communications, training and awareness raising on key issues (such as ICT/GDPR via our Inside Loop e-newsletter)
- Creating working groups to focus on particular issues
- Monitoring relevant data to identify trends and track improvements
- Developing productive relationships with relevant stakeholders

Trustees reviewed the Risk Register at quarterly intervals and concentrated their discussions on those with a risk score of 18 and above.

STRUCTURE, GOVERNANCE AND MANAGEMENT (cont)

Fraud

The yearly fraud risk assessment was carried out by the Senior Leadership Team covering corruption, income generation (retail, fundraising, legacies and grants), expenditure, accounting, ICT, payroll and recruitment.

Again, we looked at each risk for probability and impact and graded from 1 (very unlikely, low impact) to 5 (very likely, high impact). Multiplying the scores in likelihood and impact gave us the overall risk rating. The maximum potential score was 25.

A total of **83 potential** fraud risks were identified with mitigations in place to reduce or eliminate the risk. Each residual risk was given a score out of 25. The 2 highest risks were Shoplifting from our Charity shops (which scored 11) and Cyber Attacks (which scored 10).

Upon review, the Trustees decided whether the residual risk could be tolerated (after mitigating factors were applied), treated (additional mitigations put in place to reduce exposure), transferred (using contractual terms to transfer some or all of the risks impact) or terminated (a system or process redesign to completely eliminate the risk).

The Trustees also decided to continue to publicise our zero tolerance approach to fraud via our website and to keep shop processes under review to reduce risks. We took our Cyber Security responsibilities seriously with a range of mitigating actions such as training, virus detection systems, regular updates, encryption systems, passwords etc.

STRUCTURE, GOVERNANCE AND MANAGEMENT (cont)

Key Governance Actions – Review and Update

1	Organisational purpose	• Our Values are discussed at each supervision with each staff member encouraged to identify examples • Our Employee Forum continued to gather examples of our Values in Action to populate our planned on-line library • Operational Strategies are shared across departments to facilitate co-ordinated planning
2	Leadership	• A major restructure of our Information, Signposting and Advice functions was undertaken to improve service to external customers • Working flexibly across departments was trialled within key delivery areas with results under review prior to wider roll out
3	Integrity	• Changes were made to the CEO roles and effected at minimal disruption to the Charity and with the full support of the Executive Team and Board of Trustees • Staff were asked 'what makes you happy at work?' in the March 25 all-staff meeting; the results were a commendable reflection of our culture and our commitment to staff • Our staff valued our September 2024 conference with its emphasis on work-life balance
4	Decision-making, risk, and control	• The Charity Commission accepted changes in our Memorandum and Articles of Association to reflect our work with a wider range of age groups
5	Board effectiveness	• Trustee recruitment processes were reviewed and updates will be available in the next recruiting period • Trustee recruitment was effective with 4 potential new Trustees recruited and further applications to be considered in the new reporting period
6	Equality, Diversity and Inclusion	• Initial demographic analysis from November 2024 highlighted our broad alignment with local communities and indicated areas for more work in the future • A Working Group was established to take forward EDI work in the next reporting period

STRUCTURE, GOVERNANCE AND MANAGEMENT (cont)

Key Governance Actions – Review and Update

7	Openness and Accountability	• OPAP members attended the AGM and found the experience enriching • Staff valued consultations about the challenges posed by the budget setting process
8	Register of Interests	• Trustees and Strategic Directors complete an annual declaration (stored within the CEO Sharepoint file) • All Staff members and Volunteers complete declarations • Checks are completed in all management meetings on possible conflicts of interests • A specific Declaration of Interest has been created for the Advice Teams as part of our quality assurance process • All information is updated either annually or as new information becomes available

FINANCIAL REVIEW

The Consolidated Statement of Financial Activities (SOFA) on page 56 shows that income was lower this year with total incoming resources for the year of £3.29m compared with £3.35m for the previous year, a decrease of 2%. The change from last year can be broken down as follows:

- Donations increased by £47k, 12% to £454k mainly due to higher legacy income received during the year
- Income from charitable activities which includes grants & service agreements and fee income decreased by £95k, 4% to £2.6m– whilst the impact of a full 12 months of the higher Connect contract brought in an extra £486k during the year, there was a loss of £566k from contracts ending as expected before the start of the new year. Fee income decreased by £15k to £273k, due to reduced charging within departments but we were pleased to see an increase in fees from the SPECAL day service of £18.3k to £188.5k over the year.
- Fundraising, Shops and Trading income fell by £15k, 8% to £179k with shop income decreasing by £23.5k, 29% to £58k due to the closure of the West Bridgford shop in September 2024, the Business Directory income fell by £7k, 7% to £92k due to traders not renewing their membership, however fundraising income increased by £15.5k, 111%.
- Investment income increased by £8k, 13% to £70k – due to taking advantage of high interest rates within the Flagstone platform giving interest of £60k during the year and £15k dividend income from the Brewin Dolphin investment.

Within resources expended charitable expenditure increased from £3.1m in 2023/24 to £3.2m in 2024/25 mainly due to the new Connect contract. The number of full-time equivalent employees employed by the charity increased from 83 to 91 during the year also related to the new Connect contract being in place for a full 12 months.

Despite the downturn in business directory sales AUBD Ltd made a profit of £1k which was used to make a further repayment to the Charity of part of the long-term loan which stood at £128.7k.

Of the £1.1m designated funds at the start of the year £318k were spent as planned. See note 20a on page 73 for full details of all the designated funds which total £1m at 31st March 2025.

The deficit for 2024/25 was £187k which was £130k lower than the budget deficit for 2024/25 of £317k, with an increase in free reserves to £1.23m see note 19a of the accounts which is in line with our reserves policy.

Cash & investments remain very healthy at £1.65m but are lower than the £1.8m last year, due to the cash deficit during 2024/25.

FINANCIAL REVIEW (cont)

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009 and it can be seen that the total net assets on 31st March 2025 were £52.4k permanent endowments. The charity received £2.5k in the form of bank and dividend interest during the year and made 77 (62 last year) grants to individuals who were resident in the District of Mansfield costing £2.1k (£1.6k during 2023/24).

How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of & partners involved in delivering our services to local older people. We would like to thank the following for their support:

Actons Solicitors
Advantage Social Enterprise C.I.C.
Age England Association
Age UK
Age UK Leicester Shire & Rutland – Warm & Wise
Age UK Lincoln & South Lincolnshire- Warm & Wise
Amazon
Bassetlaw Community & Voluntary Service
Boots Company PLC
Bluecoat Singers
Bramcote Crematorium
Broxtowe Borough Council
Business in the Community
Capital One
Charlotte Bakewell
Chungs
Collingham Community Trust
Department of Health
Dunelm
E.ON
Energy Savings Trust (The)
Experian
Forman Hardy Holdings Ltd (Past & Present Employees Trust)
Freeths
Friends of the Elderley
Gas Safe Foundations Independent Living Trust
Gedling Borough Council
Geoff Ball (Stationery suppliers)
George Henry Francis Payling's
George Square Financial Management
Hudson Wealth Management Ltd
Indian Community Centre Association
Innocent
J N Derbyshire Trust (The)
Jayne Pearson
Jessie Spencer Trust (The)
Jani King Cleaning
Jones 1996 Charity (The)
Margaret Gaskell
Mary Robertson Trust (The)
Mansfield Building Society
Morrisons
Newark & Sherwood District Council
Nelsons Solicitors
Nottingham CityCare Partnership
Nottingham City Council
Nottingham Energy Partnership
Notts Ladies Golf Club Hollinwell
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Nottinghamshire Healthcare NHS Foundation Trust
Omaze
PAPET (The Forman Hardy Holdings)
PCN 5
Platform Housing
Rotheras
Santander UK
Skerritt Trust (The)
Sky Community Fund
Sir John Eastwood Foundation (The)
St. James's Place Wealth Management Ltd
Theatre Royal and Royal Concert Hall
Thomas Farr Trust (The)

We also benefit from individuals who make donations & legacy income to the Charity and we have worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Brian Dinsmore - Finance Trustee

RECURRING FINANCIAL POLICIES AND PROCEDURES

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that charges for certain services are appropriate and that any charges should be related to the ability of an individual to pay them. Certain services should be provided free of charge and when charges do apply, discretion is important to ensure older and/or vulnerable people are not denied a service because of their inability to pay.

We sought to minimise the cost of paid-for services in the reporting period whenever we could. Applicable charges were made clear in advance of delivering the service. A discretionary fund was set aside to top up payments on charges where people had been offered discounts to enable access to services. Free services were available to all and discounts were usually available to those in receipt of means-tested benefits.

It remained our policy to review all charges during the annual budget setting process. Where free services were available, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association the Charity has the power to make any investment which the Board sees fit, provided it shall seek (where appropriate) proper professional advice. The total £903,545 held within the Flagstone platform was invested in 11 banks each giving up to the maximum £85,000 protection. £60,644 of total interest was accrued during the reporting period via these accounts as the Charity tracked prevailing UK rates.

The Investment Committee continued to review the investments with RBC Brewin Dolphin within their lower medium risk portfolio in line with the Investment Policy. During the year £15,228 was received in dividend income which was reinvested, management fees of £5,919 were charged. With a total gain on the initial £450,000 investment (March 2023) of £52,242 giving the final portfolio value at 31st March 2025 of £502,242.

RECURRING FINANCIAL POLICIES AND PROCEDURES (cont)

Reserves Policy and Going Concern
The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of between 2 and 5 months' running costs.

(The levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).
The reserves will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet the needs of local, older and vulnerable people.

Based on the 2025-26 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board) the total amount required for:

2 months' running costs = £564,409
5 months' running costs = £1,411,022

Free reserves are calculated as follows:
Total funds ⟶ Less Restricted and Endowment Funds ⟶ Less Fixed Assets ⟶ Less Designated Funds = Free Reserves.

Free Reserves as at 31st March 2025 = £1,226,185 which is within the reserve policy parameters identified above.

The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and Group for the foreseeable future. The Trustees are of the opinion that the Charity and Group are a going concern.

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The Trustees are of the opinion that the Charity and Group are a going concern.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office:

The Sybil Levin Centre
577a Nuthall Road
Cinderhill
Nottingham
NG8 6AD

info@ageuknotts.org.uk

0115 8440011

linkedin.com/company/age-uk-nottingham-&-nottinghamshire

Twitter.com/ageuknotts

Instagram.com/ageuknotts

Facebook.com/ageuknotts

www.ageuknotts.org.uk

Age UK Nottingham & Nottinghamshire is a registered charity number 1067881, registered in England & Wales and a Company limited by guarantee incorporated in the United Kingdom (registered company number 3455485).

Our Advisors

Group Auditor
Sayer Vincent LLP, 110 Golden Lane, London. EC1Y 0TG

Group Solicitors
Freeths LLP, Cumberland Court, Mount Street, Nottingham. NG1 6HH

Group Bankers
CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4TA
(AUBD Ltd)
Barclays Bank PLC, Leicester. LE87 2BB

Honorary Offices
Royal Patron
HRH King Charles III KG KT GCB

President
Commander Peter Moore RD, RNR, DL

Life Vice-Presidents
Sandra Warzynska
Len Simmonds
Anil Ghelani

REFERENCE AND ADMINISTRATIVE DETAILS (cont)
Directors, Trustees and Officers

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law.

The Trustees and officers serving during the year (and since year-end) were as follows:

Chris Dorkes (Chair)
Brian Dinsmore (Finance)
Gemma Hopper (until 17.10.24)
Margaret Mitchell (from 17.04.2025)
Graham Cox (Vice Chair)
Steve Hambleton (Vice Finance)
Brian Burdus (until 25.6.24)
Michelle Freer (from 24.07.2025)

In attendance
Michelle Elliott – Joint Chief Executive
Di Trinder – Joint Chief Executive (until 31.03.2025)
Martyn Illingworth (from 01.03.2025)

Finance and Audit Committee
Brian Dinsmore (Trustee - Finance)
Steve Hambleton (Trustee - Vice Finance)
Chris Dorkes (Trustee - Chair)
Michelle Elliott – Joint Chief Executive
Di Trinder – Joint Chief Executive (until 31.03.2025)
Martyn Illingworth - Joint Chief Executive (from 01.03.2025)
Lesley Fairclough – Senior Operations Manager (Finance)

Subsidiary Companies
AUBD Ltd (Age UK Business Directory) – a company limited by shares
(Registration Number 06393966)

Board of Directors for AUBD Ltd
Maria Cooke
Martyn Illingworth (from 17.4.25)
Company Secretary
Maria Cooke

Key Management Personnel (Executive Team)

Age UK Men in Sheds CIC
Board of Directors
Maria Cooke
Michelle Elliott
Di Trinder

REFERENCE AND ADMINISTRATIVE DETAILS (cont)

Age UK Local Trading Limited
Board of Directors
Michelle Elliott
Maria Cooke
Di Trinder

The George Henry Francis Paling's Charity
Trustees and Directors
The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

Key Management Personnel (Executive Team)

Executive Team	Age UK Nottingham & Nottinghamshire	George Henry Francis Payling's Charity	Age UK Local Trading Ltd	AUBD Ltd	Age UK Notts Men in Sheds CIC
Di Trinder Joint CEO	■	■	■		■
Michelle Elliott Joint CEO	■	■	■		■
Maria Cooke Strategic Director Innovations and Communications	■		■	■	■
Martyn Illingworth Senior Strategic Director (Services)	■			■	

THANK YOU

At the conclusion of the Trustees' Report, we'd like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, healthcare trusts, local authorities and other bodies who have made the outcomes listed in this report possible through financial and in-kind support. We thank those who helped people feel less lonely at Christmas by participating in our Dear Christmas Friend 2024 project, and those customers who purchased gifts for strangers in the Dunelm Delivering Joy campaign. We look forward to working with partners, old and new, in the coming year.

Our particular thanks go to our volunteers (existing and new) who helped to deliver our range of services that meant so much to older and/or vulnerable people throughout the year. Whether supporting us in a front-line role or in a core function behind the scenes, everyone made an enormous contribution to our overall achievements.

We thank our Trustees for the time, knowledge, expertise and support they brought to the governance of the charity. Thank you to the members of our Age UK Notts Community Advisory Panel (formally Older People's Advisory Group) for supporting our governance goals and providing links with groups and bodies external to the charity that also support older and/or vulnerable people.

We continued to work hard on embedding our Values which were collated and monitored by our Employee Forum (formerly Employee Council) and the Pay and Benefits Committee continued to inform the process of setting budgets and salaries. We continued to develop our culture and checked in with staff to see how that was going – staff responded positively to our levels of support, flexibility, camaraderie and work-life balance and confirmed their enthusiasm for seeing the impact of our work and the difference it makes to local people. Our thanks go to all staff members who participated so enthusiastically.

We began the challenging work of restructuring our services to be ready for the opportunities of the future and this work will continue to be rolled out in the new reporting period. Dozens of staff were involved in this process, both front-line and core, and we are grateful to everyone for their commitment to the consultation and planning processes which will pay dividends in terms of efficiencies and service improvements for the benefit of older and/or vulnerable people well into the future.

We agreed changes to the most senior levels of management in our organisation and all involved remain grateful for the positive and supportive spirit in which those changes were agreed to enable the charity's growth plans and We look forward to the impact these changes will have in the next reporting period. We welcomed a new Strategic Director who has settled well and made significant contributions to our development.

THANK YOU (cont)

Our thanks also go to the Directors of our subsidiary company who volunteered to oversee this area of our work. Our Senior Leadership Team continued to work tirelessly to effectively manage the Charity, deploy our resources properly and manage the increasing demands of the services on which people rely so much. We know this work helped local people have a higher quality of life and enjoy better health and wellbeing.

We refurbished one of our Office Hubs to support hybrid and remote working and our IT team continued to maintain safe and effective ICT networks.

Maintaining existing and building new professional relationships with local organisations remained a key part of our activities. We approached networks with a mindset of mutual benefit to support understanding of the needs of older and/or vulnerable people within our local communities.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)), and in accordance with provisions applicable to companies entitled to smaller companies' exemptions.

By order of the Board of Trustees

Michelle Elliott
Joint Chief Executive

Di Trinder
Joint Chief Executive

Martyn Illingworth
Joint Chief Executive

Chris Dorkes
Chair of Trustees

Date of Signatures: 16th October 2025

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated 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 FRS 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 group's and of the parent charitable company's affairs as at 31 March 2025 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

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 group financial statements section of our report. We are independent of the group and parent charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Age UK Nottingham & Nottinghamshire's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the group financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the group financial statements does not cover the other information, and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the group financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the group financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or

- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the parent charitable company for the purposes 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 group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent 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 auditor under the Companies Act 2006 and section 151 of the Charites Act 2011 and report in accordance with those Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the group's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the group from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Fleur Holden (Senior statutory auditor)
27 October 2025
for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Age UK Nottingham & Nottinghamshire

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Designated £	Restricted £	George Henry Francis Payling's Charity Endowment £	**2025 Total £**	2024 Total £
Income from:							
Donations and legacies	3	399,998	–	54,093	–	**454,091**	406,678
Charitable activities							
Housing Services	4a	21,439	–	324,009	–	**345,448**	363,768
Advice	4b	101,200	–	76,542	–	**177,742**	263,906
Advocacy	4c	165,764	–	–	–	**165,764**	209,973
Health & Wellbeing	4d	1,814,286	–	33,975	–	**1,848,261**	1,769,774
Core Services	4e	54,363	–	–	–	**54,363**	77,782
Shops	4f	175	–	–	–	**175**	1,231
Other trading activities							
Merchandising Income		58,069	–	–	–	**58,069**	81,689
Fundraising Income		20,545	–	9,060	–	**29,604**	14,053
Sale of Business Directory listings		91,655	–	–	–	**91,655**	98,729
Investments		67,149	–	–	2,516	**69,665**	61,639
Other		–	–	–	–	**–**	4,583
Total income		2,794,644	–	497,677	2,516	**3,294,837**	3,353,805
Expenditure on:							
Cost of raising funds:	5	251,266	16,496	–	–	**267,762**	259,980
Charitable activities:							
Housing Services		19,106	20,836	350,849	–	**390,792**	414,398
Advice	5	102,185	72,921	107,656	2,054.57	**284,817**	284,061
Advocacy	5	166,816	–	60	–	**166,876**	190,939
Health & Wellbeing	5	1,791,648	98,454	46,277	–	**1,936,379**	1,858,680
Core Services	5	328,420	109,744	1,502	465.00	**440,131**	388,073
Total expenditure		2,659,441	318,452	506,344	2,520	**3,486,757**	3,396,130
Net income / (expenditure) before net gains / (losses) on investments		135,203	(318,452)	(8,667)	(4)	**(191,920)**	(42,325)
Net gains / (losses) on investments		4,696	–	–	(237)	**4,459**	29,254
Net income / (expenditure) for the year	9	139,899	(318,452)	(8,667)	(241)	**(187,460)**	(13,071)
Transfers between funds		(283,343)	283,343	–	–	**–**	**–**
Net movement in funds		(143,443)	(35,109)	(8,667)	(241)	**(187,460)**	(13,071)
Reconciliation of funds:							
Total funds brought forward		1,369,629	1,079,173	35,244.28	52,665	**2,536,711**	2,549,782
Total funds carried forward		1,226,185	1,044,064	26,578	52,424	**2,349,250**	2,536,711

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 20a to the financial statements.

Age UK Nottingham & Nottinghamshire

Balance sheets

Company no. 3455485

As at 31 March 2025

	Note	The group 2025 £	2024 £	The charity 2025 £	2024 £
Fixed assets:					
Age UK Nottingham & Notttingamshire					
Tangible assets	11	**159,601**	171,446	**159,537**	171,360
Investments	12	**502,242**	488,237	**502,344**	488,339
George Henry Francis Payling's Charity					
Investments	12	**9,674**	9,911	**9,674**	9,911
		671,517	669,594	**671,555**	669,610
Current assets:					
Age UK Nottingham & Notttingamshire					
Stock		**25,271**	24,301	**25,271**	24,301
Debtors (including due after one year)	15	**626,446**	520,184	**753,324**	645,890
Short term deposits		**306,160**	–	**306,160**	–
Cash at bank and in hand		**790,662**	1,357,276	**786,291**	1,355,893
George Henry Francis Payling's Charity					
Debtors (including due after one year)	15	**1,232**	772	**1,232**	772
Cash at bank and in hand		**44,171**	42,154	**44,171**	42,154
		1,793,943	1,944,687	**1,916,449**	2,069,010
Creditors: amounts falling due within one year					
Age UK Nottingham & Notttingamshire	16	**(113,556)**	(77,399)	**(105,681)**	(70,253)
George Henry Francis Payling's Charity		**(2,654)**	(172)	**(2,654)**	(172)
Net current assets		**1,677,733**	1,867,117	**1,808,114**	1,998,586
Total assets less current liabilities		**2,349,250**	2,536,711	**2,479,669**	2,668,196
Total net assets		**2,349,250**	2,536,711	**2,479,669**	2,668,196
Funds:	28a				
Age UK Nottingham & Notttingamshire					
Restricted income funds		**26,578**	35,244	**26,578**	35,244
Unrestricted income funds:					
Designated funds		**1,044,063**	1,079,173	**1,044,063**	1,079,173
General funds		**1,226,186**	1,369,629	**1,356,605**	1,501,113
George Henry Francis Payling's Charity					
Permanent Endowment		**52,424**	52,424	**52,424**	52,424
Expendable Endowment		**–**	241	**–**	241
Total funds		**2,349,250**	2,536,711	**2,479,669**	2,668,196

Approved by the trustees on 16 October 2025 and signed on their behalf by

Chris Dorkes
Director

Brian Dinsmore
Director

Age UK Nottingham & Nottinghamshire

Consolidated statement of cash flows

For the year ended 31 March 2025

	Note	2025		2024	
		£	£	£	£
Cash flows from operating activities					
Net Income/(expenditure) for the year (as per the SOFA)		**(187,460)**		735	
Adjustments for:					
Dividends, interest and rents from investments		**(69,676)**		(66,249)	
Depreciation charges		**42,844**		47,383	
(Gains)/losses on investments		**(4,459)**		(29,254)	
Loss on sale of fixed assets		**2,562**		1,945	
(Increase) in stocks		**(970)**		(315)	
(Increase) in debtors		**(106,723)**		(68,163)	
Increase/(decrease) in creditors		**38,639**		(209,497)	
Net cash used in operating activities			**(285,244)**		(323,414)
Cash flows from investing activities:					
Dividends, interest and rents from investments		**69,676**		66,249	
Proceeds from the sale of property, plant and equipment		**167**		–	
Purchase of property, plant and equipment		**(33,727)**		(17,797)	
Proceeds from sales of investments		**–**		(10)	
Movement into short term deposits		**(306,160)**		–	
Purchase of investments		**(9,309)**		(7,435)	
Net cash provided by investing activities			**(279,353)**		41,007
Change in cash and cash equivalents in the year			**(564,597)**		(282,407)
Cash and cash equivalents at the beginning of the year			**1,399,430**		1,681,837
Cash and cash equivalents at the end of the year			**834,833**		1,399,430

Analysis of cash and cash equivalents and of net debt

	At 1 April 2024	Cash flows	Other non-cash changes	**At 31 March 2025**
	£	£	£	**£**
Age UK Nottingham & Notttingamshire	1,357,276	(566,614)	–	**790,662**
George Henry Francis Payling's Charity	42,154	2,017	–	**44,171**
Total	1,399,430	(564,597)	**–**	**834,833**

1 Accounting policies

a) Statutory information

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee.

The registered office address is Age UK Nottingham & Nottinghamshire, The Sybil Levin Centre, 577a Nuthall Road, Nottingham, Nottinghamshire, NG8 6AD.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its subsidiary undertakings AUBD Limited and Age UK Notts Men in Sheds CIC. A separate statement of financial activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006, A summary of the result for the year is disclosed in the notes to the accounts.

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

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's or group's ability to continue as a going concern. The group had free reserves of £1,226,185 at 31st March 2025 (2024:£1,208,692) which is within the reserve policy parameter of between 2 and 5 months running costs. The trustees have budgeted for a £418,588 deficit for the year to 31st March 2026 (2025: £299,227) with a plan to use £241,710 (2024: £257,709) designated funds to partly cover this deficit with the rest covered by free reserves.

e) Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS 102) are included when they are probable. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

f) Grant Income

These grants and performance related service agreement income is included in the financial statements as entitlement arises. Note 4 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2025, there are no unfulfilled conditions attached to grants or service level agreements.

g) Deferred income

Any income received during the current financial year that relates to funding due for the next financial year as specified by the funder is included as deferred income.

h) Fixed Assets

Expenditure on fixed assets has been capitalised when over £1,000 and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	2% and 5% (straight line)
Computer Equipment	20% (straight line)
Fixtures and Other Equipment	10% (straight line)
Motor Vehicles:	
Vans & Minibuses	25% (straight line)
Cars	16.67% (straight line)
Leasehold Improvements	10% (straight line)

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset.

Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

i) Investment Income

Bank and building society interest are included in the accounts on receipt.

j) Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

k) Direct Charitable Expenditure

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis. Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements. Charitable activity costs comprise both direct expenditure, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

1 Accounting policies (continued)

l) Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 20.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 15 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

m) Voluntary Help

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. More detail can be found throughout this report.

n) Pension Costs

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

o) Operating Leases

Operating leases are charged on a straight-line basis over the period of the lease.

p) Allocation of Funds within Note 5

Support costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 5.

q) Investments and Share Capital

The parent company Age UK Nottingham & Nottinghamshire holds 100% of the issued share capital of AUBD Limited. This investment is held at a cost of £100 in the Charity accounts. The parent company holds fund within an Investment portfolios managed by Brewin Dolphin Ltd. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

The George Henry Francis Paylings Charity holds funds within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

r) Stock

Stock is shown at the lower of cost and net realisable value.

s) Outstanding paid Annual Leave and Sick Leave

All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

t) Debtors and Creditors

Debtors

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors

Creditors, provisions and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

u) Cash and Cash Equivalents

Cash and cash equivalents include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

v) Financial Instruments

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

w) Critical Estimates and Areas of Judgement

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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

See note e) for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Designated £	Restricted £	George Henry Francis Payling's Charity Endowment £	2024 Total £
Income from:					
Donations and legacies	321,445	–	85,233	–	406,678
Charitable activities					
Housing Services	27,993	–	335,775	–	363,768
Advice	139,468	–	124,438	–	263,906
Advocacy	209,973	–	–	–	209,973
Health & Wellbeing	1,699,945	–	69,829	–	1,769,774
Core Services	75,282	–	2,500	–	77,782
Shops	1,231	–	–	–	1,231
Other trading activities					
Merchandising Income	81,689	–	–	–	81,689
Fundraising Income	8,839	–	5,214	–	14,053
Sale of Business Directory listings	98,729	–	–	–	98,729
Investments	59,557	–	–	2,082	61,639
Other (sale of head office in 2023/24)	4,583	–	–	–	4,583
Total income	2,728,734	–	622,989	2,082	3,353,805
Expenditure on:					
Cost of raising funds:	257,994	1,774	212	–	259,980
Charitable activities:					
Housing Services	29,343	–	385,055	–	414,398
Advice	150,959	–	131,454	1,647	284,061
Advocacy	190,560	–	380	–	190,939
Health & Wellbeing	1,720,336	23,804	114,539	–	1,858,680
Core Services	305,706	68,792	13,298	277	388,073
Total expenditure	2,654,898	94,370	644,937	1,925	3,396,130
Net income / expenditure before gains / (losses) on investments	73,836	(94,370)	(21,949)	157	(42,325)
Net gains / (losses) on investments	29,174	–	–	80	29,254
Net income / expenditure	103,010	(94,370)	(21,949)	237	(13,071)
Transfers between funds	(44,389)	44,389	–	–	–
Net movement in funds	58,621	(49,981)	(21,949)	237	(13,071)
Total funds brought forward	1,311,007	1,129,154	57,192.86	52,428	2,549,782
Total funds carried forward	1,369,629	1,079,173	35,244	52,665	2,536,711

3 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Advantage Social Enterprise CIC	8,500	–	**8,500**	–	–	–
Anonymous Individuals	–	–	**–**	1,500	–	1,500
The Gray Trust	–	–	**–**	–	–	–
Others <£500	3,039	–	**3,039**	3,115	–	3,115
Legacies	381,927	–	**381,927**	304,169	1,020	305,188
Housing Services						
The Skerritt Trust	–	9,000	**9,000**	–	36,000	36,000
Foundations Independent Living Trust – Gas Safe	–	3,300	**3,300**	–	1,600	1,600
Individuals	–		**–**	–	120	120
National Grid Community Matters Fund	–	–	**–**	–	8,376	8,376
Advice						
The Jones 1996 Charity	–	20,000	**20,000**	–	–	–
The Mary Robertson Trust	–	2,000	**2,000**	–	–	–
The Jessie Spencer Trust	–	1,000	**1,000**	–	–	–
The J N Derbyshire Trust	–	2,000	**2,000**	–	2,000	2,000
The Sir John Eastwood Foundation	–	2,000	**2,000**	–	–	–
The George Payling's Charity	–	2,055	**2,055**	–	1,647	1,647
The PAPET Trust	–	2,060	**2,060**	–	2,060	2,060
Advocacy						
Individuals	–	60	**60**	–	380	380
Health & Wellbeing						
Wellbeing at Home						
Individuals	–	–	**–**	–	131	131
Best Foot Forward						
Individuals	–	110	**110**	–	1,654	1,654
Sky Community Fund	–	2,500	**2,500**	–	–	–
Volunteer Prevention:						
Individuals	–	–	**–**	–	446	446
Connect:						
Individuals	–	190	**190**	–	170	170
Men in Sheds:						
Individuals	–	791	**791**	–	305	305
Councillors	–	–	**–**	–	200	200
Lindhurst Windfarm Trust	–	–	**–**	–	2,000	2,000
Thomas Farr Trust	–	1,333	**1,333**	–	667	667
Sky Community Fund	–	–	**–**	–	2,500	2,500
Veolia Group	–	–	**–**	–	990	990
Mansfield Building Society	–	3,000	**3,000**	–	–	–
Platform Housing	–	200	**200**	–	–	–
The Sybil Levin Centre:						
Individuals	–	1,493	**1,493**	–	720	720
Jayne Pearson	–	1,000	**1,000**	–	–	–
Screwfix Foundation	–	–	**–**	–	–	–
Jani King	–	–	**–**	–	1,000	1,000
Solon Security Ltd	–	–	**–**	–	198	198
Legacy - Geoffrey Bolton	–	–	**–**	–	21,050	21,050
Shops	6,532	–	**6,532**	12,662	–	12,662
	399,998	54,093	**454,091**	321,445	85,233	406,678

4 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Housing Services						
Contracts:						
Age UK National- Home Energy Checks	8,858	-	**8,858**	10,379	-	10,379
Grants:						
Age UK National - Scams Awareness Raising	-	40,600	**40,600**	-	40,030	40,030
Nottingham City Council - Winter Warmth	-	2,770	**2,770**	-	-	-
Friends of the Elderley - Client Grant	-	353	**353**	-	-	-
Energy Saving Trust - Warm & Wise	-	280,286	**280,286**	-	295,745	295,745
Fees and Contributions	12,581	-	**12,581**	17,614	-	17,614
Sub-total for Housing Services	21,439	324,009	**345,448**	27,993	335,775	363,768
Advice						
Contracts:						
Age Uk National - Benefits Checks	53,250	-	**53,250**	60,568	-	60,568
Grants:						
Age UK National - Building Financial Resilience	-	36,250	**36,250**	-	34,813	34,813
Age UK National - Cost of Living Scheme	-	-	**-**	-	40,000	40,000
Age UK National - Digital Inclusion	-	-	**-**	-	36,000	36,000
Age UK National - Home Sweet Home	-	26,667	**26,667**	-	-	-
Nottingham City Council - Household Support Vouchers	40,409	-	**40,409**	45,000	-	45,000
PCN 5 - Bestwood & Sherwood	7,500	-	**7,500**	22,500	-	22,500
Nottinghamshire County Council - Grant Aid (Government Grant)	-	13,625	**13,625**	-	13,625	13,625
Fees and Contributions	42	-	**42**	11,400	-	11,400
Sub-total for Advice	101,200	76,542	**177,742**	139,468	124,438	263,906
Advocacy						
Contracts:						
Nottingham City Care Partnership - City Care Homes	56,331	-	**56,331**	56,331	-	56,331
Nottingham University Hospitals NHS Trust - QMC	41,988	-	**41,988**	38,492	-	38,492
Nottinghamshire Healthcare NHS Foundation Trust - Lings Bar	29,599	-	**29,599**	29,040	-	29,040
Nottinghamshire Healthcare NHS Foundation Trust - Worry Catcher	37,847	-	**37,847**	35,538	-	35,538
Nottinghamshire Healthcare NHS Foundation Trust - MHSOP Hospital Discharge	-	-	**-**	50,572	-	50,572
Fees and Contributions	-	-	**-**	-	-	-
Sub-total for Advocacy	165,764	-	**165,764**	209,973	-	209,973

4 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Health & Wellbeing						
Contracts:						
Nottinghamshire Country Council - Connect	1,446,430	-	**1,446,430**	959,612	-	959,612
NHS Nottingham & Nottinghamshire CCG:						-
Social Prescribing Service	-	-	**-**	109,231	-	109,231
QMC Emergency Department Support Worker	-	-	**-**	16,128	-	16,128
UCR- Home Response	23,351	-	**23,351**	196,191	-	196,191
Nottinghamshire Healthcare NHS Foundation Trust -Carers Support	-	-	**-**	88,508	-	88,508
Nottingham City Council - Wellbeing at Home	127,200	-	**127,200**	127,200	-	127,200
Nottingham City Council -Best Foot Forward	-	-	**-**	-	2,000	2,000
Nottingham CityCare Partnership - Footcare Service	-	-	**-**	6,010	-	6,010
Grants:						
Nottinghamshire Country Council -Visiting Scheme (Government Grant)	-	21,800	**21,800**	-	21,800	21,800
Nottinghamshire Country Council - Men in Sheds (Government Grant)	-	10,175	**10,175**	-	10,175	10,175
Nottinghamshire Country Council - One Step at a Time	-	-	**-**	-	18,750	18,750
Bassetlaw Community & Voluntary Service (Government Grant)	-	1,000	**1,000**	-	1,650	1,650
Collingham Community Trust - Men in Sheds	-	1,000	**1,000**	-	-	-
Active Partners Trust - Best Foot Forward	-	-	**-**	-	1,651	1,651
Age UK National:						-
Walking Programme	-	-	**-**	-	13,803	13,803
Fees and Contributions	217,305	-	**217,305**	197,065	-	197,065
Sub-total for Health & Wellbeing	1,814,286	33,975	**1,848,261**	1,699,945	69,829	1,769,774
Core Services						
Grants:						
Age UK National -Supporting Friends of Age UK	-	-	**-**	1,500	-	1,500
Age UK National - Brand Partner Retainer	7,500	-	**7,500**	10,000	-	10,000
Age UK National - Volunteer Steering Committee	4,000	-	**4,000**	1,667	-	1,667
Age UK National - Core Grant	-	-	**-**	-	-	-
Age England Association - Meetings in the East Midlands	-	-	**-**	-	2,500	2,500
Fees and Contributions	42,863	-	**42,863**	62,116	-	62,116
Sub-total for Core Services	54,363	-	**54,363**	75,282	2,500	77,782
Shops - Grant Income	-	-	**-**	1,000	-	1,000
Shops - Fees and Contributions	175	-	**175**	231	-	231
Total income from charitable activities	2,157,227	434,525	**2,591,753**	2,153,892	532,542	2,686,434

5a Analysis of expenditure (current year)

		Charitable activities								
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	**2025 Total £**	2024 Total £
Staff costs (Note 7)	174,766	164,335	228,995	129,012	1,420,469	213,392	21,460	338,205	**2,690,633**	2,496,655
Depreciation	3,627	80	147	–	4,398	34,592	–	–	**42,844**	47,383
Advertising & Recruitment	2,447	3,521	3,982	759	6,630	2,697	–	–	**20,037**	19,404
Audit & Tax Work Fees	–	–	–	–	–	525	12,067	–	**12,592**	14,660
Donated Stock	5,680	–	–	–	–	–	–	–	**5,680**	10,021
Grants-home repair works	–	48,628	–	–	–	–	–	–	**48,628**	48,661
Legal & Professional	51	129,272	1,381	–	2,420	19,374	4,363	–	**156,861**	196,180
Miscellaneous	781	3,498	–	–	5,351	3,869	11	–	**13,510**	15,546
Office Expenditure	8,656	3,764	6,656	3,201	60,562	113,444	1,123	–	**197,405**	223,737
Property Costs	21,190	7,311	13,041	–	51,907	35,810	–	–	**129,258**	137,557
Training	457	606	850	357	11,574	4,753	3,646	–	**22,242**	13,853
Transport/Shed Costs	4,980	–	–	–	27,431	–	–	–	**32,411**	30,506
Travel and Volunteer Expenses	3,041	6,597	4,999	7,387	69,350	4,427	2,256	–	**98,057**	112,057
Business Directory non-staff costs	16,598	–	–	–	–	–	–	–	**16,598**	29,909
	242,274	367,612	260,050	140,716	1,660,091	432,883	44,925	338,205	**3,486,757**	3,396,130
Support costs	22,499	20,461	21,862	23,093	243,891	6,398	–	(338,205)	**–**	–
Governance costs	2,989	2,718	2,904	3,067	32,397	850	(44,925)	–	**()**	–
Total expenditure 2025	**267,762**	**390,792**	**284,817**	**166,876**	**1,936,379**	**440,131**	**–**	**–**	**3,486,757**	
Total expenditure 2024	259,980	414,398	284,061	190,939	1,858,680	388,073	–	–		3,396,130

5b Analysis of expenditure (prior year)

		Charitable activities							
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	**2024 Total £**
Staff costs (Note 7)	159,524	160,801	225,231	147,158	1,289,789	152,903	21,039	340,209	**2,496,655**
Depreciation	3,799	80	174	–	12,300	30,938	92	–	**47,383**
Advertising & Recruitment	1,334	2,764	2,423	495	8,477	3,447	464	–	**19,404**
Audit & Tax Work Fees	–	–	–	–	–	413	14,247	–	**14,660**
Donated Stock	10,021	–	–	–	–	–	–	–	**10,021**
Grants-home repair works	–	48,661	–	–	–	–	–	–	**48,661**
Legal & Professional	38	147,591	4,009	–	18,704	25,825	13	–	**196,180**
Miscellaneous	55	8,599	23	11	6,751	106	–	–	**15,546**
Office Expenditure	9,955	4,615	8,529	4,266	96,927	98,254	1,192	–	**223,737**
Property Costs	26,909	3,234	14,018	21	47,821	45,554	–	–	**137,557**
Training	631	646	1,386	506	5,199	3,757	1,729	–	**13,853**
Transport/Shed Costs	5,142	–	–	–	25,364	–	–	–	**30,506**
Travel and Volunteer Expenses	3,126	5,049	7,174	6,514	82,357	6,422	1,416	–	**112,057**
Business Directory non-staff costs	16,431	–	–	–	–	13,478	–	–	**29,909**
	236,964	382,041	262,967	158,971	1,593,690	381,097	40,192	340,209	**3,396,130**
Support costs	19,847	28,938	18,865	28,590	236,992	6,976	–	(340,209)	**–**
Governance costs	3,169	3,419	2,229	3,378	27,998	–	(40,192)	–	
Total expenditure 2024	**259,980**	**414,398**	**284,061**	**190,939**	**1,858,680**	**388,073**	**–**	**–**	**3,396,130**

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2025	2024
	£	£
Depreciation	42,844	47,383
Profit on disposal of fixed assets	2,562	1,945
Operating lease rentals:		
Property	17,138	40,538
Other	107,065	29,403
Auditor's remuneration (excluding VAT):		
Audit	12,300	11,750

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	2,390,324	2,256,898
Redundancy and termination costs	33,271	1,147
Social security costs	179,126	160,955
Employer's contribution to defined contribution pension schemes	87,912	77,655
	2,690,633	2,496,655

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2025	2024
	No.	No.
£60,000 - £69,999	2	2

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £251,562 (2024: £230,936).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2024: £nil) incurred by 0 (2024: 0) members relating to attendance at meetings of the trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 120 (2024: 120).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2025	2024
	No.	No.
Direct Charitable Services	68.1	60.6
Fundraising and Publicity	3.7	3.9
Management and Administration of the Charity	19.0	18.9
	90.8	83.4

Volunteers
During the year 114 volunteers (2024: 179) supported the Charity in a variety of roles.

9 Related party transactions

During the year the charity recharged management charges totalling £8,292 (2024: £8,052), rent £nil (2024: £540), salaries of £57,204 (2024: £60,771), loan interest of £6,396 (2024: £7,204) and other recharges of £2,506 (2024: £3,609) to AUBD Limited and received commission from AUBD Limited of £2,078 (2024: £2,127). Included within amounts due from subsidiary undertakings and owed to the charity at year end was £128,700 (2024: £127,775) due from AUBD Limited.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary AUBD Limited distributes under Gift Aid available profits to the parent charity. Its charge to corporation tax in the year was:

	2025	2024
	£	£
UK corporation tax at 19%	–	–

11 Tangible fixed assets

The group	Leasehold Improvements	Freehold property	Fixtures and fittings	Computer equipment	Motor vehicles	Total
Cost	£	£	£	£	£	**£**
At the start of the year	101,930	458,845	119,107	241,686	58,403	**979,972**
Additions in year	4,200	27,883	–	1,644	–	**33,727**
Disposals in year	–	–	(11,477)	(21,594)	–	**(33,071)**
At the end of the year	106,130	486,728	107,630	221,737	58,403	**980,629**
Depreciation						
At the start of the year	54,935	399,463	85,500	222,195	46,433	**808,527**
Charge for the year	10,613	13,287	6,460	8,476	4,007	**42,843**
Eliminated on disposal	–	–	(9,513)	(20,829)	–	**(30,342)**
At the end of the year	65,548	412,751	82,447	209,842	50,440	**821,028**
Net book value						
At the end of the year	40,582	73,978	25,183	11,895	7,963	**159,601**
At the start of the year	46,995	59,382	33,608	19,491	11,970	**171,445**

The charity	Leasehold Improvements	Freehold property	Fixtures and fittings	Computer equipment	Motor vehicles	Total
Cost	£	£	£	£	£	**£**
At the start of the year	101,930	458,845	118,569	219,770	58,403	**957,518**
Additions in year	4,200	27,883	–	1,644	–	**33,727**
Disposals in year	–	–	(11,477)	(21,594)	–	**(33,071)**
At the end of the year	106,130	486,728	107,092	199,821	58,403	**958,174**
Depreciation						
At the start of the year	54,935	399,463	85,046	200,279	46,433	**786,157**
Charge for the year	10,613	13,287	6,439	8,476	4,007	**42,822**
Eliminated on disposal	–	–	(9,513)	(20,829)	–	**(30,342)**
At the end of the year	65,548	412,751	81,972	187,926	50,440	**798,637**
Net book value						
At the end of the year	40,582	73,978	25,119	11,895	7,963	**159,537**
At the start of the year	46,995	59,382	33,522	19,491	11,970	**171,360**

All assets are held for charitable activities.

12 Investments

	The group		The charity		George Henry Francis Payling's Charity	
	2025	2024	**2025**	2024	**2025**	2024
	£	£	**£**	£	**£**	£
Cost and net book value						
At 1 April 2024	**498,148**	461,459	**488,339**	451,720	**9,911**	9,831
Additions	**15,228**	12,110	**15,228**	12,120	**–**	–
Disposals	**(5,919)**	(4,674)	**(5,919)**	(4,674.37)	**–**	–
Gain/(loss) on investments	**4,459**	29,254	**4,696**	29,174	**(237)**	80
At 31 March 2025	**511,916.01**	498,148	**502,344**	488,339	**9,674**	9,911

Group investments comprise:

	2025	2024
	£	£
UK Common investment funds	**502,242**	488,237
Cash	**9,674**	9911
	511,916	498,148

13 Subsidiary Companies

	2025	2024
Investments	**£**	£
Age UK Local Trading Limited	**2**	2
AUBD Limited	**100**	100
Total	**102**	102

AUBD Ltd Company Number 06393966

The charity owns 100% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan from the Charity is 0.73% above base rate.

All activities have been consolidated in the SOFA. The net profit is used to make payments to the Charity towards the long-term loan, with the exception of funds needed as working capital within the trading company. Note VISAV received a 10% share of the 2023 profit. During the year VISAV transferred its 10% share of AUBD Ltd to the Parent Company, thereby ending this relationship.

A summary of the results of the subsidiary is shown below:

	2025	2024
	£	£
Turnover	**91,655**	98,729
Cost of sales	**(5,522)**	(6,123)
Gross profit	**86,134**	92,606
Administrative expenses	**(78,672)**	(82,109)
Profit on ordinary activities before interest and taxation	**7,462**	10,498
Interest payable to parent undertaking	**(6,396)**	(7,204)
Profit / (loss) on ordinary activities before taxation	**1,066**	3,294
Taxation on profit on ordinary activities	**-**	-
Profit for the financial year	**1,066**	3,294
Retained earnings		
Total retained earnings brought forward	**(131,483)**	(134,777)
Profit for the financial year	**1,066**	3,294
Total retained earnings carried forward	**(130,417)**	(131,483)
The aggregate of the assets, liabilities and reserves was:		
Assets	**6,258**	3,754
Liabilities	**(136,574)**	(135,137)
Reserves	**(130,317)**	(131,383)

14 Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

	2025	2024
	£	£
Gross income	**3,217,432**	3,273,119
Result for the year	**(191,017)**	(2,887)

15 Debtors

	The group		The charity	
	2025	2024	2025	2024
	£	£	£	£
Other debtors due after one year	**25,441**	39,962	**25,441**	39,962
Debtors due within one year:				
Age UK Nottingham & Notttingamshire				
Accrued Income	**549,526**	381,406	**549,526**	381,406
Prepayments	**13,215**	24,746	**12,799**	24,119
Other debtors	**38,264**	74,070	**36,679**	72,423
Amounts due from subsidiary undertakings	–	–	**128,879**	127,980
George Henry Francis Payling's Charity				
Other debtors	**1,232**	772	**1,232**	772
	627,679	520,956	**754,556**	646,662

16 Creditors: amounts falling due within one year

	The group		The charity	
	2025	2024	2025	2024
	£	£	£	£
Age UK Nottingham & Notttingamshire				
Accruals and deferred income	**110,350**	69,172	**102,475**	62,027
Taxation and social security	**3,206**	8,226	**3,206**	8,226
George Henry Francis Payling's Charity				
Accruals and deferred income	**2,654**	172	**2,654**	172
	116,209	77,570	**108,334**	70,425

17 Deferred income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for activities and services due to start on or after 1 April 2025. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31 March 2025.

	The group		The charity	
	2025	2024	2025	2024
	£	£	£	£
Balance at the beginning of the year	**22,991**	161,780	**17,935**	154,152
Amount released to income in the year	**(22,991)**	(161,780)	**(17,935)**	(154,152)
Amount deferred in the year	**8,560**	22,991	**3,333**	17,935
Balance at the end of the year	**8,560**	22,991	**3,333**	17,935

18 Pension scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £85948 (2024: £77,655).

19a Analysis of group net assets between funds (current year)

	General unrestricted £	Designated funds £	Restricted funds £	**Total funds £**
Tangible fixed assets	()	152,803	6,798	**159,601**
Investments	502,242	–	9,674	**511,916**
Net current assets	723,943	891,261	62,530	**1,677,734**
Net assets at 31 March 2025	**1,226,185**	**1,044,064**	**79,002**	**2,349,250**

19b Analysis of group net assets between funds (prior year)

	General unrestricted £	Designated funds £	Restricted funds £	**Total funds £**
Tangible fixed assets	160,937		10,509	**171,446**
Investments	488,237	–	9,911	**498,148**
Net current assets	720,455	1,079,173	67,489	**1,867,117**
Net assets at 31 March 2024	**1,369,629**	**1,079,173**	**87,909**	**2,536,711**

20a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	Minority Interest £	At 31 March 2025 £
Restricted funds:						
Housing	16,382	336,709	(350,849)	–	–	**2,242**
Advice	–	107,656	(107,656)	–	–	**–**
Advocacy	–	60	(60)	–	–	**–**
Health & Wellbeing	14,212	53,253	(46,277)	–	–	**21,188**
Core Services	4,650	–	(1,502)	–	–	**3,148**
Total restricted funds	35,244	497,677	(506,344)	–	–	**26,578**
George Henry Francis Payling's Charity Endowment Funds	52,665	2,516	(2,757)	–	–	**52,424**
Unrestricted funds:						
Designated funds:						
Fixed Assets				152,803		**152,803**
Employers Liability Fund	44,252	–	(33,011)	33,011	–	**44,252**
Additional Staff Time Contingency	46,994	–	(29,267)	27,794	–	**45,521**
Management Restructure Training & Staff Conference	10,000	–	(3,193)	3,193	–	**10,000**
EDI - Communications	10,000	–	(7,176)	7,176	–	**10,000**
Health & Safety	3,000	–	(1,482)	1,482	–	**3,000**
Eric Hallam Services Investment Fund	442,180	–	(150,260)		–	**291,920**
Men In Sheds	–	–	–	–	–	**–**
AUBD - Website Development	–	–	–	–	–	**–**
Lease for City Centre Site - 10 years rent	364,713	–	(23,127)	–	–	**341,586**
Asset reinvestment funds:						
Information Technology	44,340	–	(16,619)	22,279	–	**50,000**
Building	46,320	–	(43,495)	13,583	–	**16,408**
Vehicles	47,374	–	–	11,200	–	**58,574**
Property Refurbishment	20,000	–	(10,821)	10,821	–	**20,000**
Total designated funds	1,079,173	–	(318,452)	283,343	–	**1,044,063**
General funds Parent Charity	1,501,012	2,724,450	(2,585,617)	(283,343)	–	**1,356,503**
Overdrawn non-charitable trading subsidiary reserves	(131,383)	91,655	(90,589)	–	–	**(130,317)**
Total unrestricted funds	2,448,802	2,816,106	(2,994,659)	–	–	**2,270,249**
Minority Interest	–	–	–	–	–	**–**
Total funds	2,536,711	3,316,299	(3,503,760)	–	–	**2,349,250**

The narrative to explain the purpose of each fund is given at the foot of the note below.

20b Movements in funds (prior year)

	At 2 April 2023	Income & gains	Expenditure & losses	Transfers	Minority Interest	At 31 March 2024
	£	£	£	£		£
Restricted funds:						
Housing	19,276	382,161	(385,055)	–	–	**16,382**
Advice	1,269	130,186	(131,454)	–	–	**–**
Advocacy	–	380	(380)	–	–	**–**
Health & Wellbeing	22,221	106,743	(114,751)	–	–	**14,212**
Core Services	14,428	3,520	(13,298)	–	–	**4,650**
Total restricted funds	57,193	622,989	(644,937)	–	–	**35,244**
George Henry Francis Payling's Charity Endowment Funds	52,428	2,162	(1,925)	–	–	**52,665**
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	–	(1,147)	5,399	–	**44,252**
Additional Staff Time Contingency	41,184	–	(10,949)	16,759	–	**46,994**
Management Restructure Training & Staff Conference	10,000	–	(2,564)	2,564	–	**10,000**
EDI - Communications	10,000	–	–	–	–	**10,000**
Health & Safety	3,000	–	(386)	386	–	**3,000**
Eric Hallam Services Investment Fund	442,180	–	–	–	–	**442,180**
Men In Sheds	4,767	–	(4,767)	–	–	**–**
AUBD - Website Development	25,000	–	–	(25,000)	–	**–**
Lease for City Centre Site - 10 years rent	386,816	–	(22,103)	–	–	**364,713**
Asset reinvestment funds:						
Information Technology	38,140	–	(10,466)	16,667	–	**44,340**
Building	56,067	–	(23,331)	13,583	–	**46,320**
Vehicles	52,000	–	(15,826)	11,200	–	**47,374**
Property Refurbishment	20,000	–	(2,831)	2,831	–	**20,000**
Total designated funds	1,129,154	–	(94,370)	44,389		**1,079,173**
General funds Parent Charity	1,445,685	2,659,179	(2,559,463)	(44,389)	–	**1,501,012**
Overdrawn non-charitable trading subsidiary reserves	(134,677)	98,729	(95,435)	–	–	**(131,383)**
Total unrestricted funds	2,440,162	2,757,908	(2,749,268)	–	–	**2,448,802**
Minority Interest	(13,468)	–	–	–	13,468	**–**
Total funds	2,536,314	3,383,059	(3,396,130)	–	13,468	2,536,711

Purposes of restricted funds

Housing - restricted funding is used to provide services including the Warm & Wise project where advice and measures are put in to help keep older people and their homes warm, support with minor repairs to enable people to remain in their own homes and to give advice regarding avoiding being victims of scams. During the year we also provided winter warmth packs to help those struggling to keep warm during the energy crisis.

Advice - restricted funds awarded are used to provide benefits advice to older people to ensure they are receiving all the funds which they are entitled to.

Advocacy - any restricted donations received from people using the advocacy services are used to provide advocacy within hospitals.

Health & Wellbeing - restricted funds are used to provide services to prevent and reduce social isolation & loneliness. With services such as the Companion Service where older people are visited in their own homes or receive telephone calls , Men in Sheds where both men & women get together to socialise & carry out metal/wood working crafts, there are also some physical activity services for older people to take part in including walking. Some restricted funds are used to provide the SPECAL day service at our Sybil Levin centre.

Core Services - funds are received to support communications between other Age UK's around the East and West Midlands to share good practise and ideas for supporting older people. These funds are controlled by the 6 CEO's of the East Midlands.

Purposes of designated funds

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements this is calculated at 10% of the total redundancy and notice costs as at 1st April 2025. The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget and is costed as ½ hour extra for all staff. During the year there were redundancy costs associated with the closure of the West Bridghford shop and a restructure within the Housing team costing a combined total £27,596.

We will hold a staff conference and face to face staff meetings during the next year with a maximum budget of £10,000 to cover room hire, catering, speakers fees, training materials and any additional staff costs incurred.

The Equality, Diversity and Inclusion designated fund is to cover any resources and training required to support implementation of the values and to comply with service contract requirements. This is likely to be spent within the next two years.

There is a health & safety fund to cover replacement of fire extinguishers, training and other items ad hoc items that may be required during the year

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment, covering shortfalls in income. Unless unexpected surplus's are made this is expected to be used within the next two years.

As the Charity no longer has a City centre site, funds have been set aside to cover rent for premises to be used to for older people to access signposting and advice services, these funds will cover at least the next 10 years.

The asset reinvestment funds for fixed assets are as follows:

- information technology for the replacement of computer hardware assumed to be required every 3 years,
- vehicles for the replacement of Charities vehicles needing to be replaced every 4 years,

- building asset reinvestment fund for the Sybil Levin centre which is the Charity's own property. An amount is set aside to cover the cost of major repairs that are not routine maintenance such as replacing roofs etc this has been calculated using the expected life of the individual parts of the asset. The windows at the Sybil Levin centre were replaced during 2024 costing £27883.

The asset reinvestment fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end. During 2024 the West Bridgford shop was closed with dilapidations costing £9,452.

21 Operating lease commitments payable as a lessee

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Land and buildings		Other	
	2025	2024	**2025**	2024
	£	£	**£**	£
Less than one year	**17,138**	30,938	**39,674**	23,011
One to five years	**-**	9,600	**67,391**	6,391
	17,138	40,538	**107,065**	29,403

22 Legal status of the charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Age UK Nottingham & Nottinghamshire

England & Wales - Charity number 1067881

Accounts

Nottingham & Nottinghamshire Age UK

ANNUAL REPORT

for year ended 31st March 2024

Company no.3455485

Registered charity no.1067881

CONTENTS

Contents	2
Foreword	3
Objectives and Key Messages	5
Achievements and Performance 2023-24	10
Achievements and Performance Services Review	16
• Housing Services	16
• Advice Services	16 - 17
• Advocacy and Community Services	17 - 19
• Health and Wellbeing Services	20 - 23
• Core Services	24 - 28
Income Generation and Fundraising	29
Development Plans – 2024-25	32
Structure, Governance and Management	34
Financial review	40
Recurring Financial Policies and Procedures	42
Reference and Administrative Details	44
Our Directors, Trustees and Officers	45
Thank You	47
Independent Auditor's Report	49
Financial Statements	54

FOREWARD

The past 12 months were filled with many positives and equally, many challenges and it doesn't seem like 5 minutes since I wrote the Foreword for 2022-2023 Report.

This 2023-2024 Annual Report represents the hard work and significant effort from everyone involved within the charity over 12 dynamic months. This continued dedication and teamwork allowed older or vulnerable people within our communities to access vital services at a time when they were needed most which almost certainly made a positive difference.

It seems more than appropriate to start this Report writing about the successful Charity Quality Standard (CQS) audit which happened in February 2024. Taking place every 3 years, the inspection looked at all areas of the charity including Governance, Leadership, Strategy, Financial Management, and Safeguarding. The assessor spoke to older or vulnerable people, staff, volunteers, leaders and Trustees. The successful assessment repaid the many hours of effort put into, preparing for and completing the process and it was noted that the positive culture and 'togetherness' of the organisation was evident – a further reason to feel very proud of our charity.

The charity grew considerably over the past 12 months especially because of the new Connect service beginning in October 2023. This increased our staff numbers by one-third. We welcomed our new team members and look forward to developing those productive relationships further in the next reporting period.

The Sybil Levin Specialist Dementia Day Service continued to go from strength to strength offering support to those with dementia and their carers. During my own visit there I saw how the staff at the centre added value to the lives of people with dementia through personalised support and I really enjoyed the experience – it was a great opportunity to develop my flower arranging skills and see this amazing work for myself! The Day Service featured in the Journal of Dementia Care (Jan/Feb 2024).

Our Board of Trustees continued to build strong and effective relationships enabling us to make the most of the vast repository of knowledge, skills and expertise provided by members. We began the process of building up our formal review mechanisms and I look forward to that work paying greater dividends in the future.

There is no doubt that funding changes during this reporting period will create acute challenges for the future. The cost of living crisis and overall economic situation continued to drive demand for our services and older or vulnerable people very much felt the closure of or reduction in other community services. Our goal going forward will be to do our utmost to make life better for local people.

FOREWARD cont.

Age UK Nottingham & Nottinghamshire remained financially sound but the challenge of finding funding for services was ever-present. There was a fine balancing act between managing our immediate priorities and developing those of the future. Difficult decisions were required during this reporting period and we fully expect that to continue over the next 12 months.

Everyone within the charity remains extremely grateful for and proud of long-standing and new volunteers and my thanks go to them and all our staff who, once again, pulled out all the stops and faced new and existing challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting older or vulnerable people all over the city and county over the last 12 months which made life a little easier for them.

Without financial help we simply could not have provided our full range of services to help local people. We were grateful to our wonderful corporate partners and Charitable Trusts who provided much needed funding and support for long-standing and new services. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would have been at risk making our community a worse place to live.

We were very sorry to learn of the death of our much-valued and longstanding Trustee, Brian Burdus, in June 2024. Staff (past and present) who knew him had only good things to say about his sense of honour, commitment, dedication and immersion into the work of our charity. He was very concerned with the impact of our work on older people but also on staff welfare and was always willing to help where he could.

We were one of a number of charities that Brian supported during his retirement from the Police Force in 2005 and I am sure that all will miss his knowledge, experience and wisdom. That followed a long career in law enforcement where his commitment to fellow officers in service and retired was undimmed. Brian made a profound commitment to the success of our charity and his impact will remain with us into the future.

As ever, I wish to express gratitude to our joint Chief Executives, Michelle Elliott & Di Trinder who, with the help of their teams, guided us through another 12 months without hesitation.
The future landscape will be challenging but alongside that there will be opportunity for us to help more older or vulnerable people. There is no doubt that every single person representing our charity is making a real difference to those in need and I encourage us all to continue to push forward to achieve our goals.

Chris Dorkes
Chair of Trustees

OBJECTIVES AND KEY MESSAGES

Our Mission
Age UK Nottingham & Nottinghamshire (Age UK Notts) enhances the quality of life and promotes the health and wellbeing of all older people.

Our Vision
To enable older people to flourish within their communities.

We are the largest, local, independent charity providing a wide range of services for older people from all communities and backgrounds within the City and County.

Our Values
Everything we do we do to make a make a positive difference to everybody with whom we interacted. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community.

We continued to work on embedding our Values during the reporting period. We expanded membership of the Pay and Benefits Committee to include 2 staff members, held a successful staff conference exploring our Kindness and Compassion Value and expanded membership of our Older People's Advisory Panel to enhance the voices of older people across our charity. We further developed our 10-Year Strategy and tied it more closely to the operational plans for delivery teams. We began work on reviewing our supervision processes to create a Values-based process rather than a purely task-based process.

We made some major changes to our Befriending Service ready to re-launch as the Companion Service in the next reporting period. This consultative process was not without its challenges, but the overall reception was positive and potential members were clear about their enthusiasm for the new opportunity. The process was underpinned by our Values – we consulted, responded to and considered all feedback from stakeholders during the decision making process.

Our Sybil Levin Specialist Dementia Day Service continued to build attendance numbers and offered transformative experiences for the Friends who used the service. We focussed on quality in quarter 4 with the successful reaccreditation of our Charity Quality Standard – a testament to the hard work of all staff to ensure our services are the best they can be.

OBJECTIVES AND KEY MESSAGES cont.

The Trustees are pleased to present their Annual Trustee Directors' Report together with the consolidated financial statements of the charity and its subsidiaries for the year ended 31st March 2024 (which are prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes).

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and Articles of Association for the Charity.

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FR102)) and their applicable accounting policies.

OBJECTIVES AND KEY MESSAGES cont.

The Object of the Charity is:
To promote the relief of older people in any manner which may be deemed to be charitable in and around Nottingham and Nottinghamshire.

Age UK Nottingham & Nottinghamshire is a local independent charity and social enterprise.

Our Values are:

- **Respect**
- **Integrity**
- **Kindness and Compassion**
- **Inclusion**

These Values will remain at the heart of everything we do, every relationship we have and everything we stand for.

We believe that:

- **Ageism is unacceptable**
- **Individuals, in all their diversity, should be valued**
- **Everyone has the right to exercise choice and control in their lives**
- **People should have the support they need when it is needed**
- **Everyone must be treated with dignity and respect**

OUR STRATEGIC AIMS ARE:

Aim 1: Working in local communities

We will involve and engage older people in developing a diverse range of activities which promote positive health and create safe, inclusive, and sustainable communities in which each individual is valued.

Aim 2: Delivering quality services

We will design and deliver high quality effective and efficient services that are person-centred, give choice and enhance wellbeing and quality of life.

Aim 3: Lobbying and influencing

We will lobby and influence for change on the issues that matter to older people.

Aim 4: Raising our profile

We will seek to make our charity the first choice for local older people, their families and carers. We will seek to engage other like-minded organisations to work with us.

To realise our Mission, Vision and Values, we will:

For our beneficiaries:

- **Ensure we are person centred in everything we do**
- **Ensure our Values are active throughout all decision and delivery processes**
- **Develop appropriate partnerships between our charity and others that benefit older people**
- **Generate sufficient resources to help fund the work of the charity**
- **Focus on local priorities to support local people**
- **Work effectively within the local and national funding and political environment**
- **Have a culture of continuous improvement**

For our staff and volunteers:

- **Encourage and develop high performing, well-motivated, adaptable and valued staff and volunteers**
- **Identify and celebrate our Values in action**
- **Have effective and efficient communication and support systems**
- **Utilise good planning strategies across all areas of the charity (based on a continuous improvement cycle)**

OUR STRATEGIC AIMS ARE: cont.

Our activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In view of our Trustees, delivering our services does not cause harm to others.

We are part of a larger family of over 120 other local and independent Age UK brand partner charities which deliver services to older people, their families and carers in other geographical areas. These relationships and that with Age UK are governed by a Brand Partner agreement and we are also members of the Age England Association.

ACHIEVEMENTS AND PERFORMANCE 2023-24

Patient's Representative Service (NUH)		Increase in referral rates and build up service presence
Patient's Representative Service (LBH)		Deliver more support for patients and their carers through increased ward presence and promotion of service to hospital teams
Residents' Representative Service	1	Further reinstate Worry Catcher provision in targeted number of care homes identified with CityCare partners
	2	Build on relationships with learning disability homes to ensure better access
	3	Focus promotional work on care homes where referrals are lower
Worry Catcher (*MHSOP)		Develop a special focus on relatives of those on dementia wards
MHSOP Support Service	1	Increase carer referral rates from MHSOP dementia wards
	2	Increase overall numbers of referrals from patients and carers
MHSOP Carers Support Service	1	Embed the service in mid-Notts and Bassetlaw
	2	Encourage referrals from the Broxtowe mental health teams
Wellbeing at Home		Maintain volunteer numbers to deliver in-person services to support ICS mental health and social care strategy
Digital Inclusion	1	Reach 300 participants Provide 60 tablet loans Deliver outreach to 2400 people Recruit additional volunteers
	2	
	3	
	4	

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

Befriending		Complete a strategic review to establish future sustainability
Best Foot Forward (BFF)	1	Launch wellbeing walks in April 2023 through local GP partnerships for people below current levels of recommended activity
	2	Re-establish City Parks walks
	3	Increase numbers attending Veterans Camaraderie walks
	4	Develop a sustainability plan for the BFF service
One Step at a Time (OSAAT)		Develop at least 5 new OSAAT groups through active involvement with OSAAT Development Group
Men in Sheds	1	Increase member attendance
	2	Increase number of sessions offered and shed opening hours
	3	Further develop / roll out mixed sessions
	4	Meet all planned sales targets
Information, Signposting and Advice	1	Deliver 1600 Warm Homes project sessions
	2	Deliver Phase 4 of City Council Household Support Fund
	3	Deliver benefits and signposting for frail older people as part of 12 month trial with Bestwood and Sherwood PCN
Social Prescribing		Continue to develop partnership working with PCNs to enhance integrated working practices and data sharing

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

Safe and Sound	1	Increase referral numbers to boiler, heating and insulation schemes by 50%
	2	Continue to deliver in-house personalised support via Home Energy Checks and Warm and Wise
	3	Increase numbers of individuals supported through funding streams such as Gas Safe, Skerritt and other charitable funds by at least 25%
	4	Establish a Home Improvement Service within the City
Sybil Levin Specialist Dementia Day Service		Fill 85 places per week through additional recruitment of older/vulnerable people
Finance	1	Senior Operational Manager to submit VAT returns
	2	Complete banking review to minimise costs and maximise income
Data Protection / ICT		Continue to monitor and raise staff awareness of ICT issues
HR	1	Embed RIKI values and complete review into recruitment and induction
	2	Explore ADP capabilities with new recruitment and performance modules, and reports
	3	Complete annual review of all policies and forms (including compliance with upcoming employment law legislation)
	4	Participate in Age UK Quality Audit
	5	Identify and implement Manager Training

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

HR	6	Review Employee Benefits and Employee Welfare Benefits
	7	Produce HR and Volunteering analytics
	8	Develop 10-year strategy, CSR, environmental sustainability and bank staff
	9	Implement 360-degree reviews
	10	Explore bank staff for short term contracts
Volunteering	1	Research cost and viability of using automated SMS messaging service to improve volunteer communications
	2	Develop a volunteer support training module to induct new staff who will manage volunteers
	3	Implement volunteer meet-ups in response to survey results
	4	Establish Age UK Notts Social Media pages to boost communication and the building of peer support networks
	5	Develop and implement a Volunteer Impact Survey across all aspects – charity, older/vulnerable people and volunteers
Communications	1	Complete Age UK-led website transition
	2	Grow social media followers and improve engagement
	3	Expand YouTube channel to support recruitment and awareness of services
Fundraising / Income Generation	1	Recruit Income Generator Co-ordinator
	2	Re-run Feel Good for a Fiver

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

Age UK Business Directory	1	Ensure key trades are represented with good geographical coverage for all areas of Nottinghamshire
	2	Increase membership by 1%
	3	Increase use of newsletters to communicate with members and build newsletter customer recipient list
	4	Develop engaging social media content (such as video) to create better connections
	5	Explore ways to communicate with members for feedback about experiences of membership and opportunities for improvement
	6	Produce 'Introducing the Team' issue now the team is fully staffed
Training	1	Evaluate online training prior to Essential Skillz contract renewal date (March 2025)
	2	Undertake Training Needs Analysis with all staff to identify gaps in training and/or knowledge
	3	Research other potential training providers
	4	Review practicalities of designing and delivering more in-house staff training
Charity Retail	1	Launch collection and delivery service
	2	Develop plans to extend Re:Store trading days
	3	Introduce smaller furniture to West Bridgford shop

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

Older People's Advisory Panel (OPAP)		Recruit new members
Equality, Diversity and Inclusion	1	Roll out data capture processes
	2	Deliver Staff Conference Compassion Training
Estates, Compliance and Resources	1	Implement Environmental Impact actions
	2	Install new signage at sites to increase efficiency
	3	Continue to oversee improvement works at Sybil Levin Centre
Men in Sheds CIC		Dormancy process completed

*MHSOP = Mental health Service for Older People

SERVICES REVIEW
Housing Services

Safe and Sound
This team delivered on multiple contracts - Warm Homes (Home Energy Checks), Warm & Wise, Scams Awareness, Affordable Warmth (Priority Services Register), Winter Warmth, and Warm Homes on Prescription. Designed to ensure older people can remain independent and safe in their home for as long as possible, the service had a busy year. 107 Home Energy Checks were completed, 742 Warm and Wise home visits took place and a further 1,440 households received home energy advice.

A particular focus was our Scams Awareness project to help older people combat scams and fraud. 107 people benefitted from a personalised face to face interview and 895 people attended one of the many group awareness talks across the county.

425 people received Affordable Warmth services and were signed up to the Priority Services Register. 400 Winter Warmth Packs were distributed to help people cope with the coldest months of the year and 1 Warm Homes on Prescription project was carried out.

Services were facilitated by the recruitment of a Housing Services Manager after a long recruitment period.

Advice Services

Pro-active Care
This service ran from July 2023 to March 2024. 35 referrals for frail older people were made to ensure they could access all benefits available to them in Bestwood and Sherwood.
A total of £1704 was identified and people also received information to help them in the future.

Digital Inclusion
This 18-month funded project came to an end in November 2023 and made a positive contribution to the people who used it. It offered 6-8 weeks of support to learn or develop digital skills and included a tablet loan scheme for those without the required technology. 745 people attended group events and 118 people benefited from one-to-one sessions during the reporting period. Digital Inclusion will become part of the Companion Service in the next reporting period.

SERVICES REVIEW cont.

Advice Services cont.

Information, Signposting and Advice (ISA)
Our much-valued ISA service continued to support people by providing advice and information about a range of topics including benefits checks, later life planning, care and support, access to legal and financial services (137 referrals), tackling loneliness and social isolation.

Comprising 11 staff members and 11 volunteers, the service dealt with 18,458 telephone calls and 5,222 emails and 250 face to face appointments in the last reporting period and generated £2,133,148 in benefit gains for local people. We partnered Nottingham City Council on the Household Support Fund to ensure financial support made it into the hands of those who needed it – we distributed vouchers worth £393,953 to 1,266 households throughout the reporting period.

The national Age UK Advice Line tool 2,183 enquiries from people in Nottinghamshire. 26% of calls were about benefits, 15% about community care and 14% about Age UK services. 62% of callers were female. 6,993 information sheets and advice booklets were posted out as a result of the calls.

We celebrated 2 notable volunteer achievements last year – Ashwin celebrated his 15th anniversary of volunteering and Joan was chosen as the worthy winner of the Longstanding Volunteer Award (supported by Room to Reward).

Advocacy Services

Operating in Queen's Medical Centre, Lings Bar Hospital and City Hospitals, the Patients' Representatives offered advocacy, representation, information and support to older people, their carers and family during the reporting period.

Patient Representative Service (Nottingham University Hospitals)
358 patients and families raised around 540 issues relating to discharge, understanding hospital processes, accessing services, access to tradespeople and social activities in the community, carer's support and help to access carers assessments, financial and legal matters, as well as support to access befriending services and providing an independent, listening ear high on the list. The contract will be out for tender in the next reporting period.

SERVICES REVIEW cont.
Advocacy Services cont.

Patient Representative Service – Lings Bar Hospital
Our Lings Bar Patients' Representative worked in a part-time capacity (18.5 hours per week) within the hospital and community settings and also provided telephone and email support. 82 people dealing with 647 different issues benefitted from the service.

The role also involved reporting on the number of patients still at home at 91 days post-discharge. This was not a target within the contract but contributed crucial understanding of the factors which affected early intervention on successful discharge practices to prevent a readmission. Carer support was essential in a successful discharge as was helping people to maintain or maximise their independence and ensure they had access to the information and services to enable short and long term planning. Examples include supporting 29% of patients with general issues, 39% with assistance in relation to removal of furniture to enable a downstairs existence; and 24% to obtain a deep clean of their property prior to discharge.

The Lings Bar Service was recommissioned for a further year until end March 2025.

Residents' Representative Service – City Care Homes
The service has 2 dedicated staff members and provided independent, non-statutory advocacy, support, guidance and representation to people living in City Care Homes, their families and carers. The service was also available to those living outside the City but registered with a City GP.

402 Care Home visits were carried out covering 626 issues (an 8% increase on the previous reporting period). We supported residents to manage the process of 2 care home closures (including attending operational meetings with the Local Authority), financial matters pertaining to entering care (such as benefit checks for Attendance Allowance), long-term care plans and ensuring residents had a voice in decisions around future planning. Help to access specialist care such as Occupational Therapy and Dementia Outreach Services was also provided where relevant.

Worry Catcher sessions were held in 2 new locations and 10 homes benefitted from support to facilitate resident/relative meetings. We reported on the numbers of care home visits, total number of visits and the number of referrals into the service although there were no stipulated targets within the contract.

SERVICES REVIEW cont.
Advocacy Services cont.

MHSOP Support Service
Providing short-term support for patients and relatives to offer a 'bridge' between MHSOP wards and returning to the community (or care home for the first time), our service supported 140 people during the reporting period (84 patients and 56 carers). Referrals from Community Mental Health and Intensive Home Treatment Teams increased as did the number of carers accessing the service. The service was well received from its 2021 commissioning and supported 400 people but fully closed at the end of the reporting period.

Worry Catcher (MHSOP) Service
Our independent advocates 'caught' issues and concerns from ward-based patients in Highbury and Millbrook (in the process of being renamed Blossomwood) hospitals. Support was provided across all wards on a weekly basis and was mostly face to face although virtual sessions were implemented to support infection control protocols.

160 sessions were provided during the reporting period involving 1246 direct contacts with patients, relatives and staff covering 156 issues (including 93 complex advocacy cases). The service was commissioned for a further year with a potential additional year. Issues included personal / ward matters (56 cases), medical and health matters (33 cases), MHSOP Support Service (for patients and carers) (20 cases), discharge matters (16 cases) and legal matters (10 cases). Complex cases increased by 16% and the number of issues addressed rose by 12% against previous performance.

SERVICES REVIEW cont.
Health & Wellbeing Services

Wellbeing at Home

The Wellbeing at Home Service delivered up to 6 weeks of support for those aged 18+, who live in Nottingham City and who were referred through any local authority route, but most frequently through Social Care Reablement and Health and Care Point. The purpose of this support was to help prevent a deterioration in health and wellbeing that could lead to a hospital admission or move into residential or nursing care, or a readmission following a period in hospital and to give people choice and control to live independent lives and make community connections. Low level interventions such as shopping, light cleaning, welfare checks, and confidence building were key elements of the service but, increasingly, complex cases were referred into the service for people requiring help to liaise with financial institutions, setting up direct debits, managing debts, dealing with correspondence and other support. The increase in complex referrals reflected the reduction in non-statutory services and the pressure on those that remain. We exceeded target by 70% - 578 actual referrals against 340. We could not have delivered the service without the dedication of our 35 volunteers, and we continued to recruit new volunteers to this key contract.

Footcare

The community footcare service operated until the end May 2023 when the contract was closed by City Care. Recognised as an asset to the provision of podiatry services within the City, 140 people had footcare services in 38 clinics and 6 locations during the reporting period. We ensured that all those who had used our service within the preceding 6 months were aware of other available providers to ensure they could continue to access beneficial footcare that did so much to enable them to live independent lives.

Sybil Levin Specialist Day Service

Our Sybil Levin Centre continued to provide a much-valued service for people living with dementia informed by the innovative SPECAL method. 61 people received support during the reporting period. Some people attend once a week, with the majority attending between 2-5 sessions a week. 64 immersive visits were arranged of which 41 began attending Sybils following their visit.

The service was featured in the Journal of Dementia Care (Jan/Feb 2024 issue).

SERVICES REVIEW cont.
Health & Wellbeing Services cont.

Best Foot Forward

Our Best Foot Forward walking groups continued to go from strength to strength in the reporting period. 421 separate walks took place with 3683 attendances supported by 28 fully trained walk leaders. Members took an active part in fundraising and raised over £1500 in their October 2023 fundraising week. All walks continued to be recognised by the Ramblers Association. We also had a successful Gentle Walk and Talk project until the end of December 2023 with shorter and easier walks for those with a higher level of mobility issues. These walks attracted 53 members against a project target of 24 and 618 individual attendances were enjoyed. Many members had built up their strength and confidence during this project and were able to transition to the wider range of walks offered by the Best Foot Forward team – a great result.

Befriending Service

Our Befriending Service underwent a fundamental review in the reporting period and was ready to make the change to the Companion Service from April 2024. 149 people benefitted from a home visit or a telephone befriending session delivered by 111 volunteers during the period. All volunteers and older/vulnerable people were provided with information about the new service and invited to ask questions.

The transition period did cause some ripples of concern and over 48 volunteers stopped volunteering at this stage and we thank all those dedicated volunteers for their countless hours of service. Many came to a private arrangement with the person they had befriended which ensured those people continued to benefit from valuable support. 39 volunteers moved across to the new service and 9 new volunteers were recruited during the period ready for the new Companion Service.

MHSOP Carer Support

The service offered support for carers of people with moderate to severe dementia or mental health issues (and being supported by DMHT or IHTT) and was dedicated to supporting the physical and mental well-being of carers.

Expanding to 3 staff members, the team dealt with 115 referrals during the reporting period up until the contract end in mid-December 2023. Those referrals covered 70 different issues, with the most common being emotional support (133 cases), 107 carer support assessments via TuVida (107 cases), financial benefits (including Attendance Allowance) (91 cases), in addition to signposting to day centres and befriending services, home adaptations, legal services, sitting services and support for care packages.

SERVICES REVIEW cont.
Health & Wellbeing Services cont.

Men in Sheds
This service supported 149 people across the 3 sheds during the reporting period. Community involvement continued to be a feature and sales improved in the Sheds initiated by local communities – a signal of the local value enjoyed by Members. The Blidworth Shed worked with their local councils, Daybrook members worked with local schools and Worksop members worked with a local nature reserve on commissions. The Sutton in Ashfield Community Hub hosted a display case of handmade items which attracted sales and interest in potential membership.

Gedling Borough Council advised that the Daybrook site was to be redeveloped so the search for a new venue began which will be completed within the next reporting period and plans are being developed to retain membership wherever possible. We thank Gedling Borough Council for their long-term support of the Daybrook Shed.

One Step at a Time
This exciting project closed in December 2023 and was instrumental in supporting the set up of 8 new groups to respond to local community need. The project enabled communities to come together to solve their own issues and build their own assets related to disconnection, loneliness and social isolation by bringing together all local stakeholders. There were opportunities for signposting, helping to find funding, raising awareness of existing local provision.

Building on what already existed helped create longer term sustainability and connect different groups with the local community, public sector and health provision to build trust and confidence which will pay dividends into the future.

Community Response Service
A total of 351 people were supported by this service during the reporting period against a target of 480 (73% achievement rate). There were some challenging recruitment issues but the service was very well received by those who used it.
Co-ordinators worked within NHS Team Hubs and supported the development of integrated services to benefit patients with issues, such as finance and benefits, shopping services and social isolation.

SERVICES REVIEW cont.

Health & Wellbeing Services cont.

Social Prescribing

We ran 2 different projects during the reporting period aimed at ensuring people got timely support for their issues outside of those related to their medical conditions. Our Social Prescribing contract covered Primary Care Networks (PCN) in Byron, Synergy, Arnold and Calverton and operated until December 2023. An average of 33 referrals were made monthly in each PCN area with most referrals concerned with mental health and wellbeing.

Our work in Social Prescribing (Emergency Department) was concerned with catching people otherwise 'falling through the net' and this contract operated until July 23 in conjunction with Framework and Redthread. 493 referrals were made (with the oldest user aged 98) and onwards referrals and signposting were made to statutory and voluntary sector organisations to meet the needs of the individual. Most commonly, people wanted to support to tackle loneliness and social isolation, support to retain independent living and to manage their mental health.

Connect

Connect offers short term interventions for people aged 18+ in the County. There were 2 Connect contracts in operation during the reporting period – the contract first awarded in January 2016 which ran until 30th September 2024, and the new contract which became operational on 1st October 2024 following our successful tendering exercise.

Existing contract:

The team completed work on 1,273 referrals. 10% of those referrals came from other Age UK Notts' services and 43% were focussed on benefits claims, financial support and issues with the cost of living crisis. Benefit gains of £404,000 were achieved during this period. The team also dealt with 53 complex hospital discharges.

New contract:

The new contract covered two of the lot areas available in the contract tender – Mid Notts and South Notts. The combined referral target for both areas was 3,180 and we achieved 1,920 – 60.4% of the target. We planned for phased performance gains given that the team greatly expanded via a TUPE process and there was an expected settling process - commissioners were content with progress. Within the referrals, 139 (7.2%) came from other Age UK Notts internal services, 242 people were assisted with benefit claims gaining a confirmed £285,423 in annualised benefits (and a predicted overall gain of £451,406). 217 people were supported to apply for or renew a Blue Badge parking permit during the reporting period.

SERVICES REVIEW cont.

Core Services

Human Resources

Our HR team was incredibly busy during the reporting period.
30 vacancies resulted in 3,711 application requests, 398 processed applications, and 27 interview days involving 79 applicants (either in person or via online platforms). The number of vacancies was lower than the previous reporting period but there were 1,311 more applicants and 134 completed applications shortlisted.

57 new starters joined within the reporting period (7 more than the previous period) – the highest number of new starters in 11 years. 21 of those new starters joined us via a TUPE process on the new Connect service following a successful tendering exercise.

38 leavers were processed, 77 contract changes actioned and 59 DBS checks and rechecks completed.

Volunteering

This ever-busy department was at the heart of our activities in the reporting period. We finished the year with 179 volunteers. 54 joined and 136 left during the period (largely as a result of the switch to the Companion Service in April 2024).

We enhanced our processes for valuing volunteers by sending out 164 Christmas thank you gifts but also allowed volunteers to opt out (70 chose this option). Thank You and Birthday cards were sent out and 2, 5 and 10 year anniversaries were celebrated in our Loop e-newsletters and recognised with badges and certificates. Induction and support materials were updated to include the new Values and all policies received their annual review. We calculate that our volunteers contributed an equivalent value of £543,294 at prevailing National Minimum Wage rates during the reporting year and we remain deeply grateful for that donation of time.

Our Senior Operational Manager was involved in an exciting pilot project with Age UK Brighton and Hove to deliver a peer support network for volunteer managers from 12 other Brand Partners who will be able to develop and share best practice ideas nationally. This pilot led to the formation of the Voluntary Advisory Panel funded by Age UK.

SERVICES REVIEW cont.

Core Services cont.

Finance

Another demanding year in the finance department was met with resolve resulting in 3729 invoice interactions, the production of 1466 payslips, the processing of 922 travel claims (a rise of 113% on the previous reporting period) and 47,632 data inputs into our accounting system.

A variety of staff training activities took place to ensure that each finance-related task could be completed by more than one person and the Senior Operational Manager became competent to submit VAT returns.

Our staff base rose by 20% in the reporting period and our thanks go to the team for ensuring all necessary information was processed and everyone paid on time.

Data Protection / ICT

Data breaches increased by 400% with 21 discovered throughout the year (3 caused externally and no harm came to the data subjects). The majority were low risk and not reportable to the ICO. One breach was reported to the ICO and Charity Commission as a Serious Incident and we are pleased to report no harm came to any individual as a consequence of the breach. Both the ICO and the Charity Commission were satisfied with our actions upon discovering the breach.

Our work to improve awareness of data security was timely with a special autumn Data Security Inside Loop e-newsletter to all staff (which will be repeated annually henceforth). The issue included information on the protection of work and personal data and was well received by staff. We also used desk top messages to reinforce learning.

The ICT team quickly sourced, built and distributed ICT equipment for the 21 Connect Service new starters in the first week of October 2023. A new monitoring system for the IT Helpdesk was developed in Quarter 4 which will support the production of key data in the next reporting period.

SERVICES REVIEW cont.
Core Services cont.

Estates, Compliance and Resources (ECR)
Throughout the year, site visits and Health and Safety checks were maintained according to schedule and insurance processes managed effectively. Upgrades to our Sybil Levin Centre were achieved during the reporting period – a windows installation plan was devised (for implementation in the next reporting period), changes were made to the parking system to enhance user safety, security upgrades to lighting were completed and internal safety measures installed.

Our ECR manager spearheaded our Christmas Hamper collection and delivery programme which remained as popular and welcome as ever. Easter treats were also distributed so older people knew they had not been forgotten.

Equality, Diversity and Inclusion (EDI)
The roll-out of staff welfare benefits such as the Blue Light card and BUPA services membership supported our commitment to the health and wellbeing of staff and were well-received. Our Conference in June 2023 centred on living our Kindness and Compassion Value and was enjoyed by all.

We appointed a new Senior and Deputy Lead to oversee EDI throughout the Charity and gathered evidence to meet the obligations of the Charity Quality Audit in February 2024. We monitor protected characteristics amongst our staff base by taking a census point in October. Our representation across different ethnic groups increased to 26% in 2023 from 13% in 2021 and the number of staff with disabilities rose to 12% in 2023 from 8% in 2021 (which reflects our commitment to 'Positive About Disability' in our recruitment practice). 65% of our staff base are in the 45-64 age groups and 8% are in the 65-74 age group. 28% identify as male.

Upgrades to data collection are planned for the next reporting period to enable us to monitor performance with our older/vulnerable people.

SERVICES REVIEW cont.
Core Services cont.

Older People's Advisory Panel (OPAP)
Throughout the reporting period we implemented changes to the governance structure of the charity which removed the non-Trustee Member role (following an initial vote in June 2022). We followed guidance from Age UK to update our Memorandum and Articles and the Charity Commission confirmed acceptance at the end of the reporting period.

That enabled us to review the purpose and goals of OPAP and we successfully recruited 3 new members to take forward a revised role of building connections throughout the county with different communities of older people.

Employee Consultation and Engagement – Living our Values
Employee Council
The Employee Council was fully reviewed and revitalised during the reporting period. Terms of Reference were agreed and implemented and the Council assumed a more dynamic representative role within the Charity. Members chose the Room to Reward Volunteer winners and began to collate examples of our Values in action which will be used to generate a deeper understanding of how we can all deliver on agreed Values in the future.

Pay and Benefits Committee
To further our Values of Integrity and Inclusion, we set up a Pay and Benefits Committee to deepen understanding of the budget setting, recruitment and salary setting processes amongst the staff teams. We appointed 2 members to consider and feed into proposals before submitting them to Trustees for decisions.

Complaints and Compliments
4 compliments and 3 complaints were received during the reporting period.
2 complaints were investigated to the complainant's satisfaction with one complaint progressing into the next reporting period. Compliments centred around Advocacy, HR and the Community Response Service.

SERVICES REVIEW cont.
Core Services cont.

PR and Communication

It was an active press year with 12 stories appearing covering loneliness and social isolation, ageing stereotypes, our Sutton shop official opening, and Men in Sheds. Coverage was achieved mainly via Radio Nottingham, BBC East Midlands Today, Notts TV and press outlets.

We continued to benefit from inclusion in the Octagon magazine.

We suggested a joint campaign with BBC Radio Nottingham and were active participants in the 'Ay Up campaign' in January 2024 which encouraged people across the City and County simply to say hello to each other. Consideration is being given to running it again in the next reporting period.

The process of planning the implementation of the new Companion Service caused negative publicity following an article in the local press and via a letter to a national newspaper. We benefitted from the support of the Age UK Media Team when responding to questions raised. Although a challenging time, there was no impact on plans for service transition and no discernible negative impact on the charity.

We had a busy and successful year with social media improvements across all platforms. Site structure improvements (led by Age UK) began to be implemented (although it affected metrics and analytics for reporting purposes). Facebook and Instagram remained popular with Facebook engagement up by 11% and Instagram up by a huge 166%. X (formerly Twitter) saw a much more modest 1% increase in engagement although reporting was impacted by analytics changes implemented by X. From January onwards we added impact information to the HR elements of Linked In and look forward to monitoring the impact in the next reporting period. 3 new videos were added to our YouTube channel and more videos were created ready for publication in the next reporting period. Videos were also a popular way of sharing messages internally by our Joint Chief Executives.

Our e-newsletters (Inside Loop and Local Loop) continued to be published and we maintained our internal Oracle resource library and Viva Engage (formerly Yammer) as a dynamic platform for staff to communicate with each other.

INCOME GENERATION AND FUNDRAISING

Fundraising Governance

We did not engage in any direct marketing campaigns outside of service delivery during the reporting period. We solicited donations (where applicable) through our social media campaigns and were pleased to acknowledge donations unless anonymity was requested.

Service departments within the Charity sent out information about their services and invited beneficiaries to make donations to help others if they felt able to do so. It was explicitly clear that access to services was not dependent upon donations as they were made on a voluntary basis. Any charges within services were made clear before commencement of the service.

Income Generation Activities

Our capacity to raise much-needed funds was boosted by the appointment of 2 part-time staff – 1 x 22.5 hours to focus on corporate relationships and 1 x 7 hours to focus on building community connections. This additional investment will pay dividends in the next reporting period and both staff have settled in well with meaningful activity developed ready to launch from April 2024 onwards.

Applications to local and national grant making trusts were successfully made during the reporting period and we are thankful to those who supported our Charity. We developed a Corporate Connections information pack to be used in the future and developed a target list of grants for future applications.

A new relationship with Dunelm developed at the end of the reporting period based on the new 3-year partnership between them and Age UK as a national brand. We will benefit from local opportunities in future reporting periods and from distribution of funds raised through the partnership.

Legacies continued to be a valuable source of income and we remain deeply grateful to those who felt able to support us at the end of their lives. In total, legacies accounted for £326,238 during the reporting period. We are also grateful for the donations made by mourners both in lieu of and in addition to flowers at the funerals themselves.

Donations income came from a variety of sources – individual donations, Easyfundraising (online shopping donations), PayPal, Just Text Giving, Friends and Supporters and dormant accounts. We are thankful to every donation made to fund our services during this reporting period.

Our HR staff team raised a magnificent total of £970 from their annual Advent Raffle and we thank all those who bought tickets and provided beautifully wrapped prizes (especially Margaret Gaskell who, once again, provided numerous prizes alongside Boots).

INCOME GENERATION AND FUNDRAISING cont.

Charity Retail

Our Sutton in Ashfield store celebrated its official opening and first birthday during the reporting period, and we increased our trading hours, expanded our operation to include collection and delivery by creating 2 additional part-time jobs and carried out some limited house clearance activities. We recruited 2 volunteers, 2 of whom became operational during the reporting period. Performance grew steadily but remained below target at -57% due to the tough trading environment.

Our Sutton shop hosted an Advantage Mobility concession which operated during the reporting period. The concession sold new and pre-loved items and also donated pre-loved items for sale through our usual trading mechanisms which provided much needed and cost effective support for local people.

Our West Bridgford store performed steadily, and we benefitted from the recruitment of additional volunteers but challenges continued in terms of the volume and quality of donations. Average weekly takings fell slightly, and the average transaction value also dropped – indicative of the impact of the Cost of Living on local shoppers. Overall performance was 26% below target. A review of the future of the shop will be made in the next reporting period.

We began a positive donor relationship with Amazon towards the end of the reporting period which brought in new customers to both shops and this will continue into the next financial year.

Gift Aid donor recruitment matched the previous period and the value of donations increased by 28% to £2,601. We completed a reconciliation exercise to confirm the list of active donors, wrote to every live donor to confirm the new HMRC guidelines and provided more information about Gift Aid in our shops.

Training

A comprehensive staff evaluation of our online training platform took place with 90% feeling the training was pitched well and 57% felt the training courses improved their knowledge and skills required for their job roles.

Research work was carried out on other potential providers which will be actioned in the next reporting period. Contracts to provide training via our platform to other local Brand Partners contributed £1,431 to our charity.

Positive improvements were noted in training compliance for staff and volunteers. We began discussions to develop a pre-retirement training programme for external organisations which will be rolled out during the next reporting period.

INCOME GENERATION AND FUNDRAISING cont.

Age UK Business Directory (AUBD) Ltd

Our Business Directory continued to provide access to reputable traders across multiple areas to support (mostly) older people to avoid scams and rogue traders. The trades landscape remained challenging throughout the reporting period and impacted on overall performance. In total, the year finished on 66 members and throughout the year we responded to 781 enquiries for reputable traders and took 51 enquiries for membership to the Notts Directory.

There was a strong focus on communication with well-received improvements to our social media content and the continued use of newsletters to encourage a sense of connection between the trader and the charity brand. We explored the process and costs involved in upgrading the AUBD website for consideration in the next reporting period. Overall, the Age UK Business Directory made a surplus of £3,294 which was paid to the Charity towards the long term loan which as at 31st March 2024 stood at £127,775

The Lifestyle Centre

The Lifestyle Centre continued to host our Southern Office Hub and remained the home of Advantage Mobility which provided mobility and living aids to help its customers enjoy a better quality of life.

Mutual referrals benefitted customers and people who used our services alike – we were able to refer potential customers for advice and information about products suitable to meet a range of needs and Advantage Mobility hosted our Information, Signposting and Advice sessions on Mondays which helped local people access a range of support services such as benefits assessments and legal advice.

DEVELOPMENT PLANS FOR 24-25

Safe and Sound Housing Services	• Source continuation funding for Warm & Wise • Increase WHoP cases by at least 500% • Establish a Home Improvement Service within the City
Connect	• Broaden data sets to capture richer qualitative and quantitative information • Create a multi-skilled workforce for agile working • Create peer to peer support groups/volunteer led groups
Information, Signposting and Advice	• Complete regular audits to maintain Quality Assurance Standards • Develop and implement feedback and evaluation processes • Build strategic relationships with key partners in our region • Deliver more face to face services in the community
Residents' Representative Service	• Expand the reach of the Worry Catcher Service through direct engagement with the homes and discussions with CityCare • Explore contact with the GP's supporting city care homes as a source of referrals
Worry Catcher (MHSOP)	• Identify ways of increasing referrals and engagement from carers of patients and support available • Quickly familiarise with the new Blossomwood venue to facilitate an excellent service for patients
Wellbeing at Home	• Increase volunteer numbers
Digital Inclusion	• Integrate digital inclusion outcomes into Companion Service provision
Sybil Levin Specialist Dementia Day Service	• Attract 18 Friends per day (over a 5-day week) • Recruit 4 volunteers and 6 Bank staff • Deliver 6 charged-for training courses • Develop 1 new day service provision • Find additional funding to support the service
Men in Sheds	• Increase number of sessions offered and shed opening hours at Worksop shed • Increase number of volunteers across all sheds by 10% • Source new venue for Daybrook Shed
Companion Service	• Launch new Companion Service • Increase Companion Service users by 50% • Increase Companion Service volunteers by 25%

DEVELOPMENT PLANS FOR 24-25 cont.

Finance	• Complete the banking review and switch to the most cost effective & efficient solution • Ensure robust finance processes are in place for the new charged-for Companion Service, enabling payments to be collected monthly
Best Foot Forward	• Launch new BFF walk in Carlton
Data Protection/ICT	• Achieve the NHS Data Security and Protection Toolkit self-assessment • Achieve the Cyber Essentials accreditation
HR	• Build performance management structure within ADP system
Volunteering	• Develop Connect Volunteer cohort to aid social/support groups within the Connect contract • Explore corporate volunteering activities • Devise and implement a structured volunteer review process • Introduce and deliver support for volunteer wellbeing
PR and Communications	• Expand the use of videos across social media
Age UK Business Directory	• Ensure that key trades are represented on the Directory with a good geographical coverage for all areas of Nottinghamshire
Fundraising	• Meet income generation targets in Corporate and Community sectors • Develop new ideas for annual fundraising campaign activity • Relaunch Will Writing Service and build local relationships with legal service providers
Retail	• Review sustainability of the West Bridgford Shop • Expand House Clearance Services • Expand opening hours in Sutton in Ashfield to increase revenue
EDI	• Develop our datasets to support monitoring across all charity activities
OPAP	• Recruit 4 new members

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees' Responsibilities in Relation to the Financial Statements

Charity Governance Code

The Trustees continued to review governance of the charity and Group in accordance with the Charity Governance Code for larger charities. Trustees continued to believe that good governance is fundamental to our success as a charity. They continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

Pay Policy for Staff

The pay of all staff is reviewed annually. The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the charity (listed under our Directors, Trustees and Officers section).

All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 7 and 9 of the accounts.

No Director of AUBD Ltd or Age UK Notts Men in Sheds C.I.C. received remuneration from the company during the reporting period.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees' Responsibilities in Relation to the Financial Statements

Statement of responsibilities of the Trustees

The trustees (who are also directors of Age UK Nottingham & Nottinghamshire for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information
- The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees on 31st March 2024 was 6 (2023:12). The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Risk Management

All risks to the charity were considered during the reporting period in line with our Risk Management protocols. We looked at each risk for probability and impact and graded from 1 (very unlikely, low impact) to 5 (very likely, high impact). Multiplying the scores in likelihood and impact gave us the overall risk rating. The maximum score was 25.

Individual risks were allocated to specific members of the Senior Leadership Team and reviewed and amended (where appropriate) throughout the year and the full management team reviewed the whole Risk Register during the period.

In the reporting period,116 risks were considered (2022: 121). 16 highest risks were identified in 8 of those areas (2022: 18):

Area containing highest risk	Number of highest risks
External risk	5
Finance	1
Fundraising	1
Health and Safety	1
Human Resources	1
Information and Communication Technology	2
Quality Standards	1
Services	4

The 3 highest risks in the reporting period were government policy and economic climate (risk score 25), deregulation as a result of exiting the EU and the likelihood of recession (both scoring 20).

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Mitigations for risk included:

- Participating in audits and quality assurance processes
- Creating system guardrails and process protocols
- Communications, training and awareness raising issues (such as a special ICT / GDPR issue of our Inside Loop)
- Creating working groups to focus on particular issues
- Monitoring relevant data to identify trends and track improvements
- Developing relevant relationships with relevant stakeholders

Trustees reviewed the Risk Register at quarterly intervals and concentrated their discussions on those with a risk score of 18 and above.

Fraud

The yearly fraud risk assessment was carried out by the Senior Leadership team covering corruption, income generation (retail, fundraising, legacies and grants), expenditure, accounting, ICT, payroll and recruitment).

A total of 82 fraud risks were identified with mitigations identified to reduce or eliminate the risk. Each residual risk was given a risk score out of 25. The 2 highest risks were the potential for shop thefts (risk score 11) and attempted cyber-crime (risk score 10).

Upon review, the Trustees decided whether the residual risk could be tolerated (after mitigating factors were applied), treated (additional mitigations put in place to reduce exposure), transfer (using contractual terms to transfer some or all of the risk impact) or terminate (a system or process redesign to completely eliminate the risk).

The Trustees also decided to continue to publicise our zero tolerance approach to fraud via our website and the review shop processes to reduce risks (stock layout, process training and review for example).

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Key Governance Actions – Review and Update

1	Organisational purpose	• Our Values (particularly Kindness and Compassion) were explored and celebrated at our June 23 staff conference • Our Employee Council began to gather and celebrate examples of the Values in action • Our supervision paperwork was amended to seek positive reinforcement examples of our Values in action • Service departments began the process of developing their Operational Strategies upon which core functions will build theirs in the next reporting period
2	Leadership	• Trustees gave feedback regarding visits to services at each Board meeting • During the reporting period the Trustee Quality Champion plus two other Trustees took part in the assessment for the Charity Quality Standard for local Age UKs in England which was reaccredited in February 2024 • Work began on a quality framework to bring together various quality mechanisms (Age UK QAF, contractual quality requirements, etc) and the culture of quality and continual improvement
3	Integrity	• To ensure transparency we have shared the Age UK Notts 10 year Strategy with all staff and we will display the completed version on our website • Our Older People's Advisory Panel (OPAP) was revitalised, and new members were recruited to broaden our knowledge of local concerns (recruitment will continue into the next reporting period)
4	Decision-making, risk, and control	• The Charity Commission accepted our proposed changes to our Memorandum and Articles which resulted in the removal of the Non-Trustee Members roles
5	Board effectiveness	• A Trustee Skills Audit was carried out which identified gaps in experience with Digital, PR & Marketing and our future recruitment of at least 2 new Trustees will be informed by this analysis

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Key Governance Actions – Review and Update

6	Equality, Diversity and Inclusion	• Our OPAP recruitment process posed explicit questions about EDI. We aim to recruit a diverse range of new OPAP members in the next reporting period • We will develop a new local demographic report to underpin our 10-Year Strategic goals and annual services plans
7	Openness and Accountability	• 3 new members for OPAP recruited during the reporting period. • 2 staff members appointed to the Pay and Benefits Committee to support understanding of the decision-making process. • OPAP members will be invited to attend our AGM in the next reporting period (although there is no governance obligation to do so).

FINANCIAL REVIEW

The Consolidated Statement of Financial Activities (SOFA) on page 54 shows that income was higher this year with total incoming resources for the year of £3.35m compared with £2.57m for the previous year, an increase of 30%. The change from last year can be broken down as follows:

- Donations increased by £132k, (48%) due to higher legacy income received during the year
- Income from charitable activities which includes grants & service agreements and fee income increased by £614k, (30%) – the majority of this increase was within Health & Wellbeing services with £469k extra funding being awarded for the new Connect contract which started in October 2023 after our successful tendering process. Fee income increased by £63k, (28%) – due to the SPECAL day service numbers increasing.
- Fundraising, Shops and Trading income fell by £0.5k with shop income increasing by £27k, (50%) due to 12 months trading at the new Sutton shop, however the Business Directory income fell by £23k, (19%) due to traders not renewing their membership.
- Investment income increased by £36k due to taking advantage of high interest rates within the Flagstone platform giving interest of £41k during the year and £12k dividend income from the Brewin Dolphin investment.

Within resources expended charitable expenditure increased from £2.52m in 2022/23 to £3.1m in 2023/24 mainly due to the new Connect contract with an extra £486k expenditure from October 2023. The number of employees employed by the charity increased from 92 to 122 during the year also related to the new Connect contract.

Despite the downturn in business directory sales AUBD Ltd made a profit of £3.3k which will enable a further repayment to be made within one year to the charity towards the long term loan.

Of the £1.1m designated funds at the start of the year £94k were spent as planned. See note 20a of the accounts for full details of all the designated funds which total £1m at 31st March 2024.
The deficit for 2023/24 was £13k with an increase in free reserves to £1.2m see note 19a of the accounts which is in line with our reserves policy.

Cash & investments remain very healthy at £1.8m versus £2m last year.

FINANCIAL REVIEW cont.

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009 and the total net assets on 31st March 2024 were £52.6k of which £52.4k were permanent endowments and £0.2k were expendable endowments. The charity received £2k in the form of bank and dividend interest during the year and made 62 (50 last year) grants to individuals who were resident in the District of Mansfield costing £1.6k (£1.38k during 2022/23).

How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. We would like to thank the following for their support:

Actons Solicitors
Active Partners Trust
Advantage Social Enterprise C.I.C.
Age England Association
Age UK
Age UK Leicester Shire & Rutland – Warm & Wise
Age UK Lincoln & South Lincolnshire- Warm & Wise
Argos - Arnold Branch
Bassetlaw Community & Voluntary Service
Boots UK Ltd
Broxtowe Borough Council
Business in the Community
Capital One
Department of Health
E.ON
Energy Saving Trust
Experian
Freeths
Gas Safe Foundations Independent Living Trust
Gedling Borough Council
Geoff Ball (Stationaery suppliers)
George Henry Francis Payling's
George Square Financial Management
Hudson Wealth Management Ltd
J N Derbyshire Trust (The)
Jani King Cleaning
Lindhurst Windfarm Trust (The)
M&G Securities
National Grid Community Matters Fund
Newark & Sherwood District Council
NHS Nottingham and Nottinghamshire
Nelsons Solicitors
Nottingham CityCare Partnership
Nottingham City Council
Nottingham Energy Partnership
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Nottinghamshire Healthcare NHS Foundation Trust
PAPET (The Forman Hardy Holdings)
PCN 5
Rotheras
Sainsburys - Arnold Branch
Santander UK
Screwfix Foundation (The)
Skerritt Trust (The)
Sky Community Fund
St. James's Place Foundation
St. James's Place Wealth Management Ltd
Thomas Farr Trust (The)
Nottinghamshire Healthcare NHS Trust
Veolia Group

We also benefit from individuals who make donations & legacy income to the Charity and we have worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Brain Dinsmore
Finance Trustee

RECURRING FINANCIAL POLICIES AND PROCEDURES

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that charges for certain services are appropriate and that any charges should be related to the ability of an individual to pay them. Certain services should be provided free of charge and when charges do apply, discretion is important to ensure older or vulnerable people are not denied a service because of their inability to pay.

We sought to minimise the cost of paid-for services in the reporting period whenever we could. Applicable charges were made clear in advance of delivering the service. A discretionary fund was set aside to top up payments on charges where people had been offered discounts to enable access to services. Free services were available to all and discounts were usually available to those in receipt of means-tested benefits.

It remained our policy to review all charges during the annual budget setting process. Where free services were available, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association the Charity has the power to make any investment which the Board sees fit, provided it shall seek (where appropriate) proper professional advice. The total £924,353 held within the Flagstone platform was invested in 13 banks each giving up to the maximum £85,000 protection. £40,790 of total interest was accrued during the reporting period via these accounts as the charity benefitted from increases in prevailing UK rates.

The Investment Committee continued to review the investments with RBC Brewin Dolphin within their lower medium risk portfolio in line with the Investment Policy. During the year £12,109 was received in dividend income which was reinvested, management fees of £4,674 were charged with a gain on the initial £450,000 investment of £29,174 giving the final portfolio value at 31st March 2024 of £488,237 after taking into account £102 held as shares in trading subsidiaries.

Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of between 2 and 5 months' running costs.

RECURRING FINANCIAL POLICIES AND PROCEDURES cont.

(The levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).

The reserves will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet the needs of local, older and vulnerable people.

Based on the 2024-25 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board) the total amount required for:

2 months' running costs = £535,222

5 months' running costs = £1,338,055

Free reserves are calculated as follows:

Total funds Less Restricted and Endowment Funds Less Fixed Assets Less Designated Funds = Free Reserves.

Free Reserves as at 31st March 2024 = £1,208,692 which is within the reserve policy parameters identified above.

The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and Group for the foreseeable future. The Trustees are of the opinion that the Charity and Group are a going concern.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office:

The Sybil Levin Centre
577a Nuthall Road
Cinderhill
Nottingham
NG8 6AD

info@ageuknotts.org.uk

0115 8440011

0115 841 4460

www.ageuknotts.org.uk

linkedin.com/company/age-uk-nottingham-&-nottinghamshire

Twitter.com/ageuknotts

Instagram.com/ageuknotts

Facebook.com/ageuknotts

Age UK Nottingham & Nottinghamshire is a registered charity number 1067881, registered in England & Wales and a Company limited by guarantee incorporated in the United Kingdom (registered company number 3455485).

Our Advisors

Group auditor
Sayer Vincent LLP, 110 Golden Lane, London. EC1Y 0TG

Group Solicitors
Freeths LLP, Cumberland Court, Mount Street, Nottingham. NG1 6HH

Group Bankers
CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4TA

Honorary Offices
Royal Patron
HRH King Charles III KG KT GCB

President
Commander Peter Moore RD, RNR, DL

Life Vice-Presidents
Sandra Warzynska
Len Simmonds
Anil Ghelani
Terry Brown (until 28.9.23)

REFERENCE AND ADMINISTRATIVE DETAILS cont.

DIRECTORS, TRUSTEES AND OFFICERS

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law.
The Trustees and officers serving during the year (and since year-end) were as follows:

Chris Dorkes (Chair)
Brian Dinsmore (Finance)
Gemma Hopper
Diane Deacon (until 8.9.23)
Graham Cox (Vice Chair)
Steve Hambleton (Vice Finance)
Brian Burdus (until 25.06.24)
Malgorzata Faras (until 14.4.23)

In attendance
Michelle Elliott – Joint Chief Executive
Di Trinder – Joint Chief Executive and Company Secretary

Non-Trustee Members (until 28.2.24)
Commander Peter Moore RD RNR DL
Anil Ghelani
Len Simmonds
Maxi-Leigh Robinson (until 23.7.23)
Our Memorandum and Articles were changed during the reporting period to remove the need to appoint non-Trustee Members. The Charity Commission formally accepted the changes on 28.2.24).

Finance and Audit Committee
Brian Dinsmore (Trustee and Chair)
Steve Hambleton (Trustee)
Chris Dorkes (Trustee)
Michelle Elliott (Joint Chief Executive)
Di Trinder (Joint Chief Executive)
Lesley Fairclough (Senior Operations Manager (Finance))

Subsidiary Companies
AUBD Ltd (Age UK Business Directory) – a company limited by shares (Registration Number 06393966)
Board of Directors – Kat Coggan (until 15.2.24) and Maria Cooke
Company Secretary – Maria Cooke

REFERENCE AND ADMINISTRATIVE DETAILS cont.

Key Management Personnel (Executive Team)

Age UK Men in Sheds CIC
Board of Directors –
Maria Cooke, Michelle Elliott, Di Trinder

Age UK Local Trading Limited
Board of Directors –
Michelle Elliott, Maria Cooke, Di Trinder

The George Henry Francis Payling's Charity
Trustees and Directors –
The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

Executive Team	Age UK Nottingham & Nottinghamshire	George Henry Francis Payling's Charity	Age UK Local Trading Ltd	AUBD Ltd	Age UK Notts Men in Sheds CIC
Di Trinder Joint Chief Executive					
Michelle Elliott Joint Chief Executive					
Maria Cooke Strategic Director (Innovations and Communications)					
Vicky Gutteridge Senior Strategic Director (Services) until (24.12.23)					

THANK YOU

At the conclusion of the Trustees' Report, we'd like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, healthcare trusts, local authorities and other bodies who have made the outcomes listed in this report possible through financial and in-kind support.

We send our particular thanks to our staff and volunteers (existing and new) who helped deliver those services that meant so much to local older and vulnerable people through a challenging year. Whether working in a front-line role or a back office capacity, everyone made an enormous contribution to our overall achievements.

We thank the Trustees for the time, knowledge, expertise and support they brought to governance of the charity. Thank you to our Older People's Advisory Panel (OPAP) our (then) non-Trustee members who not only supported our governance and work but also provided links with groups and bodies external to the charity that also support older and vulnerable people.

We worked hard in the reporting period to being our new Values to life. We established a Pay and Benefits Committee which included 2 staff members to further our goal to be as open, inclusive and transparent as possible. Our Employee Council attracted new members and its purpose was revitalised to focus on our Values which will pay dividends in the future. Our thanks go to everyone who participated so enthusiastically.

The charity underwent its 3-year Charity Quality Standard (CQS) assessment (applicable to local Brand Partner Age UKs in England) and we are proud to report that we achieved the standard with very few areas for improvement. The Head of Network Quality & Compliance said "many congratulations on achieving the Standard! I am really pleased for you." The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission. Achievement of the Standard reflects the commitment of all our staff and volunteers to delivering a high quality of work. We thank all who were involved in the assessment process and all the users of our services, staff and volunteers who participated in individual interviews during the assessment itself.

Thanks also go to the Directors of our subsidiary companies who volunteered to oversee this area of our work. Our Senior Leadership Team continued to work tirelessly to effectively manage the charity which ensured our resources were properly deployed to enhance the quality of life and health and wellbeing of older and vulnerable people across the City and County. Maintaining our ICT networks and 3 Office Hubs was integral to the success of our ongoing working from home for many staff and we were pleased to offer hybrid working for others.

THANK YOU cont.

We continued to dedicate time and resources to build effective networks and relationships with local commissioners and corporate partners to build mutual understanding of the needs of older and vulnerable people. We anticipate future challenges with a willingness to continue to work hard to deliver high quality services that meet the needs of our local communities.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and republic of Ireland (Charities SORP (FRS102)), and in accordance with provisions applicable to companies entitled to smaller companies' exemptions.

By order of the Board of Trustees

Michelle Elliott Di Trinder Chris Dorkes

Joint Chief Executives Chair of Trustees Signed 17th October 2024

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated 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 FRS 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 group's and of the parent charitable company's affairs as at 31 March 2024 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

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 group financial statements section of our report. We are independent of the group and parent charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Age UK Nottingham & Nottinghamshire's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the group financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the group financial statements does not cover the other information, and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the group financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the group financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or

- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the parent charitable company for the purposes 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 group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent 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 auditor under the Companies Act 2006 and section 151 of the Charites Act 2011 and report in accordance with those Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the group's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the group from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Fleur Holden (Senior statutory auditor)
18 October 2024
for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Age UK Nottingham & Nottinghamshire

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Designated £	Restricted £	George Henry Francis Payling's Charity Endowment £	**2024 Total £**	2023 Total £
Income from:							
Donations and legacies	3	321,445	–	85,233	–	**406,678**	274,712
Charitable activities							
Housing Services	4a	27,993	–	335,775	–	**363,768**	280,798
Advice	4b	139,468	–	124,438	–	**263,906**	178,509
Advocacy	4c	209,973	–	–	–	**209,973**	205,496
Health & Wellbeing	4d	1,699,945	–	69,829	–	**1,769,774**	1,229,988
Core Services	4e	75,282	–	2,500	–	**77,782**	177,090
Shops	4f	1,231	–	–	–	**1,231**	–
Other trading activities							
Merchandising Income		81,689	–	–	–	**81,689**	54,364
Fundraising Income		8,839	–	5,214	–	**14,053**	18,970
Sale of Business Directory listings		98,729	–	–	–	**98,729**	121,695
Investments		59,557	–	–	2,082	**61,639**	25,333
Other		4,583	–	–	–	**4,583**	2,843
Total income		2,728,734	–	622,989	2,082	**3,353,805**	2,569,798
Expenditure on:							
Cost of raising funds:	5	257,994	1,774	212	–	**259,980**	238,403
Charitable activities:							
Housing Services		29,343	–	385,055	–	**414,398**	322,109
Advice	5	150,959	–	131,454	1,647	**284,061**	239,168
Advocacy	5	190,560	–	380	–	**190,939**	191,685
Health & Wellbeing	5	1,720,336	23,804	114,539	–	**1,858,680**	1,398,190
Core Services	5	305,706	68,792	13,298	277	**388,073**	370,133
Total expenditure		2,654,898	94,370	644,937	1,925	**3,396,130**	2,759,688
Net income / (expenditure) before net gains / (losses) on investments		73,836	(94,370)	(21,949)	157	**(42,325)**	(189,890)
Net gains / (losses) on investments		29,174	–	–	80	**29,254**	867
Net income / (expenditure) for the year	9	103,010	(94,370)	(21,949)	237	**(13,071)**	(189,023)
Transfers between funds		(44,389)	44,389	–	–	**–**	–
Minority Interest		–	–	–	–	**–**	(1,872)
		(44,389)	44,389	–	–	**–**	(1,872)
		58,621	(49,981)	(21,949)	237	**(13,071)**	(190,894)
Net movement in funds		58,621	(49,981)	(21,949)	237	**(13,071)**	(190,894)
Reconciliation of funds:							
Total funds brought forward		1,311,007	1,129,154	57,192.86	52,428	**2,549,782**	2,740,676
Total funds carried forward		1,369,629	1,079,173	35,244	52,665	**2,536,711**	2,549,782

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 29a to the financial statements.

Age UK Nottingham & Nottinghamshire

Balance sheets

Company no. 3455485

As at 31 March 2024

	Note	The group 2024 £	2023 £	The charity 2024 £	2023 £
Fixed assets:					
Age UK Nottingham & Notttingamshire					
Tangible assets	11	**171,446**	202,978	**171,360**	202,866
Investments	12	**488,237**	451,628	**488,339**	451,720
George Henry Francis Payling's Charity					
Investments	12	**9,911**	9,831	**9,911**	9,831
		669,594	664,436	**669,610**	664,416
Current assets:					
Age UK Nottingham & Notttingamshire					
Stock		**24,301**	23,987	**24,301**	23,987
Debtors (including due after one year)	15	**520,184**	453,121	**645,890**	596,752
Cash at bank and in hand		**1,357,276**	1,640,064	**1,355,893**	1,615,026
George Henry Francis Payling's Charity					
Debtors (including due after one year)	15	**772**	–	**772**	–
Cash at bank and in hand		**42,154**	41,773	**42,154**	41,773
		1,944,687	2,158,944	**2,069,010**	2,277,537
Creditors: amounts falling due within one year					
Age UK Nottingham & Notttingamshire	16	**(77,399)**	(286,567)	**(70,253)**	(270,371)
George Henry Francis Payling's Charity		**(172)**	(500)	**(172)**	(500)
Net current assets		**1,867,117**	1,871,877	**1,998,586**	2,006,666
Total assets less current liabilities		**2,536,711**	2,536,314	**2,668,196**	2,671,082
Total net assets		**2,536,711**	2,536,314	**2,668,196**	2,671,082
Funds:	28a				
Age UK Nottingham & Notttingamshire					
Restricted income funds		**35,244**	57,193	**35,244**	57,193
Unrestricted income funds:					
Designated funds		**1,079,173**	1,129,154	**1,079,173**	1,129,154
General funds		**1,369,629**	1,311,007	**1,501,113**	1,432,308
George Henry Francis Payling's Charity					
Permanent Endowment		**52,424**	52,424	**52,424**	52,424
Expendable Endowment		**241**	4	**241**	4
Funds of the Charity		**2,536,711**	2,549,782	**2,668,196**	2,671,082
Minority Interest		**–**	(13,468)	–	**–**
Total funds		**2,536,711**	2,536,314	**2,668,196**	2,671,082

Approved by the trustees on 17 October 2024 and signed on their behalf by

Chris Dorkes
Director

Brian Dinsmore
Director

Age UK Nottingham & Nottinghamshire

Consolidated statement of cash flows

For the year ended 31 March 2024

	Note	2024		2023	
		£	£	£	£
Cash flows from operating activities					
Net Income/(expenditure) for the year (as per the SOFA)		**735**		(189,022)	
Adjustments for:					
Dividends, interest and rents from investments		**(66,249)**		(25,778)	
Depreciation charges		**47,383**		58,285	
(Gains)/losses on investments		**(29,254)**		(867)	
Loss/(profit) on sale of fixed assets		**1,945**		(2,417)	
(Increase)/Decrease in stocks		**(315)**		(728)	
(Increase)/decrease in debtors		**(68,163)**		104,697	
Increase/(decrease) in creditors		**(209,497)**		(133,720)	
Net cash used in operating activities			**(323,414)**		(189,549)
Cash flows from investing activities:					
Dividends, interest and rents from investments		**66,249**		25,778	
Proceeds from the sale of property, plant and equipment		**-**		5,517	
Purchase of property, plant and equipment		**(17,797)**		(56,058)	
Proceeds from sales of investments		**(10)**		-	
Purchase of investments		**(7,435)**		(450,000)	
Net cash provided by / (used in) investing activities			**41,007**		(474,763)
Change in cash and cash equivalents in the year			**(282,407)**		(664,312)
Cash and cash equivalents at the beginning of the year			**1,681,837**		2,346,149
Cash and cash equivalents at the end of the year			**1,399,430**		1,681,837

Analysis of cash and cash equivalents and of net debt

	At 1 April 2023	Cash flows	Other non-cash changes	At 31 March 2024
	£	£	£	£
Cash at bank and in hand:	**-**	**-**	-	**-**
Age UK Nottingham & Notttingamshire	1,640,064	(282,788)	-	**1,357,276**
George Henry Francis Payling's Charity	41,773	381	-	**42,154**
Total	1,681,837	(282,407)	**-**	**1,399,430**

1 Accounting policies

a) Statutory information

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee.

The registered office address is Age UK Nottingham & Nottinghamshire, The Sybil Levin Centre, 577a Nuthall Road, Nottingham, Nottinghamshire, NG8 6AD.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its subsidiary undertakings AUBD Limited and Age UK Notts Men in Sheds CIC. A separate statement of financial activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006, A summary of the result for the year is disclosed in the notes to the accounts.

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

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's or group's ability to continue as a going concern. The group had free reserves of £1,208,692 at 31st March 2024 (2023:£1,123,405) which is within the reserve policy parameter of between 2 and 5 months running costs. The trustees have budgeted for a £299,227 deficit for the year to 31st March 2025 (2023: £227,892) with a plan to use £257,709 (2023: £157,934) designated funds to partly cover this deficit with the rest covered by free reserves.

e) Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS 102) are included when they are probable. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

f) Grant Income

These grants and performance related service agreement income is included in the financial statements as entitlement arises. Note 4 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2024, there are no unfulfilled conditions attached to grants or service level agreements.

g) Deferred income

Any income received during the current financial year that relates to funding due for the next financial year as specified by the funder is included as deferred income.

h) Fixed Assets

Expenditure on fixed assets has been capitalised when over £1,000 and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	2% and 5% (straight line)
Computer Equipment	20% (straight line)
Fixtures and Other Equipment	10% (straight line)
Motor Vehicles:	
Vans & Minibuses	25% (straight line)
Cars	16.67% (straight line)
Leasehold Improvements	10% (straight line)

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset.

Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

i) Investment Income

Bank and building society interest are included in the accounts on receipt.

j) Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

k) Direct Charitable Expenditure

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis.
Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements.
Charitable activity costs comprise both direct expenditure, including direct staff costs attributable to the activity, and support costs relating to these activities.
Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

1 Accounting policies (continued)

l) Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 20.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 15 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

m) Voluntary Help

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. More detail can be found throughout this report.

n) Pension Costs

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

o) Operating Leases

Operating leases are charged on a straight-line basis over the period of the lease.

p) Allocation of Funds within Note 5

Support costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 5.

q) Investments and Share Capital

The parent company Age UK Nottingham & Nottinghamshire holds 100% of the issued share capital of AUBD Limited. This investment is held at a cost of £100 in the Charity accounts. The parent company holds fund within an Investment portfolios managed by Brewin Dolphin Ltd. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

The George Henry Francis Paylings Charity holds funds within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

r) Stock

Stock is shown at the lower of cost and net realisable value.

s) Outstanding paid Annual Leave and Sick Leave

All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

t) Debtors and Creditors

Debtors

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors

Creditors, provisions and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

u) Cash and Cash Equivalents

Cash and cash equivalents include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

v) Financial Instruments

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

w) Critical Estimates and Areas of Judgement

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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

See note e) for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities

2 Detailed comparatives for the statement of financial activities

					2023
	Unrestricted	Designated	Restricted	George Henry Francis Payling's Charity Endowment	Total
	£	£	£	£	£
Income from:					
Donations and legacies	216,521	–	58,191	–	274,712
Charitable activities					
Housing Services	9,700	–	263,159	–	272,859
Advice	73,324	–	82,385	–	155,709
Advocacy	205,496	–	–	–	205,496
Health & Wellbeing	1,014,236	–	96,797	–	1,111,033
Core Services	106,021	–	1,430	–	107,451
Shops	–	–	–	–	–
Other trading activities					
Merchandising Income	54,364	–	–	–	54,364
Fundraising Income	17,323	–	1,647	–	18,970
Sale of Business Directory listings	121,695	–	–	–	121,695
Fees and Contributions	219,333	–	–	–	219,333
Investments	24,814	–	–	519	25,333
Other (sale of head office in 2022/23)	2,843	–	–	–	2,843
Total income	2,065,670	–	503,609	519	2,569,798
Expenditure on:					
Cost of raising funds:					
Merchandising Costs	80,517	46,841	–	–	127,358
Fundraising Costs	12,086	–	10	–	12,096
Business Directory Costs	98,949	–	–	–	98,949
Charitable activities:					
Housing Services	17,614	–	304,495	–	322,109
Advice	105,799	45,544	86,542	1,282	239,168
Advocacy	191,525	–	160	–	191,685
Health & Wellbeing	1,180,423	100,421	117,346	–	1,398,190
Core Services	275,362	91,404	3,655	(289)	370,133
Total expenditure	1,962,276	284,210	512,208	994	2,759,688
Net income / expenditure before gains / (losses) on investments	103,394	(284,210)	(8,599)	(474)	(189,890)
Net gains / (losses) on investments	1,628	–	–	(761)	867
Net income / expenditure	105,022	(284,210)	(8,599)	(1,235)	(189,023)
Transfers between funds	(75,422)	75,422	–	–	–
Minority Interest	(1,872)	–	–	–	(1,872)
Net movement in funds	27,728	(208,788)	(8,599)	(1,235)	(190,894)
Total funds brought forward	1,283,279	1,337,942	65,792	53,663	2,740,676
Total funds carried forward	1,311,007	1,129,154	57,193	52,428	2,549,782

3 Income from donations and legacies

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Advantage Social Enterprise CIC	–	–	**–**	15,000	–	15,000
Anonymous Individuals	1,500	–	**1,500**	–	–	–
Capital One	–	–	**–**	21,000	–	21,000
The Gray Trust	–	–	**–**	2,000	–	2,000
Others <£500	3,115	–	**3,115**	2,790	–	2,790
Legacies	304,169	1,020	**305,188**	172,812	–	172,812
Housing Services						
The Skerritt Trust	–	36,000	**36,000**	–	36,000	36,000
Foundations Independent Living Trust – Gas Safe	–	1,600	**1,600**	–	1,600	1,600
Individuals	–	120	**120**	–	35	35
National Grid Community Matters Fund	–	8,376	**8,376**	–	6,300	6,300
Advice						
Anonymous Trust	–	–	**–**	–	1,000	1,000
The J N Derbyshire Trust	–	2,000	**2,000**	–	–	–
The George Payling's Charity	–	1,647	**1,647**	–	1,282	1,282
The PAPET Trust	–	2,060	**2,060**	–	2,000	2,000
Advocacy						
Individuals	–	380	**380**	–	160	160
Health & Wellbeing						
Wellbeing at Home						
Individuals	–	131	**131**	–	–	–
Best Foot Forward						
Individuals	–	1,654	**1,654**	–	101	101
Volunteer Prevention:						
Individuals	–	446	**446**	–	1,034	1,034
Connect:						
Individuals	–	170	**170**	–	100	100
Men in Sheds:						
Individuals	–	305	**305**	–	573	573
Councillors	–	200	**200**	–	1,100	1,100
Lindhurst Windfarm Trust	–	2,000	**2,000**	–	–	–
Thomas Farr Trust	–	667	**667**	–	–	–
Sky Community Fund	–	2,500	**2,500**	–	–	–
Veolia Group	–	990	**990**	–	1,000	1,000
Altitude Access - Defibrillator	–	–	**–**	–	1,000	1,000
The Sybil Levin Centre:				–		
Individuals	–	720	**720**	–	305	305
Screwfix Foundation	–	–	**–**	–	4,600	4,600
Jani King	–	1,000	**1,000**	–	–	–
Solon Security Ltd	–	198	**198**	–	–	–
Legacy - Geoffrey Bolton	–	21,050	**21,050**	–	–	–
Shops	12,662	–	**12,662**	2,919	–	2,919
	321,445	85,233	**406,678**	216,521	58,191	274,712

The Charity has received notification of 7 legacies with estimated future distributions of £316,000, which have not been recognised as income as at 31 March 2024. They will be recognised when appropriate in future periods.

4 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Housing Services						
Contracts:						
Age UK National- Home Energy Checks	10,379	-	**10,379**	9,700	-	9,700
Grants:						
Age UK National - Scams Awareness Raising	-	40,030	**40,030**	-	40,000	40,000
Energy Saving Trust - Warm & Wise	-	295,745	**295,745**	-	223,159	223,159
Fees and Contributions	17,614	-	**17,614**	7,939	-	7,939
Sub-total for Housing Services	27,993	335,775	**363,768**	17,639	263,159	280,798
Advice						
Contracts:						
Age Uk National - Benefits Checks	60,568	-	**60,568**	39,530	-	39,530
Grants:						
Age UK National - Building Financial Resilience	-	34,813	**34,813**	-	32,760	32,760
Age UK National - Cost of Living Scheme	-	40,000	**40,000**	-	-	-
Age UK National - Digital Inclusion	-	36,000	**36,000**	-	36,000	36,000
Nottingham City Council - Household Support Vouchers	45,000	-	**45,000**	33,794	-	33,794
PCN 5 - Bestwood & Sherwood	22,500	-	**22,500**	-	-	-
Nottinghamshire County Council - Grant Aid (Government Grant)	-	13,625	**13,625**	-	13,625	13,625
Fees and Contributions	11,400	-	**11,400**	22,800		22,800
Sub-total for Advice	139,468	124,438	**263,906**	96,124	82,385	178,509
Advocacy						
Contracts:						
Nottingham City Care Partnership - City Care Homes	56,331	-	**56,331**	56,331	-	56,331
Nottingham University Hospitals NHS Trust - QMC	38,492	-	**38,492**	36,813	-	36,813
Nottinghamshire Healthcare NHS Foundation Trust - Lings Bar	29,040	-	**29,040**	26,814	-	26,814
Nottinghamshire Healthcare NHS Foundation Trust - Worry Catcher	35,538	-	**35,538**	35,538	-	35,538
Nottinghamshire Healthcare NHS Foundation Trust - MHSOP Hospital Discharge	50,572	-	**50,572**	50,000	-	50,000
Fees and Contributions	-	-	**-**	-	-	-
Sub-total for Advocacy	209,973	-	**209,973**	205,496	-	205,496

4 Income from charitable activities (continued)

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Health & Wellbeing						
Contracts:						
Nottinghamshire Country Council - Connect	959,612	-	**959,612**	490,669	-	490,669
NHS Nottingham & Nottinghamshire CCG:						-
Social Prescribing Service	109,231	-	**109,231**	194,189	-	194,189
IAPT - Community Engagement	-	-	**-**	34,896	-	34,896
QMC Emergency Department Support Worker	16,128	-	**16,128**	35,941	-	35,941
UCR- Home Response	196,191	-	**196,191**	9,347	-	9,347
Nottinghamshire Healthcare NHS Foundation Trust -Carers Support	88,508	-	**88,508**	64,602	-	64,602
Nottinghamshire Healthcare NHS Foundation Trust - Hospital Discharge	-	-	**-**	27,439	-	27,439
Nottingham City Council - Wellbeing at Home	127,200	-	**127,200**	121,091	-	121,091
Nottingham City Council -Best Foot Forward	-	2,000	**2,000**	-	-	-
Nottingham CityCare Partnership - Footcare Service	6,010	-	**6,010**	36,062	-	36,062
Grants:						
Nottinghamshire Country Council -Visiting Scheme (Government Grant)	-	21,800	**21,800**	-	21,800	21,800
Nottinghamshire Country Council - Men in Sheds (Government Grant)	-	10,175	**10,175**	-	10,175	10,175
Nottinghamshire Country Council - One Step at a Time	-	18,750	**18,750**	-	24,621	24,621
Bassetlaw Community & Voluntary Service (Government Grant)	-	1,650	**1,650**	-	-	-
Active Partners Trust - Best Foot Forward	-	1,651	**1,651**	-	8,345	8,345
Age UK National:						-
Walking Football (Football Association)	-	-	**-**	-	1,667	1,667
Walking Football (Sport England)	-	-	**-**	-	5,747	5,747
Walking Programme	-	13,803	**13,803**	-	6,067	6,067
Armed Forces Covenant Fund Trust - Active Veterans Project	-	-	**-**	-	18,375	18,375
Fees and Contributions	197,065	-	**197,065**	118,955	-	118,955
Sub-total for Health & Wellbeing	1,699,945	69,829	**1,769,774**	1,133,191	96,797	1,229,988
Core Services						
Grants:						
Age UK National -Supporting Friends of Age UK	1,500	-	**1,500**	1,500	-	1,500
Age UK National - Brand Partner Retainer	10,000	-	**10,000**	10,000	-	10,000
Age UK National - Volunteer Steering Committee	1,667	-	**1,667**	-	-	-
Age UK National - Core Grant	-	-	**-**	94,521	-	94,521
Age England Association - Meetings in the East Midlands	-	2,500	**2,500**	-	1,430	1,430
Fees and Contributions	62,116	-	**62,116**	75,127	-	75,127
Sub-total for Core Services	75,282	2,500	**77,782**	181,148	1,430	182,578
Shops - Grant Income	1,000	-	**1,000**	-	-	-
Shops - Fees and Contributions	231	-	**231**	-	-	-
Total income from charitable activities	2,153,892	532,542	**2,686,434**	1,633,599	443,771	2,077,370

5a Analysis of expenditure (current year)

		Charitable activities								
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	**2024 Total £**	2023 Total £
Staff costs (Note 7)	159,524	160,801	225,231	147,158	1,289,789	152,903	21,039	340,209	**2,496,655**	1,994,162
Depreciation	3,799	80	174	–	12,300	30,938	92	–	**47,383**	58,285
Advertising & Recruitment	1,334	2,764	2,423	495	8,477	3,447	464	–	**19,404**	26,092
Audit & Tax Work Fees	–	–	–	–	–	413	14,247	–	**14,660**	15,531
Donated Stock	10,021	–	–	–	–	–	–	–	**10,021**	425
Grants-home repair works	–	48,661	–	–	–	–	–	–	**48,661**	38,689
Legal & Professional	38	147,591	4,009	–	18,704	25,825	13	–	**196,180**	176,592
Miscellaneous	55	8,599	23	11	6,751	106	–	–	**15,546**	26,337
Office Expenditure	9,955	4,615	8,529	4,266	96,927	98,254	1,192	–	**223,737**	174,683
Property Costs	26,909	3,234	14,018	21	47,821	45,554	–	–	**137,557**	86,959
Training	631	646	1,386	506	5,199	3,757	1,729	–	**13,853**	12,100
Transport/Shed Costs	5,142	–	–	–	25,364	–	–	–	**30,506**	30,937
Travel and Volunteer Expenses	3,126	5,049	7,174	6,514	82,357	6,422	1,416	–	**112,057**	89,723
Business Directory non-staff costs	16,431	–	–	–	–	13,478	–	–	**29,909**	29,172
	236,964	382,041	262,967	158,971	1,593,690	381,097	40,192	340,209	**3,396,130**	2,759,688
Support costs	19,847	28,938	18,865	28,590	236,992	6,976	–	(340,209)	**–**	–
Governance costs	3,169	3,419	2,229	3,378	27,998	–	(40,192)	–		–
Total expenditure 2024	**259,980**	**414,398**	**284,061**	**190,939**	**1,858,680**	**388,073**	**–**	**–**	**3,396,130**	
Total expenditure 2023	238,403	322,109	239,168	191,685	1,398,190	370,133	–	–		2,759,688

5b Analysis of expenditure (prior year)

		Charitable activities							
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	**2023 Total £**
Staff costs (Note 7)	143,194	131,733	185,022	147,745	892,110	185,255	23,778	285,326	**1,994,162**
Depreciation	1,102	278	181	–	17,008	39,624	92	–	**58,285**
Advertising & Recruitment	277	3,803	5,464	1,252	14,863	432	–	–	**26,092**
Audit & Tax Work Fees	–	–	–	–	–	1,682	13,848	–	**15,531**
Donated Stock	425	–	–	–	–	–	–	–	**425**
Grants-home repair works	–	38,689	–	–	–	–	–	–	**38,689**
Legal & Professional	4,759	97,430	8,011	–	53,777	12,601	13	–	**176,592**
Miscellaneous	(728)	6,800	–	–	8,501	11,763	–	–	**26,337**
Office Expenditure	9,095	7,552	10,380	2,903	57,033	86,677	1,044	–	**174,683**
Property Costs	15,357	6,976	7,680	–	43,795	13,152	–	–	**86,959**
Training	307	941	801	440	3,899	5,712	–	–	**12,100**
Transport/Shed Costs	3,825	–	–	–	26,014	1,098	–	–	**30,937**
Travel and Volunteer Expenses	3,910	3,047	4,652	5,820	64,577	7,545	173	–	**89,723**
Business Directory non-staff costs	29,172	–	–	–	–	–	–	–	**29,172**
	210,696	297,250	222,190	158,160	1,181,577	365,542	38,947	285,326	**2,759,688**
Support costs	24,379	21,873	14,939	29,498	190,596	4,040	–	(285,326)	
Governance costs	3,328	2,986	2,039	4,027	26,017	551	(38,947)	–	
Total expenditure 2023	**238,403**	**322,109**	**239,168**	**191,685**	**1,398,190**	**370,133**	**–**	**–**	**2,759,688**

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2024	2023
	£	£
Depreciation	**47,383**	58,285
Profit on disposal of fixed assets	**1,945**	(2,417)
Operating lease rentals:		
Property	**40,538**	37,876
Other	**29,403**	46,914
Auditor's remuneration (excluding VAT):		
Audit	**11,750**	11,000

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	**2,256,898**	1,804,089
Redundancy and termination costs	**1,147**	–
Social security costs	**160,955**	133,037
Employer's contribution to defined contribution pension schemes	**77,655**	57,036
	2,496,655	1,994,162

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2024	2023
	No.	No.
£60,000 - £69,999	**2**	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £230,936 (2023: £219,846).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2023: £nil) incurred by 0 (2023: 0) members relating to attendance at meetings of the trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 120 (2023: 92).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2024	2023
	No.	No.
Direct Charitable Services	**60.6**	49.0
Fundraising and Publicity	**3.9**	3.0
Management and Administration of the Charity	**18.9**	16.0
	83.4	68.0

Volunteers
During the year 179 volunteers (2023:261) supported the Charity in a variety of roles.

9 Related party transactions

During the year the charity recharged management charges totalling £8,052 (2023: £7,667), rent £540 (2023: £1,800), salaries of £60,771 (2023: £55,511), loan interest of £7,204 (2023: £6,376) and other recharges of £3,609 (2023: £6,106) to AUBD Limited and received commission from AUBD Limited of £2,127 (2023: £2,671). Included within amounts due from subsidiary undertakings and owed to the charity at year end was £127,775 (2023: £137,753) due from AUBD Limited.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiaries AUBD Limited & Age Uk Notts Men in Shed C.I.C. distributes under Gift Aid available profits to the parent charity. Its charge to corporation tax in the year was:

	2024 £	2023 £
UK corporation tax at 19%	**–**	–

11 Tangible fixed assets

The group	Leasehold Improvements	Freehold property	Fixtures and fittings	Computer equipment	Motor vehicles	**Total**
Cost	£	£	£	£	£	**£**
At the start of the year	101,930	458,845	126,187	259,760	42,577	**989,299**
Additions in year	–	–	1,971	–	15,826	**17,797**
Disposals in year	–	–	(9,050)	(18,074)	–	**(27,124)**
At the end of the year	101,930	458,845	119,107	241,686	58,403	**979,972**
Depreciation						
At the start of the year	44,742	387,570	84,861	226,722	42,427	**786,322**
Charge for the year	10,193	11,894	7,801	13,490	4,006	**47,384**
Eliminated on disposal	–	–	(7,162)	(18,017)	–	**(25,179)**
At the end of the year	54,935	399,463	85,500	222,195	46,433	**808,527**
Net book value						
At the end of the year	46,995	59,382	33,608	19,491	11,970	**171,445**
At the start of the year	57,188	71,276	41,326	33,038	150	202,978

The charity	Leasehold Improvements	Freehold property	Fixtures and fittings	Computer equipment	Motor vehicles	**Total**
Cost	£	£	£	£	£	**£**
At the start of the year	101,930	458,845	125,648	237,844	42,577	**966,845**
Additions in year	–	–	1,971	–	15,826	**17,797**
Disposals in year	–	–	(9,050)	(18,074)	–	**(27,124)**
At the end of the year	101,930	458,845	118,569	219,770	58,403	**957,518**
Depreciation						
At the start of the year	44,742	387,570	84,434	204,806	42,427	**763,979**
Charge for the year	10,193	11,894	7,775	13,490	4,006	**47,357**
Eliminated on disposal	–	–	(7,162)	(18,017)	–	**(25,179)**
At the end of the year	54,935	399,463	85,046	200,279	46,433	**786,157**
Net book value						
At the end of the year	46,995	59,382	33,522	19,491	11,970	**171,360**
At the start of the year	57,188	71,276	41,214	33,038	150	202,866

All assets are held for charitable activities.

12 Investments

	The group		The charity		George Henry Francis Payling's Charity	
	2024	2023	**2024**	2023	**2024**	2023
	£	£	**£**	£	**£**	£
Cost and net book value	**–**	–	–	–	**–**	–
At 1 April 2023	**461,459**	10,592	**451,720**	92	**9,831**	10,592
Additions	**12,110**	450,000	**12,120**	450,000	**–**	–
Disposals	**(4,674)**	–	**(4,674)**	–	**–**	–
Gain/(loss) on investments	**29,254**	867	**29,174**	1,628	**80**	(761)
At 31 March 2024	**498,148**	461,459	**488,339**	451,720	**9,911**	9,831

Group investments comprise:

	2024	2023
	£	£
UK Common investment funds	**488,237**	450,116
Cash	**9,911**	11343
	498,148	461,459

13 Subsidiary Companies

Investments	2024 £	2023 £
Age UK Local Trading Limited	2	2
AUBD Limited	100	90
Total	102	92

AUBD Ltd Company Number 06393966

The charity owns 100% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan from the Charity is 0.73% above base rate.

All activities have been consolidated in the SOFA. The net profit is used to make payments to the Charity towards the long-term loan, with the exception of funds needed as working capital within the trading company. Note VISAV received a 10% share of the 2023 profit. During the year VISAV transferred its 10% share of AUBD Ltd to the Parent Company, thereby ending this relationship.

A summary of the results of the subsidiary is shown below:

	2024 £	2023 £
Turnover	98,729	116,332
Cost of sales	(6,123)	(6,684)
Gross profit	92,606	109,648
Administrative expenses	(89,312)	(88,986)
Profit on ordinary activities before interest and taxation	3,294	20,662
Profit for the financial year	3,294	20,662
Retained earnings		
Total retained earnings brought forward	(134,777)	(153,502)
Profit for the financial year	3,294	20,662
Distribution under profit share to VISAV ltd	-	(1,937)
Distribution under Gift Aid to parent charity	-	-
Total retained earnings carried forward	(131,483)	(134,777)
The aggregate of the assets, liabilities and reserves was:		
Assets	3,754	19,600
Liabilities	(135,137)	(154,277)
Reserves	(131,383)	(134,677)

Age UK Notts Men in Sheds Company Number 11722728

The Charity wholly owns the Age UK Notts Men in Sheds CIC, a company registered in England.
Age UK Notts Men in Sheds Company Number became dormant on 01.04.2023

A summary of the results of the subsidiary is shown below:

	2024 £	2023 £
Turnover	-	5,363
Gross profit	-	5,363
Administrative expenses	-	(784)
Profit / (loss) for the financial year	-	4,579
Retained earnings		
Total retained earnings brought forward	-	(4,579)
Profit / (loss) for the financial year	-	4,579
Distribution under Gift Aid to parent charity	-	-
Total retained earnings carried forward	-	-
The aggregate of the assets, liabilities and reserves was:		
Assets	-	9,392
Liabilities	-	(9,392)
Reserves	-	-

As the principal activity of the Age UK Notts Men in Sheds C.I.C. ceased on 31st December 2022 their financial statements have not been prepared on a going concern basis but on the basis that the company became dormant on 01.04.2023.

14 Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

	2024	2023
	£	£
Gross income	3,273,119	2,461,767
Result for the year	(2,887)	(212,326)

15 Debtors

	The group		The charity	
	2024	2023	2024	2023
	£	£	£	£
Other debtors due after one year	39,962	54,484	39,962	54,484
Debtors due within one year:				
Age UK Nottingham & Notttingamshire				
Accrued Income	381,406	315,021	381,406	315,020
Prepayments	24,746	17,138	24,119	16,500
Other debtors	74,070	66,478	72,423	63,276
Amounts due from subsidiary undertakings	-	-	127,980	147,471
George Henry Francis Payling's Charity				
Other debtors	772	-	772	-
	520,956	453,121	646,662	596,752

16 Creditors: amounts falling due within one year

	The group		The charity	
	2024	2023	2024	2023
	£	£	£	£
Age UK Nottingham & Notttingamshire				
Other creditors	-	-	-	-
Accruals and deferred income	69,172	280,122	62,027	263,926
Taxation and social security	8,226	6,445	8,226	6,445
George Henry Francis Payling's Charity				
Accruals and deferred income	172	500	172	500
	77,570	287,067	70,425	270,871

17 Deferred income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for activities and services due to start on or after 1 April 2024. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31 March 2024.

	The group		The charity	
	2024	2023	2024	2023
	£	£	£	£
Balance at the beginning of the year	161,780	298,819	154,152	282,741
Amount released to income in the year	(161,780)	(298,819)	(154,152)	(282,741)
Amount deferred in the year	43,234	161,780	41,623	154,152
Balance at the end of the year	43,234	161,780	41,623	154,152

18 Pension scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £77,655 (2023: £57,036).

19a Analysis of group net assets between funds (current year)

	General unrestricted £	Designated funds £	Restricted funds £	**Total funds £**
Tangible fixed assets	()	160,937	10,509	**171,445**
Investment properties	–	–	–	**–**
Investments	488,237	–	9,911	**498,148**
Net current assets	720,455	1,079,173	67,489	**1,867,117**
Net assets at 31 March 2024	**1,208,692**	**1,240,110**	**87,909**	**2,536,711**

19b Analysis of group net assets between funds (prior year)

	General unrestricted £	Designated funds £	Restricted funds £	**Total funds £**
Tangible fixed assets		187,602	15,376	**202,978**
Investment properties	–	–	–	**–**
Investments	451,628	–	9,831	**461,459**
Net current assets	671,777	1,129,154	84,414	**1,885,345**
Net assets at 31 March 2023	**1,123,405**	**1,316,756**	**109,621**	**2,549,782**

20a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	Minority Interest £	At 31 March 2024 £
Restricted funds:						
Housing	19,276	382,161	(385,055)	–	–	**16,382**
Advice	1,269	130,186	(131,454)	–	–	**–**
Advocacy	–	380	(380)	–	–	**–**
Health & Wellbeing	22,221	106,743	(114,751)	–	–	**14,212**
Core Services	14,428	3,520	(13,298)	–	–	**4,650**
Total restricted funds	57,193	622,989	(644,937)	–	–	**35,244**
George Henry Francis Payling's Charity Endowment Funds	52,428	2,162	(1,925)	–	–	**52,665**
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	–	(1,147)	5,399	–	**44,252**
Additional Staff Time Contingency	41,184	–	(10,949)	16,759	–	**46,994**
Management Restructure Training & Staff Conference	10,000	–	(2,564)	2,564	–	**10,000**
EDI - Communications	10,000	–	–	–	–	**10,000**
Health & Safety	3,000	–	(386)	386	–	**3,000**
Eric Hallam Services Investment Fund	442,180	–	–	–	–	**442,180**
Men In Sheds	4,767	–	(4,767)	–	–	**–**
AUBD - Website Development	25,000	–	–	(25,000)	–	**–**
Lease for City Centre Site - 10 years rent	386,816	–	(22,103)	–	–	**364,713**
Asset reinvestment funds:						
Information Technology	38,140	–	(10,466)	16,667	–	**44,340**
Building	56,067	–	(23,331)	13,583	–	**46,320**
Vehicles	52,000	–	(15,826)	11,200	–	**47,374**
Property Refurbishment	20,000	–	(2,831)	2,831	–	**20,000**
Total designated funds	1,129,154	–	(94,370)	44,389	–	**1,079,173**
General funds Parent Charity	1,445,685	2,659,179	(2,559,463)	(44,389)	–	**1,501,012**
Overdrawn non-charitable trading subsidiary reserves	(134,677)	98,729	(95,435)	–	–	**(131,383)**
Total unrestricted funds	2,440,162	2,757,908	(2,749,268)	–	–	**2,448,802**
Minority Interest	(13,468)	–	–	–	13,468	**–**
Total funds	2,536,314	3,383,059	(3,396,130)	–	13,468	**2,536,711**

The narrative to explain the purpose of each fund is given at the foot of the note below.

20b Movements in funds (prior year)

	At 1 April 2022	Income & gains	Expenditure & losses	Transfers	Minority Interest	At 1 April 2023
	£	£	£	£		£
Restricted funds:						
Housing	16,091	307,679	(304,495)	–	–	**19,276**
Advice	1,144	86,667	(86,542)	–	–	**1,269**
Advocacy	–	160	(160)	–	–	**–**
Health & Wellbeing	31,904	107,672	(117,356)	–	–	**22,221**
Core Services	16,653	1,430	(3,655)	–	–	**14,428**
Total restricted funds	65,792	503,609	(512,208)	–	–	**57,193**
George Henry Francis Payling's Charity Endowment Funds	53,663	519	(1,754)	–	–	**52,428**
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	–	(14,238)	14,238	–	**40,000**
Additional Staff Time Contingency	34,528	–	(8,037)	14,693	–	**41,184**
Management Restructure Training & Staff Conference	10,000	–	(2,640)	2,640	–	**10,000**
EDI - Communications	–	–	–	10,000	–	**10,000**
Health & Safety	3,000	–	(639)	639	–	**3,000**
Eric Hallam Services Investment Fund	532,913	–	(90,733)	–	–	**442,180**
Dementia Strategy - SPECAL Evaluation & Development	35,000	–	(35,000)	–	–	**–**
Men In Sheds	16,962	–	(12,195)	–	–	**4,767**
AUBD - Website Development	25,000	–	–	–	–	**25,000**
Lease for City Centre Site - 10 years rent	420,000	–	(33,184)	–	–	**386,816**
Income Generation Initiatives - House Clearance	39,607	–	(39,607)	–	–	**–**
Asset reinvestment funds:						
Information Technology	32,480	–	(11,007)	16,667	–	**38,140**
Building	56,452	–	(13,968)	13,583	–	**56,067**
Vehicles	52,000	–	–	–	–	**52,000**
Property Refurbishment	40,000	–	(22,962)	2,962	–	**20,000**
Total designated funds	1,337,942	–	(284,210)	75,422		**1,129,154**
General funds Parent Charity	1,436,681	1,950,966	(1,864,669)	(75,422)	(1,872)	**1,445,685**
Overdrawn non-charitable trading subsidiary reserves	(153,402)	116,332	(97,607)	–	–	**(134,677)**
Total unrestricted funds	2,621,221	2,067,298	(2,246,486)	–	(1,872)	**2,440,162**
Minority Interest	(15,340)	–	–	–	1,872	**(13,468)**
Total funds	2,725,336	2,571,426	(2,760,448)	–	–	2,536,314

Purposes of restricted funds

Housing - restricted funding is used to provide services including the Warm & Wise project where advice and measures are put in to help keep older people and their homes warm, support with minor repairs to enable people to remain in their own homes and to give advice regarding avoiding being victims of scams. During the year we also provided winter warmth packs to help those struggling to keep warm during the energy crisis.

Advice - restricted funds awarded are used to provide benefits advice to older people to ensure they are receiving all the funds which they are entitled to. Funding was also received to set up a digital inclusion service to support older people to make use of technology available to them.

Advocacy - any restricted donations received from people using the advocacy services are used to provide advocacy within hospitals.

Health & Wellbeing - restricted funds are used to provide services to prevent and reduce social isolation & loneliness. With services such as volunteer befriending schemes where older people are visited in their own homes or receive telephone calls , Men in Sheds where both men & women get together to socialise & carry out metal/wood working crafts, there are also some physical activity services for older people to take part in including walking and walking football. Some restricted funds are sued to provide the SPECAL day service at our Sybil Levin centre.

Core Services - funds are received to support communications between other Age UK's around the East and West Midlands to share good practise and ideas for supporting older people. These funds are controlled by the 6 CEO's of the East Midlands.

Purposes of designated funds

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements this is calculated at 10% of the total redundancy and notice costs as at 1st April 2024. The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget and is costed as ½ hour extra for all staff.

We will hold a staff conference and face to face staff meetings during the next year with a maximum budget of £10,000 to cover room hire, catering, speakers fees, training materials and any additional staff costs incurred.

The Equality, Diversity and Inclusion designated fund is to cover any resources and training required to support implementation of the values and to comply with service contract requirements. This is likely to be spent within the next two years.

There is a health & safety fund to cover replacement of fire extinguishers, training and other items ad hoc items that may be required during the year

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment, covering shortfalls in income. Unless unexpected surplus's are made this is expected to be used within the next three years.

During the year it was decided to not invest in a new website for AUBD Ltd this fund was undesignated.

As the Charity no longer has a City centre site, funds have been set aside to cover rent for premises to be used to for older people to access signposting and advice services, these funds will cover at least the next 10 years.

The asset reinvestment funds for fixed assets are as follows:

- information technology for the replacement of computer hardware assumed to be required every 3 years,
- vehicles for the replacement of Charities vehicles needing to be replaced every 4 years,
- building asset reinvestment fund for the Sybil Levin centre which is the Charity's own property. An amount is set aside to cover the cost of major repairs that are not routine maintenance such as replacing roofs etc this has been calculated using the expected life of the individual parts of the asset. The windows at the Sybil Levin centre will be replaced during 2024 costing approx. £25,000.

The asset reinvestment fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end.

21 Operating lease commitments payable as a lessee

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Land and buildings		Other	
	2024	2023	**2024**	2023
	£	£	**£**	£
Less than one year	**30,938**	41,313	**23,011**	36,854
One to five years	**9,600**	33,000	**6,391**	21,185
Over five years	**-**	-	**-**	-
	40,538	74,313	**29,403**	58,040

22 Legal status of the charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Age UK Nottingham & Nottinghamshire

England & Wales - Charity number 1067881

Accounts

Nottingham & Nottinghamshire age UK

ANNUAL REPORT

FOR YEAR ENDED 31ST MARCH 2023

Company no.3455485
Registered charity no.1067881
WWW.AGEUK.ORG.UK/NOTTS/

CONTENTS

FOREWARD	3-4
OBJECTIVES & KEY MESSAGES	5-10
ACHIEVEMENTS AND PERFORMANCE 2022-23	11-13
ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW	14
Housing Services	14
Advice Services	15-16
Advocacy and Community Services	17-22
Health and Wellbeing Services	22-27
Core Services	28-34
INCOME GENERATION & FUNDRAISING	35
PLANS FOR THE FUTURE 2023-24	40
STRUCTURE, GOVERNANCE AND MANAGEMENT	44
Trustee's Responsibilities in Relation to the Financial Statements	44
RECURRING FINANCIAL POLICIES AND PROCEDURES	51
REFERENCE AND ADMINISTRATIVE DETAILS	52
OUR DIRECTORS, TRUSTEES AND OFFICERS	53
FINANCIAL REVIEW	55
THANK YOU	57
INDEPENDENT AUDITOR'S REPORT	58
FINANCIAL STATEMENTS	63

FOREWARD

Building on momentum gained in 2021-22 reporting year, the past 12 months were incredibly positive. The successful implementation of the SPECAL method at the Sybil Levin Specialist Dementia Day Service and the difference it continued to make to our service users was one of many highlights.

A more settled year allowed long standing services to return to face to face and its like we'd never been away. The continued efforts of staff and volunteers to pick up where we left off was seamless.

The new board members fitted into their new roles with relative ease and have already made positive contributions. It's fair to say that in my view, the current board is incredibly diverse and has skills across its members which have already and will continue to add value to the charity. A much more 'hands on' approach was adopted with the implementation of Trustee champion roles for Quality, EDI and Fraud, ALL Trustees dynamically monitoring the work of the charity, and being more visible than ever before. The benefit I saw from visiting services first hand was clear and I continue to be a huge advocate for seeing for myself the good that the charity does.

We reviewed our Older People's Advisory Panel (OPAP) and began the recruitment process to enhance our current group with new members.

Making life better for older people remains the main goal of the charity and the work that we do collectively continues to be vital. Please take time to read the examples spread throughout this year's Annual Report as I can guarantee they will make you smile.

We delivered on last year's plans to offer more in-person advice sessions in the community at Advantage Mobility in the Meadows and our newly opened Re:Store retail shop in Sutton in Ashfield (opened in January 2023). This increased our opportunities to support older people and provided enhanced community services.

FOREWARD CON'T

This Annual Report represents the never ending effort and hard work of everyone involved within the charity over another challenging 12 months. This continued dedication and teamwork allowed older and vulnerable people within our communities to access vital services at a time when they were needed most which almost certainly made a positive difference.

It goes without saying that everyone within the charity is extremely grateful for and proud of long-standing and new volunteers and ALL staff who, once again pulled out all of the stops and faced new and existing challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting the lives of older people all over the city and county over the last 12 months which made life a little easier for them.

We also remain grateful to our wonderful corporate partners and Charitable Trusts who provided much needed funding and support for long-standing and new projects. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would be at risk, making our community a worse place to live.

We were pleased to receive support from individuals and organisations to celebrate our 80th birthday in 2022 and to share some of those celebrations with older people.

At the end of the reporting period, the financial position of the charity was strong although this too presented challenges. A fine balance has to be found between allocating money to immediate issues and retaining money to ensure that the charity remains viable in the coming years. Funding is becoming increasingly difficult to secure, high inflation means that our costs have increased significantly and the cost of living crisis is an added problem which is impacting in some way on all service users, staff and volunteers.

I wish to express gratitude to our joint Chief Executives, Michelle & Di, who once again, with the help of their teams guided us through another period of uncertainty without hesitation. It's clear that adaptability is a key skill required to direct the charity positively in an ever changing and challenging environment.

The future landscape will always be changing and challenging but along with this it brings opportunity for us to help more older people. There is no doubt that every single person representing our charity is making a real difference to those in need and I encourage us all to continue to push forward in meeting the needs of the future.

Chris Dorkes
Chair of Trustees'

OBJECTIVES & KEY MESSAGES

Our Mission

Age UK Nottingham & Nottinghamshire (Age UK Notts) enhances the quality of life and promotes the health and wellbeing of all older people.

Our Vision

To enable older people to flourish within their communities.

We are the largest, local, independent charity providing a wide range of services for older people from all communities and backgrounds within the City and County.

In the last year, we wound down the majority of our Covid-19 related activities and restrictions except in services where higher levels of risk management and compliance were required. We continued to work from home and opened up more of our services in the community and returned to home-based visits where appropriate. Social health and wellbeing activities were fully restarted for the benefit of members old and new.

In January 2023 we opened our new Re:Store retail shop and Community Hub in Sutton-in-Ashfield (after a few months of renovation). Revenue built according to expectations during the period and community advice services were launched as part of our Connect service. An Office Hub was included to enable staff in the north and mid-Notts areas to access office-based facilities.

Our Sybil Levin Specialist Dementia Day Service was fully operational during this reporting period and made an incredible difference to its service users. Progression on numbers attending was slower than anticipated and restructures were decided upon to improve recruitment which will pay dividends in the next financial year.

We reviewed and renewed our Values following consultation with staff and these were agreed by the Board of Trustees in March 2023. We will roll out the Values across our charity in the next reporting period. We planned our first Annual Staff Conference in 3 years in June 2023 and continued to host all-staff meetings to maintain positive communication between teams and help build strong social bonds.

The Trustees are pleased to present their Annual Trustee / Directors' Report together with the consolidated financial statements of the charity and its subsidiaries for the year ended 31st March 2023 (which are prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes).

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006, and the Memorandum and Articles of Association for the Charity.

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FRS102)) and the applicable accounting policies.

OBJECTIVES & KEY MESSAGES CON'T
Our Purpose and Activities

The Object of the Charity is:

To promote the relief of older people in any manner which may be deemed by law to be charitable in and around Nottingham and Nottinghamshire.
Age UK Nottingham & Nottinghamshire is a local independent charity and social enterprise.

Our values (reviewed and renewed during the reporting period) are:

- **Respect**
- **Integrity**
- **Kindness and Compassion**
- **Inclusion**

These values will be at the heart of everything we do, every relationship we have and everything we stand for.

We believe that

- **Ageism is unacceptable**
- **Individuals, in all their diversity, should be valued**
- **Everyone has the right to exercise choice and control in their lives**
- **People should have the support they need when it is needed**
- **Everyone must be treated with dignity and respect**

OBJECTIVES & KEY MESSAGES CON'T

Our Strategic Aims are:

Aim 1: Working in local communities We will involve and engage older people in developing a diverse range of activities which promote positive health and create safe, inclusive and sustainable communities in which each individual is valued.	**Aim 2: Delivering quality services** We will design and deliver high quality, effective and efficient services that are person-centred, give choice and promote independence, and enhance wellbeing and quality of life.
Aim 3: Lobbying and influencing We will lobby and influence for change on the issues that matter to older people.	**Aim 4: Raising our profile** We will seek to make our charity the first choice for local older people, their families and carers. We will seek to engage other like-minded organisations and individuals to work with us.

To realise our Mission, Vision and Values, we will:

For our beneficiaries

- Ensure we are person centred in everything we do
- Develop appropriate partnerships between our organisation and others that benefit older people
- Generate sufficient resources to help fund the work of the Charity
- Focus on local priorities to support local people
- Work effectively within the local and national funding and political environment
- Have a culture of continuous improvement

For our staff and volunteers

- Encourage and develop high performing, well-motivated, adaptable, and valued staff and volunteers
- Have effective and efficient communication and support systems
- Utilise good planning strategies across all areas of the Charity (based on a continuous improvement cycle)

Our annual activities are predicated in the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In the view of our Trustees, delivering our services does not cause harm to others.

We are part of a larger family of around 130 other local and independent Age UK charities which deliver services to support older people, their families and carers in other geographical areas. We have a Brand Partner agreement and relationship with the charity Age UK and we are also members of the Age England Association.

OBJECTIVES & KEY MESSAGES CON'T
The impact of Covid-19

Covid-19 continued to play a small but important role in the delivery of services. We continued to review government guidance and regularly updated our own guidance and risk management strategies for staff throughout the reporting period.
Certain settings (such as hospitals and care homes) required additional measures over and above those expected of the general public and we complied in all cases with those additional requirements. Our Sybil Levin Specialist Dementia Day Service had a number of absences due to Covid-19 from staff and service user cohorts but service interruptions were short-lived. We complied with individual requests for extra precautions when visiting people's homes.
In light of the Business Continuity Plan (BCP) activations as a result of the pandemic, we took the opportunity to review and update the BCP in November 2022 ready for the future.

The way we work now

Working from home remained the status quo with opportunities for staff to meet their team colleagues and we ringfenced funding to pay for rooms where required. With the opening of the Sutton Hub in our new Sutton-in-Ashfield retail and community hub, there are now 3 full-service venues where staff can book desks and work from the office.

Our Information, Signposting and Advice Service (ISA) and Connect resumed full face to face delivery during the reporting period. ISA delivered face to face sessions in the TLC Hub in the Meadows and we won funding from Age UK to roll out community-based face to face services in up to 4 further venues in the City and County in the next reporting period.

Connect offered face to face services in the Sutton Hub in the final quarter of the reporting period and numbers are expected to build in the next period.

Impact on service users and older people

Face to face service demand picked up during the reporting period and we were able to return to people's homes to deliver relevant services. Social groups such as Best Foot Forward were able to fully restart group activities and Befriending was able to take place in people's homes. The wellbeing impact of social contact was much appreciated by our service users.

OBJECTIVES & KEY MESSAGES CON'T
Impact on income generation

Volunteering in our West Bridgford charity shop continued to be a challenge in the early part of the reporting period but picked up towards the end with some volunteers returning for the first time post-pandemic. Ongoing Covid cases combined with limited volunteer resources forced the closure of the shop intermittently during the summer of 2022 but unplanned absences ceased in the autumn and new volunteers were recruited which provided relevant cover.

We remain grateful for the commitment of our volunteers.

As mentioned, our new Re:Store retail shop in Sutton in Ashfield opened on 25th January 2023 and takings were in line with expectations.

ACHIEVEMENTS AND PERFORMANCE 2022-23

Worry Catcher Service		Positive change to improve patient experience was accomplished and advocacy support provided across wards.
*MHSOP Support Service		Increase in referrals was achieved.
*MHSOP Carers Support Service		Service delivery began across the City and County.
Patients' Representative - QMC and City Hospital		Services were delivered across all Health Care of Older People wards.
Patients' Representative - LBH Hospital		Full face to face services were reinstated.
Residents' Representative - City Hospital		Worry Catcher services were reinstated New meetings set up and delivered. Working age and mixed age relationships support for financial issues was explored and supported within the limits of guidance and law.
Footcare		Promotion increased but staffing issues meant full promotion across all venues was not possible.
Information, Signposting and Advice		Face to face visiting was reinstated. New revenue streams were introduced.
Safe and Sound		Warm and Wise successfully delivered. Scams Awareness targets hit. Warm Homes on Prescription project successfully delivered. HIA work delayed in this reporting period. Still recruiting for a Housing Manager.
Active Veterans Service		Targets on Falls Prevention classes, camaraderie walks and additional volunteers were met. Additional funding applications were unsuccessful.
Befriending		Overall volunteer numbers did not increase although volunteers came and went during the reporting period.
Walking Football		Local stakeholders supported continuation of the groups once funded activity ceased.

*MHSOP Mental Health Service for Older People

Best Foot Forward		10 additional volunteer walk leaders were recruited and trained. Staff hours funding was sourced from Sport England.
Connect		Referral mechanisms were refined and we were ready to bid into the replacement tender. Drop-in sessions introduced in Sutton Hub.
Social Prescribing		Staff incorporated SystemOne. Strong connections between NHS providers and Social Prescribing. Productive relationships between Social Prescribing and Connect.
IAPT (Improving Access to Psychological Therapies)		Referrals increased throughout the funding period. Evaluation took place at the end of the funding period.
One Step at a Time		Additional activities were delivered as a result of strong networks.
Finance		Training began to enable the Senior Op's Manager to take on submission of VAT returns. Work on gift aid resulted in 65% increase in GA income via retail. Financial reporting for the Board of Trustees was reviewed and agreed. Investment Committee set up and active.
Estates Compliance Resources		H&S profile and compliance now raised, with Health and Safety actions implemented.
Data Protection / ICT		Monitoring to reduce cyber-attacks carried out as agreed, increased intervals.
HR		Pay and Benefits Committee established. Environmental sustainability qualification successfully completed. Annual review carried out on all HR policies and forms. Internal review of team responsibilities bolstered by additional capacity. ADP capabilities, analytics and contribution to 10-year strategy carried forward.
Older People's Advisory Panel		Governance changes actioned. Recruitment of new members took place.
The Lifestyle Centre		Face to face drop-in sessions now available.

Volunteering		Satisfaction Survey issued and analysed. How-To' Volunteer Management Guide created and issued. 'How-To' Reward and Recognise a Volunteer Guide produced. Impact assessment carried over.
Charity Retail		Re:Store Sutton shop opened in Jan 23. New stock lines still under review. House Clearance delayed until next reporting period.
Equality, Diversity and Inclusion		Inclusion made a Value. Planned Compassion training rolled over to next period. New links made within the wider community across different services. Staff and volunteer welfare actions introduced. Recruitment data capture postponed to next period. Language review postponed to next period. Data capture protocols to be carried over.
FACT (now separated into Communications and Innovations and Fundraising)		SPECAL training was rolled out internally and externally. 80th birthday celebrations took place. More videos were produced and shared online. Comms Co-ordinator worked with teams to develop social media skills and campaigns. Will writing to form part of new Income Gen Co-ordinator post.
Age UK Business Directory (AUBD)		New Manager and Co-ordinator recruited. Marketing strategy redeveloped for London Boroughs Directory. Membership did not increase by 5%. Video action carried over.
Men in Sheds		New members and attendances increased. Mixed sessions were successfully introduced to Daybrook Shed requiring additional sessions. Women-only sessions cancelled – lack of demand. Sales targets were not met in this period.
Sybil Levin Specialist Dementia Day Service		Occupational Therapists placements were successfully delivered. Training sessions for local stakeholders were designed and delivered. Volunteer numbers were maintained. Building Service User numbers carried over to next period.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW

Housing Services

Our Safe and Sound services received referrals for 719 people which enabled them to stay safe, warm and independent in their own homes through 364 Warm and Wise visits. The Warm & Wise service was delivered in partnership with Age UK Leicester Shire & Rutland and Age UK Lincoln & South Lincolnshire. The service was able to help with heating problems, boiler replacements and repairs.

We provided short-term oil-filled radiator loans to keep people warm while repairs or replacements were made. Service users were encouraged to sign up to the Priority Services Register and 100 Home Energy Checks were made to inform service users how to save energy and reduce bills.

Free low-cost energy savings devices were fitted including radiator foils, LED lightbulbs and draught excluders.

25 Scams Awareness sessions were delivered to audiences comprising 647 people and 106 individuals received a personalised session.

Gas Safe funding was awarded for the 10th year and we participated in the Age UK Warm Homes project for the 12th year.

Warm Homes on Prescription

This reactive service was delivered in the borough of Broxtowe for people in low-income households where someone had a cold-sensitive long-term health condition (such as respiratory, circulatory and/or mobility issues). It provided assistance to improve warmth in the home for less.

2 cases were completed during the reporting period.

Winter Warmth

The Winter Warmth project ran from January to March 2023 and provided local older people with Winter Warmth packs which included blankets, thermos mugs, hot water bottles, thermal hats, socks and gloves. We distributed 350 packs through our existing network of services and the packs sat alongside other activities to improve warmth within homes such as oil-filled radiator loans to those without heating, and the fitting of free energy efficiency measures for eligible households. A ‘Save Energy Pay Less’ leaflet was included in each pack with hints and tips that, if followed, could save householders up to £97 per annum.

Winter Warmth packs often acted as a gateway to other services and almost all the recipients received a referral for a Warm and Wise and/or Home Energy Check visit.

Advice Services

Information Signposting and Advice (ISA) services:

Our ISA teams experienced a high volume of enquiries during the reporting period due to exceptional demand from the Covid-19 fallout and cost of living crisis. We returned to face-to-face drop-in sessions and financial advice, utilising premises at the Lifestyle Centre located in the Meadows. We enjoyed reintroducing face to face services following restrictions imposed by Covid-19 protocols.

- **This year we received 31,000 incoming calls (an increase of 78% on last year) and over 5000 emails**

- **Our teams provided over 12,000 contacts supporting 3,884 unique users. The key themes of support provided overwhelmingly reflected the cost-of-living crisis with 2,455 requests for benefit checks including attendance allowance, council tax support and pension credit eligibility**

- **We provided support to 471 people regarding energy advice and cost of living; Over 400 Age UK factsheets and guides were sent out**

- **We facilitated 149 legal advice appointments, 15 financial planning sessions and 127 dispute clinics and private legal matters appointments**

- **Our support for people making benefit claims provided 1129 appointments and realised an annualised benefit gain of £2,107,720**

Our Building Resilience and Warm Home projects met their service targets in addition to committing to extra sessions for the warm home project.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Household Support Fund:

We acted as a distributor for phase 2 and 3 of the Household Support Vouchers scheme, supporting older people living in Nottingham City. We experienced a huge demand for support, generating 1,643 incoming calls in addition to email enquiries.

During phase 2 and 3 we distributed 4,592 energy vouchers and 4,290 supermarket vouchers, with a total value of £439,508 distributed to older people in need residing in the city.

The Age UK Advice Line (provided by the Age UK) also delivered services to people in our charitable area.

2,223 calls were made to the Advice Line covering 110 different topics.
The top 5 were:
Benefits, accessing community care, the range of available Age UK services, residential care, and housing.

62% of calls came from women.

2,685 leaflets and fact sheets were dispatched by Age UK to people in our area.
The top 5 were:
More Money in Your Pocket, Staying Steady, Help with Heating Costs, Attendance Allowance, and How to Get Care and Support.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Advocacy and Community Services

Patient Representative Services delivered a range of support for people in hospital and post-discharge which included signposting to community services, support in meetings, understanding hospital pathways and processes (especially around discharge) benefits and financial information, care planning and support to access specialist services (such as legal advice).

Patients' Representative Service – Nottingham University Hospitals
Based on ward D57, the Patients' Representative Service provided independent non-statutory advocacy, representation, information and support for older people and their carers during their stay on the Health Care of the Older People (HCOP) Wards at Queens Medical Centre and Nottingham City Hospital.

348 people received the service for 464 different issues.

Referral rates were bolstered by improved and positive working relationships following the disruption caused by Covid-19 restrictions and all HCOP wards were covered by the service.

Patients' Representative Service – Lings Bar Hospital
This service provided in-ward and post discharge support (for up to 91 days). The team were also involved in facilitating safe and timely discharges including activities such as organising furniture removal to make room for a downstairs-only existence.

123 referrals covered 1118 issues resulting in 1851 interventions – a significant uplift in all areas compared to the previous year (59.7%, 152% and 62% respectively).

Face to face access on the wards significantly improved referrals following restrictions last year imposed by ongoing Covid-19 protocols. The most frequent topics were befriending, information about community services and carer support.

The service was recommissioned until the end of March 2024.

Claire, our Patients' Representative Service volunteer, was nominated for and won the Room-to-Reward's Outstanding Contribution Award for her support of this service and she enjoyed a two-night hotel break and Afternoon Tea with our 2 Joint Chief Executives as a thank you.

Residents' Representative Service – City Care Homes

Our service offered independent support to residents aged 18+ living in care homes, their families / carers and those who lived outside the City but were registered with a Nottingham City GP.
The Representative provided independent, non-statutory advocacy, support, guidance and representation. They provided information and support around finances, health, funding and assessments plus signposting to relevant specialist services. Listening to worries and concerns and helping people explore their options was an important part of the role. The Representatives were active during 2 care home closures and the team provided support to find new placements, information and guidance on funding and attending meetings to facilitate the process.

Worry Catcher sessions were reinstated in 3 care homes which engaged 17 residents and 6 relatives.

2 care homes enjoyed a small Age UK Notts 80th birthday celebration with cakes provided by Morrisons.

302 care home visits took place and 229 referrals received.

Mental Health Services for Older People (MHSOP)

MHSOP services have been a story of development. We provided 3 services for Nottinghamshire Healthcare NHS Foundation Trust in connection with Mental Health Services for older people. Our Worry Catcher service was established 6 years ago followed by MHSOP Support Service in February 2021, and the MHSOP Carer Support Service in June 2022. This range of services enabled us to provide a portfolio of services across in-patient and community settings to support patients, their relatives and carers.

Worry Catcher Service (MHSOP)

Our independent advocate Worry Catchers 'caught' issues and concerns expressed by ward-based patients and supported them to implement suggestions to improve the patient experience in mental health wards in Highbury and Millbrook Hospitals.

They dealt with a wide range of issues including signposting onto community services, support in meetings, support to understand the hospital pathways, benefits and financial information, information regarding care planning (i.e. going into a care home) and support to access specialist services (such as legal advice and statutory advocacy).

The service was mostly delivered face to face but remote working was used during infection outbreaks. The service benefitted from an administration volunteer recruited during the reporting period.

Worry Catcher Service (MHSOP con't)

80 advocacy cases were supported requiring 1206 direct contacts with patients, relatives or staff members. 173 Worry Catcher sessions were delivered during the reporting period.

MHSOP Support Service

The service provided short term support to people discharged from hospitals as well as to those supported by the Community Mental Health Team (CMHT) and the Intensive Home Treatment Team (IHTT). The majority of service users were supported following discharge with a small number receiving support from the community teams.
The service also provided support and information to the patient's family and carers who often reported feeling overwhelmed and at risk of carer strain.

The team provided a listening ear for patients, their family and carers and an opportunity to explore issues of concern. We provided information, signposting and referrals into a wide range of community services leading to greater engagement with community services and consequent improvements in overall physical and emotional wellbeing.

142 people were helped (92 patients and 50 carers) and 698 welfare calls were made during the reporting period.

The service was recommissioned until March 2024.

Health and Wellbeing Services

MHSOP Carer Support Service

This service provided all-important support to carers of those with moderate to severe dementia and/or mental health issues for those being supported by the DMHT or IHTT. The service was designed to support the carer's physical and mental wellbeing, prevent carer strain and breakdown and possible admissions for the cared for and to prioritise those carers with little or no support through face to face and telephone services for around 3 months. As well as listening, the carer was helped to access services and information to increase independence and resilience.

126 referrals were made to the service covering over 300 issues following a challenging recruitment period.

Accessing carers assessments, help with financial matters (including benefits), identifying suitable day and befriending services and providing emotional support were the main issues. Delivery commenced in mid-July 2022 and numbers of referrals built steadily.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Wellbeing at Home Service

The Wellbeing at Home services delivered short-term support for people aged 18+ in the City and who were referred through local authority routes. Aimed at helping people remain independent at home, citizens were supported to identify and address barriers to independence following a hospital stay or to avoid deterioration in health and wellbeing which could have resulted in a hospital admission or more intensive forms of care. Support was offered for up to 6 weeks covering topics such as shopping and prescription collection, telephone welfare checks, confidence building, accessing community groups and signposting to statutory and non-statutory services to help citizens achieve their goals.

634 referrals were made to the service, supported by a small staff team and around 40 volunteers. On average, referrals exceed 95% of target in each quarter.

We successfully re-tendered for the contract in May 2022 and the new contract will run until September 2025 with a possible extension of 2 years.

Hospital Discharge Service (HDS)

This service ran from January to March 2023 and was commissioned by Nottingham City Local Authority to help facilitate discharge for patients aged 18+ (resident in the City) who needed extra support to be safely discharged from interim beds. It was also designed to support the health and social care system to respond to winter pressures impacting on bed capacity and local authority workforce.

All citizens referred into the service were receiving personal care from a bridging or homecare provider, with the HDS providing additional support for a period of up to 4 weeks. Help provided included shopping and prescription collections, light domestic tasks, ensuring they had heating on, and identifying other elements of support requested or identified by the service user. The service also supported service users to prevent a hospital readmission or deterioration in wellbeing.

14 referrals were received in the operating period.

Our experience provided a valuable insight into how the service could be tailored to meet those citizens in greatest need of support to facilitate discharges especially during the winter periods of intense pressure on health and social care.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Digital Inclusion

Our Digital Inclusion project was funded by Age UK and commenced in June 2022 for 18 months.

It provided those aged 50+ with no to low-level digital skills with the motivation and ability to get online and improve their skills set through a 6-8 week personalised programme. Utilising the skills of staff and Digital Champion volunteers, the project provided one to one support at home or in community-based group sessions. A key element of the project was to introduce people to the Notts NHS App to enable them to better manage their health and wellbeing in the future.

The project operated a Tablet Loan Scheme during their participation (including a SIM card to facilitate internet access) so service users could join the project without first investing in equipment and infrastructure.

In this reporting period:

26 people joined group sessions (including one for our local Nottingham Chinese Welfare Association)

70 people were or are waiting for one-to-one help

25 promotional events were held reaching 1313 people

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Footcare Service

This service provided a simple nail cutting and footcare service to those aged 50+ with a long-term healthcare condition (for those registered with a Nottingham City GP) across 6 different city health care venues.

259 clinic sessions were delivered and 627 nail cuts provided. A wide range of clients were supported – (for example) non-verbal, those with learning difficulties, those with a dementia diagnosis, and profoundly deaf clients. Extra time was provided for clients with additional needs and good communication ensured an inclusive, positive experience and good outcomes.

417 referrals came into the service with a 32% eligibility rate. Those ineligible for the service were signposted to other relevant providers to meet their individual needs.

There were significant challenges during the reporting period caused by staff changes and absences but feedback from clients remained positive. They both enjoyed both the treatment and the social interaction and signposting provided by the service.

CityCare (who commissioned and part-funded the service) made the business decision to terminate the service at the end of the reporting period and the service will cease in May 2023.

Connect

Connect provided a short-term intervention service to promote independence for adults aged 18+ in the Mid-Nottinghamshire area (Ashfield, Mansfield, Newark and Sherwood).

2186 referrals were received during the year (a 3% increase on the previous reporting period). 35% of referrals came from individuals, families and friends. 512 referrals (23%) came from other Age UK Notts services.

£974,077 was achieved via benefit checks allowing recipients to pay for additional care and equipment and which promoted independent living and supported a better quality of life.

98% of service users were satisfied with the service, 93% felt healthier and happier and 80% felt more independent and more financially secure.

Notice on the contract was received in March 2023 (in line with expectations) and the tender for a replacement service was issued for which we entered a bid. The decision was due in the next reporting period.

Social Prescribing

We offered Social Prescribing in 2 different ways – Primary Care Network Service and Hospital Link Worker Service.

Primary Care Network Service:

This service provided non-clinical and person-centred interventions to patients referred by GPs and Health Professionals in four primary care networks in the Nottingham & Nottinghamshire Integrated Care Board. 1725 referrals were made (an increase of 10% over the previous reporting period) which exceeded the target set by commissioners. Primary referral reasons included mental health and wellbeing, financial and benefit support, practical support, and social isolation.

We adopted NHS SystemOne working during the reporting period which integrated and improved working practices.

Hospital Link worker:

This innovative pilot worked in partnership with Red Thread and Framework to deliver social prescribing in the emergency department of Queens Medical Centre. Age UK Notts supported 221 people with holistic support plans to identify wellbeing, financial and practical needs to reduce repeat visits to the emergency department.

The original pilot was funded for 8 months, and we were successful in obtaining funding for an additional six months, ending in June 2023. The pilot was been a great success, recently winning the “Social Prescribing Partnership of the Year” award.

One Step at a Time (OSAAT):

This project supported local community groups to encourage local residents who were socially isolated and/or living with long term health conditions to become more socially and physically active. Groups were connected into their local communities to enable collaboration to improve life overall. We provided assistance to develop a new walking group, a craft group for Caribbean elders, a knitting group and a variety of taster activity sessions. We were actively involved in the OSAAT Development Group.

Additional funding was received in the reporting period from Nottinghamshire County Council’s Social Recovery Fund to continue this initiative. The project was chosen by Active Notts and Nottinghamshire County Council to feature in a video case study.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Improving Access to Psychological Services - IAPT

We were commissioned by NHS Nottingham and Nottinghamshire mental health group to deliver a 12-month IAPT awareness project which ended in January 2023. It aimed to increase referrals of older people aged 65+ into IAPT services where they were significantly under-represented.

We worked in partnership with the Mid Notts Community & Voluntary services to deliver the service in Mid Notts, combining the strengths and resources of each organisation to increase the awareness by the older population.

Collectively, we facilitated 358 referrals, raised awareness to 1,376 older people and 39 community groups.

In South Notts, we utilised a holistic approach across all Age UK Notts services including our Social Prescribing teams and Information & Advice service to increase awareness and signposting.

We facilitated 146 referrals, raised awareness to 659 older people and 26 community groups.

A final evaluation took place with commissioners who reviewed the activities and results. Although funding was not recurring, the commissioners were happy with outcomes and learning.

Active Veterans Service

This service aimed to engage Armed Forces veterans to be more physically and socially active through direct provision and signposting to other services. The project ceased in March 2023.

The project helped veterans overcome the impact of the Covid-19 pandemic through support to engage more with our and other local services. We created a Falls Prevention Course, offered one-to-one and group walks, provided activity packs and signposted veterans to a range of community services such as Men in Sheds. We made welfare and befriending calls and encouraged socialising after walks and Falls Prevention classes to create legacy social connections.

231 veterans were supported by 30 active volunteers and a small team of staff. 5 veterans trained as walk leaders and 88 of those members attended Men in Sheds sessions. 37 veterans were signed up the Priority Services Register to ensure contact in case of power cuts.

Befriending Service

Our Befriending Service provided much-needed visiting and telephone befriending services for some of the most lonely and isolated older people in the City and County. In addition to social contact, signposting to other relevant services was also offered.

150 people were supported by 149 volunteers who donated 7756 volunteer hours.
3709 befriending calls were made and 1319 home visits took place.
27 new volunteers were recruited during the reporting period.

96% of people using the service reported feeling happier than before the service started, 95% were less lonely and 93% said they felt less anxious.
96% said they would recommend it to others.

Best Foot Forward

8 guided wellbeing walks were provided per week in the reporting period plus a longer monthly walk in open spaces across the City. All walks were aimed at encouraging people to be more physically and socially active.

317 walkers took part in the walks (with a combined 3,403 attendances) and 10 new volunteer walk leaders were recruited and trained. The number of walks increased throughout the reporting period and activity achieved pre-pandemic levels.

92% of participants reported that their physical health had improved and 85% reported improvements to mental health. 75% were more confident about activities overall and 74% felt more connected to their local communities.

Funding for paid staff hours was sourced from Sport England.

Walking Football

This project was funded by Sport England and the FA via Age UK and closed in October 2022. 2 walking football sessions per week had been established in Beechdale and Eastwood, and both groups were supported to successfully sustain their games once the funding period ended. It was a great opportunity to return to or play football for the first time, to become fitter and make new friends.

47 people took part in the matches (with combined 449 attendances)
An Age UK Notts 80th birthday celebration match took place between the 2 teams followed by a buffet, quiz and presentations.

77% of players reported improvements in their physical health, 71% felt more socially connected and 100% committed to future attendance.

Sybil Levin Specialist Dementia Day Service

The Sybil Levin Specialist Dementia Day Service is a SPECAL-Informed day service, unique within Nottinghamshire: using this innovative approach quite simply changes the lives of people with dementia. The word SPECAL is used to describe a unique dementia management method that can be learned and used by anyone involved in the care of a person with dementia. The SPECAL method is based on an innovative way of understanding dementia from the point of view of the person with the condition. This unique, person-centred approach underpins everything have done at the Sybil Levin Day Service. The service is very different from traditional day service provision, and we have witnessed immediate and sustained improved wellbeing from the moment the person arrives at the service.

The Day Service was evaluated during the reporting period and the results were positive. Family carers were overwhelmingly impressed by the Sybil Levin Day Service and the dedication and skill of its staff and volunteers. As a result, they described how they felt a reduction in their own stress and anxiety levels due to their loved ones attending the service.

Knowing that the staff and volunteers were focusing on the individual wellbeing of their loved ones made a big difference to family carers. They reported that users that had been to different day centres were noticeably happier and more contented at the Sybil Levin Specialist Dementia Day Service.

45 places per week were provided to service users by the end of the reporting period.

One visiting healthcare professional described the service as:

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Men in Sheds

Our Men in Sheds project continued to support older men with an interest in woodworking as novices or experienced practitioners. The members shared social activities and practical skills in our 3 woodworking Sheds in Blidworth, Daybrook and Worksop. The members also provided peer support for each other and our staff and volunteers were able to signpost to Age UK Notts and other community resources, depending on need.

All tools and equipment were provided by the project and volunteers provided extra support for all. Members were encouraged to participate in the day-to-day running of the Sheds and to help decide which activities should be undertaken.

Mixed sessions were successfully introduced to the Blidworth shed which required the introduction of additional sessions. A defibrillator funded by a donation received from the Landlord and associated training was introduced at the Blidworth Shed as a community resource. Successful grant applications made it possible to purchase new signage for the Blidworth Shed, a table saw, lathe and chop saw for the Workshop Shed and drills for all 3 Sheds.

The plan to hold women-only sessions were cancelled due to lack of demand.

Revenue raising projects were undertaken to generate income towards costs for the Sheds such as bench or birdbox building with community partners such as Friends of Gedling Country Park. Other community partners included Woodthorpe Plant Shop, Bilsthorpe Heritage Museum, Blidworth Parish Council and Newark and Sherwood CVS. We continued to receive funding from Nottinghamshire County Council Local Communities Fund.

The Blidworth Shed supported 30 members, Daybrook 70 members and Worksop 30 members.
All Sheds increased the number of sessions and attendees over the reporting period (132%, 174% and 86% respectively).

Men in Sheds CIC (dormant company)

All activities for Men in Sheds were run through the charity in this reporting period. The CIC did not become dormant due to remaining funding period from a lottery grant used to purchase tools and equipment used by the sheds during the reporting period.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Core Services

Finance

Following the announcement of Judith Southall , Finance Co-ordinators retirement for April 2023, it was felt that the tasks carried out by her within the part time hours she worked could be absorbed by the team rather than trying to recruit. Judith completed a full handover to the team giving guidance and training as required. Work pressures within the team following this reduction in capacity will be monitored during 23/24. We thanked Judith for her 26 years of commitment to our charity and wished her well for her retirement.

Payment of expenses was reviewed and we agreed to pay expenses every fortnight to help staff manage cost of living pressures – a move warmly welcomed by those claiming.

Volumes of activity were:

TASK	Number 2022/23	Number 2021/22
Customer/Funder Invoices	2992	3,301
Supplier Invoices Paid	616	492
Accounts Package Transactions Inputted	53560	50650
Direct Debit Income Collections	2652	2,821
Payslips Produced	1207	1,083
Staff Travel Claims	432	417

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Data Protection

We were pleased to again achieve the NHS Data Security and Protection Toolkit self-assessment to demonstrate Age UK Notts continued to practise good data security and that personal information was handled correctly.

We set up a recording log during the reporting period to monitor Data Protection events to help identify any patterns, trends and training needs.

As seen within the statistics below the number of breaches has slightly increased. However they were all low-level internal breaches which were not reportable to the Information Commissioners Office (ICO). Staff awareness raising was carried out around the issues causing the breaches.

Event	2022/23	2021/22
Number of ICO reportable data breaches	0	0
Number of data breaches not reportable	5	3
Number of Data Erasure requests	1	0
Number of Data Subject Access requests	0	0

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T

Human Resources (HR)

The HR department provided the charity with support and consultancy related to employment law, best practice, people management, learning and development, performance management and recruitment and retention during the reporting period.

New Terms and Conditions were rolled out to all staff in this period. Several employee matters were resolved internally prior to any formal action.

Recruitment was exceptionally busy during this reporting period.

63 vacancies were filled from 2400 application requests.

264 completed applications were processed, and 47 interview days took place covering over 100 separate interviews (mostly done virtually).

50 new starters joined the charity (the highest number for 10 years and double the figure from the previous reporting period).

34 leavers were processed, 65 Contract changes actioned and 48 DBS checks for new and existing staff were carried out.

Our Employee Council remit was reviewed, and new format and purpose agreed ready to be rolled out in the next reporting period. A Pay and Benefits Committee was convened to review our recruitment practice, implement improvements and to review our full package of pay and benefits within our local market. Although recruitment was challenging, most of our vacancies were filled as expected.

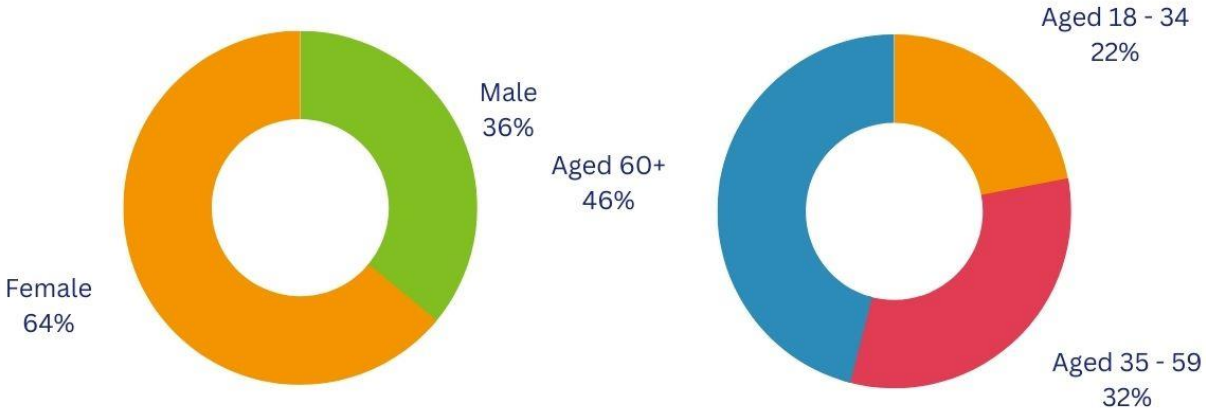
ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Volunteering

The volunteering team (as part of the HR function) provided the charity with support relating to best practice for recruitment and retention, guidance, support and reward and recognition of volunteers. We also supported the charity with DBS checks for volunteers. We aimed to deliver an excellent and all-encompassing service and environment in which volunteers can thrive and are part of the delivery of Age UK goals and strategy.

Volunteer training was reviewed and a 'lighter touch' but relevant paper-based training suite was produced. The Volunteer Survey was issued, and results analysed to pick up on further continuous improvement suggestions.

The Volunteer Reward and Recognition Scheme was successfully launched – 2 volunteers received awards for Outstanding and Longstanding Volunteers at an afternoon tea event hosted by the Joint Chief Executives.

61 new volunteers were recruited into the charity. Overall, volunteer numbers dropped by 3% (261 to 269 in the previous reporting period).
Gender and ages split as follows:



We calculated that volunteers donated the National Adult Minimum Wage equivalent of £479,196 worth of hours (not recognised in the accounts.)

We remain ever grateful for the commitment and dedication of our volunteers, old and new, who make such a difference to the lives of local older people and who do so much to support the work of our charity.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Estates, Compliance and Resources (ECR)

Health and Safety audits were completed across all sites during the reporting period and site-based staff assumed responsibility for monthly property and stock checks.

Our ECR Manager oversaw renovation works to the Sutton Hub space (in conjunction with the Income Generation Manager) and ensured new windows and guttering were installed in the Sybil Levin Centre. Further building works will be required in the next reporting period.

Our Environmental Impact Statement was reviewed and goals set for achievement in the new reporting period. Practical energy saving measures were implemented through the installation of sensor lighting and taps and bins for organic waste were provided.

Equality, Diversity and Inclusion (EDI)

Our EDI group considered our data capture systems and ways in which they could be improved to ensure representation our local cohorts. Development and implementation plans will be drawn up in the next reporting period.

Our Dementia Strategy progressed with the roll-out of regular staff and volunteer training on the method and the delivery of SPECAL awareness sessions within the wider community.

Our Sybil Levin Specialist Dementia Day Service hosted Occupational Therapy students from Lincoln University and invited key local and national stakeholders in to see the centre in operation first-hand.

We reviewed our Values in this reporting period and created the Inclusion Value to embed EDI values across the whole charity in the next reporting period. We planned our Staff Conference in the next reporting period around Compassion for the benefit of all those involved with the charity and our service users.

There was a particular focus on staff and volunteer welfare for better physical and mental health during the reporting period. We created a Social Committee (led by staff members) to encourage staff to do things together outside of work to reinforce our social bonds and our first event took place towards the end of the reporting period with a walk in Wollaton Park. We allowed time for a social activity (usually a quiz) at the end of each all-staff Zoom-based meeting and planned plenty of social time into our Staff Conference due to be held in June 2023.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Communications and Innovations (previously FACT)

Following a reassessment of the role and review of resources, we welcomed a new 30-hour Communications Co-ordinator Sarah in June 2022 who oversaw improvements in our website and social media engagement.

Across all platforms, engagement, reach and numbers of followers were up:

Platform		Increase
Nottingham & Nottinghamshire age UK	Website Views	25%
	Facebook Engagement	166%
	Instagram Reach	126%
	Twitter Impressions	9%

Sarah also set up regular surgery sessions with teams across the charity to better meet their marketing needs.

We redesigned the Loop e-newsletters and switched away from Mailchimp to a direct email (with necessary options to unsubscribe) at the end of the reporting period to further boost opening rates.

We created more videos and shared them online, ran the 12 Stories of Christmas campaign again and created a private YouTube channel for volunteers to use. Work on transitioning our new website (under Age UK's auspices) continued during the period.

Our 80th birthday was annotated on all publications and tea parties were planned during the reporting period in a couple of care homes and our Men in Sheds venues and we were grateful to Morrisons for providing the cakes. Two volunteers (Mark and Michael) worked diligently throughout the period to produce 'Through the Decades' stories for our Loop e-newsletters.

The charity achieved press coverage from Notts TV – Scams, Feel Good for a Fiver fundraising campaign, and Men in Sheds. Kemmet Radio covered claiming pensions and Radio Nottingham covered Best Foot Forward.

ACHIEVEMENTS AND PERFORMANCE SERVICES REVIEW CON'T
Older People's Advisory Panel (OPAP)

We took the opportunity to reconstitute the panel and its members during the reporting period. We thanked previous members who decided to step down and were successful in recruiting one additional new member (and the opportunity will remain open into the next reporting period).

Following a vote in June 2022, OPAP was split from the non-Trustee member role (a reversal of our 2018 action). This allowed us to refocus the role into one of community-based communication and understanding of the wider needs of older people.

Compliments and Complaints

49 compliments and 6 complaints were received during the reporting period.

Compliments were received for Volunteering, Safe and Sound, MHSOP Support, MHSOP Carer's Support, Footcare, Residents' Representative Service, Worry Catcher Service, Lings Bar Patient Representative Service, Core and Finance services.

We received 6 complaints, 4 informal and 2 formal. The formal complaints were dealt with appropriately and to the complainant's satisfaction and no further action was required. The remaining 4 complainants received an explanation and apology and were not escalated any further.

Work on reviewing the compliments and complaints system began and will be completed in the next reporting period. We continued to share compliments to encourage wider adoption of positive behaviours. In light of complaints, we reviewed the issues and adapted processes and protocols where necessary to prevent reoccurrence.

INCOME GENERATION & FUNDRAISING

Fundraising (previously part of FACT)

The cost of living crisis made fundraising challenging over the reporting period. Our Income Generation Manager delayed his planned retirement to focus on finding and opening our new charity shop (reported below) so other activities were minimised to deliver on that goal. He retired in February 2023 and a revised post will be filled in the next reporting period. We thank Tony for all his hard work and commitment over the years.

Legacies continued to outperform expectations with over £172,812 received in the period and we remain deeply grateful to those who wished to support us at the end of their lives. We extend our thanks to those who attended funerals and donated to us in lieu of flowers, and to the bereaved families who chose our charity as a recipient. This support raised just over £2000.

Our social media platforms provided opportunities for people to donate and we used Just Giving (text and web), Amazon Smile (discontinued in February 2023), Paypal, Easyfundraising and Facebook to raise just over £2000. Donors opted in to supporting our charity.

Local Trusts and solicitors' donations from dormant accounts came to just under £5000. Gift Aid donations, Friends and Supporters and Weather Lottery (now closed) players contributed just under £1400.

We ran or participated in the following fundraising campaigns – Feel Good for A Fiver, Big Knit and our internal Advent Raffle (for which all relevant licences were in place) which raised just over £4505.

We received a very welcome donation from Capital One totalling £21,000 towards unrestricted funding and we thank them also for their donations in kind when hosting training and strategy events.

Individuals donated just under £4500 and we are grateful for their consideration. Some individuals went above and beyond – Margaret Gaskell (one of our volunteers) donated 90% of the prizes used in our internal Advent Raffle. She entered competitions throughout the year and donated the prizes to us! What an inventive way of enjoying a competition and supporting our charity.

The fundraising landscape will remain challenging and we hope to develop sustainable relationships once our new Income Generation Co-ordinator is in place.

INCOME GENERATION & FUNDRAISING CON'T
Fundraising governance:

We did not issue any direct fundraising appeals to individuals outside of services during the reporting period. Existing Friends and Supporters continued their donations as per their original agreement. We used our social media platforms, websites and operational sites to seek donations for campaigns (such as Feel Good for a Fiver) by displaying posters and leaflets. We were happy to publish the names of donors except where anonymity was requested.

We were chosen as joint Charity of the Year by a local Inner Wheel Group during the reporting period and this was overseen by one of their members who was also an employee of the charity. We supplied sealed collection goblets and the final total will be announced in the next reporting period. We had no direct control over the fundraising activities but were kept informed via our staff member. The same staff member completed a sponsored activity which she ran through her own online donation page which named us as the recipient of funds raised. We did not participate directly in or have any control over the activity itself but did share information about the opportunity to allow others to donate if they wished.

Service departments within the Charity sent out information about their services and invited beneficiaries to make donations if they felt able. It was made clear that donations were not required to guarantee access to future services and that any donation was purely voluntary. Any service which required payment was clearly identified before a beneficiary engaged with it.

INCOME GENERATION & FUNDRAISING CON'T
Charity Retail

Good progress was made on finding a replacement for our Mansfield shop which closed in February 2022. We chose a site in Sutton-in-Ashfield and renovated the shop into a Community Hub with space let to Advantage Mobility, an Advice Room used by Connect and Information, Signposting and Advice teams as well as individual teams for meetings. Although finding the premises and renovating them took longer than expected, the Re:Store retail shop opened on 25th January 2023 and revenue was slowly building towards the end of the reporting period. Overall, the performance against budget target was -95%. Plans for starting the House Clearance service were delayed until at least the next reporting period due to property delays.

The West Bridgford shop held steady and the number of volunteers increased over the reporting period. The summer of 2022 was challenging with reduced staff availability leading to the closure of the shop on occasions because of insufficient staff or volunteers to open. Costs increased because we transferred the Mansfield staff to West Bridgford for the property search and renovation period. All staff and volunteers returned to the mid-Notts area when the Sutton Hub opened. Overall, performance against budget target was -32%.

Charity retail across the sector was challenging in this period with the slow return of volunteers after the pandemic, online challengers such as Depop and Vinted likely reduced the potential for and quality of donations, and the cost of living challenges over the winter period made trading difficult.

Gift Aid across both shops performed extremely well over the reporting period and made significant improvements on past performance.

In the financial year 2021-22, a total of 90 new donors were signed up and we raised a total of £1339. In this reporting period 198 people were signed up and a total of £2444 was raised – 82% more revenue over the year from Gift Aid than the previous year and 109 more donors (a 120% increase).

INCOME GENERATION & FUNDRAISING CON'T
Age UK Business Directory

The Age UK Business Directory has been running in Nottingham and Nottinghamshire since 2008. It was designed to protect older people from rogue traders by connecting them with local reputable traders and businesses that have been checked by local Age UK Business Directory staff. The Directory can be accessed online or via our Freephone telephone line.

Feedback indicated that member traders on the Business Directories had a positive experience and it confirmed they were receiving enquiries because of their membership. Due to staffing changes and a refocus of activities, we secured an increase in enquiries to conversion into members of between 30-40%.

Analytics evidence showed that customers repeatedly used the Directory to meet their needs.

Facebook reach increased by 311% over the reporting period and we had 6,974 website users. Internal Age UK Notts services made 388 referrals to the Directory and 735 calls were made to the Freephone number.

Training (formerly within FACT)

Training sat within the HR function and supported new staff and relevant volunteers to complete online training specific to their roles and the wider charity. Administration support was also provided to other Age UK Brand Partners who purchase their online training from us.

A new paper-based volunteer training programme was drawn up and piloted ready to go live in April 2023.

Sales targets to other local Brand Partners were achieved.

2021 individual online training courses were completed by Age UK Notts staff and volunteers during the reporting period.

External training was also accessed by staff, and delivered by other providers. 108 people completed 'Friends Against Scams' courses, 25 people completed Carers Awareness courses, 35 people attended a SPECAL-method awareness session and 14 people completed Emergency First Aid at Work courses.

INCOME GENERATION & FUNDRAISING CON'T
The Lifestyle Centre

The Lifestyle Centre continued to host our Southern Office Hub and remained the home of Advantage Mobility which provided mobility and living aids to help its customers enjoy a better quality of life.

Age UK Notts continued to support Advantage Mobility CIC through referrals for products and services and Advantage Mobility hosted our Information, Signposting and Advice outreach sessions every Monday.

It was a challenging year for mobility specialists but Advantage Mobility CIC were able to make a surplus donation of £15,000 to Age UK Notts in the reporting period.

Thanks go to the Advantage Mobility team for their work to support our service users and other older people in this period.

PLANS FOR THE FUTURE 2023 – 2024

Patients' Representative Service - Nottingham University Hospitals	To increase referral rates and build up service presence again now new staff are in place
Patients' Representative Service - Lings Bar Hospital	Deliver more support for patients and their carers through increased ward presence and promotion of services through a range of hospital teams
Residents' Representative Service	• Further reinstate Worry Catcher provision in targeted number of care homes identified with CityCare partners • Build on relationships with learning disability homes to ensure good access for residents • Focus promotional work on care homes where referrals are lower
Worry Catcher (*MHSOP)	Develop a special focus on relatives of those on dementia wards
MHSOP Support Service	• Increase carer referral rates from MHSOP dementia wards • Increase overall numbers of referrals from patients and carers
MHSOP Carers Support Service	• Embed the service in mid-Notts and Bassetlaw • Encourage referrals from the Broxtowe mental health teams.
Wellbeing at Home	Maintain volunteer numbers to continue to deliver in-person services to support Nottingham and Nottinghamshire's Integrated Care System's mental health and social care strategy
Digital Inclusion	• Reach 300 project participants • Provide 60 Tablet loans • Deliver outreach to 2400 people • Recruit additional volunteers
Befriending	Complete a strategic review of the service to establish future sustainability
Best Foot Forward	• Launch wellbeing walks in April 2023 by partnering with local GP practices for people below current levels of recommended activity • Re-establish City Parks walks • Increase numbers attending Veterans Camaraderie Walks • Develop a sustainability plan for the BFF service
One Step at a Time (OSAAT)	The development of at least 5 new OSAAT groups through active involvement with the OSAAT Development Group

Men in Sheds	• Increase member attendance • Increase number of sessions offered and therefore shed opening hours • Further develop/ roll out mixed sessions • Meet all planned sales targets
Social Prescribing	Continue to develop partnership working with Primary Care Networks to enhance integrated working practices and data sharing.
Information, Signposting and Advice	• Deliver 1600 Warm Homes project sessions • Deliver phase 4 of Household Support Fund on behalf of Nottingham City Council from May 2023 • Deliver benefit and signposting support for frail older people as part of a 12 month pilot project within the multi-disciplinary teams in the Bestwood and Sherwood primary care network
Safe and Sound	• Increase the number of people referred to schemes for boiler, heating and insulation support by 50% • Continue to deliver personalised in-home support to save money and stay warm and well via Home Energy Checks and Warm & Wise • Increase the number of individuals supported through funding streams such as Gas Safe, Skerritt and other charitable funds by at least 25% • Establish a Home Improvement Service within the city
Sybil Levin Day Service	Continue to recruit new service users to fill 85 places per week.
Finance	• Senior Management to take on the submission of VAT returns • Carry out Banking review to efficiently minimise costs and maximise income
Data Protection/ICT	Continue to monitor and raise staff awareness of ICT issues.
HR	• Embed new Charity Values of RIKI into recruitment and induction • Explore ADP capabilities with new recruitment and performance module and reports • Review recruitment and induction process in its entirety • Complete annual review of all policies and forms, including compliance with upcoming employment law legislation • Participate in Age UK Quality Audit • Identify and implement Manager Training • Review Employee Benefits & Welfare Employee benefits • Produce HR and Volunteering analytics • Develop 10-year strategy, CSR, Environmental sustainability, & bank staff • Implement 360-degree reviews • Explore bank staff for short-term contracts

Volunteering	• **Research the cost and viability of using an automated SMS messaging service for volunteers to improve communication** • **Develop a volunteer support training module to induct new members of staff who will be looking after volunteers** • **Implement volunteer meet-ups (following feedback from Volunteer Survey)** • **Establish Age UK Notts volunteer Social Media pages as a participative platform to boost communication and enable volunteers to build a peer support community** • **Develop and implement a volunteer impact survey across all aspects – charity, service users and volunteers**
Communications	• **Complete website transition (subject to Age UK)** • **Grow social media followers and improve engagement** • **Expand YouTube channel to support recruitment and awareness of services**
Age UK Business Directory	• **Ensure that key trades are represented on the Directory with a good geographical coverage for all areas of Nottinghamshire** • **Increase membership by 1%** • **Increase the use of Newsletters to communicate with members and begin to build a list for customers so a Newsletter could be sent to them too** • **Develop engaging social content, through media types such as video, to get more service users and members engaging with our channel** • **Explore new ways to communicate with members to seek feedback about their membership and ways we can improve our service** • **Produce 'Introducing the Team' issue now all staff are in place**
Training	• **Evaluate online training prior to Essential Skillz contract renewal decision in March 2025** • **Undertake a training needs analysis with all staff to identify training gaps/gaps in knowledge** • **Research a range of training providers prior to decision over Essential Skillz** • **Review practicalities of designing and delivering more in-house staff training**
Fundraising / Income Generation	• **Recruit Income Generation Co-ordinator** • **Re-run Feel Good for a Fiver**
Charity Retail	• **Launch collection and delivery service** • **Develop plans to extend Re:Store trading days** • **Introduce smaller furniture to West Bridgford shop**

Equality, Diversity and Inclusion	• **Roll out data capture processes** • **Deliver Staff Conference Compassion training**
OPAP - Older Peoples Advisory Panel	**Recruit new members.**
Estates, Compliance and Resources	• **Implement Environmental Impact actions** • **Install new signage at sites to increase efficiency** • **Continue to oversee improvement works at Sybil Levin Centre**
Men in Sheds CIC	**Become dormant in the next reporting period.**

***MHSOP Mental Health Service for Older People**

STRUCTURE, GOVERNANCE and MANAGEMENT

Trustees' Responsibilities in Relation to the Financial Statements

Statement of responsibilities of the trustees

The trustees (who are also directors of Age UK Nottingham & Nottinghamshire for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2023 was 12 (2022:12). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T
Charity Governance Code

The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. It continued to believe that good governance is fundamental to our success as a charity.
Our Trustees continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

Pay Policy for Staff

The pay of all senior staff is reviewed annually along with pay for all staff.

The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the Charity (listed under our Directors, Trustees' and Officers section).

All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 7 and 9 to the accounts.

No Director of AUBD Ltd or Age UK Notts Men in Sheds C.I.C. received remuneration from the company during the reporting period.

Risk Management

We considered all risks to the charity during the reporting period in line with our Risk Management protocols. We looked at each risk for probability and impact and graded the risks from 1 (very unlikely, low impact) to 5 (very likely, high impact) for each of those elements. Multiplying the results gave us the agreed risk rating. For example, we graded Government Policy and Economic Climate as very likely to influence the charity (5) and very likely to have a significant impact (5) giving a total risk rating of 25 (our highest rated risk).

Individual risks were allocated to specific members of the Senior Management Team and reviewed and amended (where necessary) throughout the year and the full management team reviewed the whole Risk Register annually as per protocol.

The Risk Register addressed 9 different categories of risk which created 18 high rated risks in the following areas:

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T

Category Number of highest risks	Number of highest risks
Policy and Economic Climate	3
Information Technology and Data Protection	4
Staffing and Resources	1
Epidemics and Pandemics	2
Funding and Fundraising	3
Health and Safety	1
External factors	1
Sector Challenges	1
Compliance and Quality	2

Against each risk, we identified mitigations to reduce or eliminate it and allocated lead responsibility and timeframes for actions which included:

- Monitoring data to track or identify issues
- Building relationships with relevant stakeholders
- Developing and implementing specific protocols
- Creating and empowering working groups to identify and implement solutions
- Delivering training to relevant cohorts
- Communications and awareness raising activities
- Creating system guardrails
- Participating in external and internal audits, accreditations and quality assurance processes.

The Board of Trustees reviewed the risk register at quarterly intervals and concentrated their discussions on the 18 highest risk areas (those with a risk score of 12 and above). Over the reporting period our main concerns centred on the economic climate, the impact of the war in Ukraine, and cyber/data protection risks. Other risks were prevalent in society and had an impact on the charity. Recruitment and retention was one such issue.

Case Study – HR Recruitment and Retention

In Autumn 2022 we began to see widely circulating reports on labour shortages which did impact on our ability to recruit at times.
We set up (and will continue with) a Pay and Benefits Committee to look at our recruitment and retention practices, overall pay and benefits packages to see where they could be improved to appeal to a wider pool of potential candidates.
We looked at the reasons why people were leaving and discovered that pay was rarely a reason. We looked at our recruitment style and rebalanced technical, task based requirements with problem-solving and attitudinal skills to attract people from different backgrounds and with different skill sets.
We widened our range of outlets in which roles were advertised and began the process of creating more dynamic content for our social media pages which will come to fruition in the next reporting period.

The number of overall risks reduced from the previous reporting period (127 down to 121) as risks diminished or were fully resolved.

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T
Fraud

During the year the Senior Leadership Team carried out a fraud risk assessment which was agreed by the Board of Trustees. Fraud risks were assessed relating to the following areas:

- Corruption
- Income – shops, Fundraising, legacies, grants
- Expenditure
- Accounts
- IT
- Payroll
- Recruitment

A total 82 fraud risks were identified with a description & assessment of controls in place to help reduce, prevent or deter the fraud taking place. After taking into account the controls in place each risk was given a residual risk score out of 25.

Of the 82 risks identified the highest residual risk related to potential Cyber attacks and possible internal & external theft of cash/stock with residual risk scores of 10 & 11 respectively.

Once residual risks had been calculated the Board of Trustees agreed one or more of the following actions for each fraud risk:

- Tolerate (accept the risk as it's within the risk tolerance)
- Treat (plan for additional controls to reduce fraud risk exposures)
- Transfer (use contractual terms to transfer some or all of the impact of the risk)
- Terminate (re-design system / process to eliminate or reduce a specific fraud risk)

The main action points resulting from the assessment were as follows:

- Make sure Age UK Notts' Zero Tolerance to fraud is made public via the website and social media and to take part in national fraud awareness week
- Shop processes to be regularly reviewed to ensure the risk of theft is minimised. Issues with poor till discipline result in volunteer not being allowed on the till and staff would be subject to an investigation

STRUCTURE, GOVERNANCE and MANAGEMENT CON'T
Key Governance Actions – Review & Update

1	Organisational purpose	The Strategic Plan review started with a new values statement being agreed: "Everything we do we do to make a positive difference to everybody that we interact with. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community." • The new values are as follows: • R – Respect • I – integrity • K –Kindness & Compassion • I – inclusion • We will start the process of embedding the new values during 2023/24 • A new 10 year Strategy is being developed with operational strategies across all areas being in place by April 2024
2	Leadership	• Rather than have link Trustees the Board decided that all Trustees should aim to make contact with all areas of the charity during their time on the Board. Trustee Champion roles were created for Fraud, Quality and EDI
3	Integrity	• N/A
4	Decision-making, risk and control	• The Finance Trustee vacancy was filled with the appointment of Brian Dinsmore as Finance Trustee and Steve Hambleton as Vice Finance Trustee
5	Board effectiveness	• Quarterly Trustee review meetings started again from September 2022. A new method of reviewing Trustee performance and a formal process for reviewing Trustee tenures to be established during 2023/24
6	Equality, Diversity & Inclusion	• Objectives set as part of the EDI plan
7	Openness and accountability	• New members are to be recruited for OPAP to ensure representation for beneficiaries from different sectors of the community • The New 10-year strategic plan will include a consultation with stakeholders. • Photos of the Trustees were added to the website

RECURRING FINANCIAL POLICIES AND PROCEDURES

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that charges for certain services are appropriate and that any charges should be related to the ability of an individual to pay them. Certain services should always be provided free of charge and that, where charges apply, discretion is important to ensure service users are not denied a service because of their inability to pay.

We continued to be mindful of these principles and sought to minimise the cost of charges for care and support services whenever we could. Potential service users were always made aware of any applicable charges in advance of delivering the care or support. We set aside a discretionary fund which was used to top up payments for services where a potential service user could not pay some or all of the charge. We continued to allocate some of our fundraising income to that discretionary fund. Free or discounted services were normally available to those in receipt of Pension or Council Tax credits.

It remained our policy to review all charges, at least annually, during the budget setting process. Where we deemed it important to offer services for free, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any investment which the Board sees fit, provided the Board shall seek (where appropriate) proper professional advice. The total £1,198,354 held within the Flagstone platform has been invested in 14 banks each giving £85,000 protection, during the year total interest of £16,782 was received via these accounts as the Charity benefited from increased interest rates within the UK.

An Investments Committee was established and an investment management tender released. This resulted in an investment of £450,000 with RBC Brewin Dolphin investment management company within their lower medium risk portfolio (which is in line with Age UK Notts' investment policy).

RECURRING FINANCIAL POLICIES AND PROCEDURES CON'T
Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees' decided to build a free reserve of unrestricted current assets of:

- **Between 3 & 5 months' running costs**

(The levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).

The reserve fund will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet the needs of local, older people.

Based on the 2023-24 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- **3 months' running costs = £732,155**
- **5 months' running costs = £1,220,258**

Free reserves are calculated as follows:

Total Funds →Less Restricted & Endowment Funds → Less Fixed Assets → Less Designated Funds = Free Reserves

Free reserves at 31st March 2023 = £1,123,405 which are within the reserve policy parameters identified above.

The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and group for the foreseeable future. The Trustees are of the view that the Charity and group are a going concern.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office:

The Sybil Levin Centre
577a Nuthall Road
Cinderhill
Nottingham
NG8 6AD

www.ageuknotts.org.uk

info@ageuknotts.org.uk

Twitter.com/ageuknotts

0115 8440011

Instagram.com/ageuknotts

0115 841 4460

Facebook.com/ageuknotts

Age UK Nottingham & Nottinghamshire is a registered charity number 1067881, registered in England & Wales and a Company limited by guarantee incorporated in the United Kingdom (registered company number 3455485).

Our Advisors

Group auditor
Sayer Vincent LLP, Invicta House, 108-114 Golden Lane, London. EC1Y 0TL

Group Solicitors
Freeths LLP, Cumberland Court, Mount Street, Nottingham. NG1 6HH

Group Bankers
CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4TA

Honorary Offices
Royal Patron
HRH King Charles III KG KT GCB

President
Commander Peter Moore RD, RNR, DL

Life Vice-Presidents
Eric Edwards (until 06.09.2022)
Joyce Hackett (until 04.01.2023)
Sandra Warzynska
Terry Brown
Len Simmonds
Anil Ghelani

OUR DIRECTORS, TRUSTEES AND OFFICERS

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law. The Trustees and officers serving during the year (and since the year-end) were as follows:

Chris Dorkes (Chair)
Graham Cox (Vice Chair)
Brian Dinsmore (Finance Trustee)
Steve Hambleton (Vice Finance Trustee)
Brian Burdus
Diane Deacon
Malgorzata Faras
Gemma Hopper

In Attendance
Michelle Elliott –Joint Chief Executive
Di Trinder – Joint Chief Executive & Company Secretary

Non-Trustee Members
Commander Peter Moore RD, RNR, DL
John Cockcroft (until 06.01.2023)
Anil Ghelani
Marge Morris (until 09.01.2023)
Maxine Robinson
Sandra Warzynska (until 09.01.2023)
Len Simmonds

Finance and Audit Committee
Brian Dinsmore (Trustee & Chair)
Steve Hambleton (Trustee)
Chris Dorkes - Trustee
Michelle Elliott – Joint Chief Executive
Di Trinder – Joint Chief Executive
Lesley Fairclough (Senior Operations Manager (Finance))

Subsidiary Companies
AUBD Limited (Age UK Business Directory)
A company limited by shares (Registration Number 06393966)

Board of Directors:
Kat Coggan
Maria Cooke

Company Secretary
Maria Cooke

OUR DIRECTORS, TRUSTEES' AND OFFICERS CON'T

Age UK Notts Men in Sheds C.I.C.

A company limited by guarantee (Registration Number 11722728)

Board of Directors

M Cooke
M Elliott
D E Trinder

Age UK Local Trading Limited

A company limited by shares (Registration Number 03028410)

Board of Directors

Maria Cooke
Michelle Elliott
Di Trinder

The George Henry Francis Payling's Charity

Trustees' and Directors

The Trustees' of Age UK Nottingham & Nottinghamshire (detailed above)

Key Management Personnel (Executive Team)

Executive Team	Age UK Nottingham & Nottinghamshire	George Henry Francis Payling's Charity	Age UK Local Trading Ltd	AUBD Ltd	Age UK Notts Men in Sheds CIC
Di Trinder Joint Chief Executive					
Michelle Elliott Joint Chief Executive					
Maria Cooke Strategic Director (Innovation and Communications)					
Vicky Gutteridge Senior Strategic Director (Services)					

FINANCIAL REVIEW

The Consolidated Statement of Financial Activities (SOFA) shows that income was lower this year with total incoming resources for the year of £2.6 m compared with £2.88 m for the previous year, a decrease of 11%. The prior year included a one-off £641k profit on the sale of a building. The underlying year on year showed an improvement of £334k, 15%. The change from last year can be broken down as follows:

- Donations increased by £9k, 3%
- Grants and Service Agreements increased by £306k, 20%– due to new services starting within Housing, Advice and Health & Wellbeing.
- Fee income increased by £88k, 67% – due to the SPECAL day service running for a full year.
- Fundraising, Shops and Trading income being £46k, 19% lower mainly due to the closure of the furniture shop in early 2022 and its replacement in Sutton in Ashfield not opening until January 2023.
- Other income decreased by £663k – this was mainly due to the £640,649 profit on disposal of Bradbury House during the previous year.

Within resources expended charitable expenditure increased from £2.2 m in 2021/22 to £2.5 m in 2022/23 mainly due to the new services started during 2022/23 which included Digital Inclusion, Carers Support, Household Support Voucher provision plus the provision of some services for a full year which started late during 2021/22. The number of full-time equivalent employees employed by the charity increased from 86 to 92 during the year also related to the new services provision.
Income for the Trading Subsidiaries decreased by 13% from £139k to £122k. Despite this downturn in sales AUBD Ltd made a profit of £21k which enabled a further repayment of £18.7k to the Charity of part of the long-term loan.

Of the £1.3 m designated funds at the start of the year £284k were spent as planned. A new designated fund to be used to help enforce our “inclusion” value was set up as well as a further £65k of unrestricted funds designated to cover planned future expenditure. See note 20a for full details of all the designated funds which total £1.1 m at 31st March 2023.

The deficit for 2022/23 was £191k with an increase in free reserves to £1.1 m see note 19a of the accounts which is in line with our reserves policy.
Cash & investments remain very healthy at £2 m versus £2.1 m last year.

FINANCIAL REVIEW CON'T
George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009 and it can be seen that the total net assets on 31st March 2023 were £52.4k of which £52.4k were permanent endowments and £4 were expendable endowments. The charity received £0.5k in the form of bank and dividend interest during the year and made 50 (70 last year) grants to individuals who were resident in the District of Mansfield costing £1.3k (£1.8k during 2021/22).

How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. We would like to thank the following for their support:

Actons Solicitors
Active Partners Trust
Advantage Social Enterprise C.I.C.
Age England Association
Age UK
Age UK Leicester Shire & Rutland – Warm & Wise
Age UK Lincoln & South Lincolnshire- Warm & Wise
Altitude Access
Anonymous
Armed Forces Covenant Trust
Birkett J
Boots UK Ltd
Broxtowe Borough Council
Business in the Community
Capital One
Department of Health
E.ON
Energy Savings Trust (The)
Experian
Football Association (The)
Freeths
Gaskell M
Gas Safe Foundations Independent Living Trust
Gedling Borough Council
Geoff Ball (Stationary suppliers)
George Henry Francis Payling's
George Square Financial Management
Gray Trust (The)
Hudson Wealth Management Ltd
Indian Community Association
J N Derbyshire Trust (The)
Lloyds Group (The)
Morrisons (Bulwell)
M&G Securities
National Grid Community Matters Fund
Newark & Sherwood District Council
NHS Bassetlaw CCG
NHS Mansfield & Ashfield CCG
NHS Newark & Sherwood CCG
Nelsons Solicitors
NHS Nottingham City CCG
NHS Nottingham North & East CCG
NHS Nottingham West CC
NHS Rushcliffe CCG
Nottingham CityCare Partnership
Nottingham City Council
Nottingham Energy Partnership
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Nottinghamshire Healthcare NHS Trust
PAPET (The Forman Hardy Holdings)
Rotheras
Santander UK
Screwfix Foundation (The)
Skerritt Trust (The)
Smart Energy GB in Communities
Sport England
St. James's Place Foundation
St. James's Place Wealth Management Ltd
Tropic Skincare
Veolia Group

We also benefit from individuals who make donations & legacy income to the Charity and we have worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Steve Hambleton, Vice Finance Trustee, pp Brian Dinsmore

Brain Dinsmore
Finance Trustee

Thank You

In concluding the Trustees Report, we would like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, health trusts, local authorities and other bodies who supported us financially or in-kind during the reporting period. We would not have achieved the outcomes listed in this report without that support. We send our particular thanks to our staff and volunteers (existing and new) who helped us deliver the services that meant so much to older people as they recovered from the Covid experience and learned to manage the changes in society as a result of the pandemic. Whether directly supporting older people or working in a back-office capacity, everyone made an enormous contribution to our overall effectiveness.

We thank the Charity's Trustees for their time, the expertise and knowledge they brought to the governance of the Charity. Thank you to the OPAP Board members (our non-Trustee Members) who not only supported our governance and our work but also provided links with groups and bodies external to the Charity that also support older people.

Thank you to the Directors of our subsidiary companies who volunteered to oversee this area of our work. Our Strategic Directors continued to work tirelessly to effectively manage the Charity which ensured our resources were deployed to their best advantage to enhance the quality of life, health and wellbeing of older people across the City and County. Maintaining our home-working functions as well as opening our 2 additional office hubs required the patience and goodwill of our staff as well as the hard work of our IT teams to make it a success.

Our Senior Team's careful husbandry of resources and ability to build effective networks and relationships with commissioners and corporate partners continued to be an important part of our management philosophy. We anticipate future challenges with a willingness to continue to work hard to deliver high quality services that meet the needs of local older people and their families.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)) and in accordance with provisions applicable to companies entitled to smaller companies' exemptions.

By order of the Board of Trustees

Di Trinder and Michelle Elliott
Joint Chief Executives

Chris Dorkes
Chair of Trustees

21 September 2023

Independent auditor's report to the members of Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated 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 FRS 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 group's and of the parent charitable company's affairs as at 31 March 2023 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

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 group financial statements section of our report. We are independent of the group and parent charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Age UK Nottingham & Nottinghamshire's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the group financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the group financial statements does not cover the other information, and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the group financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the group financial statements themselves. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the parent charitable company for the purposes 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 group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent 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 auditor under the Companies Act 2006 and section 151 of the Charites Act 2011 and report in accordance with those Acts.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the group's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the group from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Fleur Holden (Senior statutory auditor)
24 October 2023
for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Age UK Nottingham & Nottinghamshire

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Designated £	Restricted £	George Henry Francis Payling's Charity Endowment £	**2023 Total £**	2022 Total £
Income from:							
Donations and legacies	3	216,521	–	58,191	–	**274,712**	265,853
Charitable activities							
Housing Services	4a	9,700	–	263,159	–	**272,859**	230,246
Advice	4b	73,324	–	82,385	–	**155,709**	63,760
Advocacy	4c	205,496	–	–	–	**205,496**	173,233
Health & Wellbeing	4d	1,014,236	–	96,797	–	**1,111,033**	965,095
Core Services	4e	106,021	–	1,430	–	**107,451**	107,451
Shops	4f	–	–	–	–	**–**	6,905
Other trading activities							
Merchandising Income		54,364	–	–	–	**54,364**	89,813
Fundraising Income		17,323	–	1,647	–	**18,970**	12,416
Sale of Business Directory listings		121,695	–	–	–	**121,695**	139,160
Fees and Contributions		219,333	–	–	–	**219,333**	131,067
Investments		24,814	–	–	519	**25,333**	5,450
Other		2,843	–	–	–	**2,843**	685,922
Total income		2,065,670	–	503,609	519	**2,569,798**	2,876,371
Expenditure on:							
Cost of raising funds:	7						
Merchandising Costs		80,517	46,841	–	–	**127,358**	144,814
Fundraising Costs		12,086	–	10	–	**12,096**	12,191
Business Directory Costs		98,949	–	–	–	**98,949**	99,679
Charitable activities:							–
Housing Services		17,614	–	304,495	–	**322,109**	282,745
Advice	5	105,799	45,544	86,542	1,282	**239,168**	180,959
Advocacy	5	191,525	–	160	–	**191,685**	145,812
Health & Wellbeing	5	1,180,423	100,421	117,346	–	**1,398,190**	1,139,035
Core Services	5	275,362	91,404	3,655	(289)	**370,133**	484,113
Total expenditure		1,962,276	284,210	512,208	994	**2,759,688**	2,489,348
Net income / (expenditure) before net gains / (losses) on investments		103,394	(284,210)	(8,599)	(474)	**(189,890)**	387,023
Net gains / (losses) on investments		1,628	–	–	(761)	**867**	(493)
Net income / (expenditure) for the year	9	105,022	(284,210)	(8,599)	(1,235)	**(189,023)**	386,530
Transfers between funds		(75,422)	75,422	–	–	**–**	–
Minority Interest		(1,872)	–	–	–	**(1,872)**	(2,753)
Net income / (expenditure) before other recognised gains and losses		27,728	(208,788)	(8,599)	(1,235)	**(190,894)**	383,777
Net movement in funds		27,728	(208,788)	(8,599)	(1,235)	**(190,894)**	383,777
Reconciliation of funds:							
Total funds brought forward		1,283,279	1,337,942	65,792	53,663	**2,740,676**	2,356,899
Total funds carried forward		1,311,007	1,129,154	57,193	52,428	**2,549,782**	2,740,676

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 29a to the financial statements.

Age UK Nottingham & Nottinghamshire

Balance sheets

Company no. 3455485

As at 31 March 2023

	Note	The group 2023 £	2022 £	The charity 2023 £	2022 £
Fixed assets:					
Age UK Nottingham & Notttingamshire					
Tangible assets	11	**202,978**	208,305	**202,866**	205,048
Investments	12	**451,628**	–	**451,720**	92
George Henry Francis Payling's Charity					
Investments	12	**9,831**	10,592	**9,831**	10,592
		664,436	218,897	**664,416**	215,732
Current assets:					
Age UK Nottingham & Notttingamshire					
Stock		**23,987**	23,259	**23,987**	23,259
Debtors (including due after one year)	15	**453,121**	552,653	**596,752**	701,872
Cash at bank and in hand		**1,640,064**	2,302,032	**1,615,026**	2,287,257
George Henry Francis Payling's Charity					
Cash at bank and in hand		**41,773**	44,117	**41,773**	44,117
		2,158,944	2,922,061	**2,277,537**	3,056,505
Creditors: amounts falling due within one year					
Age UK Nottingham & Notttingamshire	16	**(286,567)**	(415,122)	**(270,371)**	(388,328)
George Henry Francis Payling's Charity		**(500)**	(500)	**(500)**	(500)
Net current assets		1,871,877	2,506,439	2,006,666	2,667,677
Total assets less current liabilities		**2,536,314**	2,725,336	**2,671,082**	2,883,409
Total net assets		**2,536,314**	**2,725,336**	**2,671,082**	**2,883,409**
Funds:	28a				
Age UK Nottingham & Notttingamshire					
Restricted income funds		**57,193**	65,792	**57,193**	65,792
Unrestricted income funds:					
Designated funds		**1,129,154**	1,337,942	**1,129,154**	1,337,942
General funds		**1,311,007**	1,283,279	**1,432,308**	1,426,012
George Henry Francis Payling's Charity		**–**	–	**–**	–
Permanent Endowment		**52,424**	52,424	**52,424**	52,424
Expendable Endowment		**4**	1,239	**4**	1,239
Funds of the Charity		**2,549,782**	2,740,676	**2,671,082**	2,883,409
Minority Interest		**(13,468)**	(15,340)		
Total funds		**2,536,314**	2,725,336	**2,671,082**	2,883,409

Approved by the trustees on 21 September 2023 and signed on their behalf by

Chris Dorkes
Director

Steve Hambleton
Director

Age UK Nottingham & Nottinghamshire

Consolidated statement of cash flows

For the year ended 31 March 2023

	Note	2023		2022	
		£	£	£	£
Cash flows from operating activities					
Net Income/(expenditure) for the year (as per the SOFA)		**(189,022)**		386,530	
Adjustments for:					
Deduct Interest Income and Rent		**(25,778)**		(5,450)	
Depreciation charges		**58,285**		86,690	
(Gains)/losses on investments		**(867)**		493	
Loss/(profit) on sale of fixed assets		**(2,417)**		(644,480)	
(Increase)/Decrease in stocks		**(728)**		655	
(Increase)/decrease in debtors		**104,697**		(62,196)	
Increase/(decrease) in creditors		**(133,720)**		244,762	
Net cash provided by (used in) operating activities			**(189,549)**		7,004
Cash flows from investing activities:					
Dividends, interest and rents from investments		**25,778**		5,450	
Proceeds from the sale of property, plant and equipment		**5,517**		900,001	
Purchase of property, plant and equipment		**(56,058)**		(24,859)	
Purchase of investments		**(450,000)**		-	
Net cash provided by / (used in) investing activities			**(474,763)**		880,592
Change in cash and cash equivalents in the year			**(664,312)**		887,596
Cash and cash equivalents at the beginning of the year			**2,346,149**		1,458,553
Cash and cash equivalents at the end of the year			**1,681,837**		2,346,149

Analysis of cash and cash equivalents and of net debt

	At 1 April 2022	Cash flows	Other non-cash changes	At 31 March 2023
	£	£	£	£
Cash at bank and in hand	**2,346,149**	**(664,312)**	-	**1,681,837**
Total	**2,346,149**	**(664,312)**	**-**	**1,681,837**

1 Accounting policies

a) Statutory information

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee.

The registered office address is Age UK Nottingham & Nottinghamshire, The Sybil Levin Centre, 577a Nuthall Road, Nottingham, Nottinghamshire, NG8 6AD.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its subsidiary undertakings AUBD Limited and Age UK Notts Men in Sheds CIC. A separate statement of financial activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006, A summary of the result for the year is disclosed in the notes to the accounts.

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

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's or group's ability to continue as a going concern. The group had free reserves of £1,123,405 at 31st March 2023 which is within the reserve policy parameter of between 3 and 5 months running costs. The trustees have budgeted for a £227,892 deficit for the year to 31st March 2024 with a plan to use £157,934 designated funds to partly cover this deficit with the rest covered by free reserves.

e) Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS 102) are included when they are probable. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

f) Grant Income

The total income from government grants is £45,600 (2022: £25,060). These grants and performance related service agreement income is included in the financial statements as entitlement arises. Note 4 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2023, there are no unfulfilled conditions attached to grants or service level agreements.

g) Deferred income

Any income received during the current financial year that relates to funding due for the next financial year as specified by the funder is included as deferred income.

h) Fixed Assets

Expenditure on fixed assets has been capitalised when over £200 and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	2% and 5% (straight line)
Computer Equipment	20% (straight line)
Fixtures and Other Equipment	10% (straight line)
Motor Vehicles:	
Vans & Minibuses	25% (straight line)
Cars	16.67% (straight line)
Leasehold Improvements	10% (straight line)

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset.

Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

i) Investment Income

Bank and building society interest are included in the accounts on receipt.

j) Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

1 Accounting policies (continued)

k) Direct Charitable Expenditure

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis.

Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements.

Charitable activity costs comprise both direct expenditure, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

l) Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 20.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 15 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

m) Voluntary Help

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. During the year 261 volunteers (2022:269) supported the Charity in a variety of roles, more detail can be found throughout this report.

n) Pension Costs

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

o) Operating Leases

Operating leases are charged on a straight-line basis over the period of the lease.

p) Allocation of Funds within Note 5

Support costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 5.

q) Minority Interest

The minority interest relates to VISAV Limited who holds 10% of the issued share capital of AUBD Limited. Any profits or losses of the subsidiary are split 90% to the parent company and 10% to VISAV.

r) Investments and Share Capital

The parent company Age UK Nottingham & Nottinghamshire holds 90% of the issued share capital of AUBD Limited. This investment is held at a cost of £90 in the Charity accounts. The parent company holds fund within an Investment portfolios managed by Brewin Dolphin Ltd. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

The George Henry Francis Paylings Charity holds fund within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

s) Stock

Stock is shown at the lower of cost and net realisable value.

t) Outstanding paid Annual Leave and Sick Leave

All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

u) Debtors and Creditors

Debtors

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors

Creditors, provisions and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

1 Accounting policies (continued)

v) Cash and Cash Equivalents

Cash and cash equivalents include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

w) Financial Instruments

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

x) Critical Estimates and Areas of Judgement

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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

See note e) for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Designated £	Restricted £	George Henry Francis Payling's Charity Endowment £	2022 Total £
Income from:					
Donations and legacies	141,614	–	124,239	–	265,853
Charitable activities					
Grants and Service Agreements:					
Housing Services	9,000	–	221,246	–	230,246
Advice	31,000	–	32,760	–	63,760
Advocacy	173,233	–	–	–	173,233
Health & Wellbeing	856,032	–	109,063	–	965,095
Core Services	106,021	–	1,430	–	107,451
Shops	6,905	–	–	–	6,905
Other trading activities					
Merchandising Income	89,813	–	–	–	89,813
Fundraising Income	12,110	–	306	–	12,416
Trading Subsidiaries	139,160	–	–	–	139,160
Fees and Contributions	126,394	–	4,673	–	131,067
Investments	5,229	–	–	221	5,450
Other (sale of head office in 2021/22)	685,922	–	–	–	685,922
Total income	2,382,433	–	493,717	221	2,876,371
Expenditure on:					
Cost of raising funds:					
Merchandising Costs	142,878	1,936	–	–	144,814
Fundraising Costs	12,191	–	–	–	12,191
Trading Subsidiary Costs	99,679	–	–	–	99,679
Charitable activities:					
Housing Services	4,940	–	277,805	–	282,745
Advice	113,117	–	66,057	1,785	180,959
Advocacy	145,362	–	450	–	145,812
Health & Wellbeing	960,937	20,654	157,444	–	1,139,035
Core Services	256,599	103,051	123,823	640	484,113
Total expenditure	1,735,703	125,641	625,579	2,425	2,489,348
Net income / expenditure before gains / (losses) on investments	646,730	(125,641)	(131,862)	(2,204)	387,023
Net gains / (losses) on investments	–	–	–	(493)	(493)
Net income / expenditure	646,730	(125,641)	(131,862)	(2,697)	386,530
Transfers between funds	(604,815)	604,815	–	–	–
Minority Interest	(2,753)	–	–	–	(2,753)
Net movement in funds	39,162	479,174	(131,862)	(2,697)	383,777
Total funds brought forward	1,244,117	858,768	197,654	56,360	2,356,899
Total funds carried forward	1,283,279	1,337,942	65,792	53,663	2,740,676

3 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Advantage Social Enterprise CIC	15,000	–	**15,000**	30,000	–	30,000
Anonymous Trust	–	–	**–**	1,000	–	1,000
Capital One	21,000	–	**21,000**	–	–	–
L Ball	–	–	**–**	300	–	300
J Birkett	400	–	**400**	–	–	–
J Fahey	–	–	**–**	300	–	300
The Gray Trust	2,000	–	**2,000**	–	–	–
The J N Derbyshire Trust	–	–	**–**	2,300	–	2,300
The Sir John Eastwood Foundation	–	–	**–**	2,000	–	2,000
The White Foundation Charitable Trust	–	–	**–**	15,000	–	15,000
Others <£250	2,390	–	**2,390**	2,660	–	2,660
Legacies	172,812	–	**172,812**	82,467	–	82,467
Housing Services						
The Skerritt Trust	–	36,000	**36,000**	–	44,000	44,000
Foundations Independent Living Trust – Gas Safe	–	1,600	**1,600**	–	1,600	1,600
Individuals	–	35	**35**	–	215	215
National Grid Community Matters Fund	–	6,300	**6,300**	–	–	–
Advice						
Anonymous	–	1,000	**1,000**	–	–	–
Capital One – Resilience	–	–	**–**	–	5,000	5,000
Capital One – Click Silver	–	–	**–**	–	2,000	2,000
The Jones 1986 Charitable Trust	–	–	**–**	–	22,500	22,500
The Jessie Spencer Trust	–	–	**–**	–	1,000	1,000
The George Payling's Charity	–	1,282	**1,282**	–	1,785	1,785
The PAPET Trust	–	2000	**2,000**	–	2,000	2,000
Advocacy						
J Birkett	–	–	**–**	–	400	400
Individuals	–	160	**160**	–	50	50
Health & Wellbeing						
Covid-19 Welfare Service:						
The Boots Charitable Trust – Dementia Support	–	–	**–**	–	2,500	2,500
Best Foot Forward						
Individuals	–	101	**101**	–	–	–
Volunteer Prevention:						
Individuals	–	1,034	**1,034**	–	45	45
CS Court	–	–	**–**	–	5,000	5,000
Arnold Clark Automobiles Ltd	–	–	**–**	–	1,000	1,000
Capital One – Christmas & Beyond	–	–	**–**	–	25,000	25,000
Connect:						
Individuals	–	100	**100**	–	161	161
Men in Sheds:						
Individuals	–	573	**573**	–	83	83
Councillors	–	1,100	**1,100**	–	–	–
P Brammer – Worksop	–	–	**–**	–	6,500	6,500
Asda Stores Ltd	–	–	**–**	–	200	200
Veolia Group	–	1,000	**1,000**	–	–	–
Altitude Access – Defibrillator	–	1,000	**1,000**	–	–	–
The Sybil Levin Centre:				–		
Individuals	–	305	**305**	–	200	200
Screwfix Foundation	–	4,600	**4,600**	–	–	–
Warburtons Community Fund	–	–	**–**	–	3,000	3,000
Shops	2,919	–	**2,919**	5,587	–	5,587
	216,521	58,191	**274,712**	141,614	124,239	265,853

4 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Housing Services						
Nottingham City Council - Warm Homes Hub	-	-	-	-	40,260	40,260
E.ON - Warm Homes Hub	-	-	-	-	130,367	130,367
Age UK/E.ON - Energy Checks	9,700	-	9,700	9,000	-	9,000
Age UK/Lloyds - Scams	-	40,000	40,000	-	10,000	10,000
Smart Energy GB in Communities - Safe & Sound	-	-	-	-	19,990	19,990
Police & Crime Commissioner - Scams Project	-	-	-	-	15,898	15,898
Energy Savings Trust - Warm & Wise	-	223,159	223,159	-	4,731	4,731
Sub-total for Housing Services	9,700	263,159	272,859	9,000	221,246	230,246
Advice						
Age UK /Company :						
Building Resilience - M&G Securities	-	32,760	32,760	-	32,760	32,760
Benefits Checks -E-On	39,530	-	39,530	31,000	-	31,000
Digital Inclusion	-	36,000	36,000	-		-
Nottingham City Council - Household Support Vouchers	33,794	-	33,794	-	-	-
Nottinghamshire County Council - Grant Aid (Government Grant)	-	13,625	13,625	-	-	-
Sub-total for Advice	73,324	82,385	155,709	31,000	32,760	63,760
Advocacy						
Nottingham City Care Partnership - City Care Home Advocacy	56,331	-	56,331	56,331	-	56,331
Nottingham University Hospitals NHS Trust - QMC Advocacy	36,813	-	36,813	11,991	-	11,991
Nottinghamshire Healthcare NHS Foundation Trust -Lings Bar Advocacy	26,814	-	26,814	24,097	-	24,097
Nottinghamshire Healthcare Trust:						
Worry Catcher	35,538	-	35,538	34,944	-	34,944
MHSOP Hospital Discharge	50,000	-	50,000	45,870	-	45,870
Sub-total for Advocacy	205,496	-	205,496	173,233	-	173,233

4 Income from charitable activities (continued)

Health & Wellbeing						
Nottinghamshire Country Council:						
Visiting Scheme - Grant Aid (Government Grant)	-	21,800	**21,800**	-	16,870	16,870
Men in Sheds - Grant Aid (Government Grant)	-	10,175	**10,175**	-	8,190	8,190
Connect	490,669	-	**490,669**	474,772	-	474,772
One Step at a Time	-	24,621	**24,621**	-	26,124	26,124
Newark & Sherwood District Council - Grant Men in Sheds Bildworth	-	-	**-**	-	200	200
Bassetlaw District Council - Grant Men in Sheds Worksop	-	-	**-**	-	300	300
NHS Nottingham & Nottinghamshire CCG:						-
Social Prescribing Service	194,189	-	**194,189**	204,566	-	204,566
IAPT	34,896	-	**34,896**	11,437	-	11,437
Support Worker in Emergency Department	35,941	-	**35,941**	2,681	-	2,681
UCR- Home Response	9,347	-	**9,347**	-	-	-
Nottinghamshire Healthcare NHS Foundation Trust - Carers Support	64,602	-	**64,602**	1,762	-	1,762
Nottingham City Council:						
Wellbeing at Home	121,091	-	**121,091**	118,000	-	118,000
Hospital Discharge	27,439	-	**27,439**	-	-	-
COVID Testing Grant	-	-	**-**	6,752	-	6,752
Active Partners Trust - Best Foot Forward	-	8,345	**8,345**	-	6,130	6,130
Age UK:						-
Walking Football (Football Association)	-	1,667	**1,667**	-	833	833
Walking Football (Sport England)	-	5,747	**5,747**	-	3,333	3,333
Walking Programme	-	6,067	**6,067**	-	-	-
Big Lottery/Awards for All - COVID 19 Emotional Support	-	-	**-**	-	3,333	3,333
Nottingham CityCare Partnership - Footcare Service	36,062	-	**36,062**	36,062	-	36,062
The Veterans Foundation - Visiting Service	-	-	**-**	-	8,750	8,750
Armed Forces Covenant Fund Trust - Active Veterans Project	-	18,375	**18,375**	-	35,000	35,000
Sub-total for Health & Wellbeing	1,014,236	96,797	**1,111,033**	856,032	109,063	965,095
Core Services						
Age UK:						
Supporting Friends of Age UK	1,500	-	**1,500**	1,500	-	1,500
Retainer	10,000	-	**10,000**	10,000	-	10,000
Core Grant	94,521	-	**94,521**	94,521	-	94,521
						-
Age England Association - Meetings in the East Midlands	-	1,430	**1,430**	-	1,430	1,430
Sub-total for Core Services	106,021	1,430	**107,451**	106,021	1,430	107,451
Shops - Grant Income	-	-	**-**	6,905	-	6,905
Total income from charitable activities	1,408,778	443,771	**1,852,549**	1,182,191	364,499	1,546,690

5a Analysis of expenditure (current year)

		Charitable activities								
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	**2023 Total £**	2022 Total £
Staff costs (Note 7)	143,194	131,733	185,022	147,745	892,110	185,255	23,778	285,326	**1,994,162**	1,800,101
Depreciation	1,102	278	181	–	17,008	39,624	92	–	**58,285**	86,689
Advertising & Recruitment	277	3,803	5,464	1,252	14,863	432	–	–	**26,092**	23,411
Audit & Tax Work Fees	–	–	–	–	–	1,682	13,848	–	**15,531**	12,943
Donated Stock	425	–	–	–	–	–	–	–	**425**	3,945
Grants – repair works for individuals	–	38,689	–	–	–	–	–	–	**38,689**	7,929
Legal & Professional	4,759	97,430	8,011	–	53,777	12,601	13	–	**176,592**	93,663
Miscellaneous	(728)	6,800	–	–	8,501	11,763	–	–	**26,337**	32,498
Office Expenditure	9,095	7,552	10,380	2,903	57,033	86,677	1,044	–	**174,683**	145,791
Property Costs	15,357	6,976	7,680	–	43,795	13,152	–	–	**86,959**	148,401
Training	307	941	801	440	3,899	5,712	–	–	**12,100**	19,325
Transport/Shed Costs	3,825	–	–	–	26,014	1,098	–	–	**30,937**	16,489
Travel and Volunteer Expenses	3,910	3,047	4,652	5,820	64,577	7,545	173	–	**89,723**	58,629
Business Directory non-staff costs	29,172	–	–	–	–	–	–	–	**29,172**	39,535
	210,696	297,250	222,190	158,160	1,181,577	365,542	38,947	285,326	**2,759,688**	2,489,348
Support costs	24,379	21,873	14,939	29,498	190,596	4,040	–	(285,326)		–
Governance costs	3,328	2,986	2,039	4,027	26,017	551	(38,947)	–		–
Total expenditure 2023	**238,403**	**322,109**	**239,168**	**191,685**	**1,398,190**	**370,133**	**–**	**–**	**2,759,688**	
Total expenditure 2022	269,865	277,414	176,159	145,811	1,136,722	483,376	–	–		2,489,348

5b Analysis of expenditure (prior year)

		Charitable activities							
	Raising funds £	Housing Services £	Advice £	Advocacy £	Health & Wellbeing £	Core Services £	Governance costs £	Support costs £	2022 Total £
Staff costs (Note 7)	133,738	186,798	137,144	108,329	749,173	222,731	20,223	241,966	**1,800,101**
Depreciation	3,754	638	187	–	29,470	52,373	267	–	**86,689**
Advertising & Recruitment	1,226	9,336	479	1,117	10,896	(107)	465	–	**23,411**
Audit & Tax Work Fees	–	–	–	–	–	861	12,082	–	**12,943**
Donated Stock	3,945	–	–	–	–	–	–	–	**3,945**
Grants - repair works for	–	7,929	–	–	–	–	–	–	**7,929**
Legal & Professional	235	4,630	1,785	–	49,410	37,577	26	–	**93,663**
Miscellaneous	6,852	–	39	–	22,417	3,190	–	–	**32,498**
Office Expenditure	8,701	8,823	6,788	3,360	36,584	80,557	978	–	**145,791**
Property Costs	34,788	27,139	2,303		16,374	67,609	187	–	**148,401**
Training	281	2,684	1,582	192	10,470	4,116	–	–	**19,325**
Transport/Shed Costs	5,990	–	–	–	10,248	251	–	–	**16,489**
Travel and Volunteer Expenses	2,351	2,759	1,553	1,137	43,251	7,379	199	–	**58,629**
Business Directory non-staff costs	39,535	–	–	–	–	–	–	–	**39,535**
	241,396	250,736	151,859	114,134	978,294	476,536	34,426	241,966	**2,489,348**
Support costs	24,923	23,355	21,273	27,731	138,695	5,988	–	(241,966)	
Governance costs	3,546	3,323	3,027	3,946	19,733	852	(34,426)	–	
Total expenditure 2022	**269,865**	**277,414**	**176,159**	**145,811**	**1,136,722**	**483,376**	**–**	**–**	**2,489,348**

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2023	2022
	£	£
Depreciation *add in trading*	58,285	86,690
Profit on disposal of fixed assets	(2,417)	(644,479)
Interest payable	-	-
Operating lease rentals:		
Property	37,876	49,320
Other	46,914	41,051
Auditor's remuneration (excluding VAT):	-	-
Audit	9,905	9,780
Other services	-	628
Foreign exchange gains or losses	-	-

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	1,804,089	1,623,922
Redundancy and termination costs	-	-
Social security costs	133,037	119,406
Employer's contribution to defined contribution pension schemes	57,036	56,773
	1,994,162	1,800,101

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2023	2022
	No.	No.
£60,000 - £69,999	1	-
£70,000 - £79,999	-	-
£80,000 - £89,999	-	-
£90,000 - £99,999	-	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £219,846 (2022: £184,346).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2022: £149) incurred by 0 (2022: 2) members relating to attendance at meetings of the trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 92 (2022: 86).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2023	2022
	No.	No.
Direct Charitable Services	49.0	46.0
Fundraising and Publicity	3.0	3.0
Management and Administration of the Charity	16.0	14.0
	68.0	63.0

9 Related party transactions

During the year the charity recharged management charges totalling £7,667 (2022: £7,688), rent £1,800 (2022: £1,800), salaries of £55,511 (2022: £59,668), loan interest of £6,376 (2022: £2,002) and other recharges of £6,106 (2022: £4,068) to AUBD Limited and received commission from AUBD Limited of £2,671 (2022: £2,866).
During the year the charity recharged management charges totalling £nil (2022: £nil) and other recharges of £nil (2022: £nil) to Age UK Notts Men in Sheds C.I.C. and received from Age UK Notts Men in Sheds C.I.C a gift aided donation of £nil (2022: £nil).
Included within amounts due from subsidiary undertakings and owed to the charity at year end was £137,753 (2022: £141,404) due from AUBD Limited and £9,392 (2022: £10,035) from Age UK Notts Men in Sheds C.I.C.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiaries AUBD Limited & Age Uk Notts Men in Shed C.I.C. distributes under Gift Aid available profits to the parent charity. Its charge to corporation tax in the year was:

	2023	2022
	£	£
UK corporation tax at 19%	**–**	–

11 Tangible fixed assets

The group	Leasehold Improvements	Freehold property	Fixtures and fittings	Computer equipment	Motor vehicles	**Total**
Cost	£	£	£	£	£	**£**
At the start of the year	83,695	458,845	115,254	237,287	51,367	**946,449**
Additions in year	18,235	–	15,150	22,473	200	**56,058**
Disposals in year	–	–	(4,218)	–	(8,990)	**(13,208)**
At the end of the year	101,930	458,845	126,187	259,760	42,577	**989,299**
Depreciation						
At the start of the year	34,543	375,328	77,902	209,599	40,772	**738,144**
Charge for the year	10,199	12,242	8,076	17,123	10,645	**58,285**
Eliminated on disposal	–	–	(1,118)	–	(8,990)	**(10,108)**
At the end of the year	44,742	387,570	84,861	226,722	42,427	**786,322**
Net book value						
At the end of the year	57,188	71,276	41,326	33,038	150	**202,978**
At the start of the year	49,152	83,518	37,352	27,688	10,595	208,305

The charity	Leasehold Improvements	Freehold property	Fixtures and fittings	Computer equipment	Motor vehicles	**Total**
Cost	£	£	£	£	£	**£**
At the start of the year	83,695	458,845	110,498	215,371	51,367	**919,777**
Additions in year	18,235	–	15,150	22,473	200	**56,058**
Disposals in year	–	–	–	–	(8,990)	**(8,990)**
At the end of the year	101,930	458,845	125,648	237,844	42,577	**966,845**
Depreciation						
At the start of the year	34,543	375,328	76,403	187,683	40,772	**714,729**
Charge for the year	10,199	12,242	8,031	17,123	10,645	**58,240**
Eliminated on disposal	–	–	–	–	(8,990)	**(8,990)**
At the end of the year	44,742	387,570	84,434	204,806	42,427	**763,979**
Net book value						
At the end of the year	57,188	71,276	41,214	33,038	150	**202,866**
At the start of the year	49,152	83,518	34,095	27,688	10,595	205,048

12 Investments

	The group		The charity		George Henry Francis Payling's Charity	
	2023	2022	2023	2022	2023	2022
	£		£		£	
Cost and net book value	–	–	–	–	–	–
At 1 April 2022	10,592	11,084	92	92	10,592	11,084
Additions	450,000	–	450,000	–	–	–
Disposals	–	–	–	–	–	
Gain/(loss) on investments	867	(492)	1,628	–	(761)	(492)
At 31 March 2023	461,459	10,592	451,720	92	9,831	10,592

Group investments comprise:

	2023	2022
	£	£
UK Common investment funds	450,116	10,592
Cash	11,343	
	461,459	10,592

13 Subsidiary Companies

Investments	2023 £	2022 £
Age UK Local Trading Limited	2	2
AUBD Limited	90	90
Total	92	92

AUBD Ltd Company Number 06393966

The charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan from the Charity is 0.73% above base rate.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity and VISAV, with the exception of funds needed as working capital within the trading company.

A summary of the results of the subsidiary is shown below:

	2023 £	2022 £
Turnover	116,332	126,299
Cost of sales	(6,684)	(7,121)
Gross profit	109,648	119,178
Administrative expenses	(88,986)	(88,713)
Profit on ordinary activities before interest and taxation	20,662	30,465
Profit for the financial year	20,662	30,465
Retained earnings		
Total retained earnings brought forward	(153,502)	(181,034)
Profit for the financial year	20,662	30,465
Distribution under profit share to VISAV ltd	(1,937)	(2,933)
Distribution under Gift Aid to parent charity	–	–
Total retained earnings carried forward	(134,777)	(153,502)
The aggregate of the assets, liabilities and reserves was:		
Assets	19,600	5,852
Liabilities	(154,277)	(159,254)
Reserves	(134,677)	(153,402)

Age UK Notts Men in Sheds Company Number 11722728

The Charity wholly owns the Age UK Notts Men in Sheds CIC, a company registered in England.
All activities have been consolidated in the SOFA. The net profit is gifted to the Charity.

A summary of the results of the subsidiary is shown below:

	2023 £	2022 £
Turnover	5,363	12,861
Gross profit	5,363	12,861
Administrative expenses	(784)	(14,209)
Profit / (loss) for the financial year	4,579	(1,348)
Retained earnings		
Total retained earnings brought forward	(4,579)	(3,231)
Profit / (loss) for the financial year	4,579	(1,348)
Distribution under Gift Aid to parent charity	–	
Total retained earnings carried forward	–	(4,579)
The aggregate of the assets, liabilities and reserves was:		
Assets	9,392	13,646
Liabilities	(9,392)	(18,225)
Reserves	–	(4,579)

As the principal activity of the Age UK Notts Men in Sheds C.I.C. ceased on 31st December 2022 their financial statements have not been prepared on a going concern basis but on the basis that the company is to become dormant during 2023/24.

14 Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

	2023	2022
	£	£
Gross income	2,463,301	2,750,287
Result for the year	(211,091)	363,043

15 Debtors

	The group		The charity	
	2023	2022	2023	2022
	£	£	£	£
Other debtors due after one year	54,484	68,057	54,484	68,057
Grants receivable	182,955	359,663	182,955	359,663
Prepayments	17,138	28,208	16,500	27,368
Other debtors due within one year	66,478	29,918	63,276	28,126
Amounts due from subsidiary undertakings	–	–	147,471	151,851
Donations receivable	132,066	66,807	132,066	66,807
	453,121	552,653	596,752	701,872

16 Creditors: amounts falling due within one year

	The group		The charity	
	2023	2022	2023	2022
	£	£	£	£
Age UK Nottingham & Notttingamshire				
Accruals and deferred income	280,122	401,931	263,926	375,137
Taxation and social security	6,445	13,191	6,445	13,191
Other creditors	–	–	–	–
George Henry Francis Payling's Charity				
Accruals and deferred income	500	500	500	500
	287,067	415,622	270,871	388,828

17 Deferred income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for activities and services due to start on or after 1 April 2023. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31 March 2023.

	The group		The charity	
	2023	2022	2023	2022
	£	£	£	£
Balance at the beginning of the year	298,819	107,980	282,741	96,595
Amount released to income in the year	(298,819)	(107,980)	(282,741)	(96,595)
Amount deferred in the year	161,780	298,819	154,152	282,741
Balance at the end of the year	161,780	298,819	154,152	282,741

18 Pension scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £57,036 (2022: £56,733)

19a Analysis of group net assets between funds (current year)

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
Tangible fixed assets	187,602	–	15,376	**202,978**
Investment properties	–	–	–	**–**
Investments	451,628	–	9,831	**461,459**
Net current assets	671,777	1,129,154	84,414	**1,885,345**
Net assets at 31 March 2023	**1,311,007**	**1,129,154**	**109,621**	**2,549,782**

19b Analysis of group net assets between funds (prior year)

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
Tangible fixed assets	185,140	–	23,165	**208,305**
Investment properties	–	–	–	**–**
Investments	–	–	10,592	**10,592**
Net current assets	1,098,139	1,337,942	85,698	**2,521,779**
Net assets at 31 March 2022	**1,283,279**	**1,337,942**	**119,455**	**2,740,676**

20a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	Minority Interest £	At 31 March 2023 £
Restricted funds:						
Housing	16,091	307,679	(304,495)	–	–	**19,276**
Advice	1,144	86,667	(86,542)	–	–	**1,269**
Advocacy		160	(160)	–	–	**–**
Health & Wellbeing	31,904	107,672	(117,356)	–	–	**22,221**
Core Services	16,653	1,430	(3,655)	–	–	**14,428**
Total restricted funds	65,792	503,609	(512,208)	–	–	**57,193**
George Henry Francis Payling's Charity	53,663	519	(1,754)	–	–	**52,428**
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	–	(14,238)	14,238	–	**40,000**
Additional Staff Time Contingency	34,528	–	(8,037)	14,693	–	**41,184**
Management Restructure Training & Staff Conference	10,000	–	(2,640)	2,640	–	**10,000**
EDI - Communications	–	–	–	10,000	–	**10,000**
Health & Safety	3,000	–	(639)	639	–	**3,000**
Eric Hallam Services Investment Fund	532,913	–	(90,733)	–	–	**442,180**
Dementia Strategy - SPECAL Evaluation & Development	35,000	–	(35,000)	–	–	**–**
Men In Sheds	16,962	–	(12,195)	–	–	**4,767**
AUBD - Website Development	25,000	–	–	–	–	**25,000**
Lease for City Centre Site - 10 years rent	420,000	–	(33,184)	–	–	**386,816**
Income Generation Initiatives - House Clearance	39,607	–	(39,607)	–	–	**–**
Asset reinvestment funds:		–			–	**–**
Information Technology	32,480	–	(11,007)	16,667	–	**38,140**
Building	56,452	–	(13,968)	13,583	–	**56,067**
Vehicles	52,000	–	–	–	–	**52,000**
Property Refurbishment	40,000	–	(22,962)	2,962	–	**20,000**
Total designated funds	1,337,942	–	(284,210)	75,422	–	1,129,154
Fair value reserve	–	–	–	–	–	**–**
Revaluation reserve	–	–	–	–	–	**–**
General funds	1,283,279	2,067,298	(1,962,276)	(75,422)	(1,872)	**1,311,007**
Total unrestricted funds	2,621,221	2,067,298	(2,246,486)	–	(1,872)	**2,440,161**
Minority Interest	(15,340)	–	–	–	1,872	**(13,468)**
Total funds	2,725,336	2,570,907	(2,758,694)	–	–	**2,536,314**

The narrative to explain the purpose of each fund is given at the foot of the note below.

20b Movements in funds (prior year)

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	Minority Interest	At 31 March 2022
	£	£	£	£		£
Restricted funds:						
Housing	22,162	271,734	(277,805)	–	–	**16,091**
Advice	106	67,095	(66,057)	–	–	**1,144**
Advocacy		450	(450)	–	–	**–**
Health & Wellbeing	36,340	153,008	(157,444)	–	–	**31,904**
Core Services	139,046	1,430	(123,823)	–	–	**16,653**
Total restricted funds	197,654	493,717	(625,579)	–	–	**65,792**
George Henry Francis Payling's Charity	56,360	221	(2,918)	–	–	**53,663**
Unrestricted funds:						
Designated funds:						
Employers Liability Fund	40,000	–	(1,936)	1,936	–	**40,000**
Additional Staff Time Contingency	34,528	–	(5,628)	5,628	–	**34,528**
Management Restructure Training & Staff Conference	10,000	–	–	–	–	**10,000**
Health & Safety	3,000	–	(1,487)	1,487	–	**3,000**
Eric Hallam Services Investment Fund	532,913	–	–	–	–	**532,913**
Dementia Strategy - SPECAL Evaluation & Development	–	–	(8,640)	43,640	–	**35,000**
Men In Sheds	28,976	–	(12,014)	–	–	**16,962**
AUBD - Website Development	–	–	–	25,000	–	**25,000**
Lease for City Centre Site - 10 years rent	–	–	–	420,000	–	**420,000**
Income Generation Initiatives - House Clearance	–	–	–	39,607	–	**39,607**
Asset reinvestment funds:						
Information Technology	25,592	–	(16,779)	23,667	–	**32,480**
Building	100,159	–	(68,873)	25,166	–	**56,452**
Vehicles	43,600	–	–	8,400	–	**52,000**
Property Refurbishment	40,000	–	(10,284)	10,284	–	**40,000**
Total designated funds	858,768	–	(125,641)	604,815		1,337,942
General funds	1,244,117	2,382,433	(1,735,703)	(604,815)	(2,753)	**1,283,279**
Total unrestricted funds	2,102,885	2,382,433	(1,861,344)	–	(2,753)	**2,621,221**
Minority Interest	(18,093)				2,753	**(15,340)**
Total funds	2,338,806	2,876,150	(2,486,923)	–	–	**2,725,336**

Purposes of restricted funds

Housing - restricted funding is used to provide services including the Warm & Wise project where advice and measures are put in to help keep older people and their homes warm, support with minor repairs to enable people to remain in their own homes and to give advice reagrding avoiding being victims of scams. During the year we also provided winter warmth packs to help those struggling to keep warm during the energy crisis.

Advice - restrcied funds awarded are used to provide benefits advice to older people to ensure they are receiving all the funds which they are entitled to. Funding was also received to set up a digital inclusion service to support older people to make use of technology availble to them.

Advocacy - any restricted donations resceived from people using the advocacy services are used to provide advocacy within hospitals.

Health & Wellbeing - restricted funds are used to provide services to prevent and reduce social isolation & loneliness. With services such as volunteer befriending schemes where older people are visited in their own homes or receive telephone calls , Men in Sheds where both men & women get together to socialise & carry out metal/wood working crafts, there are also some physical activity services for older people to take part in including walking and walking football. SOme restrcited funds are sued to provide the SPECAL day service at our Sybil Levin centre.

Core Services - funds are received to support communications between other Age UK's around the East and West Midlands to share good practise and ideas for supporting older people.

Purposes of designated funds

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements. The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget. We will hold a staff conference during the next year.

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment, covering shortfalls in income.

To support implementing the new inclusion value an "EDI" fund to be set up with £10,000 to cover costs required to ensure as far as possible we are accessible to service users, staff & volunteers.

The business directory website run by AUBD Ltd requires a refresh with the allocated designated funds to be used for this purpose.

As the Charity no longer has a City centre site, funds have been set aside to cover 10 years rent for a new City centre location for older people to access signposting and advice services.

The asset reinvestment funds for Information Technology and vehicles are for the replacement of computer hardware and the Charities vehicles which will be spent as and when needed. There is a building asset reinvestment fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc. The asset reinvestment fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end.

21 Operating lease commitments payable as a lessee

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Land and buildings		Other	
	2023	2022	**2023**	2022
	£	£	**£**	£
Less than one year	**41,313**	22,788	**36,854**	37,272
One to five years	**33,000**	27,000	**21,185**	42,323
Over five years	**-**	-	**-**	-
	74,313	49,788	**58,040**	79,595

22 Legal status of the charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

Age UK Nottingham & Nottinghamshire

England & Wales - Charity number 1067881

Accounts

Nottingham & Nottinghamshire Age UK

1942 - 2022 80 years

Annual Reports & Accounts

for year ending 31st March 2022

Company no.3455485
Registered charity no.1067881

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Contents

Foreword	**4**
Our Key messages	4
Report of the Trustees	**5**
Our Purpose and Activities	7
Our Strategic Aims	8
The Impact of Covid-19	10
Annual Services Review	**12**
Advocacy and Community Services	13
Information, Signposting and Advice Services	19
Health and Wellbeing Services	23
Core Services	**30**
Finance	30
Estates, Compliance and Resources	31
Data Protection	31
ICT	32
Volunteering	32
HR	33
Equality, Diversity, and Inclusion	34
FACT	35
Fundraising	35
Older People Advisory Panel	37
Income Generation Activities	**38**
Fundraising	38
Age UK Business Directory	39
Men in Sheds	40
The Lifestyle Centre	41
Review of Key Aims 2021-2022	**42**
Action Plans 2022-2023	**47**
Structure Governance and Management	**53**
Appointment of Trustees	53
Induction and Training	53
Strategic Direction and Organisation	54
Related Parties and Co-operation with Other Organisations	54
Pay Policy for Staff	55
Risk Management	55
Trust Responsibilities in Relation to the Financial Statements	**57**
Statement as to Disclose to our Auditors	57
Charity Governance Code	57
Thank you	**58**
Recurring Financial Policies and Procedures	**59**
Our charging Policy	59
Investment and Powers Policy	59
Reserves Policy and Going Concerns	60

Contents

Independent Auditors Report to the Members of Age UK Nottingham & Nottinghamshire	**61**
Opinion	**61**
Basis for Opinion	**61**
Conclusions Relating to Going Concern	**61**
Other Information	**62**
Opinions on Other Matters Prescribed by Companies Act 2006	**62**
Matters on which we are required to report by exception	**63**
Responsibilities of Trustees	63
Auditor's Responsibilities for the Audit of the Financial Statements	64
Use of the Audit Report	65
Financial Statements	**66**
Honorary Financial Advisor's Report	**90**
Financial Review	90
The George Henry Francis Payling's Charity	91
How services are Funded	92
Reference and Administrative Details	**94**
Honorary Offices	**94**
Our Directors, Trustees and Officers	**95**
Subsidiary Companies	95
Key Management Personnel (Executive Team)	97

Foreword

Another year of turbulence for our service users was met with the usual positive and effective response from all staff and volunteers. Flexibility was crucial in an ever-changing environment with continued support needed for the vulnerable as the pandemic restrictions wore on. We made the decision to sell our Bradbury House head office to take advantage of savings on estate and running costs while still providing telephone based and face-to-face services. This, coupled with working from home challenges, made the last 12 months particularly tough, but we emerged as strong as ever. We will monitor the need for new city centre premises in future reporting periods. This Annual Report represents the incredible effort and hard work of everyone involved with this charity over another difficult 12 months. With this continued dedication and team-work the older people within our communities were able to access vital services which most certainly made a positive difference.

As ever, we were extremely grateful and proud of long-standing and new volunteers and ALL staff who have, once again, dug deep and faced these challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting the lives of older people all over the city and county over the last 12 months which made life a little easier for them.

We also continued to be grateful to all our corporate partners and charitable trusts who provided much needed funding for long-standing and new projects. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would have been at risk and our community would have been the worse for it.

The re-opening of the Sybil Levin Specialist Dementia Day Service was a particular highlight. Hearing the positive stories of how the new SPECAL approach to assisting those with dementia worked and the positive impact it had on quality of life was inspiring. The future of this service appears bright and increased capacity in the next reporting period means we will be able to help even more individuals. Well done to all involved.

The permanent appointment of Michelle Elliott and Di Trinder as Joint Chief Executives saw additional energy injected into the charity. New ideas and a different approach instigated a positive shift in culture as working from home became the norm and provided more time for staff to do what they are good at rather than travelling to meetings.

We appointed additional Trustees to the Board in the past 12 months and the team goes into the future as strong as ever. The whole Board aims to be visible and accessible to all staff and volunteers and I thank my fellow Board members for their continued commitment and support. I'm incredibly proud to be a small part in our large charity and to Chair the Board of Trustees.

Foreword cont

The future holds many challenges – harnessing the momentum of the Covid-19 experience and capitalising on the changes wrought by that huge event. There is no doubt that every single person representing our charity is making a real difference to those in need, and I encourage us all to continue to push forward in meeting the needs of the future.

Chris Dorkes
Chair of the Board of Trustees

Our Mission:

Age UK Nottingham & Nottinghamshire (Age UK Notts) enhances the quality of life and promotes the health and wellbeing of all older people.

Our Vision:

To enable older people to flourish in their communities.

We are the largest, local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

Last year, we helped over 40,000 people.

Report of the Trustees for year ending 31st March 2022

In the last year, we continued to grapple with the challenges presented by fluctuating Covid-19 restrictions, frequent changes in guidance, differences between guidance applicable to different settings, helping people cope with the impact of Covid-19 on their health and wellbeing and restarting our services to engage more on a face to face basis.

With the clearing and sale of Bradbury House, working from home became our established work pattern with office hubs set up for those who needed or wanted to work from an office base on an occasional basis.

Communication and team building remained an important aspect of our work to build and maintain the connections between teams and the wider charity and we trialled various techniques to ensure our staff and volunteers remained connected to our core purpose.

We closed our Mansfield shop and re-opened our Sybil Levin Specialist Dementia Day Service which introduced the SPECAL method of dementia support to the people of the City and County, and initial results are very promising. Overall, we finished the year in a strong position thanks to the hard work of our teams, our commissioners, and the generosity of our donors and supporters.

The Trustees are pleased to present their annual Trustee/Directors' Report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31st March 2022 (which are prepared to meet the requirements for a Directors Report and accounts for Companies Act purposes).

The financial statements comply with the Charities Act 2011, the Companies Act 2006. and the Memorandum and Articles of Association of the Charity.

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FRS102)) and the applicable accounting policies.

Our Purpose and Activities

The Object of the Charity is:

To promote the relief of older people in any manner which may be deemed by law to be charitable in and around Nottingham and Nottinghamshire.

Age UK Nottingham & Nottinghamshire is a local independent charity and social enterprise.

Our values are:

Compassionate caring - We provide high quality care delivered with compassion through relationships based on empathy, kindness, respect, and dignity
Enabling – We empower older people to live independently, achieve their goals and exercise choice
Respectful – We treat others as they would want to be treated – with dignity and respect
Quality – We strive for excellence and quality in everything we do
Dynamic – We are innovative, flexible, ambitious, passionate, and driven by results
Expert – We are experienced, knowledgeable, professional, and trusted

These values are the foundation of everything we stand for and everything we do.

We believe that:
Ageism is unacceptable
Individuals, in all their diversity, should be valued
Everyone has the right to exercise choice and control in their lives
People should have the support they need when it is needed
Everyone must be treated with dignity and respect

Our strategic aims are:

Aim 1: Working in local communities	Aim 2: Delivering quality services
We will involve and engage older people in developing a diverse range of activities which promote positive health and create safe, inclusive, and sustainable communities in which each individual is valued.	We will design and deliver high quality, effective and efficient services that are person-centred, give choice, promote independence, and enhance wellbeing and quality of life.
Aim 3: Campaigning and influencing	**Aim 4: Raising our profile**
We will campaign and lobby for change on the issues that matter to older people.	We will seek to make our charity the first choice for local older people, their families, and carers. We will seek to engage other like minded organisations and individuals to work with us.

To realise our Vision, Mission and Aims, we will:

For Our Beneficiaries

Ensure we are person-centred in everything we do

Develop appropriate partnerships between our organisation and others that benefit older people

Generate sufficient resources to help fund the work of the Charity

Focus on local priorities to support local people

Work effectively within the local and national funding and political environment

Have a culture of continuous improvement

For Our Staff and Volunteers

Encourage and develop high performing, well-motivated, adaptable, and valued volunteers and staff

Have effective and efficient communication and support systems

Utilise good planning strategies across all areas of the Charity, based on a continuous improvement cycle

Our annual activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In the view of our Trustees, delivering our services does not cause harm to others.

We are part of a larger family of around 130 other local Age UK charities which deliver services to support older people and their carers in other geographical areas. We have a Brand Partner relationship with Age UK and we are also members of the Age England Association.

In support of our Values and Beliefs, we operate a Charging Policy which ensures that no older person is excluded from a service they need because they cannot afford to pay for it. This policy is explained in greater detail later in this report. We make every effort to ensure that any charge levied is proportionate to the cost of delivery.

The Impact of Covid-19

We deactivated our Business Continuity Plan on 1st April 2021 because lockdown had almost ended and the numbers of infections were falling. We continued to monitor government guidance and issued regular updates to staff and volunteers to mitigate relevant risks such as wearing masks, minimising contacts, social distancing and hand hygiene measures.

As the Omicron variant developed, we monitored case numbers closely and decided to activate the Business Continuity Plan again on 4th January 2022. We took the decision that absences due to Covid-19 infection could be high and we had to be ready to deal with the impact of that. We tracked staff absences related to Covid-19 and developed plans to ensure front line service disruption could be minimised. We did have some absences but the situation did not become acute and we stood the Plan down on 18th January. Across the reporting period, 24% of all absences were Covid-19 related.

We continued to follow government guidance and that pertaining to health and care settings which often had more restrictions than were in place for the general public. We discussed the Covid-19 situation at every management meeting, and information about the guidance was shared with staff and volunteers through team meetings, all-staff meetings, and our Yammer intranet system.

The way we work now

Working from home became our permanent position and we set up office hubs for staff who wanted to go into an office to work to use office equipment or for a change of scene. Bradbury House was sold during the year and most of our services continued to be offered remotely with services slowly re-introducing face to face work as it became safe to do so. Each service managed the roll-out through detailed risk management processes. By the end of the reporting period, we had office hubs based at the Lifestyle Centre and Sybil Levin Day Service. Another location in the mid-Notts area will be sourced in the next reporting period to maximise opportunities for all staff to access a hub.

By the end of the reporting period, plans to launch face-to-face advice sessions at The Lifestyle Centre were developed and ready to implement.

Impact on service users and older people

Age UK research indicates that the impact of Covid-19 on older people was and is profound. Their independence, health and wellbeing, mental health and confidence were all affected by the prolonged lockdowns and anxiety about the spread of infection. As the world began to open up for most of us, many older people felt they had no choice but to continue with unofficial shielding measures. This resulted in a low demand for face to face services which is only now beginning to pick up. We explored the possibility of subletting space with another charity in the city centre but demand did not make a city centre premises necessary. We will continue to monitor this and have designated funds to enable us to react quickly when that demand picks up.

Impact on income generation

Our shops re-opened for trading on 12th April 2021 but the pandemic had an impact on the number of volunteers who returned to support us. We were not alone as all the charity shops around our locations also advertised for additional support. We decided to appoint a Saturday sales assistant to allow us to open as we had to close periodically due to lack of available staff and volunteers. Lower footfall and more cautious shopping resulted in our difficult decision to close our Mansfield shop in February 2022 after 14 years of trading.

The search began for a new premises in which to expand our range of services which we hope will be completed in the new reporting period.

We continued to make applications and receive grants from grant giving bodies and local authorities to help us meet increased demand for services such as Information, Signposting and Advice as a result of the pandemic.

Community fundraising remained low but individuals continued to make donations and leave legacies for which we remain grateful.

ANNUAL SERVICES REVIEW

Advocacy and Allied Services

Our Advocacy Services and associated support services were in significant demand during this period and continued to make a huge and positive difference to the people who used them. To accommodate Covid-19 restrictions some services were delivered virtually, but all helped people cope with difficult circumstances at a time when they felt very vulnerable.

Worry Catcher Service (Mental Health Services for Older People Wards)

This service provided support to those admitted under Section (Mental Health Act) as well as those admitted voluntarily, and the families and carers of those admitted.
The Worry Catcher Co-ordinator (WCC) dealt with a wide variety of topics, from those related to the hospital experience (communication, noise, food, behaviour etc) and those related to the wider challenges of life (housing, finances, discharge etc). As well as providing solutions for the patient, the WCC also signposted to other community services.

In total :

1023 direct contacts were provided, including 84 complex cases which covered 145 different topic areas.
Delivery took place face-to-face, via telephone, email and Teams meetings.

I feel such a great relief after I speak to you on the ward – it is so important for patients to have someone like you to speak their thoughts to.
(Patient)

I feel more positive now with the issues being addressed. Thank you very much, I do not feel alone anymore.
(Relative)

Plans for 22-23:

Continue to work with the wider MDT and effect positive change to improve patient experience.
Continue to provide advocacy support to address issues brought by individual patients and carers whilst on the ward.

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Mental Health Services for Older People (MHSOP) Support Service

This service began as a pilot project in March 2021 and was recommissioned during the pilot timeframe for delivery from May 2022 – March 2023. The service offered short-term support (usually around 3 weeks) to provide a 'bridge' for those leaving the MHSOP wards and returning to the community (or care home for the first time). It also provided support for carers of people being discharged who often had their own worries and concerns, and those receiving support from the Intensive Home Treatment Team and the Community Mental Health Team. Providing a listening ear, the support worker helped beneficiaries explore issues, and find the right kind of additional support in their communities. This service was, in the main, telephone based.

The service received 103 referrals in the reporting period, delivered 380 telephone-based support calls and 6 home visits.

This service linked with our Worry Catcher Service, providing an important bridge back into the community following an often lengthy hospital stay.

I have enjoyed our chats. I am now feeling much more confident, and I am going out more. (Service user)

Plans for 22-23:

We will continue to provide this valuable short-term support to patients and carers who are being discharged from the wards or accessing community mental health services which, especially for people leaving hospital, provides continuity of service and bridges support from hospital to home (supported by a new staff member from May 2022 onwards).

Mental Health Services for Older People Carer Support Service

Commissioned at the end of the reporting period with delivery due in 22-23 this service will provide personalised support to carers (face to face and via telephone) to help them remain mentally and physically well, and have as positive an experience of care as possible through support and practical assistance. Referrals will be made directly from the Intensive Home Treatment and Community Mental Health Teams.

Plan for 22-23:

To commence service delivery within Nottingham City and County to support carers of those with moderate to severe dementia and mental health issues, working closely with MHSOP partners in Nottinghamshire Healthcare NHS Foundation Trust.

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Patients Representative Service – Queen's Medical Centre and City Hospital

The service recommenced in December 2021 with an office based Ward D57.
It provided independent advocacy, representation, support and information to patients and their carers on the Health Care of Older People (HCOP) wards in the two locations.

During the reporting period 49 referrals were made covering 92 issues which included hospital issues, discharge support, accessing befriending services, finding reputable traders, home care support, benefits, financial and legal issues and providing a listening ear.

Plan for 22-23:

Continue to build up service delivery for patients and families on the HCOP wards, promoting the service across both hospital sites.

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Patients Representative Service – Lings Bar Hospital

Our ability to deliver this service was greatly impacted by continued Covid-19 measures and did not pick up face to face services until March 2022. Weekly contact was maintained with ward staff, therapy and social work teams to attract referrals and resolve issues.

Despite the restrictions 77 referrals were made (28% up on the previous reporting period) leading to 1141 interventions (47% up on the previous year) covering 443 issues (68% up on last year).

Patients benefited from a volunteer who provided valuable support both during the hospital stay and post discharge. Carer support and access to services were the most prevalent issues.

“Thank you for taking the time to listen to what I had to say. I have felt that I have lost control over my life and everyone was telling me what to do and not asking what I want.” (Patient)

I cannot thank you enough for all you have done for me. You are the only one who has treated mum as an individual instead of a name and number. I will never forget all that you have done for me (Relative)

Plan for 22-23:

With new appointment beginning in May 2022, face to face delivery to provide a person centred service to patients on the wards will be re-established.

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Residents Representative Service – City Care Homes

It was a challenging time for the City's care homes.

251 referrals were made following visits to 51 of them (a 13% increase on the previous reporting period).

Initially the service was provided by telephone and email because of ongoing restrictions but transitioned to face to face by the end of the reporting period. We supported residents and staff to deal with care home closures and deregistrations necessitating greater involvement in operational meetings with statutory services. We were able to offer input into lessons learned evaluations.

Other issues dealt with included living within the long term care system , understanding funding streams, access to financial management – own money, deputyship, powers of attorney and funding for care, social care, access to specialist equipment, mental capacity issues, legal advice, referral to statutory services and personal issues.

We surveyed participants in the service and 100% felt better across a range of measures about their issue, access to services, gathering appropriate information and being more able to express their views. The service also supported families and carers by providing reassurance when they were unable to visit their loved ones because of Covid-19 restrictions.

I am so grateful to work with you both because what you do makes the world a better place. You should be very proud. (Senior Community Care Officer)

I really would not have got through the past few months without you. Nobody was listening to anything we said and we were just sat watching mum deteriorate in a home we were so unhappy with. I cannot believe that in weeks of you being involved professionals started speaking to us and mum was assessed. She has now moved somewhere better that me and dad are really happy with. (Relative)

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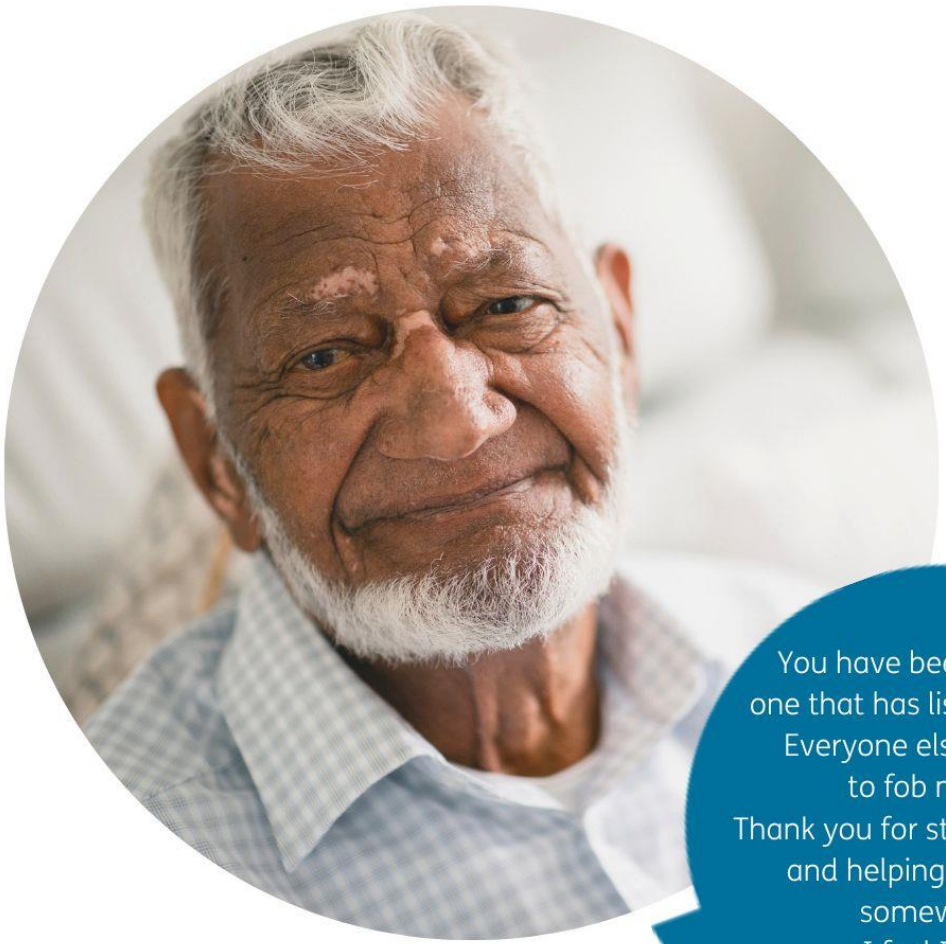
Plans for 22-23:

Reinstating the Worry Catcher provision in a small number of targeted care homes, this includes new settings within the city.

Identify opportunities to provide an ongoing programme of residents and relatives meetings, particularly in in those homes that do not often engage with the Residents' Representative Service.

Further build on relations with Learning Disability homes to ensure good access to the service for residents in these settings.

To liaise with professionals highlighting concerns around working age adults and those in a mixed age relationship, who still possess a mortgage (ensuring considerations are given to the remaining partner in the community that they can afford mortgage payments following a financial assessment on the partner moving into long-term care) .



You have been the only one that has listened to me. Everyone else has tried to fob me off. Thank you for sticking with me and helping me to find somewhere I feel I fit in. (Resident)

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Wellbeing at Home Service

This service provided short-term support for up to 5-6 weeks with welfare calls, confidence building, shopping, prescription collections and signposting onto other services. It helped people remain independent for longer in their own home following a period in hospital or to avoid deterioration in health and wellbeing which could lead to a hospital admission.

453 referrals came into the service
33% over the expected achievement levels
22% increase on the previous year.

Recipients benefitted from the support of 48 volunteers. The service was recommissioned in October 2021 until 30th September 2022.

"Since speaking to the volunteer, it's the first time I've smiled in months."
(Service User)

I love helping people and I feel like I make a huge difference to somebody's day. It has given me a sense of community. (Volunteer)

I found it very helpful to have someone with me when shopping as it helped me focus and stabilised me. If it wasn't for the service, I would be much worse of mentally. You've been a great help. (Service user)

Footcare Service

Ongoing Covid-19 restrictions impacted the Footcare Service but we continued to deliver face to face services throughout the reporting period. Services were offered in Clifton Cornerstone, Sherwood Rise Health Centre, St Ann's Valley Centre, Sherwood Health Centre, Health Point Top Valley and Old Basford Health Centre.

483 referrals were made with around 30% meeting the criteria for service. Almost 600 nail cuts were delivered during the reporting period.

(Where potential clients weren't eligible, signposting was offered to access suitable services.)

That's so much better. My feet don't hurt in my shoes now (Service User)

We were very sad to lose Jenny (our service administrator) during this period after a difficult illness, bravely borne. She was pivotal in setting up efficient systems to ensure the smooth processes of enquiries and her legacy continues today,

Plans for 22-23:

To further promote the service across all venues but particularly in the area of Old Basford Health Centre where take up is lowest.
To promote the service to the lower 50+ age range of our target age groups.

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Information, Signposting and Advice Services

Our Information, Signposting and Advice teams really stepped up last year to meet rising demand.

Call volumes were up 11% at 17,341 incoming calls.
Our support for people making benefit claims ensured an annualised benefit gain of £2,500,044, a 34% increase on the previous year.
281 legal advice appointments were delivered, 45 financial planning sessions took place.

All targets were met on Warm Home Hubs, Warm Homes Programme and Building Resilience.

Work was completed on setting up new face to face generalist and specialist advice facilities in The Lifestyle Centre in the Meadows which will be active in the next financial year. We explored the possibility of a fully-fledged city centre premises in detail but decided not to pursue this option at this time because the demand for face to face services was not yet in evidence. We will continue to review the option in future periods We spent time during this reporting period on analysing our local demographic profiles and sourcing appropriate outreach locations to ensure our reach is as wide as possible. That work will pay dividends for local people in the future.

Overall, over 4000 clients were supported by the team in the reporting period. In addition to the increase in demand for services, we also underwent external audit on our quality management systems: the results were excellent and confirmed the team's commitment to maintaining a high standard of service. The Age UK Information and Advice Quality Programme assessors said:

> **"I am pleased to say you have fully demonstrated that you have met all the benchmarks, and successfully completed the Age UK I&A Quality programme. Congratulations on a fantastic achievement!! It is very unusual for a [local] Age UK to completely meet all the benchmarks with no corrective actions. It is even more fantastic to do so during a global pandemic. You and the team should be very proud of yourselves."**
>
> **(IAQP Assessor)**

Having the money doesn't make you better but it has helped me to get out more now that I have been able to use my car more as I use the additional income on petrol. I have also paid someone to cut my lawn as I am unable to do this myself and it has given me the confidence to put things in my shopping basket where before I may have not have done.
(Service User Benefits)

You are all amazing and doing a great job, you have a lot of patience and you care about people, you are not abrupt and do not rush through things you allow people to take their time.
(Service user - ISA)

Plans for 22-23:

Begin increasing face-to-face contact with clients where necessary via TLC and other outreach appointments as well as home visits where required.

Seek to expand funding to ensure the sustainability of the service in light of the current financial climate and need for benefits advice.

Embed quality practices learned from IAQP across the wider charity, learning from best practice and positive feedback.

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Safe and Sound Services

Our Safe and Sound team continued to deliver a dedicated service aimed at ensuring local older people could stay warm, safe and well at home for as long as possible through 5 different projects – Warm Homes Hub (a partnership with Nottingham City Council, Nottinghamshire County Council, E.On and Nottingham Energy Partnership), Be Smart (Smart Meter Awareness), Close the Door on Crime (Nottinghamshire Police and Crime Commissioner), E.On Warm Homes Energy Checks and Age UK Scams Prevention and Support Programme.

Over 1700 people received Smart Meter awareness information.
100 people received a Home Energy check advice and information about saving money through energy saving measures and the fitting of over 400 individual energy saving products such as LED light bulbs and draught excluders.
Over £106,000 in savings through energy efficiency measures and new boilers.
323 older people signed up to the Priority Services Register to ensure they are well looked after in the event of a power cut.
34 heaters were loaned for quick access to a warming solution while longer term problems were addressed.
Over 400 people received information about protecting themselves against scams in the first 3 months of our Age UK Scams project which started in January 2022.
Funding from the Skerritt Trust enabled us to help 306 people with practical measures to make their homes better.

Our application to the Energy Redress Scheme was successful so additional work took place to build the partner coalition for the Warm and Wise project ready for delivery in the next reporting period.

> **"I couldn't understand why my toilet wasn't going down. I was worried and concerned about the cost of getting it sorted and I didn't know where to turn for help. My father always told us not to ask for help. It's very difficult when you are on your own."**
> **(Service User)**

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Plans for 22-23:

Deliver our new Warm and Wise project (as part of a consortium of 3 Age UK Brand Partners with Leicestershire and Rutland, and Lincoln and South Lincolnshire) supporting 7,000 households across the 3 regions.
Recruit a replacement Housing Manager.
Continue to deliver the Age UK-funded Scams Awareness project (target of supporting 1,400 individuals through events, presentations and one-to-ones).
Deliver Warm Homes on Prescription in the Broxtowe borough.
Re-establish the Home Improvement Agency in partnership with Nottingham City Council.

I now feel great. At least I know I can get some warmth. I was sitting in my lounge with my coat on to keep warm. I can now warm my back on the radiator again. (Service User)

HEALTH AND WELLBEING SERVICES

Our range of health and wellbeing services continued to deliver benefits to local older people. All were designed to offer increased health through social and physical opportunities. Some of our services were old favourites but new ones were added to the portfolio in the reporting period.

Active Veterans Service

This service supported veterans to be more physically and socially active through direct interventions and signposting to other opportunities. We continued to work hard to provide a good level of service through Covid-19 restrictions that impacted on the range of things we could offer.

103 veterans were supported during the reporting period.

We delivered:

24 Veterans participated in Camaraderie walks which launched in February 2022

97 one-to-one befriending walks were enjoyed by veterans who needed a little extra help to leave their homes and benefit from the company and some fresh air; this helped with confidence, balance and stability and one participant was thrilled to achieve his goal of walking to the local shop to buy his newspaper

347 telephone befriending calls were made to provide some social interaction and a friendly listening ear.

I am so grateful for you referring me to the Royal British Legion as I am really struggling at the moment. Thank you to everyone at Age UK Notts. I love speaking to my telephone buddy. It really helps with my loneliness. (Veteran)

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Special occasions:

53 Christmas parcels delivered to the doorstep containing a gift, activities and Christmas cards from the charity and local school children

5 Christmas lunches were delivered on Christmas Day to those who otherwise would not have had a celebration meal

One volunteer was supported to attend the Remembrance Sunday event and was interviewed by local media – the first time he had been able to attend for many years because his volunteer supported him to make the visit possible

Plans for 22-23:

Deliver 12-weeks falls prevention classes specifically for veterans to encourage better mobility and reduce risk of falls.
Increase number of Camaraderie Walks.
Recruit additional volunteers to deliver one-to-one supported walks for veterans who struggle to leave their homes.
Secure funding for the continuation of veterans specific services.

Befriending Service

This service provided a vital social link during the pandemic.
During Covid-19 restrictions, it was entirely telephone-based but face-to-face visiting was reintroduced in October 2021. We remained mindful of risk and briefly suspended in-person visits in December 2021 due to the Omicron surge.

211 people received regular befriending support and over 300 were referred to other available sources of help. 197 volunteers delivered the service and provided 16,458 volunteer hours (equivalent to £146,640.78 at National Minimum Wage rates). We could not offer this service without our amazing volunteers.

In total, 6,983 calls were made during the reporting period and 333 home visits were carried out.

> **"You have given me a wonderful Befriender who is very good to me. Despite my deafness, we communicate very well indeed, and she shows a lot of kindness to me. I appreciate her very much and look forward to her visits."**
> **(Service User)**

Plan for 22-23:

Increase the number of volunteers to meet rising demand for the service.

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Best Foot Forward

Our Best Foot Forward walks programme resumed activities in May 2021 following suspension at the height of the pandemic.
Eight different short health walks in open spaces were offered across the city which aimed to support people to be more physically and socially active.

1622 individual attendances occurred during the reporting period.

The results were inspiring – a mother and daughter duo always attended, come rain or shine. Although both used sticks to help them walk, other participants kept pace with them and chatted. Both said they looked forward to the walks all week.
Another participant recently moved to the area and made friends with others within a few weeks of joining Best Foot Forward. This led to social activities outside of the walks.

> **"I really enjoyed today's walk. I haven't been going out as I am nervous to walk on my own"**
> **(Participant)**

Plans for 22-23:
Secure funding for a paid co-ordinator.
Recruit and train additional volunteer Walk Leaders to expand the number of walks offered.

Walking Football

This new service was introduced in January 2022 and kicked off in Eastwood and Beechdale.

26 people joined the scheme
142 attendances over 24 matches

> **Who would have thought 30 years ago that we would ever play another game? It's great to be back on a pitch. I love it!!**
> **(Participant)**

3 volunteers were recruited to support the players over the 24 matches delivered.
The project will be funded until August 2022.

Staff at the venues engaged fully with the project and provided coaching free of charge.
Players supported each other with a couple of them having never played before.
One participant, who suffered from anxiety which was exacerbated during the pandemic, was inspired to consider joining other activities as a result of Walking Football.

Plan for 22-23:
Continue to build relationships with local stakeholders

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Sybil Levin Specialist Dementia Day Service

The Sybil Levin Specialist Dementia Day Service re-opened its doors at the end of February 2022 after refurbishment of the centre. It was a pleasure to open the doors for in-person services in the new look centre. Our building looked different and our service offer was different.

Based on the SPECAL method developed by The Contented Dementia Trust , it was the only SPECAL informed dementia day service in Nottinghamshire. SPECAL is an innovative approach using person-centred care in a compassionate and stimulating environment for our service users. Research identifies that the SPECAL method increases confidence, promotes independence and reduces the need for medication for people living with dementia. Initial results were excellent with families and carers reporting improved relationships and more effective coping strategies.
An evaluation exercise was commissioned and results are expected in the next reporting period.
Plans to provide placements for Occupational Therapy students were also developed for implementation in the next reporting period.

My Mum was so happy after attending the centre. When I spoke to her, I was amazed how much she had enjoyed the first session. She spent a long time on the phone telling me about her day and the people she had met. She was like her old self, and I was so pleased as she had become quite depressed and withdrawn. (Relative)

We received an insurance payment for damage caused by a major leak, and a belated Business Continuity payment for disruption to business because of the Covid-19 lockdowns. The deficit, overall, was £2,250 (which was lower than expected)

Plans for 22-23:

Build service user numbers to 15 per day.
Roll out placement plans for local Occupational Therapy students to raise awareness of the SPECAL method and its impact.
Create and deliver training sessions for local stakeholders and carers.
Maintain volunteer numbers to provide additional support and enrich the experience for service users.

Sybil Levin Community Dementia Support Service

This community-based service operated until the end of October 2021. It provided support to service users and their carers who had previously attended the Sybil Levin Day Centre before it was closed due to the pandemic. Support included telephone contact and doorstep visits, resource and entertainment packs including jigsaws, colouring books, CDs and memory books. Providing emotional support and guidance to carers and family members was an important part of this role. We also worked with people to develop care plans in preparation for the re-opening of Sybil Levin for those who wanted to return to day care.
This service closed before the end of the reporting period.

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One Step at a Time

This service continued into the reporting period with additional funding from the Social Recovery Fund. It continued to build social and community networks to help reintegrate isolated people back into their locale. Our co-ordinator supported local community groups to build on their resources to deliver on the One Step at a Time approach which were often based upon the Covid-19 emergency community response.

Plan for 22-23:
Continue to build strong community networks.

Improving Access to Psychological Services (IAPT)

The NHS Nottingham and Nottinghamshire Clinical Commissioning Group commissioned us to deliver an IAPT awareness project over 12 months, focussed on 65+ population in South and Mid Notts. The service aimed to increase referrals of older people into IAPT services as they are significantly underrepresented. We worked in partnership with the Mid Notts Community & Voluntary services to deliver the service in Mid Nottingham, combining the strengths and resources of each organisation to increase the awareness of the older population. In South Notts, we utilised a holistic approach across all Age UK Notts services including our Social Prescribing teams and Information & Advice service to increase awareness and signposting. With loneliness and social isolation impacting on mental health during the pandemic we recognised the importance of this opportunity to support mental health in an otherwise hard to reach cohort. Funding is secured until December 2022.

Plans for 22-23:
Continue to increase referrals through cross-charity activities
Develop the end of service evaluation to be delivered in early 2023

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Connect

2,122 referrals were made to our Connect Service (35% increase on the previous year). The Connect Service led on the Trusted Assessor initiative, supported by Nottinghamshire County Council. Trusted Assessor status was, and will be, beneficial to clients living with reduced mobility and help prevent falls and promote independence.

The team also continued to play its part in the Covid-19 response and supported people with shopping and medication support and provided home visits to the most needy and vulnerable during that period.

£519,296 in annualised benefits was achieved for clients of the service, money which helped people increase their autonomy and quality of life. A legacy worth £46,000 was left to the charity as a result of the service delivered by the team in previous years – a testament to the value placed on the support by its clients. The team were grateful for that acknowledgement of service.

The resilience of the Connect team stood out over the past year. The Connect service continued to support the Mid Notts community through the pandemic providing shopping and medication support whilst the Charity remained in 'welfare mode', but it did provide home visits to the most vulnerable when required.

"Caroline came into my life when I was very low. She was a very big support to me. She told me all about care allowance which I didn't know about and she rang me on a regular basis with lots of information. (Carer)"

You have helped more than words can say. I was absolutely at rock bottom with caring for my dad with dementia. I am solely alone... My friends are good but you don't want to bother them and I have found that people don't understand dementia unless you're going through it. Amanda was amazing. She helped with forms and what was available for dad. She was very compassionate and a very lovely person. She followed up on everything. (Relative)

Plans for 22-23:

Develop a more effective self-referral system to create a more inclusive service.
Continue to maintain focus on tendering opportunities at contract end.

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Social Prescribing

1573 referrals were received during the reporting period – an increase of 37% on the previous year and in excess of targets. The team delivered services across primary care networks covering key themes of benefits, mental health, social isolation, and practical support. The total benefit gain was £750,521 which allowed beneficiaries to secure housing, employment training, mental health support and lifestyle changes to improve their overall quality of life.

**"The service has been invaluable to me and extremely helpful.
My link worker gave me the nudge I needed to find the right social group and the confidence to attend. I have had social anxiety for a long time and become increasingly isolated. This led to severe depression.
The service has been essential in breaking the negative thought cycle.
This has helped me feel happier and healthier.
Thank you so much. (Service User)"**

Access to System One (the NHS system by health practitioners) was resolved and will be implemented during the next reporting period and we are grateful to all those who made that possible. Effective partnership working with our Connect Service reduced referral waiting times.

**"This lady was very helpful.
She explained everything and put me at ease.
She did not rush me or put me down.
If more people were like her the world would be a better place.
(Service User)"**

Plans for 22 – 23:

Continue to support the NHS Long Term Plan, primary network aims and increase in Social Prescribing link workers.
Build on ways to explore upskilling of staff to make service improvements.
Continue to share good practice between Connect and Social Prescribing.

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

CORE SERVICES

Our Core Services teams continued to provide effective support to the charity from front line delivery to governance and compliance.

Finance

Our finance team continued to work remotely and development work was planned to ensure 2 team members could carry out all functions. The team supported the re-opening of the Sybil Levin Specialist Dementia Day Service by devising new customer payment systems.

As planned, a more efficient payment/invoice system was developed and implemented in the reporting period. Training began on processing VAT to enable the Senior Operations Manager to take over this responsibility in the next reporting period.

TASK	NUMBER
Customer /Funder Invoices	3301
Supplier Invoices Paid	492
Accounts Package Transactions Inputted	50650
Direct Debit Income Collections	2821
Payslips Produced	1083
Staff Travel Claims	417

Plans for 22-23:

To maximise Gift Aid income across the Charity.
To review the financial reporting for the Board of Trustees.
Senior Operational Manager (SOM) to take on the submission of VAT returns.

Estates, Compliance and Resources (ECR)

Bradbury House, our home for almost 20 years, was sold during the reporting period which required significant co-ordination to clear the offices whilst saving and storing equipment and items for the future.

We created two office hubs. One in The Lifestyle Centre which became operational immediately and one at the Sybil Levin Centre which opened at the end of the reporting period.

The Sybil Levin Specialist Dementia Day Centre itself required some complex remedial work on the structural integrity of the building following a major water leak. Our ECR Manager, Sandra, worked tirelessly to ensure this work was completed in a timely fashion.

As our buildings came back into full use, we took the opportunity to commission a full health and safety audit which created an action plan for implementation in the next reporting period.

Plan for 22-23:
Implement all Health and Safety recommendations.

Data Protection

Cyber attacks continued to be a threat during the reporting period and we continued to focus on data protection training and audit across the organisation (more information can be found in the ICT section).

All staff with an @ageuknotts.org.uk email address completed data protection training. We began the process of upgrading GDPR training for volunteers using an @ageuknotts email address and will complete the process over the next reporting period. A full review of all data protection policies and procedures was completed and continuous improvement opportunities identified. Both the Data Protection Officer and Strategic Director (Advocacy and Community Services) undertook Caldicott Guardian training to ensure contract compliance with health-based contract requirements.

Plan for 22-23:
Increase data protection awareness amongst staff and volunteers

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Information, Communications and Technology

Cyber crime remained a challenge throughout the reporting period with hundreds of attempts to hack our systems rebuffed. Keeping our ICT systems safe and secure was our top priority. We benefitted from system enhancements from our providers. Remote working upgrades from Microsoft allowed us to remotely reset a computer back to factory settings and install relevant software with very little user involvement – helpful for everyone!

We implemented a cyber security audit test to identify weak spots in training and awareness and this activity will be rolled over into future reporting periods. We implemented effective Cloud-based backup solutions.

Migration of IT services was a big undertaking this year. Moving out of Bradbury House was a major project and we also closed the Mansfield shop and Office Hub which required careful co-ordination. The Office Hub at The Lifestyle Centre was maintained and the preparation work for an Office Hub at The Sybil Levin Specialist Dementia Day Centre was completed by the end of the reporting period.

Plan for 22 – 23:
Implement increased level of monitoring to limit instances of cyber attack

Volunteering

We remain deeply grateful for all the dedication and commitment given by our volunteers during the reporting period. Their support was worth the equivalent of £300,000 at National Minimum Wage rates, making a vital difference to our charity. 269 permanent and active volunteers supported us during the year (a reduction on the previous reporting period). Like many charities, we benefitted from additional volunteer time during the pandemic but this reduced when restrictions and furlough was wound down. Some volunteers re-evaluated their commitments and stepped down – another general trend across the charity sector.

It was a busy year behind the scenes. An online reference request form was created to speed up and enhance the security around volunteer references. A 'How to ' guide was implemented for new and existing staff members. The Trustee Training Programme was also redeveloped and launched with the newly appointed Trustees.

The team continued to act as an exemplar for other Age UK Brand Partners and we shared our expertise to enhance the volunteer experience across the country. Some action points from the reporting period will be carried over into the next year.

"Thank you for my certificate and silver badge , it is great we are now ensuring milestones are marked for our wonderful volunteers - thank you for all the work you and Vicky do to support volunteers. (Volunteer)"

Human Resources

It was another busy year for our HR department. All organisations face HR challenges at times and this year was no different – all complex cases were guided to completion prior to any formal action. Guidance for New Managers was completed and rolled out. New Charity Terms and Conditions of Employment were developed, consulted upon and agreed, ready for implementation in the next reporting period. The changes reflected the shift to mainly working from home and other upgrades based on wider industry and HR best practice.

HR maintained a watching brief on Covid-19 restrictions, rules and regulations and provided advice to the Senior Leadership Team and other managers, where appropriate. The Training Department was brought into the overall HR team and a compliance audit began across the charity. Feedback on existing training for volunteers was considered and new online training opportunities were explored for the future.

Support for Age Concern Eastwood was also provided – part of the network of Friends for which Age UK Brand Partners act as trusted friends.

> **"Just wanted to recognise how helpful and supportive you have been in providing various information and answering numerous questions for me over a variety of matters. (Staff member)"**

Performance statistics were impressive. Recruitment was up 65% on the previous year with 43 vacancies filled. Filling a vacancy is an admin-rich process – over 800 applications packs were sent out, 147 applications came back for shortlisting and 29 interview days were held attended by 79 people. Almost all interviewing was done remotely. 23 new starters and 23 leavers were also processed, 73 contract changes were actioned and 42 staff DBS checks and rechecks were carried out.

> **"Just wanted to say a big BIG thank you for helping me with and through the interview process... Your support, knowledge and advice got us through to the end! (Staff member)"**

Plans for 22-23:

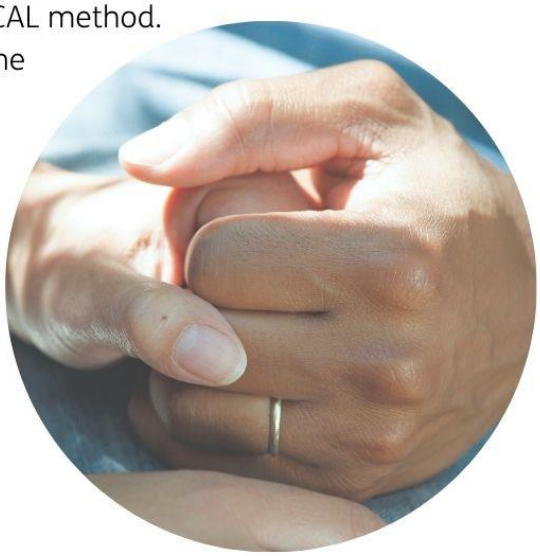
Explore ADP capabilities for reporting on recruitment and performance modules.
Annual review of all policies and forms.
Internal team review on activities and responsibilities.
Contribute to the development of 10-year strategy, CSR, Environmental sustainability, employee benefits.
Raise the profile of Health and Safety and improve compliance where required.
Improve HR and Volunteering analytics.

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Equality, Diversity and Inclusion (EDI)

We constituted a new EDI group during the reporting period which will become active in the next year to audit our performance and identify opportunities for improvement. This included articles covering a range of EDI-based topics in our Inside and Local Loop e-newsletters throughout the period. Training was provided on positive mental health to which staff and volunteers were invited. Sessions on Gypsy and Traveller culture were attended by staff and appropriate volunteers and remain available for future use on demand.

We continued to implement the charity-wide Dementia Strategy by re-opening our Sybil Levin Dementia Day Service using the SPECAL method. All-staff awareness training took place during the reporting period and plans were drawn up for awareness training for the wider community of professionals and carers in the future. Wellbeing packs (including the Wellbeing at Work plan) for staff continued to be used to help them feel supported when dealing with personal situations, managing disabilities and long-term conditions.



Plans for 22 – 23:

Ensure EDI is embedded throughout the charity in our Aims and Objectives, actions, and processes.
Provide opportunities for staff and volunteers to engage in topics aimed at improving their understanding of how to maintain positive mental and physical wellbeing.
Review the charity delivery of Compassionate Care in all its aspects.
Review language used to describe our work and services to ensure it is accessible.
Review and improve EDI data collection and roll out across the charity.
Increase diversity of staff and volunteers through improved recruitment processes.
Develop and promote links with a diverse range of service providers and specialist agencies.

FACT (Fundraising, Communication and Training)

(Some elements of fundraising are covered under Income Generation).

Communications

It was a busy year for the Comms team. We briefly expanded by creating a 12 hour per week vacancy which boosted our capacity. We created marketing materials for new services such as the Sybil Levin Specialist Dementia Day Centre and updated other materials upon request. The Charity induction booklet was redesigned and launched to remove the need for an in-person training session.

As 2022 is the charity's 80th birthday, we created a logo and added this to all publishable material and updated our website. We developed plans for a celebration book to be published in the next reporting period and recruited 2 volunteers to support the research work. A fundraising campaign called 'Feel Good for a Fiver' was created, ready to launch in the next reporting period.

We invested in additional design capacity via Canva and created more videos to celebrate the work of the charity. More of this activity will be rolled out in the next reporting period. Website usage was up 23% (on average), Twitter impressions were up 10%, Instagram reach was up 42% and Facebook page likes up 41%. We will continue to focus on sharing the impact of our work in the next reporting period.

The format of our Loop e-magazines (Inside and Local) was redesigned in the final quarter of the period which resulted in immediate uptick in opening rates. This will be monitored in the next reporting period.

Age UK advised of a portal redesign so time was dedicated to populating our content pages ready for launch in the next reporting period.

The Strategic Director (Innovations and Communications) supported the development of a revised Trustee training plan and the recruitment of two additional Trustees with a focus on finance.

Fundraising

A total of £113,861 was raised from community donations and legacies (221% above target). These included general donations, legacies, Friends and Supporters income, Virgin Money Giving, Just Giving, Easyfundraising, Amazon Smile and Facebook Donations. We were pleased to benefit from support from Notts County Football Club as their Charity of the Year which raised over £13,000 during the season which finished in May 2021. We were chosen as the Charity of the Year by the Lady Captain of College Pines Gold Club in January 2022 and we are grateful for that support. We participated in the Age UK Xmas 2021 Raffle and raised £496.

Our HR team ran their much-loved Christmas Advent Raffle and raised £595.

We thank all those companies who donated additional items for us to share with services users and the wider local community including toiletries, incontinence products, cakes, and products to keep people warm and safe. We are very grateful to all those who left legacies to us and to all those who donated in lieu of flowers at funerals.

Responsibility for training was moved to the HR team during the reporting period but the service itself continued uninterrupted.

965 individual training courses were undertaken by staff and volunteers across a variety of topics.

Online training continued to support compliance by allowing staff and volunteers to sign key policies off online and automatic re-enrolment ensures that staff always completed refresher training for key courses at appropriate intervals. A variety of online training from outside sources was offered to staff and volunteers such as introductory workshops to carbon monoxide risks in the home offered by the Gas Safe Charity, Understanding and Maintaining Positive Mental Health and Wellbeing from SkillBase and First Aid Training and Protecting Yourself from Online Scams in partnership with Notts Police. These were well received by all who attended.

A small number of staff undertook a variety of specialised training (delivered externally to AUNN) relevant to their roles including Maintaining Wellbeing When Working with People with Histories of Trauma, National Energy Action (NEA) Level 3 Award in Energy Awareness, Benefits training, SPECAL Practitioner and relevant training for Sybil Levin staff and volunteers.

Plans for 22-23:

Create activities to celebrate the charity's 80th birthday.
Complete the website upgrade.
Develop and implement more video-based marketing messages and make better use of YouTube to promote key elements of our work.
Ensure more teams contribute to social media messaging about their work.
Improve will writing service to increase potential for future legacies.
Roll out SPECAL specific training internally and externally to the wider community.

Older People's Advisory Panel (OPAP)

Previously known as the Older People's Advisory Group (OPAG) our OPAP members continued to meet every 3 months throughout the reporting period via Teams. Members attended the AGM in September 2021, where possible. We planned to recruit new members, but instead we spent time reviewing purpose behind the group and the status of members within the governance structure.

Several members attended training provided by Nelson's (a firm of local solicitors) to complete their understanding of their role within the organisation. A new structure was agreed and will be implemented at the AGM in September 2022. Recruitment to vacant positions in the new structure will take place after the AGM.

In addition to the governance role, members made valuable contributions to debates on the impact of Covid-19, working from home and access to services, recruitment of new OPAP members and wider community reach and representation and elements of our 10 year strategy.

Many of our long-standing members of OPAP decided to step down from their responsibilities following the Covid-19 restrictions. We thank them for their time, commitment, energy and enthusiasm during their service to us and wish them well for the future.

Complaints and Compliments

We recorded 61 compliments and 7 complaints during the reporting period. We also conducted a full review of the relevant processes. Compliments were received within AUBD, Advocacy Services, Befriending, Best Foot Forward, Finance, Information, Signposting and Advice, Training, Safe and Sound, Wellbeing at Home, Volunteering, and for the charity as a whole.

Of the 7 complaints, 6 were as a result of miscommunication (and dealt with informally) rather than any discernible pattern of activity. 1 complaint was escalated to the Board. Key to the review was the need to create a new reporting system to increase recording of informal complaints and compliments that will enable the Senior Leadership Team to spot any emerging patterns and respond in a timely manner. This overview will enable us to replicate positive behaviour and boost staff morale through greater awareness of the impact of the work of the whole charity. The new system will be implemented in the 22-23 reporting period

Plans for 22-23:

Implement governance changes to OPAP group.
Recruit new members from the wider community.

INCOME GENERATION

Fundraising

We increased our fundraising capacity in the reporting period by adding one working day to the role of the Innovations and Communications Director to maximise bid and grant applications. 11 applications were made during the period and 10 of them were successful (just under a 91% success rate). Service-focussed Strategic Directors continued to write bids and the total value of bids written (applicable in the funding year) was £166,000. Some winning bids were attributed to more than one funding year so this work will be carried forward into future reporting periods.

Our corporate partner relationships continued to be productive. They gave us donations to Christmas Hamper campaigns, to our charity shops and continued with support for the Big Knit. Overall, the fundraising target was exceeded by 15% at £190,419.
The overall fundraising target from all sources was £87,722 above target.

Charity retail

Substantial changes occurred to our retail estate during the reporting period with the closure of our Mansfield Charity Shop after almost 20 years. It was a difficult decision for us to take and for the staff and volunteers who'd worked there. The town centre had suffered from the withdrawal of some major high street names before the pandemic and Covid-19 restrictions made collection and delivery difficult. The town's decline impacted on footfall and it was no longer economically viable to keep the shop open. It finally closed on mid-February 2022 and we were already looking for another venue in mid-Notts to open another retail outlet, combined with house clearance. The Mansfield shop finished in a £28,284 deficit and the West Bridgford shop had a £8,262 deficit. Thanks go to the staff and volunteers of both shops for their valiant efforts in the face of tough trading conditions.

Our ebay shop continued to operate until January 2022 when we decided to close it. Although sales were steady, they did not develop to a sufficient level to cover the costs of servicing the platform and the co-ordinator post was made redundant.

Plans to launch our house clearance service depend upon the right retail premises with good access. We identified a suitable venue in March 2022 and an offer was made, subject to negotiations to be completed in the next reporting period.

Plans for 22 – 23:

Complete negotiations on the new retail venue.
Implement the House Clearance business plan.
Explore new stock lines for the new venue and existing West Bridgford shop.

Age UK Business Directory (AUBD) Ltd

We operate Directories in Nottingham, Derby, Leicester, Birmingham and London.
Age UK Northampton closed their relationship with us in October 2021 to open their own version. Covid-19, Brexit and other social issues continued to have an impact on Business Directory members creating issues such as supply and costs of raw materials and a high demand for services without additional advertising costs. As a result, we grew by 16 members during instead of the planned 19.

> **"Great understanding people to work with in the support of elderly father being assisted at his home. The lady allocated to him has been a fantastic help so far. (Relative)"**

Thanks to the hard work of the team, 83% of members were retained as businesses renewed their membership.
12% of enquirers were converted into members and the numbers of enquiries remained steady.
Membership newsletters were introduced and warmly welcomed and social media activity also increased.
The Business Directory made a surplus the reporting period of £30,465.

> **"We were delighted by the response to our request for fitting a new mixer tap in our property this afternoon. The plumber was most efficient and helpful. This was the first time I have used Age UK [Business Directory] and it was a very good experience. (Service User)"**

Staffing of the department changed towards the end of the reporting period with new appointments made or pending across all positions. The future will be exciting.
We are sorry to report that one of our AUBD Directors, Andrew Sawford passed away during the reporting period and we are grateful for his expertise and great contribution to the project over the years.

Plans for 2022-23:

Recruit, induct and train new staff – Manager and Co-ordinator.
Develop and maintain a new marketing strategy for the London Boroughs Directory.
Increase membership across all Directories by 5%.
Produce a team video to support marketing and awareness campaigns.

Men in Sheds

Men in Sheds Directors and members were keen to get back to meeting their friends and enjoying wood crafts following pandemic restrictions. After a detailed review, the Directors decided that the Sheds would benefit from additional support from the charity by coming back under our governance – work which will be completed in the next reporting period. They were grateful for grants from The National Lottery Community Fund and the Co-operative Society which helped to cover fixed running costs during the temporary closure of the Sheds, the expansion of the Blidworth Shed and which will enable the purchase of updated equipment.

Hannah Lobley was appointed as the new co-ordinator in December 2021 and supported members to attract new recruits as well as encouraging previous members to return. She introduced a number of innovations – regular newsletters, enhanced marketing materials and better links with the local community to help raise the profile of the Sheds.

The ongoing Covid-19 restrictions prevented re-opening until the autumn of 2021 but numbers of attendees began to return to pre-Covid-19 levels by the end of the reporting period.
A trial took place to offer Shed sessions on a mixed basis and evaluation of that trial began in March 2022. The Sheds also supported the work we did with Veterans with specific Veterans in Sheds sessions.

Designated Funds received in the previous financial year were used to enable the sheds to re open

The CIC had a deficit of £1,348 and will become a dormant company during the next reporting period. We were awarded funding for the Sheds from the Nottinghamshire County Council Local Communities Fund (following the return of the Sheds to charity governance) which will be spent over the next 4 reporting periods.

Plans for 22 – 23:

Attract new members and increase attendance levels for all members.
Increase the number of projects and sales undertaken by members.
Expand opportunities for mixed and women-only Shed sessions.

The Lifestyle Centre

The centre played host to our office hub South of the County and continued to be the home of Advantage Mobility CIC which provided mobility and living aids to help its customers enjoy a better quality of life.

Age UK Notts provided some support to Advantage CIC to successfully recruit an additional Director and this bolstered performance throughout the year. Different marketing methods were trialled with positive results, including radio and social media. Advantage Mobility CIC worked with the Charity to prepare a space in which to offer signposting services by appointment and this will be launched in the next reporting period.

The centre was open for the reporting period with relevant Covid-19 measures in place and remained busy throughout the year. It was a successful year with customer numbers building which resulted in a donation of a £30,000 surplus to Age UK Notts.

"...the donation is a reflection of the promise made to Advantage Mobility's customers that not only would we provide a high quality, fair service to all customers, but that ...
We would also donate their surplus profits to a worthy charity – supporting customers in a way that goes beyond customer service and back up.
Age UK Nottingham & Nottinghamshire was chosen as the recipient of the donation as it is very closely associated with Advantage Mobility's customer base and closely matches their organisational values.
It is a well-respected charity and Advantage Mobility is proud to be able to make this donation to Age UK Notts to assist in the quest for a better life for the elderly and disabled in our community."

Laurie Smith, Operations Director (Advantage CIC)

Thanks go to the Advantage CIC team of Laurie, Grant, Ainsley and Ronan for their excellent work over the period and we are grateful to all the customers, suppliers and back-up staff who made this donation possible.

REVIEW OF KEY AIMS FROM 2021-22

Area and actions	Achieved?	Outcomes
Worry Catcher Service Embed Service within MDT Continue to facilitate access to service for patients		Continued to be a valued asset
Footcare Service Promote new age criteria Re-introduce 'meet and greet' to improve social contact		Face-to-face services provided social interaction
Patients Representative Service Continue to deliver Service extension at Lings Bar Hospital Continue to embed remotely delivered services within ward teams		Remote services were delivered and in-ward services re-introduced at the end of the reporting period
Sybil Levin Dementia Day Care Re-open the service by Sept 21		Re-opening was delayed until Feb 22
Information, Signposting and Information Services Expand provision into new community venues Expand advice provision to meet a holistic range of needs Establish ISA within new City Centre premises		City Centre premises plans shelved Plans developed to offer signposting and information services from The Lifestyle Centre for delivery in next year Advice provision reviewed an improvements actioned
Safe and Sound Service Continue to deliver scams awareness services using PCC funds Focus on maximising registration to the Priority Services Register		Scams work continued 323 registrations to Priority Services Register

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Connect Service Continue to run the contract within the extended contract period Participate in the Strength Based Approach pilot		Contract continued to be delivered Strength Based Asset pilot delivered to acclaim
Social Prescribing Increase referrals to achieve targets Expand the team		Targets were exceeded Team expansion did not take place
Befriending Explore and implement paid-for service options		Implementation delayed due to Covid-19 restrictions
Veterans Services Set up a veterans specific walking group Set up Veterans specific Men in Sheds sessions		Both groups established
Best Foot Forward Restore full range of walks		Walks re-introduced
One Step at a Time Expand the project around the South Notts area		The service was expanded into the South Notts area
Silver Pride Re-establish the group and re-open meetings		The Silver Pride group met informally within the permitted Covid-19 restrictions.

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Finance Complete job shadowing training to provide cover for absence and holidays Finance Lead to assume responsibility for VAT returns Implement more efficient system for invoice / PO authorisation		Job shadowing completed. Microsoft Flow now supporting Invoice / PO authorisation. Senior Operational Manager VAT training begun but not completed
HR Fully utilise ADP reporting systems Update contracts to reflect working from home requirements Review Health and Safety compliance and implement improvement actions Complete managers training and associated handbook Improve use of HR and Volunteer analytics to inform business and operational plans		ADP system upgraded and in action New contracts upgraded for working from home and existing contracts being prepared for distribution. Health and Safety Compliance reviewed and action plan introduced for next reporting period. Managers Handbook distributed HR and Volunteering analytics work in progress.
Volunteering Develop impact assessments for volunteers, service users and the charity Produce and roll-out a feedback mechanism to assess Covid-19 volunteer experience Review and roll out the Volunteer Reward and Recognition system in January 2022		All actions rolled to the new reporting period

FACT Expand the use of videos to promote and raise awareness of services Redesign induction to become a modular online course		Videos produced for all-staff meetings and to share compliments and feedback Induction redesigned an implemented
ICT/Data Protection Review all DP policies Roll-out cyber training to all staff and volunteers with @ageuknotts email address Roll out training for managers on DP processes DP audits to be carried out across all departments Ensure transition to new server is completed		Cyber training for all staff completed Transition to new server completed Audit process initiated
Estates, Compliance and Resources Oversee repairs and improvements to Sybil Levin Centre prior to opening Oversee exit from Bradbury House and Peachey Street and establish new City Centre premises Create office hubs across the estate to facilitate hotdesking and staff meetings		Sybil Levin centre repairs completed Exit from Bradbury House and Peachey Street completed (City centre premises removed as an objective) Office hubs created across the estate
OPAG (OPAP) Recruit new members and refresh Terms of Reference		Structure of OPAG reviewed and finalised for recruitment and implementation in next reporting period

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Income Generation Launch House Clearance service in third quarter Develop new marketing messages to bring in more customers Continue to build ebay shop and other online opportunities to build income generation sources		House clearance deferred until appropriate premises found New marketing messages created and used Ebay shop closed and auction house opportunities implemented
AUBD Ltd Implement enhanced marketing options to at least maintain retention rates Boost membership by 10%		Newsletters implemented and better use of social media Membership dropped due to loss of Northants Directory and trading challenges New marketing messages created and used
Men in Sheds CIC Complete review of governance structure prior to reopening the Sheds		Governance review completed and CIC made dormant. Men in Sheds now back within the charity

Review of plans for 2021-22:

The Finance and Audit Committee will look at longer term investment options with a view to obtaining a greater return – this piece of work has been delayed due to the sale of Bradbury House taking longer than anticipated to provide the funds for investment.

Action Plan 22/23

Worry Catcher Service	Continue to work with the wider MDT and effect positive change to improve patient experience Continue to provide advocacy support to address issues brought by individual patients and carers whilst on the ward.
Mental Health Services for Older People	The service has now been recommissioned until March 2023. We will continue to provide this valuable short-term support to patients and carers who are being discharged from the wards or accessing community mental health services (supported by a new staff member from May 2022 onwards)
Patients Representative Service – QMC and City Hospital	Continue to build up service delivery for patients and families on the HCOP wards, promoting the service across both hospital sites
Patients Representative Service – Lings Bar Hospital	With new appointment beginning in May 2022, face to face delivery to provide a person centred service to patients on the wards will be re-established
Residents Representative Service – City Care Homes	Reinstating the Worry Catcher provision in a small number of targeted care homes, (including new settings in the City) Identify opportunities to provide an ongoing programme of residents and relatives meetings, particularly in in homes with low engagement Further build on relations with Learning Disability homes to ensure good access to the service for residents To liaise with professionals highlighting concerns around working age adults and those in a mixed age relationship, with mortgages which can be affected by financial assessments

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Action Plan 22/23

Footcare Service	To further promote the service across all venues (especially around Old Basford Health Centre) Promote to the lower end of our age group 50+
Information, Signposting and Advice Service	Begin increasing face-to-face contact with clients where necessary – via TLC and other outreach appointments as well as home visits where required Seek to expand funding to ensure the sustainability of the service in light of the current financial climate and need for benefits advice Embed quality practices learned from IAQP across the wider charity, learning from best practice and positive feedback
Safe and Sound Service	Deliver our new Warm and Wise project (as part of a consortium of 3 Age UK Brand Partners with Leicestershire and Rutland, Lincoln and South Lincolnshire) supporting 7,000 households across the 3 regions Recruit a replacement Housing Manager Continue to deliver the Age UK-funded Scams Awareness project (target of supporting 1,400 individuals through events, presentations and one-to-ones) Deliver Warm Homes on Prescription in the Broxtowe borough Re-establish the Home Improvement Agency in partnership with Nottingham City Council
Active Veterans Service	Deliver 12 weeks, falls prevention classes specifically for veterans to encourage better mobility and reduce risk of falls Increase number of Camaraderie Walks Recruit additional volunteers to deliver one-to-one supported walks for veterans who struggle to leave their homes Secure funding for the continuation of veterans' specific services

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Action Plan 22/23

Befriending Service	Increase the number of volunteers to meet rising demand for the service
Best Foot Forward	Secure funding for a paid co-ordinator Recruit and train additional Walk Leaders to expand the number of walks offered
Walking Football	Continue to build relationships with local stakeholders
Connect	Develop a more effective self-referral system to create a more inclusive service Continue to maintain focus on tendering opportunities at contract end
Social Prescribing	Continue to support the NHS Long Term Plan, primary network aims and increase in Social Prescribing link workers. Build on ways to explore upskilling of staff to make service improvements. Continue to share good practice between Connect and Social Prescribing
IAPT	Continue to increase referrals through cross-charity activities. Develop the end of service evaluation to be delivered in early 2023.
One Step at a Time	Continue to build strong community networks.
Finance	Senior Operational Manager (SOM) to take on the submission of VAT returns To maximise Gift Aid income across the Charity To review the financial reporting for the board of trustees

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Action Plan 22/23

Estates, Compliance and Resources	To implement all the recommendations regarding Health & Safety.
Data Protection /ICT	ICT department to increase the level of monitoring to limit the possibility of Cyber Attacks being successful.
HR	Explore ADP capabilities for reporting on recruitment and performance modules Annual review of all policies and forms Internal team review on activities and responsibilities Raise the profile of Health and Safety and improve compliance where required Improve HR and Volunteering analytics Contribute to the development of 10-year strategy, CSR, Environmental sustainability,employee benefits
Volunteering	Identify ways to assess the impact of volunteering on service users, the Charity, and the Volunteer (rolled over from this reporting period) Develop and issue a volunteer satisfaction survey (rolled over from this reporting period) Research, develop and produce a 'How to manage a volunteer at Age UK Notts' staff guide Research, develop and produce a 'How to reward and recognise a volunteer at Age UK Notts' staff guide
OPAP	Implement governance changes to OPAP group Recruit new members from the wider community
Charity Retail	Complete negotiations on the new retail venue Implement the House Clearance business plan Explore new stock lines for the new venue and existing West Bridgford shop

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Action Plan 22/23

Equality, Diversity and Inclusion	Ensure EDI is embedded throughout the charity in our Aims and Objectives, actions, and processes Provide opportunities for staff and volunteers to engage in topics aimed at improving their understanding of how to maintain positive mental and physical wellbeing Review the charity delivery of Compassionate Care in all its aspects Review language used to describe our work and services to ensure it is accessible Review and improve EDI data collection and roll out across the charity Increase diversity of staff and volunteers through improved recruitment processes Develop and promote links with a diverse range of service providers and specialist agencies
Fundraising, Communication and Training	Create activities to celebrate the charity's 80th birthday Complete the website upgrade initiated in the previous reporting period Develop and implement more video-based marketing messages and make better use of YouTube to promote key elements of our work Ensure more teams contribute to social media messaging about their work Improve will writing service to increase potential for future legacies Roll out SPECAL specific training internally and externally to the wider community
AUBD	Recruit, induct and train new staff – Manager and Coordinator Develop and maintain a new marketing strategy for the London Boroughs Directory Increase membership across all Directories by 5% Produce a team vide o to support marketing and awareness campaigns

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Action Plan 22/23

Men in Sheds	Attract new members and increase attendance levels for all members. Increase the number of projects and sales undertaken by members. Expand opportunities for mixed and women-only Shed sessions
The Lifestyle Centre	Pilot face to face Information, Signposting and Advice Services appointments.
The Sybil Levin Specialist Dementia Day Centre	Build service user numbers to 15 per day. Roll out placement plans for local Occupational Therapy students to raise awareness of the SPECAL method and its impact. Create and deliver training sessions for local stakeholders and carers. Maintain volunteer numbers to provide additional support and enrich the experience for service users.

Plans for 2022-23:
An investments Committee to be established to look at longer term investment options with a view to obtaining a greater return.

Age UK Nottingham & Nottinghamshire. Registered Charity No 1067881

Structure Governance and Management

Age UK Nottingham & Nottinghamshire (Age UK Notts) is an incorporated Charity. It is registered as a Charity with the Charity Commission and registered as a Company with Companies House. We can trace our roots back to 1942.

Our governing document is the Memorandum and Articles of Association. These were adopted when the Charity incorporated on 27th October 1997. These were last reviewed in February 2022. We have 3 subsidiary companies:

- Age UK Local Trading Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 2nd March 1995 now a dormant company
- AUBD Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 9th October 2007
- Age UK Notts Men in Sheds CIC – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 11th December 2018

There is a United Direction order in place which means the George Henry Francis Paling's Charity continues to hold its individual charity status (in line with the order made by the Charity Commission dated 26th June 2009). Age UK Nottingham & Nottinghamshire is the Trustee of the George Henry Francis Paling's Charity.

Appointment of Trustees

The Charity is governed by a Board of Trustees, which normally has between 7 and 10 members. Trustees are elected by the Members of the Charity and serve a 3-year term of office. The Board may appoint persons to fill casual vacancies which occur during the year amongst the elected Members of the Board; appointments which will terminate at the end of the term for which the original member was elected.

Induction and training

New Trustees undertake our Trustee Induction Programme to brief them on:

- Legal obligations under charity and company law
- Charity Commission guidance
- Understanding the Memorandum and Articles of Association
- Our Strategic and Business Plan
- Recent Financial performance of the Charity

Induction and training cont...

Training needs are periodically reviewed for all Trustees and they are encouraged to attend appropriate training courses where these will facilitate their role. All Trustees complete the following mandatory courses:

- GDPR (data protection)
- Conflict of Interest
- Confidentiality and Consent
- Equality and Diversity
- Disciplinary and Grievance
- Financial Management (for Trustees action and signatories on bank

Strategic Direction and Organisation

The Board of Trustees administers the Charity and sets the strategic direction.
The Board meets at least every other month. It delegates the day-to-day operations to the management team within the Charity, as defined within various policies, procedures and the Scheme of Delegation approved by the Board. Information flows between the Board of Trustees and the Senior Leadership Team and is augmented by the Finance & Audit Committee which began its regular meetings following agreement of their Terms of Reference during January 2018. The need for this committee is reviewed annually during September when the delegated authority framework is reviewed.

Related Parties and Co-operation with Other Organisations

None of the Trustees received any remuneration or other benefit from their work with the Charity. Any personal interest of a Trustee, member of staff or volunteer (financial or otherwise) must be recorded in the Register of Interests where they could reasonably be deemed to potentially conflict with any work undertaken.

The Charity's relationship with Age UK (the national brand partner) is governed by a legal agreement setting out how we work together.

We are a member of the Age England Association (AEA) which supports around 130 local Age UKs across the country. We also participate in the East Midlands Regional Network of local Age UKs which meets every quarter. Other managers and staff have the opportunity to participate in themed regional networks (which also provide training and development opportunities across the management team). This regional network is chaired by our Joint Chief Executive (Michelle Elliott). We are linked to the Executive Committee of the AEA through Katy Pugh, a Chief Executive from the East Midlands Network.

Related Parties and Co-operation with Other Organisations cont...

The Charity's wholly owned subsidiary, Age UK Local Trading Ltd, ceased to trade in January 2020 and became a dormant company during 2021. The 90% owned AUBD Ltd, made a surplus which was used to reduce the loan made by Age UK Notts made when the initiative was first started and a 10% profit share payment to VISAV Ltd. These two subsidiary companies were established to undertake non-charitable trading and work outside the Charity's area of benefit. Age UK Notts Men in Sheds CIC will donate 100% of their profits to the Charity. The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009. Its Object is the relief of older people resident in the area of benefit, which is the area falling under the authority of Mansfield District Council.

Pay Policy for Staff

The pay of all senior staff is reviewed annually along with pay for all staff.
The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the Charity (listed under our Directors, Trustees and Officers section).
All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 22 and 24 to the accounts (page 89).

No Director of AUBD Ltd or Age UK Notts Men in Sheds C.I.C. received remuneration from the company in the reporting period.

Risk Management

At the end of the reporting period we had 127 risks on the Risk Register (compared to 124 last year).
We continued to take a robust approach to the identification, minimisation and elimination of risks across a range of areas. Each risk was given an Impact and Probability rating and actions identified to mitigate or eliminate risks.

A Risk Management Schedule was drawn up and each manager allocated an area of risk to consider at monthly risk management meetings with the Chief Executive attending every meeting to ensure continuity. The Senior Leadership Team reviews risks at their monthly meetings. The Board reviews existing and new risks at each meeting. We test our responses through our Business Continuity Plan and work through consequences to identify areas for improvement.

We managed internal and external risks. Internal risks come from funding contracts beginning and ending, staff, volunteers, operations and reputation.
External risks come from national and local policies, economic downturns and political uncertainty. 2020-21 was challenging.

Risk Management cont...

- The COVID-19 Pandemic continued to play a dominate part of our risk management during the period. An epidemic or pandemic has always been our highest risk, the plans and preparation associated with this ensured we were able to continue to deliver essential services, whilst being able to also deliver specific support to people who were put at risk by the national emergency.
- Our infrastructure allowed us to all continue to work from home as data is now all stored 'in the cloud' , we took the decision to sell Bradbury House as working from home became the permanent position. Towards the end of the reporting period we faced the challenges that COVID brought for opening up face to face service delivery, with the safety of our staff, volunteers and service users paramount to any procedures we put in place.
- The group does not operate in Ukraine or Russia and no key supplier is located in either country. The Board's view of this tragic geopolitical situation is that the business is not impacted and the situation will be kept under review. The impact of the conflict on the wider economy will be monitored and mitigated by the Risk Assessment process and is included in the Risk Register.

We continued to monitor issues around interest rates (and associated low returns on investments), reputational risks, ICT threats, and the impact of scandals within other organisations that can impact on levels of trust for all charities.

Trustees Responsibilities in Relation to the Financial Statements

The Charity Trustees (who are also Directors of Age UK Nottingham & Nottinghamshire, for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Trustees are required to prepare financial statements for each year which give a true and fair view of the state of the charitable company and the Group, and of the incoming resources and application of those resources (including income and expenditure) of the charitable group for that period.

In preparing the financial statements, the Trustees are required to:

- Select suitable accounting methods and apply them consistently
- Observe the method and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed (subject to any material departures discussed and explained in the financial statements)
- Prepare the financial statements on the going concern basis (unless it's appropriate to presume the charity will continue in business)

The Trustees are responsible for keeping proper accounting records that disclose (with reasonable accuracy) at any time the financial position of the Charity and Group, and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included in the charitable company's website.

Statement as to Disclose to our Auditors

In so far as the Trustees are aware at the time of approving the Annual Report

- There is no relevant information (being information needed) by the auditor in connection to preparing their report, of which the groups auditor is unaware.

and

- the Trustees, having made enquiries of fellow Directors and the Group's auditor that they ought to have individually taken, have each taken all steps that s/he, they is obliged to take as a Director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of the information.

Charity Governance Code

The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. It continued to believe that good governance is fundamental to our success as a charity. We continued to seek suitable Trustees from the relationships we have across the Group or advertised more widely if we were unable to find appropriate candidates.
Our Trustees continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

Thank you

In concluding the Trustees Report, we would like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, health trusts, local authorities, and other bodies who supported us financially or in-kind during this last year. We could not have achieved the outcomes and impact listed in this report without that support. We send particular thanks to our staff and volunteers (existing and new) who helped us deliver the services that meant so much to older people in the aftermath of lockdowns and as we learned to manage the ongoing impact of Covid-19. Whether in a back-office role or directly supporting older people, everyone made an enormous contribution to our overall effectiveness.

We thank the Charity's Trustees for the time, expertise, and knowledge they brought to the governance of the Charity. Thank you to the OPAP Board members (our non-Trustee members) who not only supported our governance our work but also provided links with groups and bodies external to the Charity that also support older people. Thank you also to the Directors of our subsidiary companies who volunteered to oversee this area of our work. Our Senior Managers continued to work tirelessly to effectively manage the Charity, ensuring our resources were deployed to the best effect to enhance the quality of life, health, and wellbeing of older people across the City and County. Managing the permanent transition to home working was a key feature of this reporting period and required the patience and goodwill of all our staff to make it a success.

The impact of Covid-19 was felt keenly by older people in their ongoing need for care and additional support following the protracted lockdowns and associated shielding and we continued to build services to meet that need. The Senior Team's careful husbandry of resources and ability to build effective networks and relationships with commissioners and corporate partners continued to be an important part of our management philosophy. We anticipate future challenges with a willingness to continue to work hard to deliver high-quality services that meet the needs of local older people and their families.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)) and in accordance with the provisions applicable to companies entitled to smaller companies' exemption.

By order of the Board of Trustees

Di Trinder & Michelle Elliott
Joint Chief Executives

Chris Dorkes
Chair of Trustees

Recurring Financial Policies and Procedures

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that services for certain services are appropriate and that any charges should be related to the ability of an individual to pay charges. Certain services should always be provided free of charge and that, where charges apply, discretion is important to ensure service users are not denied a service because of their inability to pay.

We continued to be mindful of these principles and sought to minimise the cost of charges for care and support services whenever we could. Potential service users were always made aware of any applicable charges in advance of delivering the care or support. We set aside a discretionary fund which was used to top up payments for services where a potential service user could not pay some or all of the charge. We continued to allocate some of our fundraising income to that discretionary fund. Free or discounted services were normally available to those in receipt of Pension or Council Tax credits.

It remained our policy to review all charges, at least annually, during the budget setting process. Where we deemed it important to offer services for free, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any investment which the Board sees fit, provided the Board shall seek (where appropriate) proper professional advice. During the year a further £360,903 was invested within the banking platform which enables funds to be spread between different banks to maximise the income and to ensure protection under the FSCS scheme. The total £1,045,571 held within the platform has been invested in 12 banks each giving £85,000 protection. The Charity's investment policy was reviewed during the year with the appetite for risk being set at Lower Medium which will be used as the guide for longer term investments when they are considered in the future.

Review of plans for 2021-22:

- The Finance and Audit Committee will look at longer term investment options with a view to obtaining a greater return – this piece of work has been delayed due to the sale of Bradbury House taking longer than anticipated to provide the funds for investment.

Plans for 2022-23

- An investments Committee to be established to look at longer term investment options with a view to obtaining a greater return.

Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of:

- Between 3 & 6 months' running costs

(the levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).

The reserve fund will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet demand.
Based on the 2022-23 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- 3 months' running costs = £707,635
- 6 months' running costs = £1,415,271

Free reserves are calculated as follows:
Total Funds → Less Restricted &Endowment Funds → Less Fixed Assets → Less Designated Funds = Free Reserves
Free reserves as at 31st March 2022 = £1,098,139 which are within the reserve policy parameters identified above.
The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and group for the foreseeable future. The Trustees are of the view that the Charity and group are a going concern.

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise The Consolidated Statement of Financial Activities, The Consolidated and Charity Balance Sheet, The Consolidated and Charity Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 group's and of the parent charity's affairs as at 31 March 2020 and of the group's income and expenditure 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, our knowledge obtained in the course of 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 57, the trustees (who are also the directors of the parent charity for the purposes 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 group's and the parent 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006 and the Charities Statement of Recommended Practice.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to income recognition (which we pinpointed to the cut off assertion) and significant one-off or unusual transactions.

Auditor's responsibilities for the audit of the financial statements

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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

Use of the Audit Report

This report is made solely to the company's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body for our audit work, for this report, or for the opinions we have formed.

David Hoose (Nov 15, 2022 07:55 GMT)

David Hoose
(Senior Statutory Auditor)
for and on behalf of Mazars LLP
Chartered Accountants and Statutory Auditor

58 The Ropewalk
Park View House
Nottingham
NG1 5DW

Date: Nov 15, 2022

Financial Statements

Consolidated Statement of Financial Activities (Including Summary Income and Expenditure Account) for the Year Ended 31st March 2022

	Note	Unrestricted Funds	Designated Funds	Restricted Funds	George Henry Francis Payling's Charity Endowment Fund	Total 2022	Total 2021
		£	£	£	£	£	£
Income and Endowments from:							
Donations and Legacies	3						
Housing Services		19,940	-	45,815	-	65,755	65,612
Advice		2,762	-	34,285	-	37,047	20,565
Advocacy		20,741	-	450	-	21,191	4,293
Health & Wellbeing		120	-	43,689	-	43,809	86,566
Core Services		92,464	-	-	-	92,464	382,845
Shops	4	5,587	-	-	-	5,587	3,035
Charitable Activities							
Grants and Service Agreements							
Housing Services	2a	9,000	-	221,246	-	230,246	225,737
Advice	2b	31,000	-	32,760	-	63,760	89,578
Advocacy	2c	173,233	-	-	-	173,233	247,274
Health & Wellbeing	2d	856,032	-	109,063	-	965,095	1,220,878
Core Services	2e	106,021	-	1,430	-	107,451	179,754
Shops	4	6,905	-	-	-	6,905	78,829
Rent Receivable		-	-	-	-	-	-
Other Trading Activities							
Merchandising Income	4	89,813	-	-	-	89,813	48,459
Fundraising Income	5	12,110	-	306	-	12,416	31,566
Trading Subsidiaries		139,160	-	-	-	139,160	142,618
Fees and Contributions		126,394	-	4,673	-	131,067	321,573
Investments		5,229	-	-	221	5,450	8,076
Other		685,922	-	-	-	685,922	3,233
Total		2,382,433	-	493,717	221	2,876,371	3,160,491
Expenditure on:							
Cost of Raising Funds							
Merchandising Costs	4	142,878	1,936	-	-	144,814	130,664
Fundraising Costs	5	12,191	-	-	-	12,191	18,832
Trading Subsidiary Costs		99,679	-	-	-	99,679	106,171
Expenditure on Charitable Activities							
Charitable Expenditure	7						
Housing Services		4,940	-	277,805	-	282,745	273,344
Advice		113,117	-	66,057	1,785	180,959	163,568
Advocacy		145,362	-	450	-	145,812	186,474
Health & Wellbeing		960,937	20,654	157,444	-	1,139,035	1,585,067
Core Activities		256,599	103,051	123,823	640	484,113	237,391
Total		1,735,703	125,641	625,579	2,425	2,489,348	2,701,511
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	(493)	(493)	29
Net Income/Expenditure		646,730	(125,641)	(131,862)	(2,697)	386,530	459,009
Transfer between Funds	15	(604,815)	604,815	-	-	-	-
Minority Interest	1	(2,753)	-	-	-	(2,753)	(1,617)
Net Movement in Funds		39,162	479,174	(131,862)	(2,697)	383,777	457,392
Transfer of Trading Subsidiary Funds		-	-	-	-	-	-
Total Funds brought forward		1,244,117	858,768	197,654	56,360	2,356,899	1,899,509
Total Funds carried forward		1,283,279	1,337,942	65,792	53,663	2,740,676	2,356,901

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31st March 2022
Company No. 03455485

	Notes	The Group 2022 £	The Group 2021 £	The Charity 2022 £	The Charity 2021 £
Fixed Assets					
Age UK Nottingham & Nottinghamshire					
Investments	9	-	-	**92**	92
Tangible Assets	8	**208,305**	525,659	**205,048**	521,926
George Henry Francis Payling's Charity					
Investments	9	**10,592**	11,084	**10,592**	11,084
Tangible Assets	8	-	-	-	-
		218,897	536,743	**215,732**	533,102
Current Assets					
Age UK Nottingham & Nottinghamshire					
Stock		**23,259**	23,914	**23,259**	23,914
Debtors	10	**552,653**	490,457	**701,872**	669,276
Cash at Bank and in Hand		**2,302,032**	1,412,485	**2,287,257**	1,399,430
George Henry Francis Payling's Charity					
Debtors	10	-	-	-	-
Cash at Bank and in Hand		**44,117**	46,068	**44,117**	46,068
		2,922,061	1,972,924	**3,056,505**	2,138,688
Creditors: amounts falling due within one year	11				
Age UK Nottingham & Nottinghamshire		**415,122**	170,359	**388,328**	148,225
George Henry Francis Payling's Charity	11	**500**	500	**500**	500
		415,622	170,859	**388,828**	148,725
Net Current Assets		**2,506,439**	1,802,065	**2,667,677**	1,989,963
Total Assets less Current Liabilities		**2,725,336**	2,338,808	**2,883,409**	2,523,065
Age UK Nottingham & Nottinghamshire					
Creditors: amounts falling due after one year					
Loans		-	-	-	-
Net Assets		**2,725,336**	2,338,808	**2,883,409**	2,523,065
Funds					
Age UK Nottingham & Nottinghamshire					
Restricted	13	**65,792**	197,654	**65,792**	197,654
Designated	15	**1,337,942**	858,768	**1,337,942**	858,768
Unrestricted		**1,283,279**	1,244,119	**1,426,012**	1,410,283
George Henry Francis Payling's Charity					
Permanent Endowment	13	**52,424**	52,424	**52,424**	52,424
Expendable Endowment	13	**1,239**	3,936	**1,239**	3,936
Funds of the Charity	14	**2,740,676**	2,356,901	**2,883,409**	2,523,065
Minority Interest		**(15,340)**	(18,093)	-	-
TOTAL FUNDS		**2,725,336**	2,338,808	**2,883,409**	2,523,065

Approved by the Board of Trustees and authorised for issue and signed on its behalf by:

Chris Dorkes
Chris Dorkes (Nov 14, 2022 16:27 GMT)

Director: C Dorkes

Date: Nov 14, 2022

Director: S Hambleton

Date: Nov 14, 2022

As permitted by S408 of the Companies Act 2006, the company has not presented its own Financial Activities and related notes as it prepared group accounts. The Charitable Company's surplus/ (loss) was £360,346 (2021: £460,219)

The financial statements have been prepared in accordance with the provisions applicable to companies' subject to the small companies' regime under the Companies Act 2006 and with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

The notes on pages 69 – 89 form part of these financial statements.

Statement of Cash Flows and Consolidated Statement of Cash Flows as at 31st March 2022

Company No. 03455485

	Notes	2022	2021	The Charity 2022	2021
		£	£	£	£
Cash flows from operating activities:					
Net cash provided by (used in) operating activities	16a)	7,004	551,773	3,280	582,314
Cash flows from investing activities:					
Dividends, interest and rents from investments		5,450	12,408	7,452	9,472
Proceeds from the sale of property, plant and equipment		900,001	6,500	900,002	6,500
Purchase of property, plant and equipment		(24,859)	(29,266)	(24,858)	(27,789)
Proceeds from sale of investments		-	-	-	-
Purchase of investments		-	-	-	-
Net cash (used in) investing activities		880,592	(10,358)	882,596	(11,817)
Cash flows from financing activities:					
Repayments of borrowing		-	(443)	-	-
Net cash provided by (used in) financing activities		-	(443)	-	-
Increase (decrease) in cash and cash equivalents in the year	16b)	887,596	540,972	885,876	570,497
Cash and cash equivalents at the beginning of the year		1,458,553	917,581	1,445,498	875,001
Total cash and cash equivalents at the end of the year	16b)	2,346,149	1,458,553	2,331,374	1,445,498

Group Net Debt

	At 1 April 2021	Cash Flows	**At 31 March 2022**
Cash	1,458,553	887,596	2,346,149
Borrowings	-	-	-

Notes to the Financial Statements for the Year Ended 31st March 2022

1) Accounting Policies

Age UK Nottingham & Nottinghamshire is a charitable company limited by guaranteed company number 3455485 with its registered office at The Sybil Levin Centre, 577a Nuthall Road, Cinderhill, Nottingham. NG8 6AD.

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year. Age UK Nottingham & Nottinghamshire meets the definition of a public benefit entity under FRS102.

The financial statements are prepared in sterling, which is the functional currency of the charity.

a. Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the financial reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are recognised under the historical cost convention.

b. Consolidation

The consolidated accounts include the audited accounts of the Charity and its subsidiary undertakings Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. A separate statement of financial activities for the Charity is not shown due to the exemption by section 408 of the Companies Act 2006. The surplus/(deficit) dealt within the financial statements of the parent company was 360,346 (2021: 460,219).

c. Going Concern

The Trustees are of the view that the Charity and group are a going concern (see page 60 of the Trustees Report). There is no material uncertainty in respect of going concern. When considering whether the group is a going concern the Trustees have reviewed the affect that Covid-19 will have on resources.

d. Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS

102) are included when they are probable rather than certain as was the case with SORP 2005. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

e. Grant Income

The total income from government grants is £25,060 (2021: £69,655) these and performance related service agreement income is included in the financial statements as entitlement arises. Note 2 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2022, there are no unfulfilled conditions attached to grants or service level agreements.

f. Deferred Income

Any income received during the current financial year that relates to funding due for the next financial year is included as deferred income.

g. Fixed Assets

Expenditure on fixed assets has been capitalised and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	-	2% and 5% (straight line)
Computer Equipment	-	20% (straight line)
Fixtures and Other Equipment	-	10% (straight line)
Motor Vehicles:		
Vans & Minibuses	-	25% (straight line)
Cars	-	16.67% (straight line)
Leasehold Improvements	-	10% (straight line)

Impairment policy

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset. Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

1) Accounting Policies (*continued*)

h. Direct Charitable Expenditure

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis.

Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements.

Charitable activity costs comprise both direct expenditures, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

i. Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 15.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 13 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

j. Voluntary Help

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. During the year 269 volunteers (2021:427) supported the Charity in a variety of roles, more detail can be found throughout this report.

k. Pension Costs

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

l. Operating Leases

Operating leases are charged on a straight-line basis over the period of the lease.

m. Allocation of Funds within Note 6

Core costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 6.

n. Minority Interest

The minority interest relates to VISAV Limited who holds 10% of the issued share capital of AUBD Limited. Any profits or losses of the subsidiary are split 90% to the parent company and 10% to VISAV.

o. Investments and Share Capital

The parent company Age UK Nottingham & Nottinghamshire holds 90% of the issued share capital of AUBD Limited. This investment is held at a cost of £90 in the Charity accounts.

The George Henry Francis Paylings Charity holds fund within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 9 for further detail.

p. Stock

Stock is shown at the lower of cost and net realisable value. This includes stock held for resale.

1) Accounting Policies (*continued*)

q. Outstanding paid Annual Leave and Sick Leave

All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

r. Debtors and Creditors

Debtors

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors

Creditors, provisions, and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions, and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

s. Cash and Cash Equivalents

Cash and cash equivalents include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

t. Financial Instruments

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

u. Critical Estimates and Areas of Judgement

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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

See note d. for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities

v. Investment Income

Bank and building society interest are included in the accounts on receipt.

w. Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

2) Grants and Service Agreements

a. Housing

	2022		2021	
	Restricted £	**Unrestricted £**	Restricted £	Unrestricted £
Nottingham City Council				
Warm Homes Hub	**40,260**	-	43,922	-
E.ON				
Warm Homes Hub	**130,367**	-	142,848	-
Age UK/E-on				
Energy/Handyperson Service	-	**9,000**	-	9,000
Age UK/Lloyds Group				
Scams	**10,000**			
Smart Energy GB in Communities				
Safe & Sound	**19,990**	-	17,295	-
Police & Crime Commissioner				
Scams Project	**15,898**	-	11,687	-
HMRC – Job Retention Scheme				
Safe & Sound (Government Grant)	-	-	-	985
Enery Savings Trust				
Warm & Wise	**4,731**	-	-	-
	221,246	**9,000**	215,752	9,985

b.

Advice

	2022		2021	
	Restricted £	**Unrestricted £**	Restricted £	Unrestricted £
Age UK/E-on/Company Partners				
Building Resilience – M&G Securities	**32,760**	-	-	-
COVID-19 Advice	-	-	66,251	-
Benefits Checks	-	**31,000**	-	22,630
Nottinghamshire County Cricket Club				
Advice	-	-	697	-
	32,760	**31,000**	66,948	22,630

2) Grants and Service Agreements (*continued*)

c. Advocacy

	2022		2021	
	Restricted £	**Unrestricted £**	Restricted £	Unrestricted £
Nottingham City Care Partnership				
City Care Home Advocacy	-	**56,331**	-	56,331
Nottingham University Hospitals NHS Trust				
QMC Advocacy	-	**11,991**	-	19,908
Nottinghamshire Healthcare NHS Foundation Trust				
SSRU The Grand Advocacy	-	-	-	78,864
Lings Bar Advocacy	-	**24,097**	-	-
Sherwood Forest Hospitals NHS Trust				
Kingsmill Hospital Advocacy	-	-	-	48,727
Nottinghamshire Healthcare Trust				
Worry Catcher	-	**34,944**	-	34,944
MHSOP Hospital Discharge	-	**45,870**	-	8,500
	-	**173,233**	-	247,274

d. Health & Wellbeing

	2022		2021	
	Restricted £	**Unrestricted £**	Restricted £	Unrestricted £
Nottinghamshire County Council				
Visiting Scheme – Grant Aid (Government Grant)	**16,870**	-	16,870	-
Men in Sheds – Grant Aid (Government Grant)	**8,190**	-	8,190	-
COVID 19 Support Grant	-	-	-	5,000
Connect	-	**474,772**	-	491,454
Village Volunteer Taskforce Project	-	-	-	62,002
One Step at a Time	**26,124**	-	-	-
Newark & Sherwood District Council				
COVID 19 Rates Grant Men in Sheds Blidworth	-	-	-	10,000
Grant Men in Sheds Blidworth	**200**	-	-	-
Bassetlaw District Council				
COVID 19 Rates Grant Men in Sheds Worksop	-	-	-	10,000
Grant Men in Sheds Worksop	**300**	-	-	-
NHS Nottingham and Nottinghamshire CCG				
Social Prescribing Service	-	**204,566**	-	194,189
IAPT	-	**11,437**	-	-
Support Worker in Emergency Department	-	**2,681**	-	-
Nottinghamshire Healthcare NHS Foundation Trust				
Carers Support	-	**1,762**	-	-
Nottingham City Council				
Wellbeing at Home	-	**118,000**	-	121,028
COVID Testing Grant	-	**6,752**	-	-
Active Partners Trust				
Best Foot Forward	**6,130**	-	6,130	-
Falls Prevention	-	-	3,300	-
Age UK/Ministry of Defence				
Joining Forces	-	-	7,257	-

2) Grants and Service Agreements (*continued*)

Health & Wellbeing (*continued*)

	2022		2021	
	Restricted £	**Unrestricted £**	Restricted £	Unrestricted £
Age UK				
Veterans Shouldn't Be Forgotten - Suffolk	-	-	9,277	-
COVID -19 Welfare Service	-	-	-	41,227
Walking Football (Football Association)	**833**	-	-	-
Walking Football (Sport England)	**3,333**	-	-	-
Big Lottery/Awards for All				
COVID 19 Emotional Support	**3,333**	-	6,667	-
COVID 19 Welfare Service	-	-	100,000	-
Nottingham CityCare Partnership				
Footcare Service	-	**36,062**	-	41,604
One Step at a Time	-	-	5,000	-
The Veterans Foundation				
Visiting Service	**8,750**	-	6,250	-
Armed Forces Covenant Fund Trust				
Active Veterans Project	**35,000**	-	16,625	-
Veterans Should not be Forgotten	-	-	20,000	-
HMRC -Job Retention Scheme				
Footcare (Government Grant)	-	-	-	1,937
Sybil Levin Centre (Government Grant)	-	-	-	36,871
	109,063	**856,032**	205,566	1,015,312

e. Core Services

	2022		2021	
	Restricted £	**Unrestricted £**	Restricted £	Unrestricted £
Age UK				
Supporting Friends of Age UK	-	**1,500**	-	4,300
Retainer	-	**10,000**	-	15,000
Lottery Grant	-	-	-	20,510
Core Grant	-	**94,521**	-	133,712
HMRC -Job Retention Scheme				
Core Staff (Government Grant)	-	-	-	4,802
Age England Association				
Meetings in the East Midlands	**1,430**	-	1,430	-
	1,430	**106,021**	1,430	178,324
Total Grants & Service Agreements	**364,499**	**1,175,286**	489,696	1,473,525

Note

The Charity has relationships between all of the above parties who give money via either grants or service level agreements. Each grant or service level agreement has a set term and are reviewed regularly

3) Donations and Legacies

A. Unrestricted Funds

	2022	2021
	£	£
Advantage Social Enterprise C.I.C	**30,000**	5,000
Anonymous Trust	**1,000**	-
Coca Cola Communities Fund	**-**	500
The J N Derbyshire Trust – Health & Wellbeing	**2,300**	2,300
L Ball	**300**	-
The Late S Blankley	**-**	10,000
Age UK Legacy Share the Late M Blore -Advocacy	**19,941**	-
Age UK Legacy Share the Late M Blore -Housing	**19,940**	-
The Late D Bonser	**42,240**	-
The Late E Dawes	**-**	9,237
The Late B M Chenery – Housing	**-**	7,779
The Late B M Chenery – Advice	**-**	7,778
J Fahey	**300**	-
Age UK Legacy Share the Late F Grene -Advice	**400**	-
The late P D Hutchings	**-**	8,000
Age UK Legacy Share the Late D Hall – Advice	**(1,578)**	4,491
The Late E Hallam	**-**	258,503
Age UK Legacy Share the Late A Hallsworth – Advice share	**-**	965
The Late L Hill	**250**	-
Age UK Legacy Share the Late R King - Housing	**-**	4,208
Age UK Legacy Share the Late R King - Advocacy	**-**	4,208
Age UK Legacy Share the Late R King – Health & Wellbeing	**-**	4,209
The Late L Cook	**2**	38,020
The Late McGowan	**(500)**	500
Age UK Legacy Share the Late A Newman – Advocacy	**800**	-
The Late Cutler	**-**	1,000
Age UK Legacy Share – the Late K Fleet	**-**	800
The Late D Osborne	**330**	15,000
Severn Trent Water	**-**	34,285
The Sir John Eastwood Foundation	**2,000**	2,000
The White Foundation Charitable Trust	**15,000**	-
The Late L Willis	**642**	-
Others < £250	**2,660**	1,965
	136,027	420,748

B. Restricted Funds

a. Housing Services

	2022	2021
	£	£
Safe & Sound (formally Housing Matters)		
The Skerritt Trust	**44,000**	52,000
Foundations Independent Living Trust – Gas Safe	**1,600**	1,600
Individuals	**215**	25
	45,815	53,625

b. Advice

	2022	2021
	£	£
Information & Advice and Signposting		
Capital One - Resilience	**5,000**	-
Capital One – Click Silver	**2,000**	-
Nottingham St Mary's relief in need Charity	**-**	250
The Jones 1986 Charitable Trust	**22,500**	-
The Jessie Spencer Trust	**1,000**	-
The George Payling's Charity	**1,785**	2,116
The PAPET Trust	**2,000**	2,000
The Gray Trust	**-**	1,000
	34,285	5,366

3)Donations and Legacies (*continued*)

c. Advocacy

	2022 £	2021 £
J Birkett	**400**	-
Individuals	**50**	85
	450	85

d. Health & Wellbeing

	2022 £	2021 £
COVID – 19 Welfare Service		
Capital One	**-**	23,333
Muslim Hands	**-**	17,744
Notts County FC	**-**	3,000
Severn Trent Water	**-**	11,820
Persimmon Homes	**-**	1,000
Experian	**-**	5,000
Siebel Charity	**-**	1,000
The Mary Potter Convent Hospital Trust	**-**	2,000
The Jessie Spencer Trust	**-**	1,000
The Mary Robertson Trust	**-**	3,000
The Boots Charitable Trust – Dementia Support	**2,500**	7,500
Volunteer Prevention		
Individuals	**45**	625
C S Court	**5,000**	-
Arnold Clark Automobiles Ltd	**1,000**	-
Capital One – Christmas & Beyond	**25,000**	-
Connect		
Individuals	**161**	170
Men in Sheds		
The Jessie Spencer Trust	**-**	500
Individuals – Daybrook	**81**	-
Individuals – Worksop	**2**	-
P Brammer - Worksop	**6,500** ¤	-
Asda Stores Ltd	**200**	-
Wellbeing at Home		
Individuals	**-**	40
Village Volunteer Taskforce		
RWE Generation UK	**-**	1,250
The Sybil Levin Centre		
Individuals	**200**	675
Warburtons Community Fund	**3,000**	400
	43,689	80,057
Total Restricted Donations and Legacies	**124,239**	139,133

4) Surplus on Shops

	Mansfield £	West Bridgford £	Online & Auction £	Total 2022 £	Total 2021 £
Income					
Merchandising Income	30,379	58,726	708	89,813	48,459
Donated Stock	3,945	-	-	3,945	2,695
Donation Cash	77	86	-	163	-
Donation – Gift Aid	32	1,447	-	1,479	340
Other	-	-	-	-	-
Grant Income	4,073	2,832	-	6,905	78,829
	38,506	63,091	708	102,305	130,323
Direct and Overhead Expenses					
Purchases	7,020	-	-	7,020	7,060
Donated Stock	3,945	-	-	3,945	2,695
Less Closing Stock	167	-	-	167	823
Staff Costs & Volunteer Expenses	23,449	37,471	6,053	66,973	57,125
Rent, Rates and Water	10,823	19,871	-	30,694	31,520
Light and Heat	2,202	775	-	2,977	3,188
Cleaning, Repairs, Renewals and Insurance	1,482	1,153	-	2,635	2,461
Telephone	1,065	333	426	1,824	1,326
Advertising	315	14	-	329	293
Depreciation	2,432	847	-	3,279	3,600
Sundry	-	-	-	-	746
Other Overheads	8,511	10,612	192	19,315	15,996
Transport and Collection	5,713	277	-	5,990	5,477
	66,790	71,353	6,671	144,814	130,664
Surplus/ (Deficit)	**(28,284)**	**(8,262)**	**(5,963)**	**(42,509)**	(341)

Note

The donated stock includes any item with an estimated value of £100 or higher, donated stock with an estimated value of less than £100 is not recorded.

A difficult trading year for our shops due to the COVID 19 lockdowns during the 1st quarter of the year. Trade did not pick up during the year for the Mansfield and online shops, therefore we took the decision to close them both during the final quarter of the Trading year.

5) Fundraising and Publicity

	2022 £	2021 £
Staff Costs	**9,418**	16,135
Postage, Printing and Stationery	**680**	754
Advertising and Publicity	**896**	171
Other Costs	**1,197**	1,772
	12,191	18,832

Note

The costs of fundraising are shown as £12,191 (2021: £18,832) with corresponding income of £12,416 (2021: £31,566), it should be noted that fund- raising activity also contributed to the donations and legacies detailed in note 3.

6) Governance Costs

	2022 £	2021 £
Annual General Meeting & Annual Report Production	**8,656**	8,120
Auditor's remuneration	**9,780**	9,270
Audit – bank charges & Taxation	**100**	114
Board Meetings	**12,062**	11,866
Board of Trustees Expenses & Training	**149**	100
Trustee Recruitment	**514**	-
Insurance	**655**	649
Legal and Professional	**2,510**	-
	34,426	30,119

Overheads are allocated out to the different activities as shown in the table below:

	Merchandising	Trading Subsidiaries	Housing	Advice	Advocacy	Health & Wellbeing	Core Activities	Grand Total
Governance	1,904	1,642	3,323	3,027	3,946	19,733	852	34,426
Finance & HR	2,817	2,429	4,916	4,478	5,837	29,195	1,260	50,933
Information Technology	1,069	922	1,865	1,699	2,215	11,078	478	19,327
Contact Hub Core Administration	1,253	1,080	2,186	1,991	2,595	12,980	560	22,644
Volunteer Strategy and Recruitment	1,312	1,131	2,290	2,086	2,719	13,600	587	23,726
Senior Management Team	6,933	5,977	12,098	11,019	14,365	71,842	3,102	125,336
Total	**15,288**	**13,181**	**26,678**	**24,300**	**31,677**	**158,428**	**6,840**	**276,392**

Basis of the Allocation

All of the above overheads are allocated on a pro rata basis by the number of members of staff employed within the activity area.

7) Total Expenditure

	Staff Costs £	Depreciation £	Other Costs £	**Total 2022 £**	Total 2021 £
Direct Charitable Expenditure	1,646,140	82,669	467,004	**2,195,813**	2,413,012
Fundraising and Publicity					
– shops	64,652	3,278	76,884	**144,814**	130,664
– other	9,418	-	2,773	**12,191**	18,832
Governance Costs	20,223	267	13,936	**34,426**	30,119
Trading Subsidiary Costs	59,668	476	39,535	**99,679**	106,171
George Henry Francis Payling's Charity	-	-	2,425	**2,425**	2,713
	1,800,101	86,690	602,557	**2,489,348**	2,701,511

	2022 £	**2021 £**
Staff Costs:		
Wages and Salaries	**1,623,922**	1,722,950
Social Security Costs	**119,406**	122,275
Pension Costs	**56,773**	72,674
	1,800,101	1,917,899

Note
The pension costs are allocated to activities in the proportion to the related staffing costs incurred.

	2022 £	**2021 £**
Other Costs:		
Auditor's remuneration	**9,780**	9,270
Other audit costs	**628**	628
Grants - repair works for individuals	**7,929**	14,270
Property Costs	**148,401**	119,901
Travel Costs and Volunteers' Expenses	**58,629**	51,456
Transport / Stock Collection Costs	**16,489**	9,222
Advertising and Office Expenses	**166,126**	154,730
Training	**19,325**	20,919
Legal and Professional	**93,870**	87,336
Miscellaneous	**35,475**	181,435
Trading Subsidiary Costs	**39,535**	34,770
George Henry Francis Payling's Charity	**2,425**	2,713
Donated Stock	**3,945**	2,695
	602,557	689,345

No employees earned between £60,000 and £70,000 pa during 2022 (2021:0)

The average number of **full-time** equivalent employees, analysed by function, was:

	2022 No.	**2021 No.**
Direct Charitable Services	**46**	51
Fundraising and Publicity	**3**	3
Management and Administration of the Charity	**14**	14
	63	68

The average monthly headcount (full-time and part-time employees) was 86 (2021: 91).

Group key management personnel total remuneration of £184,346 (2021: £184,995) including salary, employer's national insurance and pension contributions is within costs above, page 97 lists the key management for the Group. As at 31st March 2022 there is no outstanding paid annual leave or sick leave and so there is no liability shown in the balance sheet.

8) Tangible Fixed Assets

a. The Group

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1st April 2021	83,695	1,251,208	231,698	217,450	86,492	1,870,543
Additions in Year	-	1,642	11,773	11,444	-	24,859
Disposals in year	-	(794,004)	(6,184)	(113,640)	(35,125)	(948,953)
At 31st March 2022	83,695	458,846	237,287	115,254	51,367	946,449
Depreciation						
At 1st April 2021	26,179	939,034	191,957	148,073	39,641	1,344,884
Charge for Year	8,364	22,823	21,147	15,659	18,697	86,690
Disposals in Year	-	(586,529)	(3,505)	(85,830)	(17,566)	(693,430)
At 31st March 2022	34,543	375,328	209,599	77,902	40,772	738,144
Net Book Values						
At 31st March 2022	49,152	83,518	27,688	37,352	10,595	208,305
At 31st March 2021	57,516	312,174	39,741	69,377	46,851	525,659

b. The Charity

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1st April 2021	83,695	1,251,208	209,782	212,694	86,492	1,843,871
Additions in Year	-	1,642	11,773	11,444	-	24,859
Disposals in year	-	(794,004)	(6,184)	(113,640)	(35,125)	(948,953)
At 31st March 2022	83,695	458,846	215,371	110,498	51,367	919,777
Depreciation						
At 1st April 2021	26,179	939,034	170,041	147,050	39,641	1,321,945
Charge for Year	8,364	22,823	21,147	15,183	18,697	86,214
Disposals in Year	-	(586,529)	(3,505)	(85,830)	(17,566)	(693,430)
At 31st March 2022	34,543	375,328	187,683	76,403	40,772	714,729
Net Book Values						
At 31st March 2022	49,152	83,518	27,688	34,095	10,595	205,048
At 31st March 2021	57,516	312,174	39,741	65,644	46,851	521,926

9) Investments

	The Group	The Charity	George Henry Francis Payling's Charity
	£	£	£
Cost and Net Book Value			
At 1 April 2021	11,084	92	11,084
Additions	-	-	-
Disposals	-	-	-
Gain/(loss) on investments	(493)	-	(493)
At 31 March 2022	10,591	92	10,591

10) Debtors

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Grants Receivable	359,663	132,942	359,663	132,942
Prepayments	28,208	18,515	27,368	17,402
Tax Debtor	-	-	-	-
Other Debtors	97,975	102,952	96,183	103,101
Amounts due from subsidiary undertakings	-	-	151,851	179,783
Donations Receivable	66,807	236,048	66,807	236,048
George Henry Francis Payling's Charity				
Debtors	-	-	-	-
	552,653	490,457	701,872	669,276

Included within amounts due from subsidiary undertakings for the Charity is long term debtor of £141,404 which is due from AUBD Limited, this will be repaid out of future years company profits. It is expected that £27,532 of this will be paid during 2022/23.

11) Creditors: amounts falling due within one year

	The Group		The Charity	
	2022	2021	2022	2021
	£	£	£	£
Age UK Nottingham & Nottinghamshire				
Accruals and Deferred Income	401,931	161,164	375,137	139,030
Taxation and Social Security	13,191	9,195	13,191	9,195
Other Creditors	-	-	-	-
George Henry Francis Payling's Charity				
Accruals and Deferred Income	500	500	500	500
	415,622	170,859	388,828	148,725

12) Deferred Income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for services due to start on or after 1st April 2022. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31st March 2022

	The Group	The Charity
	£	£
Age UK Nottingham & Nottinghamshire		
Balance as at 1st April 2021	107,980	96,595
Amount released to income earned from charitable activities	(107,980)	(96,595)
Amount Deferred in the Year	298,819	282,741
Balance as at 31st March 2022	298,819	282,741

13) Restricted Funds

a) **Housing**

	Balance 1.4.2021	Movement in Resources Incoming	Outgoing	Balance 31.3.2022
	£	£	£	£
Funded by:				
Nottingham City Council				
Warm Homes	1,528	40,260	41,788	-
The Skerritt Trust				
General	13,529	44,000	43,499	14,032
Age UK				
Emergency Housing Fund -E.ON	1,410	-	-	1,410
Scams – Lloyds Group	-	10,000	10,000	-
E.ON				
Warm Homes Hub	4,997	130,367	135,364	-
Warm Homes Hub Capital Works	-	4,673	4,673	-
Energy Saving Trust				
Warm & Wise	-	4,731	4,731	-
General Donations				
Staying Put Hardship Fund	413	-	-	413
Safe & Sound Donations	-	215	215	-
Foundations Independent Living Trust				
Gas Safe	285	1,600	1,649	236
Smart Energy GB in Communities				
Safe & Sound	-	19,990	19,990	-
Police & Crime Commissioner Fund				
Scams Project	-	15,898	15,898	-
Housing Total	22,162	271,734	277,805	16,091

b) Advice

	Balance 1.4.2021	Movement in Resources Incoming	Outgoing	Balance 31.3.2022
	£	£	£	£
Funded by:				
The Payling's Charity				
I&A for Individuals Living in Mansfield	-	1,785	1,785	-
Age UK				
Advice Service	106	-	106	-
Building Resilience	-	32,760	31,616	1,144
PAPET Trust				
Signposting	-	2,000	2,000	-
General Donations				
Anonymous Trust	-	1,000	1,000	-
The Jones 1986 Charitable Trust	-	22,500	22,500	-
Capital One – Resilience		5,000	5,000	-
Capital One – Click Silver	-	2,000	2,000	-
Contact Hub Fundraising	-	50	50	-
Advice total	106	67,095	66,057	1,144

c) Advocacy

	Balance 1.4.2021	Movement in Resources Incoming	Outgoing	Balance 31.3.2022
	£	£	£	£
General Donations				
Advocacy	-	450	450	-
Advocacy Total	-	450	450	-

13) Restricted Funds (*continued*)

d) Health & Wellbeing

	Balance 1.4.2021	Movement in Resources Incoming	Outgoing	Balance 31.3.2022
	£	£	£	£
Funded by:				
Nottingham City Council				
Sybil Levin Centre	2,658	-	221	2,437
Active Partners Trust				
Best Foot Forward	-	6,130	6,130	-
Nottinghamshire County Council				
Visiting Scheme – Grant Aid	-	16,870	16,870	-
Men in Sheds – Worksop & Blidworth – Grant Aid	-	8,190	8,190	-
Carers Demonstration Site	26	-	15	11
One Step at a Time	-	26,124	25,501	623
Gedling Borough Council				
Men in Sheds – Day Brook	-	200	200	-
Bassetlaw District Council				
Men in Sheds – Worksop	-	300	300	-
General Donations/Fees/Fundraising				
Visiting Service Individuals				
Visiting Service C- C S Court	-	45	45	-
Visiting Service - Arnold Clark Automobiles Ltd	-	5,000	5,000	-
Visiting Service – Fundraising	-	1,000	1,000	-
Christmas Cheer	-	256	256	-
Capital One – Christmas and Beyond	150	-	150	-
Connect Individuals	-	25,000	25,000	-
General Donations/Fees/Fundraising				
Connect Individuals	-	161	161	-
Men in Sheds – individuals	-	83	83	-
Men in Shed Worksop - P Brammer	-	6,500	-	6,500
Men in Sheds – Asda Stores Ltd	-	200	200	-
Friends of Ashfield Community Hospital				
Connect Hardship Fund	715	-	-	715
Age UK				
Fit as a Fiddle	20	-	20	-
Walking Football – Football Association	-	833	576	257
Walking Football – Sport England	-	3,333	2,523	810
The Skerritt Trust				
Sybil Levin Decorating	1,019	-	85	934
Big Lottery Fund/Awards for All				
COVID-19 Emotional Support – Awards for All	-	3,333	3,333	-
Armed Forces Covenant Trust/Age UK				
Armed Forces Active Veterans	846	35,000	35,846	-
The Veterans Foundation				
Veterans Visiting Service	-	8,750	8,750	-
COVID 19 -Welfare Services				
Boots Charitable Trust – Dementia Services	-	2,500	2,500	-
Sybil Levin Donations				
Sybil Levin Centre- Building	1,698	-	106	1,592

13) Restricted Funds (*continued*)

d) Health & Wellbeing(continued)

	Balance 1.4.2021	Movement in Resources Incoming	Outgoing	Balance 31.3.2022
	£	£	£	£
Funded by:				
Grant Thornton	39	-	39	-
Yorkshire Building Society	25	-	25	-
Screwfix Foundation – Lighting/Taps	4,750	-	250	4,500
McCarthy & Stone – Security	169	-	10	159
The Skerritt Trust	2,000	-	500	1,500
Anonymous	8,000	-	2,000	6,000
The Percy Bilton Charity	1,000	-	250	750
The Robert McAlpine Trust	1,551	-	389	1,162
Sybil Levin Centre (High Sheriff of Nott's Appeal)	11,674	-	7,720	3,954
Sybil Levin – Individuals	-	200	200	-
Sybil Levin - Warburtons	-	3,000	3,000	-
Health & Wellbeing Total	36,340	153,008	157,444	31,904

e) Core Services (inc. Merchandising Costs)

	Balance 1.4.2021	Movement in Resources Incoming	Outgoing	Balance 31.3.2022
	£	£	£	£
Age UK				
Bradbury House Building	5,740	-	5,740	-
Nottingham City Council/Transact Grant				
Travel Plan	5,060	-	5,060	-
General Donations				
Bradbury House Building	111,593	-	111,593	-
Age UK in the East Midlands				
Work in the East Midlands	14,428	1,430	1,430	14,428
Festival Fund				
Donations/Fundraising/Charges	2,225	-	-	2,225
Core Services Total	139,046	1,430	123,823	16,653
George Henry Francis Payling's Charity	56,360	221	2,918	53,663
Total Restricted Fund	254,014	493,938	628,497	119,455

14) Analysis of Net Assets Between Funds

	Tangible Fixed Assets	Net Assets	Total
	£	£	£
Restricted Funds			
Age UK – Building Resilience	-	1,144	1,144
Skerritt Trust - General	-	14,032	14,032
Skerritt Trust -Sybil Levin	934	-	934
Staying Put - Hardship Fund	166	247	413
Foundations Independent Living Trust – Gas Safe	-	236	236
Age UK East Midlands	-	14,428	14,428
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	3,954	-	3,954
Age UK – Walking Football	-	1,067	1,067
Age UK – Emergency Housing Fund	-	1,410	1,410
Festival Fund	-	2,225	2,225
Sybil Levin Building	1,592	-	1,592
- The Skerritt Trust	1,500	-	1,500
- Anonymous	6,000	-	6,000
- The Percy Bilton Charity	750	-	750
- The Robert McAlpine Trust	1,162	-	1,162
McCarthy & Stone Camera	159	-	159
Sybil Levin Centre – Nottingham City Council	2,437	-	2,437
Sybil Levin Screwfix	4,500	-	4,500
Carers Demonstration Site	11	-	11
Notts County Council – One Step at a Time	-	623	623
P Brammer – Men in Shed Worksop	-	6,500	6,500
Connect Hardship Fund	-	715	715
George Henry Francis Payling's Charity	-	53,663	53,663
Restricted Funds at 31st March 2022	23,165	96,290	119,455
Designated Funds at 31st March 2022		1,337,942	1,337,942
Unrestricted Funds at 31st March 2022	185,140	1,098,139	1,283,279
Total Assets	208,305	2,532,371	2,740,676

Note: There is a United Direction in place and the George Henry Francis Payling's Charity continues to have its individual charity status in line with its trust deed /legal document dated 26th June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity.

15) Designated Funds

	Balance 1st April 2021	Movement in Resources	Transfers between Funds	Balance 31st March 2022
	£	£	£	£
Employers Liability Fund	40,000	(1,936)	1,936	40,000
Additional Staff Time Contingency	34,528	(5,628)	5,628	34,528
Management Restructure Training & Staff Conference	10,000	-	-	10,000
Health & Safety	3,000	(1,487)	1,487	3,000
The 2021/22 Eric Hallam Service Investment	146,253		(146,253)	-
The 2022/23 Eric Hallam Service Investment	147,103	-	-	147,103
The 2023/24 Eric Hallam Service Investment	154,458	-	7,723	162,181
The 2024/25 Eric Hallam Service Investment	85,099	-	85,191	170,290
The 2025/26 Eric Hallam Service Investment	-	-	53,339	53,339
Dementia Strategy – SPECAL Evaluation & Development	-	(8,640)	43,640	35,000
Men in Sheds	10,800	-	-	10,800
Men in Sheds Blidworth	7,014	(7,014)	-	-
Men in Sheds Worksop	6,162	-	-	6,162
Men in Sheds – Governance Restructure	5,000	(5,000)	-	-
AUBD – Website Development	-	-	25,000	25,000
Lease for City Centre Site – 10 years rent	-	-	420,000	420,000
Income Generation Initiatives -House Clearance	-	-	39,607	39,607
Sinking Funds–Information Technology	25,592	(16,779)	23,667	32,480
-Building	100,159	(68,873)	25,166	56,452
-Vehicles	43,600	-	8,400	52,000
-property Refurbishment	40,000	(10,284)	10,284	40,000
	858,768	**(125,641)**	**604,815**	**1,337,942**

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements.

The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget. We propose to have a staff conference during the next year.

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment the logic being that this is the approximate annual amount that is the hardest to raise. The level of future annual amounts will increase to allow for inflation at a nominal 4%.

Day care has reopened again after COVID but with fewer attendances, the development fund will cover shortfalls in income plus allow for the SPECAL method to be implemented. The Men in Sheds funds are to be available to support the reopening after COVID with anticipated lower income whilst numbers are built up again.

The business directory website run by AUBD Ltd requires a refresh with the allocated designated funds to be used for this purpose.

As the main City centre site was sold during the year, funds have been set aside to cover 10 years rent for a new City centre location for older people to access signposting and advice services.

A designated fund has been allocated to support the set up of a new income generation initiative for House Clearances

The sinking funds for Information Technology and vehicles are for the replacement of computer hardware and the Charities vehicles which will be spent as and when needed. There is a building sinking fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc. The sinking fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end.

16) Cash Flow Statement Reconciliations

a. Reconciliation of Net Income/(Expenditure) to Net Cash Flow from Operating Activities

	The Group		The Charity	
	2022	**2021**	**2022**	**2021**
	£	**£**	**£**	**£**
Net Income/(expenditure) for the year (as per the SOFA)	**386,530**	**459,009**	**360,346**	**460,219**
Adjustments for:				
Deduct Interest Income and Rent	(5,450)	(12,408)	(7,452)	(9,472)
Depreciation charges	86,690	94,267	86,213	93,795
(Gains)/losses on investments	493	(29)	493	(29)
Loss/(profit) on sale of fixed assets	(644,480)	(3,228)	(644,479)	(3,228)
(Increase)/Decrease in stocks	655	872	655	871
(Increase)/decrease in debtors	(62,196)	14,055	(32,598)	38,656
Increase/(decrease) in creditors	244,762	(765)	240,102	1,502
Net cash provided by (used in) operating activities	7,004	551,773	3,280	582,314

b. Analysis of Cash and Cash Equivalents

	The Group		The Charity	
	2022	**2021**	**2022**	**2021**
	£	**£**	**£**	**£**
Cash in Hand	1,458,533	1,458,533	2,331,374	1,445,498
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
Total cash and cash equivalents	2,346,149	1,458,533	2,331,374	1,445,498

17) Status of the Charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

18) Financial Activities of the Charity

The financial activities shown in the consolidated statement includes those of the Charity's subsidiaries, AUBD Limited and Age UK Notts Men in Sheds C.I.C. The following is a summary of the financial activities undertaken by Age UK Nottingham & Nottinghamshire:

	2022	**2021**
	£	**£**
Gross Incoming Resources	**2,750,287**	3,055,228
Merchandising Costs	(144,814)	(130,664)
Fundraising Costs	(12,191)	(18,832)
Expenditure on Charitable Activities	(2,195,813)	(2,413,013)
Governance Costs	(34,426)	(30,119)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	**363,043**	462,600
Balance brought forward from previous year	2,466,703	2,004,103
Total Funds carried forward	**2,829,746**	2,466,703
George Henry Francis Payling's Charity:		
Gross Incoming Resources	**221**	303
Expenditure on Charitable Activities	(2,425)	(2,713)
Realised/Unrealised Gains/(Losses) on Investments	(493)	29
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	**(2,697)**	(2,381**)**
Balance brought forward from previous year	56,360	58,741
Total Funds carried forward	**53,663**	56,360

19) Subsidiary Companies

Investments	**2022 £**	**2021 £**
Age UK Local Trading Limited	**2**	-
AUBD Limited	**90**	90
	92	90

AUBD Ltd Company Number 06393966

The Charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan is 0.73% above base rate.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity & VISAV, with the exception of funds needed as working capital within the trading company.

A summary of the results of this subsidiary is shown below:

	2022 £	**2021 £**
Turnover	**126,299**	134,460
Cost of Sales	**7,121**	8,072
Gross Profit	**119,178**	126,388
Administrative Expenses	**88,713**	108,798
Gifted to Age UK Nottingham and Nottinghamshire	**-**	-
Net Profit/(Loss)	**30,465**	17,590
The aggregate of the assets, liabilities and funds was:		
Assets	**5,852**	10,253
Liabilities	**(159,254)**	(191,187)
Share Capital	**100**	100
Profit and Loss Account	**(153,502)**	(181,034)
Funds	**(153,402)**	(180,934)

Age UK Notts Men in Sheds Company Number 11722728

The Charity wholly owns the Age UK Notts Men in Sheds C.I.C, a company registered in England.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity.

A summary of the results of this subsidiary is shown below:

	2022 £	**2021 £**
Turnover	**12 861**	7,968
Cost of Sales	**-**	339
Gross Profit	**12,861**	7,629
Administrative Expenses	**14,209**	10,860
Gifted to Age UK Nottingham and Nottinghamshire	**-**	-
Net Profit/(Loss)	**(1,348)**	(3,231)
The aggregate of the assets, liabilities and funds was:		
Assets	**13,646**	7,046
Liabilities	**(18,225)**	(10,277)
Share Capital	**-**	-
Profit and Loss Account	**(4,579)**	(3,231)
Funds	**(4,579)**	(3,231)

20) Leasing Commitments

At 31st March 2022, the group had commitments under non-cancellable operating leases as detailed below:

	2022		2021	
	Land and Buildings	**Other**	**Land and Buildings**	**Oher**
	£	**£**	**£**	**£**
Payments due:				
Within one year	**22,788**	**37,272**	25,070	43,275
Within two to five years	**27,000**	**42,323**	45,000	51,104
Over five years	**-**	**-**	-	-
	49,788	**79,595**	70,070	94,379
Charge within the year	**49,320**	**41,051**	49,320	49,606

21) Trustees' Remuneration and Expenses

The Trustees received no remuneration during 2022 or 2021. Trustees' expenses of £149 (2021: £100) were reimbursed during the year for the purchase of Trustee's leaving gifts.

22) Pension Scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £56,733 (2021: £72,674).

23) Related Party Transactions

During the year the charity recharged management charges totalling £7,688 (2021: £12,972), rent £1,800 (2021: £4,800), salaries of

£59,668 (2021: £70,930), loan interest of £2,002 (2021: £1,396) and other recharges of £4,068 (2021: £3,913) to AUBD Limited and received commission from AUBD Limited of £2,866 (2021: £3,111).

During the year the charity recharged management charges totalling £nil (2021: £1,039) and other recharges of £nil (2021:

£1,728) to Age UK Notts Men in Sheds C.I.C. and received from Age UK Notts Men in Sheds C.I.C a gift aided donation of £nil (2021: £nil).

Included within amounts due from subsidiary undertakings and owed to the charity at year end was £141,404 (2021: £173,866) due from AUBD Limited and £10,035 (2021: £5,465) from Age UK Notts Men in Sheds C.I.C.

Honorary Financial Adviser's Report
Financial Review

The Consolidated Statement of Financial Activities (SOFA) on page 65 shows that income was lower this year with total incoming resources for the year of £2,876,371 compared with £3,160,491 for the previous year, a decrease of 9%.
This decrease can be broken down as follows:

- Donations reduced by £297,063 – due to £76,397 one off COVID funding in 2020/21 and lower legacy income
- Grants and Service Agreements reduced by £495,360 – due to £362,569 one off COVID funding in 2020/21 and other fixed term funded services finishing
- Fee income reduced by £190,506 – due to the one off COVID service user paid for shopping service finishing in early 2021
- Fundraising income being £19,150 lower
- Other income increased by £682,689 – this was mainly due to the £640,649 profit on disposal of Bradbury House

Note – without the sale of Bradbury House incoming resources would have decreased by £966,809 (30.5%), during 2020/21 £762,263 income related specifically to COVID was received compared to £19,490 during 2021/22, this reduced funding was due to the Shopping service being time limited for one year and the business/furlough grants finished early 2021.

Within resources expended charitable expenditure decreased from £2,445,844 in 2020/21 to £2,232,664 in 2020/21 this was mainly due to Day Care remaining closed for 11 months and the COVID specific services ceased. Staff Costs are the highest costs for the Charity, these costs reduced by £117,797 during 21/22 to a total £1,800,101. This reduction was mainly due to the closure of the Sybil Levin Day Care service with staff costs savings of £73,000, fixed term contracts coming to an end and reduced support staffing levels. The number of FTE employed by the charity reduced from 91 to 86 during the year also related to the day care closure.

Income for the Trading Subsidiaries decreased by 2% from £142,618 in 2020/21 to £139,160 in 2021/22. This decrease included a 6% reduction in business directory company sales as we saw the impact of COVID on businesses and Age UK Northampton set up their own directory with companies in their area switching over to their site. Despite this downturn in sales AUBD Ltd made a profit of £30,465 which enabled a further repayment to the Charity of part of the long-term loan.

As the fundraising targets of £218,332 for 2021/22 were achieved the 2021/22 Eric Hallam Service Investment designated fund of £146,253 was not required to be used therefore this has been re- designated into future years of the 2023/24 Eric Hallam Service Investment fund.

Honorary Financial Adviser's Report
Financial Review continued

With the sale of Bradbury House, a new designated fund has been set up to cover 10 years rental costs for a City Centre site where older people will be able to access information and signposting services. A total £604,815 of unrestricted funds were designated to cover planned future expenditure. See note 15 on page 86 for full details of all the designated funds which total £1,337,942 at 31st March 2022.

The unrestricted surplus for 2021/22 was £386,530 with an increase in free reserves to £1,098,139 see note 14 page 85 which is in line with our reserves policy see page 60.

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009.

The object of the Charity is the relief of older people resident in the area of benefit. The area of benefit of the Charity is the area falling under the authority of Mansfield District Council.

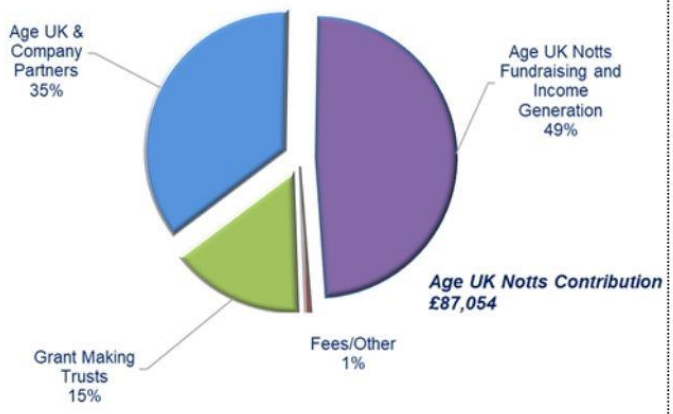
From the financial accounts, it can be seen that the total net assets of the charity on 31st March 2022 were £53,663 of which £52,424 were permanent endowments and £1,239 were expendable

endowments. The charity made 72 (87 last year) grants to individuals who were resident in the District of Mansfield during the year 1st April 2021 to 31st March 2022 totalling £1,785 (£2,116 during 2020/21).

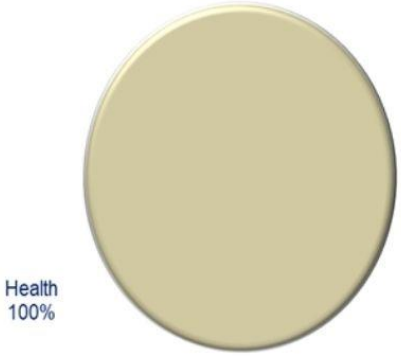
How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following charts show how each activity area was funded during 2021/22:

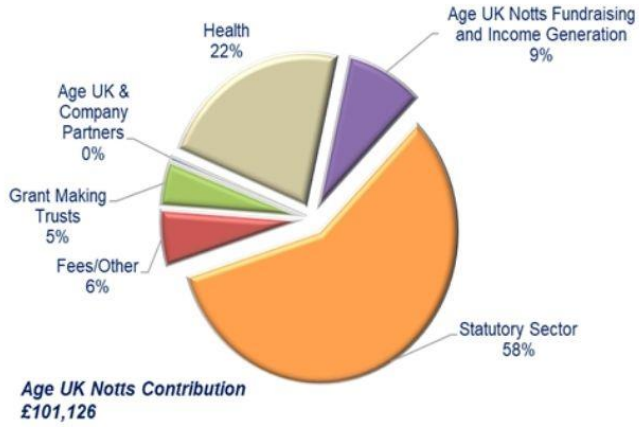
Advice



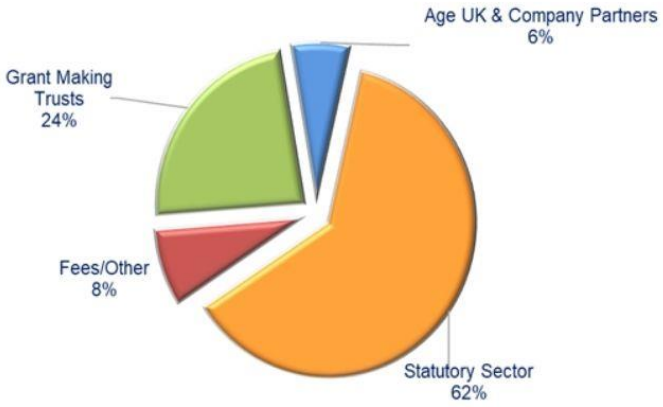
Advocacy



Health & Wellbeing



Housing



During the last financial year Age UK Notts had to generate funds to ensure all these services could continue. For the year, this totalled £188,180, we are grateful for the support of the following:

Actons Solicitors
Active Partners Trust
Advantage Social Enterprise C.I.C.
Age England Association
Age UK
Age UK Derby & Derbyshire
- Smart Meter Project
Age UK Leicester Shire & Rutland
- Smart Meter Project
Anonymous
Armed Forces Covenant Trust
Arnold Clarke Automobiles Ltd
Asda Stores Ltd
Awards for All
Ball L
Bassetlaw District Council
Birkett J
Boots UK Ltd
Boots Charitable Trust (The)
Brammer P
Broxtowe Borough Council
Business in the Community
Capital One
CEMA
Court C S
Department of Health
E.ON
Energy Savings Trust (The)
Experian
Fahey J

Football Association (The)
Freeths
Gas Safe Foundations Independent Living Trust
Gedling Borough Council
Geoff Ball (Stationary suppliers)
George Henry Francis Payling's Charity
George Square Financial Management
Gray Trust (The)
Hudson Wealth Management Ltd
Indian Community Association
Jessie Spencer Trust (The)
J N Derbyshire Trust (The)
Jones 1986 Charitable Trust (The)
Lloyds Group (The)
M&G Securities
National Lottery Community Fund (The)
NHS Bassetlaw CCG
NHS Mansfield & Ashfield CCG
NHS Newark & Sherwood CCG
NHS Nottingham City CCG
NHS Nottingham North & East CCG
NHS Nottingham West CCG
NHS Rushcliffe CCG
Nottingham CityCare Partnership
Nottingham City Council
Nottingham Energy Partnership
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Notts County Football Club
Nottinghamshire Healthcare NHS Trust
Notts. Police & Crime Commissioner
PAPET (The Forman Hardy Holdings)
Newark & Sherwood District Council
Rotheras
Santander UK
Savills
Sir John Eastwood Foundation (The)
Skerritt Trust (The)
Smart Energy GB in Communities
Sport England
St. James's Place Foundation
St. James's Place Wealth Management plc
St Marks Woodthorpe
Veterans Fund (The)
Warburtons
Warm Homes Fund
White Foundation Charitable Trust (The)

We also benefit from individuals who make donations & legacy income to the Charity. We have also worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.
Terry Brown resigned from his Trustee post in September 2021, as a replacement Honorary Financial Adviser was not appointed before 31st March 2022 this report has been produced by Michelle Elliott, Joint CEO

M Elliott

Michelle Elliott
Joint CEO

Reference and Administrative Details

Registered Charity No: 1067881
A company limited by guarantee – registration number 3455485

Our Advisers

Group auditors

Mazars LLP, Park View House, 58 The Ropewalk, Nottingham, NG1 5DW

Group solicitors

Freeths LLP, Cumberland Court, Mount Street, Nottingham, NG1 6HH

Group bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4TA

Honorary Offices

Royal Patron

HRH The Prince of Wales KG KT GCB

President

Commander Peter Moore RD, RNR, DL

Life Vice-Presidents

Nigel Cullen OBE TD DL (until 24/08/2021)
Pauleen Davies MBE (until 16/08/2021)
Eric Edwards
Joyce Hackett
Sandra Warzynska
Len Simmonds
Anil Ghelani

Our Directors, Trustees and Officers

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law. The Trustees and officers serving during the year (and since the year-end) were as follows:

Trustees and Directors

Sheila Wright (Chair) (chair until 15/09/2021 resigned as Trustee 7/03/2022)
Chris Dorkes (Chair from 16/09/2021) (Vice Chair until 15/09/2021)
Graham Cox (Vice Chair from 16/09/2021)
Terry Brown (Hon. Financial Adviser) (until 16/09/2021)
Brian Burdus
Diane Diacon (from 16/09/2021)
Brian Dinsmore (Interim appointed 19/5/2022)
Malgorzata Faras (from 16/09/2021)
Gemma Hopper (from 16/09/2021)
Steven Hambleton (Interim appointed 19/5/2022)
Helen Straw (appointed 16 Sept 21 and resigned 14 March 2022)

In Attendance

Michelle Elliott –Joint Chief Executive
Di Trinder – Joint Chief Executive &
Company Secretary (from October 2020)

Non-Trustee Members

Commander Peter Moore RD, RNR, DL
John Cockcroft
Nigel Cullen (until 24/08/2021)
Eric Edwards (until 4/10/2021)
Janice Fox (until 18/10/2021)
Eileen Heppell (until 6/09/2021)
Marge Morris
Carole Rowley (until 4/10/2021)
Maxine Robinson
Sandra Warzynska
Len Simmonds

Finance and Audit Committee

Terry Brown – Trustee and Chair (until 16/09/2021)
Graham Cox – Trustee
Chris Dorkes - Trustee
Michelle Elliott – Joint Chief Executive
Di Trinder – Joint Chief Executive
Lesley Fairclough (Senior Operations Manager (Finance))

Subsidiary Companies

AUBD Limited (Age UK Business Directory)
A company limited by shares (Registration Number 06393966)

Board of Directors

Kat Coggan
Andrew Sawford (until 10/11/2021)
Maria Cooke
Company Secretary
Maria Cooke

Age UK Notts Men in Sheds C.I.C.
A company limited by guarantee (Registration Number 11722728)
Board of Directors
P C Anderson (until 18/10/21)
M Cooke (from 7/10/21)
M Elliott (from 7/10/21)
D Ives (until 18/10/21)
A Ormston (until 18/10/21)
A Stuart (until 18/10/21)
M I Tinkler (until 8/04/21)
D E Trinder (from 7/10/21)

Company Secretary
M I Tinkler (resigned 8th April 2021)

Age UK Local Trading Limited
A company limited by shares (Registration Number 03028410)

Board of Directors
Maria Cooke
Michelle Elliott
Di Trinder

The George Henry Francis Payling's Charity
Trustees and Directors
The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

Key Management Personnel (Executive Team)

Executive Team	Di Trinder Joint Chief Executive	Michelle Elliott Joint Chief Executive	Maria Cooke Strategic Director (Innovation and Communications)
Age UK Nottingham & Nottinghamshire			
George Henry Francis Payling's Charity			
Age UK Local Trading Ltd			
AUBD Ltd			
Age UK Notts Men in Sheds CIC			

Age UK Nottingham & Nottinghamshire

England & Wales - Charity number 1067881

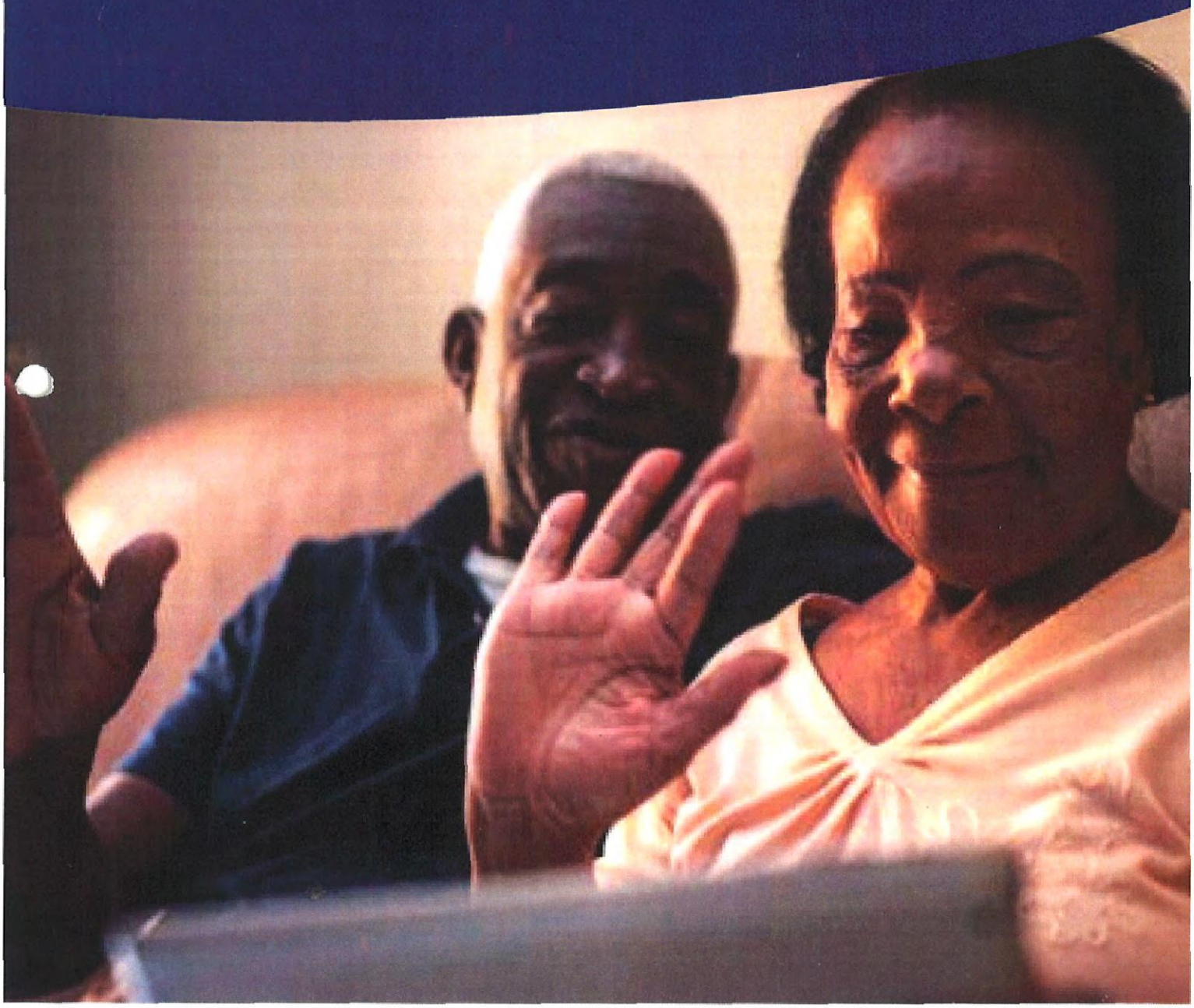
Accounts

Nottingham & Nottinghamshire Age UK

Annual Report 2020 - 2021

Published September 2021

Company no. 3455485
Registered charity no. 1067881



Contents

Foreword	**4**
Our Key Messages	5
Purpose and Activities	6
Report of the Trustees	**4**
Our Purpose and Activities	6
The Impact of Covid-19	**8**
Annual Services Review	**11**
Advocacy	11
Information, Signposting and Advice	14
Safe & Sound Housing Services	15
Health & Wellbeing Services	16
Core Services	**21**
Finance	21
HR	22
Volunteering	23
FACT	24
ICT Services	26
Data Protection	26
Estates, Compliance and Resources (ECR)	27
Older People's Advisory Group (OPAG)	28
Income Generation Activities	**29**
Fundraising	29
Charity Shops	29
Age UK Business Directory	30
Sybil's Homemade	31
Men in Sheds	31
The Lifestyle Centre	31
Our Impact	**32**
Review of Key Aims	**34**
Action Plan Summary	**36**
Structure, Governance and Management	**38**
Trustees Responsibilities in Relation to the Financial Statements	42
Thank you	43
Recurring Financial Policies and Procedures	**44**
Our Charging Policy	44
Investment Powers and Policy	44
Reserves Policy and Going Concern	45
Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire	**46**
Financial Statements	**50**
How Services Are Funded	**83**
Supporters	**84**
Honorary Financial Advisor's Report	**86**
George Henry Francis Payling's Charity	86
Financial Review	86
Reference and Administrative Details	**87**
Our Advisors	**87**
Honorary Offices	**87**
Our Directors, Trustees and Officers	**88**

Foreword

Charity /'tʃarɪti/
Love of fellow humans, kindness, affection, beneficence, liberality to those in need or distress, alms-giving.'

The pandemic created the conditions for every definition of 'charity' to come alive. There was a surge of support for those who were shielding, those who needed additional help with the practicalities of daily living, and those who were missing social opportunities. Communities all over the City and County united to provide support and we are proud to have played our part in that response.

We are grateful for the commitment shown by our long-standing and new volunteers, who helped people during a time of desperate anxiety, and made much of our work over the past year possible. We are grateful to our corporate partners who stepped in to provide much-needed funding and goods to enable us to run our Welfare Support and other services - their generosity made those services possible. We are grateful to the community fundraisers who found ways to donate to us despite facing their own challenges, to the individuals who made donations and to those who very kindly left us a legacy.

This Annual Report represents the hard work and incredible effort of all our staff and volunteers over the past 12 months. In unprecedented circumstances, the teams pulled together to ensure that we looked after older people who needed our help, many of them with no one else to turn to. Our staff played their part in keeping those services going - from the front line to the back office, everyone managed the transition to working from home with minimal disruption to our service users.

During this demanding pandemic, we continued to run the business of our charity. Some services were restructured, new income generation ideas were developed and implemented and the economic impact of the Covid-19 restrictions had to be managed. We had to make the difficult decision to close down some services, resulting in redundancies. Almost all of our remaining services were adapted so that we could continue to deliver them under government restrictions.

Mick Tinkler, our long-standing Chief Executive, stood down after 25 years and we thank him for his dedicated service which helped to grow the charity to the size and strength it is today. We put in interim measures to ensure continuity throughout more lockdowns and the charity continued to thrive under the new Executive Team, comprised of the Finance and Resources Assistant Chief Executive, the Services Assistant Chief Executive, and the Communications Director.

Now we must look at the opportunities presented by the changes wrought over the last year and strive to understand how we can best utilise them to meet the challenges of the future.

I have been proud to Chair the Board of Trustees through this turbulent period and thank my fellow members for their commitment and support. I hope this report represents a balanced view of Age UK Nottingham & Nottinghamshire's performance over the reporting period as well as an opportunity to celebrate the commitment of our staff and volunteer teams.

Sheila Wright, Chair of the Board of Trustees

Our Key Messages

Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health and wellbeing of all older people.

We are the largest, local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

Last year we helped over 40,000 people.

Report of the Trustees (for year ending 31st March 2021)

The past year was the most incredible challenge. We had to make changes in every single service. This affected all of our service users, and every staff member had to quickly adapt to working from home. Despite this, we still helped many thousands of people with support, ranging from simple, quick solutions to long and complex cases. We used technology to adapt services wherever possible and to keep our staff and volunteers connected. This was essential in maintaining our commitment to excellence during this difficult time. We invested in supporting the mental health of our teams to enable them to manage the competing demands on their time, and we involved them in decisions about working practices through regular surveys. Overall, the charity made a surplus, thanks to the hard work of our teams and the generosity of our donors and supporters.

The Trustees are pleased to present their annual Trustee/Director's report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31st March 2021 (which are also prepared to meet the requirements for a Directors report and accounts for Companies Act purposes).

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and Articles of Association of the Charity. The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FRS102)) and the applicable accounting policies.

Our Purpose and Activities

The Object of the Charity is:

To promote the relief of older people in any manner which may be deemed by law to be charitable in and around Nottingham and Nottinghamshire.

Age UK Nottingham & Nottinghamshire is a local independent charity and social enterprise.

Our Values are:

Compassionate Caring	We provide high quality care delivered with compassion through relationships based on empathy, kindness, respect and dignity
Enabling	We empower older people to live independently, achieve their goals and exercise choice
Respectful	We treat others as they would want to be treated – with dignity and respect
Quality	We strive for excellence and quality in everything we do
Dynamic	We are innovative, flexible, ambitious, passionate, and driven by results
Expert	We are experienced, knowledgeable, professional, and trusted

These values are the foundation of everything we stand for.

Our Beliefs are that:

- Ageism is unacceptable
- Individuals, in all their diversity, should be valued
- Everyone has the right to exercise choice and control in their lives
- People should have the support they need when it is needed
- Everyone must be treated with dignity and respect

Our Purpose and Activities (continued)

Our strategic aims are

Aim 1: Working in local communities
We will involve and engage older people in developing a diverse range of activities which promote positive health and wellbeing, tackle disadvantage and create safe, inclusive, and sustainable communities in which each individual is valued.

Aim 2: Delivering quality services
We will design and deliver high quality, effective and efficient services that are person-centred, give choice, promote independence, and enhance wellbeing and quality of life.

Aim 3: Campaigning and influencing
We will campaign and lobby for change on the issues that matter to older people.

Aim 4: Raising our profile
We will seek to make our charity the first choice for local older people, their families and carers. We will seek to engage other like-minded organisations and individuals to work with us.

To realise our Vision, Mission and Aims, we will:

- Ensure we are person-centred in everything we do (for our beneficiaries)
- Develop appropriate partnerships that benefit older people (for our organisation)
- Generate sufficient resources to help fund the work of the Charity
- Focus on local priorities
- Work effectively within the local and national funding and political environment
- Have a culture of continuous improvement (for our staff and volunteers)
- Encourage and develop high-performing, well-motivated, adaptable and valued volunteers and members of staff
- Have efficient and effective communications and support systems
- Utilise good planning strategies across all areas of the Charity, based on a plan-do-review continuous improvement cycle

Our annual activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In the view of our Trustees, delivering our services does not cause detriment or harm to others.

We are part of a larger family of around 130 Age UK charities which deliver services to support older people and their carers in other geographical areas. We are also part of the Age England Association.

In support of our Values and Beliefs, we operate a Charging Policy which ensures that no older person is excluded from a service they need because they cannot afford to pay for it. This Policy is explained in greater detail on page 44. We make every effort to ensure that any charge levied is proportionate to the cost of delivery.

The Impact of Covid-19

This year has been like no other. The Covid-19 pandemic has forced organisations and individuals the world over to adapt to the threat of the virus. Our organisation has been no different. The pandemic triggered the Business Continuity Plan and this was in place for the whole of the reporting period.

Impact on older people and service users

Our buildings were closed but our phone lines remained open. Services became telephone-based where possible. Services that needed to be delivered face to face were risk assessed and specifically authorised by senior managers. This was difficult for some staff and volunteers because they knew the impact that this would have on older people, but government guidance was quite clear on how services could minimise the risk of infection.

Our Sybil Levin Specialist Day Care Service was closed and we made the difficult decision to make some staff redundant. those most at risk and it was important to continue supporting them in the community. Therefore, we developed a community support service which provided ongoing support throughout the remainder of the year. By the end of the reporting period, we were beginning to develop plans for re-opening the centre. These were subject to restrictions being lifted, and the relevant risk assessments.

Impact on income generation

Like all charities, we were very anxious about the impact of the pandemic on fundraising. We had developed strong relationships with corporate partners, made regular applications to grant-making trusts, and sought commissioned contracts from local authorities, government, and health bodies. We did not know when - or if - those opportunities would be available to us as everyone raced to respond to the sudden change in circumstances.

Whilst community fundraising stopped almost completely, some individuals made small donations to us to enable us to continue our work. There were also a small number of sponsored events which resulted in valuable contributions. Our online donations from a variety of sources increased by 334%. The Welfare Service resulted in large donations from our corporate partners (which include Capital One and Severn Trent Water) and local organisations such as Muslim Hands. This enabled us to devote immediate time and energy to that service. Other successful applications were made to Awards for All and the Big Lottery. We benefitted from business support grants and furlough payments for shops and their staff (fully and flexibly, depending on the lockdown conditions), and continued to make trust applications where we could. Some local authority contracts were opened as a direct consequence of the pandemic and we successfully applied to some of those.

The Impact of Covid-19 (continued)

Welfare and social needs

There was an almost immediate order for older people in the most at-risk groups to shield. Our response was equally as immediate.

Our local communities were amazing. They came forward to volunteer, to offer donations and grants, and to support their neighbours. At least 848 older people accessed the Welfare Service that was set up in late March 2020, as did many of their family members and carers. The service offered food shopping, medication collection, and social welfare telephone calls. Welfare Calls requests remained steady indicating one of the potentially long-lasting psychological impacts of the pandemic and shielding.

Over 600 local community members also participated in our 'Dear Friend' and 'Dear Christmas Friend' schemes in conjunction with Lings Bar Hospital, both of which received local press coverage. The projects enabled isolated people in hospital to receive letters, pictures, and cards to cheer them up.

The Welfare Service also had a big impact on our finance team who were required to process thousands of expense claims from staff and volunteers.

To provide a safe service, we allowed volunteers and staff to shop for older people and then to claim the money back via expenses. Older people were able to pay their bills either by cheque or by calling up and paying over the telephone. This service helped people feel safe, as they didn't have to disclose any financial details to a stranger. Removing the need to use cash also minimised the risk of infection and made it easy for those who couldn't access online shopping services to obtain their groceries. The service was a lifeline.

All relevant services maintained contact with their service users in some way, with staff and volunteers working tirelessly to ensure older people who needed support could access it.

How we worked

Covid-19 transformed the way that our office-based staff worked. We transitioned to working from home before the end of March 2020. We opened our Bradbury House building once a week with appropriate Covid-19 protocols in place. Managers rotated in and out to be responsible for this building and everything was risk assessed to minimise the chances of spreading infection.

In the reporting period, we carried out 2 staff surveys to check on the practicalities and emotions attached to working from home. The overall results of the first survey indicated a positive response. Staff adapted quickly, were able to access the help they needed, and managed well with restricted access to Bradbury House. Our second survey in December 2020 looked at potential options for the 'new normal' way of working. The results indicated that staff would be happy to remain at home and to rotate in and out of a fixed office on a flexible basis. Responses to staff consultations will be factored into development plans for the new financial reporting period.

The Impact of Covid-19 (continued)

As a result of the success of Work From Home practices, we decided to sell our Bradbury House and Peachey Street campus in the next reporting period and make Work From Home a permanent feature of employment.

Communication

As a staff and volunteer team, we completely revised the way we work. Recruitment and induction processes were conducted by Microsoft Teams. There was a degree of trepidation about how this would work but it proved very effective.

With staff teams dispersed throughout the county, we were anxious about communication. In practice, the use of Teams and Zoom was a revelation. These platforms enabled us to hold all-staff meetings and maintain regular connections between different groups of staff.

In the final quarter of the reporting period, we began to develop plans for using technology to redesign our staff and volunteer induction programme. We considered how the use of video could add a new dimension to our social media and online presence. The staff surveys confirmed that staff were happy to continue to work remotely but also wanted the opportunity to meet up occasionally. This feedback will be factored into discussions about how we use our estate going forward.

Impact on costs

Some of our expenditure over the past year was new. This included bulk purchase of personal protective equipment (PPE) and some additional equipment to facilitate all staff working from home. Some expenditure, such as cleaning costs and energy costs for our buildings, has been reduced.

Keeping a careful eye on costs, capitalising on our positive fundraising relationships, as well as benefiting from several generous legacies, and responding to emerging contract opportunities left us with a surplus at the end of the reporting period. This was a very welcome position after a year of turmoil.

The Covid-19 pandemic was the biggest challenge that we have faced, both personally and within the charity. But it also presented us with opportunities, and our work in the next reporting period will be about building resilience against future lockdowns or restrictions and transforming those opportunities into beneficial services for older people.

Annual services review

Advocacy

Worry Catcher Service (MHSOP wards)

The Worry Catcher Service provided help to people admitted to the mental health wards under section (Mental Health Act) and those admitted voluntarily, and their families and carers and ward staff. Issues were varied – experiences on the ward (such as hospital food and noise), access to information, managing or finding personal effects, and signposting to other services. 928 direct contacts took place throughout the reporting period, with 268 of those carried out over the telephone or via Zoom or Teams.

We were also involved in the consultation around the redesign of Millbrook Mental Health hospital.

> **"You've done more for me than any other person in all the time I've been here. I'm very grateful to you."**
>
> Patient

> **"Thank you very much for the support you gave me last week. I felt much better for having your help."**
>
> Patient

Plans for 2021-22:

- Continue to embed services within the Multi-Disciplinary Team
- Continue to facilitate access to services to improve patient experience

Advocacy (continued)

Residents' Representative Service (City Care Homes)

This service helps people living in residential care and their families to ensure their voices are heard, their wishes and choices respected and their rights upheld. The service played a pivotal role during a care home closure which was made much more complex by Covid-19 restrictions. Each of the issues was unique to the individual and required respectful and careful solutions to be found.

Other presenting issues included financial planning (Lasting Power of Attorney, deputyship, funding for care), and long-term care plans such as residential care and supported living. We also helped those we supported to access legal advice, fulfil end-of-life wishes and issues, and housing support. In total, the service dealt with 224 referrals during the reporting period.

> *I thank you from the bottom of my heart for your help and knowledge and supporting me at the lowest point of my life. I truly believe without your help my life would have taken a different turn. You made me feel like a human being, listening to my feelings was always at the forefront of your mind. Thank you and I will never forget your kindness.*
>
> Relative

> *Throughout the pandemic, the RRS service has been a lifeline to many of our residents and relatives. Especially for those who are new to our home and their families simply do not know where to turn or who to speak to. The feedback from families we refer to the service is always positive and says how caring you are as well as amazed at the knowledge and information you provide them with. Thank you for all you do, keep up the good work.*
>
> Care Home Manager

Patients' Representative Services

This service was offered in Kings Mill Hospital, Queens Medical Centre, Lings Bar Hospital, and the Short Stay Reablement Unit (SSRU) at The Grand. The service supported patients to help them address any issues affecting their experience of in-patient care and discharge and ensuring access to support them post-discharge. Services at Kings Mill closed on 31st March 2021 after a successful 8 years and the service at Queens Medical Centre ceased on 30th October 2020. Due to Covid-19 restrictions, there were no referrals to the QMC service during that period.

Covid-19 restricted our options for providing services and also greatly reduced the number of patients in hospital. As a result, patient numbers were heavily impacted by the first lockdown.

Kings Mill Hospital – 274 referrals dealing with 840 issues
Lings Bar Hospital and SSRU – 61 referrals dealing with 792 interventions

> *The Patients Representative has been truly amazing and so supportive, providing useful guidance and offering to help at every turn. They always made me feel that nothing was too much trouble. The PR also gave me the confidence not to accept second best from the carers and the best way to approach things.*
>
> Relative

Advocacy (continued)

> *...cannot thank you enough for the time, information and support you have given to mum. It has been such a hard time for us as a family with having to place dad in care and we did not know where to start. Your support has been invaluable.*
>
> Relative

Plans for 2021-2022:

- Lings Bar Hospital service to continue for another year
- Continue to embed remotely delivered services within the ward teams to support patient experience

Sybil Levin Community Dementia Support Service

Covid-19 restrictions compelled us to close our day centre and transition services in to the community. We made the difficult decision to make some staff redundant.

46 people received services which included regular telephone calls, doorstep visits and activity packs (including dementia-friendly jigsaws, colouring books and memory books). The service provided emotional support to carers and family members, and signposting to other specialist services.

> *Thank you so much for the visits and activities. My wife and I are playing the dominoes with Mum and she is remembering exactly how to play.*
>
> Relative

The activity packs helped to stimulate memories and provided opportunities for conversation, which relatives reported helped to fill some of the long days spent at home. We supported two service users who really benefitted from listening to music. One person listened to a 1970s CD every day, which he really enjoyed. Another, who used to play the violin, was thrilled to receive a classical music CD which prompted lots of conversations with his family and helped him to reminisce and celebrate his achievements. This level of personalised service was so important during the long months spent at home and helped to alleviate some of the strains of the pandemic.

Learning and development has taken place to re-open the centre as a Specialised Early Care for Alzheimer's (SPECAL) centre later in the next reporting period.

We built links with local universities to ensure ongoing professional development and the implementation of best practice. We carried out a dementia friendly lighting audit to enhance service user experience when the centre reopens. We reviewed delivery of carers' support meetings and agreed on a future provider.

Plan for 2021-2022:

- Re-open the centre as a specialist SPECAL centre

Information, Signposting and Advice

We closed our buildings from day one of the first lockdown but our lines remained open. Our ISA teams remained as busy as ever.

Information and Signposting

We dealt with over 15,600 incoming calls made by over 6,100 clients. Call volumes were up by 25%. Topics were varied - 40% called about benefits and money, 20% wanted information about our services, housing questions accounted for 14%, and 8% of calls were for community and residential care queries. The remainder of the calls included queries about health services, legal, travel, and managing long-term health conditions. It is true to say that some of the calls were very hard to listen to. At times, our service users were very distressed about issues including shielding, loss of social contact, and the psychological impact of pandemic restrictions.

Over 8,800 calls were made by the team to clients.

Advice

Benefits claims continued to be an important part of our work and we helped clients claim a fraction under £1,867,000 in annualised benefits (with a 99% first attempt pass rate). In total, the Advice team delivered 5,593 specialist benefits advice interventions to 1,112 clients. We decided to expand the age eligibility criteria to support people on working-age benefits during the pandemic.

Legal

286 sessions delivered to 203 clients by our legal colleagues from Rothera Sharp and Actons.

Financial

31 sessions delivered to 12 clients by George Square Financial Management and St James's Place in partnership with Age UK Notts.

Plans for 2021-22:

- Expand our advice provision to a more holistic consideration of needs, including benefits, housing, social care, and local activities
- Widen our reach to reflect better the demographics of the community and needs of our clients by considering outreach activities at suitable venues
- Establish a new presence within the city centre as a drop-in service for clients who would otherwise be excluded from our services

Safe and Sound Housing Services

Our Safe and Sound team are dedicated to enhancing the lives of older people through enabling people to keep their homes affordably warm, energy efficient, give support with minor repairs and prevent older people becoming a victim of crime through scams awareness sessions. As well as helping with the Welfare Service when the pandemic hit, the team also supported over 600 older people with information, advice and directly supported through a variety of projects including:

- Warm Homes Hub, a partnership project with Nottingham City & Nottinghamshire County Councils, E.ON and NEP
- Be Smart, providing details of the benefits of having a smart meter
- Close the Door on Crime (Scams awareness) as supported by the Nottinghamshire Police Crime Commissioner

The team worked hard and the achievements of one member, Bob Stephenson, were recognised with a Caseworker of the Year award from Foundations National Healthy Housing Awards 2020. Congratulations, Bob!

Keeping people safe and warm at home are the departments top priorities and with the support of a variety of trusts and grant programmes, the project delivered many benefits to older people including:

- Approximately £100,000 in savings for energy efficiency measures including new, energy efficient gas boilers & tariff switches
- 156 Home Energy Checks, with 40+ fitted with free energy saving products to give savings on energy bills
- 47 heater loans to keep people warm whilst their heating issue was addressed
- 652 people were signed up for the Priority Services Register giving them help in the event of a power cut, which is especially important for people needing electrical equipment eg hoists, stair lifts

> ***"I didn't have the money to pay for the boiler so many, many thanks to you. I wake up now and the house is warm. Before, I was running into the bathroom to wash and running out again because it was like a fridge! This has really boosted my morale and makes me feel good.***
>
> Client Feedback

Age UK research found that every 40 seconds an older person is the victim of fraud* and the amount of scams is increasing at a phenomenal rate. Close the Door on Crime tackles this through providing awareness raising sessions, educating older people on how to be 'scam savvy' including how to prevent unexpected callers at the door, unwanted telephone calls and simple tips about how to stay safe online.

This successful project supported over 612 older people and received impressive survey results:

- 100% of clients stated that they found the scams advice to be useful and explained clearly
- 92% of clients said they feel more confident identifying and dealing with scams
- 92% of clients felt safer following the information and advice
- 23% of clients had used the advice given to directly avoid what they believed to be a scam

Safe and Sound Housing Services (continued)

Plans 2021-22:

- Continue to deliver Scams Awareness sessions to prevent older people becoming a victim of crime in this area of growing concern
- Seek to work with new partners and funders to maintain and increase housing services

Health & Wellbeing Service

Wellbeing at Home Service

126 volunteers supported our small Wellbeing at Home Team and 370 people benefitted from services that helped them to remain independent at home for as long as possible. The types of support needed included shopping, confidence building, emotional support, pet care, and signposting to other relevant specialist services.

Footcare Service

Restrictions imposed during lockdown meant that we were unable to fully run this service throughout the reporting period. We kept in regular contact with customers to make sure they knew about relevant services available to them and to update them on when the service could open again. In-person services were resumed in September 2020. This offered a valuable opportunity for those whose mobility and wellbeing had been affected due to footcare issues. We received 211 referrals into the service. We were able to help 118 people who met our eligibility criteria with nail cutting, with the remaining referrals signposted to more appropriate services.

We opened 3 new venues in the reporting period - Top Valley, Sherwood Health Centre and Old Basford Health Centre; a total of 6 venues now host this service. Discussions took place to reduce the age range to from 60+ to 50+ and this will take effect in the next reporting period.

> *You've cut my nails beautifully, thank you!*
>
> Client feedback

> *It feels like I'm walking on a cushion.*
>
> Client feedback

Plans for 2021-22:

- To positively promote the new age criteria
- To resume meet and greet services to provide additional social opportunities to alleviate loneliness and social isolation

Health & Wellbeing Service (continued)

Our Health and Wellbeing teams run a variety of contracts and services funded by grants and donations to help people remain independent and enjoy the best possible quality of life. All of these services were impacted by Covid-19 restrictions and associated service adaptations.

Connect (Early Intervention Service within Notts County Council Adult Social Care)

In the year ending 31st March across mid-Notts, the Connect Service dealt with 1567 referrals. This figure was 40% lower than the previous year, due to the pandemic. The team provided support for our in-house Welfare Service, which was set up in response to the first lockdown. They also worked with commissioners to complete welfare checks for members of the public identified as clinically vulnerable or extremely vulnerable.

364 welfare calls were made to 59 clients and 37 clients were helped with shopping during the lockdown. We continued to support people that were eligible for benefits, and annualised weekly gains were £227,561.36. One-off gains were £12,720.87 making a total of £240,282.23 in the year. These gains help the individuals to access the care and support they require, improving their wellbeing and quality of life. Feedback from clients rated the service as 9.9 out of 10.

> ***Looking after my disabled husband, who also suffered a stroke, left me feeling very tired and I found it difficult to concentrate on form filling and telephone calls. With her understanding, the support worker from Connect kept me calm and gave me sound advice and direction. I think I may not have been able to cope without this support, also at this time with Covid too.***
>
> Service user

Plans for 2021-22:

- Nottinghamshire County Council confirmed an extension to the contract to July 2022
- Nottinghamshire County Council has requested our participation in developing a strength-based approach to providing support, ensuring a listening ear is provided early on to identify need and to build on the service user's strengths and community network to ensure support is provided

Social Prescribing

Our Social Prescribing service is commissioned by the four Primary Care Network (PCN) areas, within Nottingham North & East employing a minimum of six full-time equivalent Link Workers. The programme is designed to help patients improve their health and wellbeing through connections to local community groups for practical and emotional support.

Age UK Notts began the journey into Social Prescribing in January 2020, just 3 months before the Covid-19 pandemic hit. Faced with this new challenge, the team remained passionately dedicated to supporting people through this difficult time.

From April 2020 to March 2021 the team handled 1145 referrals in addition to the hundreds of calls made to people shielding as a result of Covid restrictions, and supporting access to Covid vaccinations. The service was recommissioned by the PCN's for 3 further years commencing 1st Jan 2021.

Social Prescribing (continued)

> *I am feeling happier and for the first time in a long time, I feel that life is moving in the right direction. I am looking forward to 2021 and applying for work again.*
>
> Patient feedback

> *I keep in close contact with the social prescribers that cover my area so we can identify if there are any care gaps that health can fill. Anecdotally I am confident that the people I refer to our social prescribers will be looked after and I have had only positive feedback from the contact they have had.*
>
> Care Co-ordinator

> *The Link Worker rang me every week, which was great. She helped me sort out contacting people about my health problems and encouraged me to think positive. She was a lifeline for me. I could go on and on. Thank you so much.*
>
> Patient feedback

Plan for 2021-22:

- Continue to increase referrals to drive expansion and recruitment of additional link workers.

Befriending

Almost 9000 calls were made during the reporting period to make sure that older people who were shielding or isolating had a friendly voice to talk to.

284 benefitted from the dedicated service of 189 volunteers.

> *I really look forward to 3pm every Monday when Jxxx rings me, she listens to me. I appreciate it so much; I would hate not to have it.*

Plan for 2021-22:

- Explore and establish paid-for options within the service

Services for Veterans

131 veterans were supported, with over 700 welfare calls made during the Covid restrictions. 649 activity packs relieved the boredom of lockdown and reminded our veterans that they had been remembered. The packs were themed around celebrations such as Christmas and Easter, spring-time bulbs for the garden, and a very special Afternoon Tea delivery for Remembrance weekend (with support from Morrisons).

> *Normally I don't get any Christmas cards, I now have three and I have put them on the shelf over the fireplace and I keep looking at them knowing someone cares about me. I have put the present away to open on Christmas Day.*
>
> Recipient

Health and Wellbeing services (continued)

Services for Veterans (continued)

The setting up of the Vets in Sheds service was postponed as the Sheds were closed to all service users.

During the third lockdown, some veterans were supported to access their Covid-19 vaccinations and a trial of virtual coffee mornings was begun.

> *I felt so loved, it made me feel very blessed and special. It really meant so much that people had thought to do it.*
>
> Remembrance Day recipient

> *I feel so lucky, I was only thinking the other day that I will not get an Easter egg this year as I have no one to buy me one. It would have been the first time in my eighty-odd years. You have made my day.*
>
> Easter gift recipient

Plans for 2021-22:

- Set up a veterans specific walking group when government restrictions allow
- Set up the Vets in Sheds service when government restrictions allow

Best Foot Forward

Covid-19 restrictions meant that our popular Best Foot Forward walks were suspended for the whole reporting period.

We secured funding from the Sport England Tackling Inequalities Fund through Active Partners Trust to restart the walks in the second half of 2020 but the second lockdown and local tier restrictions halted the restart. With the agreement of the funders, this funding was used to pilot the One Step at a Time project. A further application to Sport England through the Return to Play small grants scheme, supported by Active Partners Trust, was successful and walks will be restarted in the next reporting period as soon as government restrictions allow.

Plans for 2021-22:

- Restart walks as soon as government restrictions allow

Falls Prevention Classes

Funding was secured from Sport England (Tackling Inequalities Fund) to expand the provision of our weekly Falls Prevention classes. These classes are for those over 65 who are unsteady on their feet and have either fallen or are worried that they are going to fall. Scheduled classes were cancelled and 23 participants switched to a weekly exercise video. This was supplemented with emails, text messages and regular phone calls, which served to ensure that participants still felt part of the group. A monthly list of suggested activities was sent to everyone, including those without internet access, to help with their mental and physical wellbeing. Funding allowed us to purchase 5 tablets, to encourage some participants to become more digitally included. Sport England were so impressed with the outcomes of the project that they requested our participation in a promotional video to highlight the impact of their funding programmes.

> ***"After a garden mishap I wanted to say how I put to use your teaching on a controlled and steady crawl over rocky areas and steps with added strength and was able to get up on my own. I know it really helped."***
>
> Participant

One unexpected outcome was a 72-year old participant who used his new tablet and technological experience to fast forward his plans to start his own business via Zoom.

One Step at a Time

Active Notts approached us to be the lead organisation in this pilot project, designed to help people who had become anxious, frail and/or afraid to leave their house as a result of Covid-19 restrictions within the Beechdale suburb.

The project connected the voluntary and statutory sector and supported some of the most isolated and vulnerable residents in the City and County with a person-centred, coordinated programme of walks and talks right from their front door. Funding ultimately came from City Care via the Sport England Tackling Inequalities Fund. Other community partners included Evolve.

Plan for 2021-22:

- Continue to establish the scheme in the south Notts area – Gedling, Broxtowe and Rushcliffe

Community Volunteering Project

With 12 months' funding from Notts County Council, we piloted a new approach to volunteering. We created a team of volunteers offering skills, time or resources on a regular, occasional or one-off basis within a defined geographical area, such as a rural village or urban location. This meant that older people who needed support could tap into it in a very local way. The pandemic and the first lockdown delayed the start of the project but eventually, two community support groups were established. These were in Balderton and North Muskham and had a web-based presence on the Help My Street platform.

www.helpmystreet.org/balderton
https://www.helpmystreet.org/north-muskham

Community Volunteering Project (continued)

The Covid-19 community response mirrored our intended project in many ways and created unique challenges for us to overcome. It was hard to engage with local communities to find the right location but the incredible and organic community response generated confidence in the premise.

41 volunteers joined the scheme and completed 57 different tasks.

The scheme was evaluated externally, and results will be available within the next reporting period.

> *"I've benefited from volunteering as I have a sense of purpose, another focus and am doing something important reasonably well. It's rewarding. I enjoy it. It's important to help give something back."*

Plans for 2021-22:

- This project concluded at the end of the reporting period.

Silver Pride

Our active group of older gay and bisexual men was unable to meet during the reporting period due to Covid-19 restrictions but we expect that to change as government regulations change.

Plans for 2021-22:

- Re-establish Silver Pride opportunities to meet and re-open the group when government restrictions allow

Core services

Finance

During the reporting period, all of the finance functions were carried out remotely. Thanks must go to the finance team who not only kept the day to day finances and payroll for the Charity running but also continued with processing shopping receipt payments and income related to the Welfare Service (set up in response to the pandemic). There were an average of 200 shopping receipts processed per week for the first four months.

Judith Southall stepped down as Payroll Adviser and we successfully recruited Sarah Banks to the role. The online payroll system was upgraded to the latest version with additional functionality to improve efficiencies.

Finance (continued)

Task	Number
Customer /Funder Invoices	3921
Supplier Invoices Paid	2667
Accounts Package Transactions Inputted	51694
Welfare Shopping Receipts Processed	5203
Direct Debit Income Collections	2787
Payslips Produced	1164
Staff Travel Claims	233

The planned review of Gift Aid was completed, and processes were streamlined so that the team could successfully work from home.

Plans for 2021-22:

- Training amongst the team needs to be implemented to ensure all tasks can be completed during periods of absence and to enable delegation of tasks by the Finance Lead
- Finance Lead to take on the submission of VAT returns
- A more efficient system for invoice/purchase order authorisation to be implemented

> *"...all the staff at finance are wonderful people and that they are always so polite, friendly, and kind when I call up to pay my bill."*

HR

As ever, the HR department remained busy with various and often complex issues. Although the Covid pandemic changed the way we worked, we still created 21 job vacancies which had to be filled. This activity resulted in 150 applications, 143 applications through shortlisting and 55 people interviewed over 14 days. Interviews were supported by staff teams from the wider charity and almost all interviews were conducted remotely. During the reporting period, 21 new starters and 35 leavers were processed, 68 contracts were changed and 149 DBS checks or rechecks carried out.

Furlough was a big part of the department's activities this year with 22 staff affected. 322 weeks of full furlough and 22.5 weeks of flexible furlough were processed and staff were kept up to date with ever-changing Covid restrictions for their own wellbeing and that of our service users. The team facilitated the organisations of vaccinations for over 30 staff members working in front line roles.

Our staff payment system was upgraded during the reporting period and this will pay dividends in the future in terms of efficiency and reporting mechanisms. Complex processes such as redundancy were also managed and supported during this period as well as providing advice and guidance to managers throughout the charity.

Support for our local Age Concern Friends sits within the HR team but there was less activity in this area during the reporting period due to the closure of most services.

The team ran their traditional Christmas Advent Raffle with donated gifts from Boots and it raised a creditable £400 for the charity. Given that all tickets were sold remotely and we did not have our usual outlets available, this was a great achievement.

> *Thank to each one of you for the professional, sensitive and thorough way in which you have handled this process.*
>
> Senior Manager

> *Thank you for all your help whilst I've been here, from setting up my interview and all the way through my time with Age UK Notts you've been lovely and incredibly helpful.*
>
> Staff member

During the reporting period, the Charity was awarded the Armed Forces Covenant Employer Recognition Scheme Bronze Award 2020.

Plans for 2021-22:

- Fully utilise new ADP reporting options, recruitment and performance modules
- Update contracts of employment to reflect new working conditions post-pandemic
- Review Health and Safety compliance and implement improvement actions
- Complete Managers Training and associated handbook
- Improve use of HR and volunteering analytics to improve future business and operational plans

Volunteering

At the beginning of the first lockdown, volunteering became a national opportunity for people to support their local communities. We benefited from the commitment of local people, both existing volunteers and new ones, throughout the reporting period. This year, more than ever, our volunteers proved to be the backbone of our organisation, enabling us to support local people and we are grateful for their commitment. Our existing work also continued - recruiting permanent volunteers, refining our communications, and sharing best practice across the region.

Key achievements:

- Recruiting and onboarding of 400 temporary volunteers to support the Covid Welfare Service, contributing around 15,000 hours (worth £133,659 if paid at minimum wage)
- We transitioned 150 COVID response volunteers to permanently support the charity
- Conducting 150 DBS ID checks and reference checks on the temporary volunteers who transitioned to become permanent volunteers
- Signing up 120 volunteers to the Oracle (our in-house resource platform)
- Trialling the introduction of volunteer service induction by 'video'
- Continuing to lead the volunteering network of East Midlands local Age UKs, representing the East Midlands region at a national level and working with national to inform best practice in volunteering
- In 2020 Age UK national adopted the use of pin badges, developed at Age UK Notts to reward volunteers' length of service

Key achievements (continued):

- At the end of the reporting period, 427 volunteers remained committed to the charity as permanent volunteers. These volunteers donated 57,500 hours to the charity worth £512,400 if paid at minimum wage. All volunteers in service at Christmas received a small box of locally made fine chocolates as a small token of our gratitude for their commitment.

Plans for 2021-22:

Due to the pandemic, much of what was planned for the 2020-21 year had to be put on hold and has been rolled over for delivery in 2021-22.

This includes:

- Develop and test a mechanism to assess the impact of volunteering on the service users, charity and the volunteer themselves
- Develop a feedback form to 'temperature check' feelings and experiences post-pandemic, in preparation for a full Volunteer Satisfaction Survey in 2022
- Review and implement the planned Volunteer Reward and Recognition scheme in January 2022

> *"I just wanted to say thank you for your letter and the 2 year certificate and pin badge - a lovely surprise when I opened it and such a nice thing to receive :-)"*
>
> Volunteer

> *"You do realise that I see you as being The Oracle within Age UK Notts for your encyclopaedic knowledge. Thanks for all your support and energy."*
>
> Colleague

FACT – Fundraising, Communications and Training

Fundraising – see Income Generation Activities (page 29)

Communications

Without face-to-face communication, our digital platforms have proved more important than ever, and we made full use of them with some very encouraging results. Our staff resource was reduced, and we had some staff changes. This was both a challenge and an opportunity to review our processes and to explore how we could work more effectively. A busy recruitment round in September 2020 brought a new dynamic to the team and opened up some exciting new means of communicating with each other and the outside world. We also developed user-friendly Social Media Guidance for staff to use. This empowers them to have a voice on our social media platforms, which will increase the volume of posts.

We were conscious of our responsibility to help people cope with the restrictions imposed by lockdowns. We shared messages about mental health, activities, and services, both on offer from the wider community and us. We shared messages about the virus itself and signposted people to trusted sources of information and advice. We also shared impact stories and celebrated our successes.

Many of our engagement statistics showed impressive increases in this increasingly digital world and we are looking at ways in which we can capitalise on this to increase our reach within our current resources in the next reporting period.

Our content on social media and website platforms was more engaging and this brought more users and better click-through rates.

- 30% increase in users from social media
- 11% increase in website users
- 97% increase in Instagram followers
- Increased readership for Local and Inside Loop e-newsletters
- Increased click-through rates for e-newsletter articles

We used our social media platforms and website to run a Trustee recruitment campaign in March 2021. We were successful in recruiting 5 new Trustees from a pool of 9 applicants (subject to acceptance at the AGM in September 2021). This was the first time that we had used an open recruitment method for attracting new Trustees and it was the basis of a case study for a local solicitor's blog (to be published in May 2021).

Online Training

Online training continued to be the bedrock of induction and ongoing development. 709 courses were completed during the reporting period.

We continued to generate some income from the sale of licenses to other brand partners.

The online training platform also enabled us to add updates to policies and check on compliance and we continued to develop online courses looking at a variety of topics such as Effective Time Management and Communication.

Online Training (continued)

Staff undertook a variety of specialist training (delivered externally to the organisation) relevant to their roles including Physical Activity for Cardiac Prevention and Rehabilitation, Certificate of recognition for LD & Autism Awareness Training, and Level 3 - Fuel Poverty and Paying for Fuel (3 credits).

Other Training

'Mental Health For You' training was open to all staff (but not mandatory) and 56 staff took advantage of this opportunity. The half-day course was delivered by Zoom and covered ways in which staff could manage their mental health in light of all the challenges we faced during the reporting period. We also planned a shortened version of the training for volunteers to be delivered in 2021.

Zoom was also used to host all-staff team meetings as there was no opportunity to hold our usual staff conference during this reporting period.

Our skills improved a lot and staff were pleased to have the chance to see their colleagues.

Plans for 2021-22:

- Develop a more video-based approach to raising awareness and promoting services
- Redesign the staff/volunteer induction into a web-based modular programme
- Continue to host all-staff meetings quarterly via Zoom

ICT Services

Cybercrime remained a challenge throughout the reporting period and effective maintenance of our systems was a high priority, especially with the move to Working From Home. We purchased more equipment to enable staff to work more effectively from home and informed everyone regularly on the importance of maintaining updates and preventing viruses in their new working environment.

We implemented additional changes to scan internet traffic without affecting anyone's privacy (to comply with GDPR rules) and implemented yet more new features that Microsoft released in Microsoft 365 to help us monitor and protect our resources.

Teams became incredibly important in keeping people connected and enabling team and all-staff meetings and this proved successful. It wasn't as good as meeting face to face but it helped all staff to feel part of the wider team.

Cybersecurity training was undertaken by all staff and we will expand that training in the new reporting period.

Towards the end of the reporting period, we began to make plans to move the servers from Bradbury House as part of our exit strategy to the Sybil Levin Centre.

Data Protection

Data Protection and Information Security policies were reviewed and redrafted to accommodate new Working From Home protocols. Staff completed online training on these policy changes. Development was deferred until the next reporting period due to the assumption of Chief Executive Officer duties by the Data Protection Officer. This will include managers' training on data protection processes and data protection audits.

Plans for 2021-22:

- Review of all data protection policies and procedures (especially in light of the transition to home working)
- Cyber training to be completed by all staff and volunteers with an '@ageuknotts.org.uk' account
- Managers training on data protection processes
- Data protection audits to be carried out across all departments
- Ensure transition to new server location is safely completed

Estates, Compliance and Resources (ECR)

As part of our Covid-19 response, all our buildings were closed to the public. Managers opened the building for one day per week to allow staff to access office-based services but, otherwise, all staff worked from home throughout the reporting period. Risk assessments were carried out for the use of buildings and each space was provided with a supply of PPE and sanitiser. The office layouts were changed where relevant to encourage social distancing and access controlled by the key-holding manager to prevent overcrowding.

At the end of the reporting period, the Board of Trustees decided to sell the Bradbury House and Peachey Street campus and to make working from home the norm. Alternative city centre premises with public access will be found in the next financial year.

Plans for 2020-21 included the development of a schedule of works for a newly appointed Handyperson. This was initially successful but there was no need for a handyperson when the buildings were closed. The Handyperson left and was not replaced.

Refurbishment of the Bradbury House reception area was progressed to some degree. This was put on hold once the buildings closed and no further work took place.

Significant exploration and remedial work took place towards the refurbishment of meeting room 4 but this was cancelled once the building was closed.

Plans for 2021-22:

- Carry out essential repairs and improvements at the Sybil Levin Centre before it reopens for daycare
- To oversee the sale/vacating of Bradbury House and Peachey Street as remote working becomes the new normal, and to establish a smaller city centre site which will offer services to older people

Older People's Advisory Group (OPAG)

The pandemic response required us to cancel the majority of meetings we had planned for OPAG during the reporting period. In September 2020, we spent some time discussing the future of the group and devised a relaunch plan. Over the subsequent months, we drew up a recruitment plan, developed an application pack to broaden our membership and identified places to advertise the vacancies.

The recruitment plan will be launched early in the next reporting period. We aim to have a group of around 12 members which will ensure we continue to represent the voices of older people across the City and County.

Plan for 2021-22:

- Complete recruitment round to refresh membership and revitalise action plans

Income Generation Activities

Fundraising

The total raised across the fundraising department was £354,046. We are deeply grateful to everyone who left us a legacy, made a regular or one-off donation, or chose us as their Charity of the Year (thanks, Notts County Football Club!).

Community fundraising was impacted by the pandemic and our communities still kept us close to their hearts and raised funds for us. This included £653 from Lings Bar Hospital as a result of an 84-mile stationary bike ride. Donations also came from grateful clients in the Welfare Service and other individuals to help us support local people. We were unable to carry out any community talks in this reporting period but there are extant invitations for the next reporting period. Online giving dramatically improved and we raised over £5,000 through the various platforms (a 334% increase on the previous year).

It was a very productive year for corporate relationships. As well as financial donations to support the Welfare and wider services, we also had staff on furlough offer their support plus donations in kind – hygiene packs, toiletries, sweet treats and hamper contents. All of this support truly helped older people to feel that they weren't forgotten at this most challenging of times.

The Fundraising Director was not replaced upon retirement but the responsibilities were added into the Innovations and Communications role. Our teams continued to do their best to raise funds and our HR team raised creditable £400 from a staff raffle. Our communities donated items to our shops, even during the lockdown periods and our thanks go to them for the future income generation this will support.

We are grateful to the following organisations for their Covid-19 related donations: Muslim Hands, Awards for All, Experian, Capital One, Severn Trent Water, Siebel Charity, Age UK, Boots Charitable Trust, Mary Potter Trust, Jessie Spencer Trust, Persimmon Homes, Nottingham Forest Football Club, Mary Robertson Trust, and the Big Lottery.

Charity Shops

Like all non-essential shops, we were required to close our doors in late March 2020 and we did not open them again until June. Two further lockdowns and tier restrictions necessitated further closures. We accessed the furlough schemes for affected staff and we also applied for the business support grants which contributed £62,919 to the overall income.

We developed a contact-free donation system and were able to continue collecting items in our West Bridgford shop. This proved very popular even throughout lockdown 3, ensuring a good supply of stock for the shop into the next reporting period.

We made more use of auction houses for extraordinary or quirky donations and we collected a net total of £503 as a result of that activity until Covid-19 restrictions forced the closure of the auction houses again.

During the latter months of the reporting period, we allocated some staff time to set up an ebay shop. This was more challenging than expected but we achieved our first sale and full roll-out will take place early in the next reporting period.

Plans for 2021-22:

- Develop new marketing messages based on sustainability and individuality to capture an increasingly competitive market
- Launch house clearance service in September 2021 to build another income stream and bring additional stock into shops
- Continue to develop our eBay shop to expand sales and build revenue stream to at least cover staffing costs

Age UK Business Directory Ltd

During the reporting period, we continued to run our own Business Directory for Nottinghamshire traders and those in other areas (Birmingham, Leicestershire, Derbyshire, and Northamptonshire). We took over the London Directory following negotiations in the previous period.

Across the range of directories, there was a small drop in numbers of companies (12) but the AUBD team worked hard on recruitment and retention to minimise those losses. The budget forecast was reduced slightly in the year but we were close to achieving the goal which is a testament to the hard work of the team. Several obstacles were faced, including confusion over lockdown rules, changes in activity levels for different trades depending on Covid-19 restrictions, and materials shortages to name but a few. The team achieved a 15% conversion rate from enquiry to sign up and retained almost all our existing businesses. A full-time administrator was appointed in August 2020.

We created a package of measures to support traders such as reduced membership fees and admin charges and free periods to accommodate lockdown restrictions. We added a Covid-19 guidance section to our website to provide another source of information to traders.

Social media activity was stepped up across all platforms and stories from Nottinghamshire traders were included in our e-newsletters to help promote awareness of the Directory. The planned sales pack was introduced and proved useful.

The people who used our Business Directories continued to be impressed by the service offered by tradespeople:

> ***Very good friendly, fast service. Came out same day to do repairs. Felt safe and would call again if any more jobs need doing.***
>
> Client feedback

> ***I cannot praise this company enough. They were prompt, professional and did an amazing job. They were kind with my mum and we could not be happier with the work. Highly recommend.***
>
> Client feedback

Plans for 2021-22:

- Implement enhanced marketing plans – to include 2 e-newsletters per year, a team video to share with members and additional upgrades to the sales pack
- Grow membership by 10% (19 companies)

Sybil's Homemade

With the closure of our Sybil Levin Day Care Centre and government instructions related to reducing the spread of Covid, we decided to close down the Sybil's Homemade service and no trading took place during the reporting period.

Men in Sheds

Men in Sheds was compelled to close its doors during the reporting period and no sessions were delivered. We recognised the impact this was likely to have on members and set up a 'buddy system' to provide regular contacts from the Directors and co-opted Shed managers to provide some support.

The Sheds benefitted from Covid-19 business support grants which kept them viable during the year of lockdown.

Plans for 2021-22:

- Re-open the Sheds as soon as government restrictions allow
- Review the CIC structure with Directors and members and implement any improvement actions identified

The Lifestyle Centre

Based in the Meadows, and partnered by the Advantage CIC, the Lifestyle Centre operated throughout the reporting period as an essential business, but by appointment only. It continued to offer a vast range of products and services to help with the tasks of daily living, combined with expert assessments, trusted advice, and person-centred solutions to enhance quality of life.

Covid-19 restrictions made it impossible for us to offer rooms for occupational therapy, legal advice surgeries or advice and information sessions.

The Safe and Sound Housing team continued to be based at The Lifestyle Centre but home working greatly reduced the physical presence of staff.

Plans were made to extend the sale of pre-loved donated items into the Mansfield shop but this was put on hold during lockdown 3 and will be activated during the next reporting period.

Plans for 2021-22:

- Build sales opportunities via social media
- Recruitment of an additional director

Our impact

Our Residents' Representative Service (City Care Homes) supported the closure of St Augustine's Court Care Home which provided help to those with very high needs and issues around mental capacity. This was an enforced closure made even more difficult by Covid-19 restrictions. Our support systems were adapted to take place online or via phone meetings to help reach relatives involved in supporting their loved ones. The Residents' Representatives attended a weekly operations meeting with statutory partners to share the views of the families and raise queries promptly. Issues dealt with included safeguarding concerns, understanding different options available, and help to challenge decisions. This support was vital given that almost all visits were prevented by Covid-19 rules.

Support extended beyond closure to provide a vital follow-up service that helped relatives track down missing items or money, and to help people settle into their new homes. A Lessons Learned review particularly recognised the Residents' Representative Service for their work with the residents and relatives at St Augustine's Court Care Home.

Mrs H was impressed with the information she gained from our 'Closing the Door on Crime' scams awareness project. Her confidence in dealing with telephone-based attempts at scams greatly increased.

She has successfully dealt with scams purporting to be about Amazon deliveries and she set up a screening system on her home phone line to reduce the problem. She installed 'No Uninvited Callers' stickers on her door and has seen a decrease in the number of people knocking on her door and posting junk mail.

Mrs H was very pleased with the service and said it was an 'honour' to allow her story to inspire others.

Our services for Veterans did a lot to alleviate the loneliness brought about by Covid-19 restrictions. One recipient told us:

> ***"I want to thank your volunteer for delivering the Easter pack and Egg. I took them to the hospital and we sat and did the crossword and word search together. It was lovely for us to be able to do something together. I read the letter from the little girl to my husband he was moved to tears. She will never know how much her letter has meant to us both... you have given me a happy memory of the time he has been in hospital. Thank you to you all."***

Case study

Mr B was in his eighties and lived at home with his poorly wife on a low income. Like many people, he was the main carer for his wife but also had long term conditions of his own. The layout of their home was causing problems especially as the bathroom was downstairs. Mrs B could only have a bath twice a week with support from a carer. Our Connect team ensured the couple had a care assessment and a lifeline service fitted in case of emergency.

Following a comprehensive benefits review, the couple was awarded Attendance Allowance of £60 per week. A Council Tax exemption was also granted and a further carers' grant of £150 was made. A Carers Emergency card was provided together with information about carers respite. **The couple were delighted** and the additional income and care services made a huge difference to their quality of life.

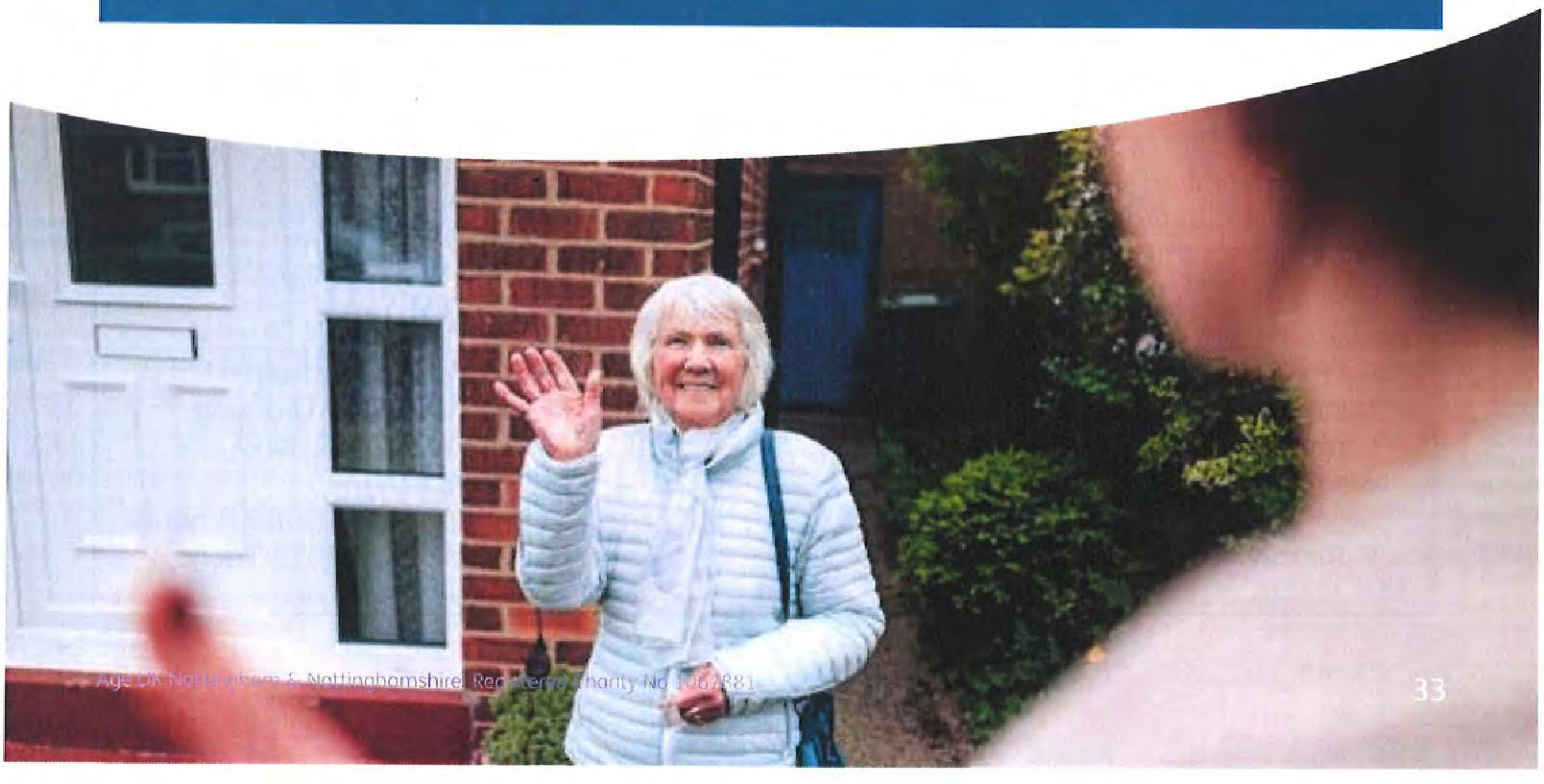
Case study

Our Social Prescribing team helped Mrs X who lives with multiple health conditions which affect her ability to carry out the activities of daily living.

Mrs X needed help with her physical health, mobility, practical support and self-care, and financial support. In addition to those problems she was also burgled. Referrals were made for a mobility assessment and she was helped to make a claim for Attendance Allowance, Pension Credit, Housing benefit and Council Tax Benefit. A Blue Badge parking permit was awarded.

The Age UK Notts Warm Homes Hub provided advice about cheaper utility suppliers and added Mrs X to the Priority Services Register. The team also provided advice about home safety and she now has a suitable security system installed, together with new locks on all of her windows.

Mrs X is now much more financially secure and feels safe and secure in her home again. She knows we are here to help in the future, if she needs it.



Review of Key Aims 2020-21

Area and actions	Achieved?	Outcome
• Fully implement Rewards and Recognition scheme • Roll out work placements for year 10 students • Develop Volunteer Impact Measures Survey • Create new task-based home visiting volunteer opportunity	Volunteering	Not completed due to implementation of Covid volunteering systems and other government restrictions
• Identify and secure new venues for our footcare service • Expand volunteer footcare 'meet and greet' role	Health and Wellbeing	Now have 6 venues and meet and greet planned for re-start when restrictions allow
• Seek extension or replacement contract from commissioners	Connect	Service extended to July 2022
• Retail Gift Aid to be reviewed • Continue to streamline processes to enable more home working in the future	Finance	Home working successfully implemented within finance team (Gift Aid to be reviewed once shops are open again)
• Review all contracts to ensure accuracy and compliance • Complete work on Manager's training and induction	HR	Some contracts reviewed for accuracy and compliance Some work carried out around Managers training and induction
• Additional manager-level training on data protection processes and procedures • Complete data protection audits across the whole charity	Data protection	Not completed due to Covid working practices
• Recruit volunteer Handyperson • Complete revamp of Bradbury House Reception Area • Refurbish Meeting Room 4	Estates, Compliance and Resources	Handyperson recruited but no longer needed during lockdown restrictions Revamps and refurbishments cancelled due to lockdowns and work from home

Review of Key Aims 2020-21 (continued)

Area and actions	Achieved?	Outcome
• Embed skills and service within all GP practices • Continue to provide staff development opportunities to support new cohorts of service users • Seek confirmed extension of services in remaining 3 PCNs beyond December 2020	Social prescribing	We retained 4 out of 6 PCN areas and the service was embedded within all surgeries. Contracts were extended in all 4 PCNS for a further 3 years. We worked with the PCNs to improve referral rates for younger people.
• Increase the value of online giving by 20% • Redefine the fundraising function • Establish more regular placements for news items and free advertising	FACT	Fundraising function was incorporated into the Innovations and Comms role 2 regular editorial opportunities found (Keyworth and Cotgrave) Online giving improved by 334%
• Increase membership numbers by 10% • Review and expand AUBD website • Expand geographical areas of operation	AUBD Ltd	Membership was not increased by 10%. The areas of operation were expanded to include London and the website revamped as far as possible
• Implement the Dementia Strategy	Charity wide	To train identified staff to SPECAL coach and practitioner level. Reviewed the delivery of carers support meetings at the Sybil Levin Centre and agreed on future provider. Ensured a high level of dementia expertise within the charity. Carried out a dementia friendly lighting audit at the Sybil Levin centre and invested in Dementia friendly lighting

Action plan summary 2021 - 2022

Worry Catcher Services	Embed the service within the Multi-Disciplinary Teams Continue to facilitate access to services to improve patient experience
Footcare Service	Positively promote new age criteria eligibility Resume 'meet and greet' service to improve social aspects of the service
Patients' Representative Services	Continue to deliver the service extension at Lings Bar Hospital Continue to embed remotely delivered services within the ward teams to improve patient experience
Sybil Levin Specialist Day Care Centre	Reopen as a specialist SPECAL day centre in September 2021
Information, Signposting and Advice Services	Expand advice provision into new and appropriate venues to reach more of the different population demographics Expand advice provision across a holistic range of needs Establish ISA services within new City Centre premises
Safe and Sound Services	Continue to deliver Scams Awareness using Police and Crime Commissioner funding Focus on maximising registration to the Priority Services Register
Connect	Continue to run the service within the extended contract period Participate in the development of the Strength Based Approach pilot with Nottinghamshire County Council
Social Prescribing	Increase referrals to achieve targets and expand the team
Befriending	Explore and implement paid-for service options
Veterans Services	Set up a veterans specific walking group Re-establish the Vets in Sheds provision
Best Foot Forward	Restart the full range of walks
One Step at a Time	Expand the project into the South Notts area
Silver Pride	Re-establish the group and re-open meetings
Finance	Complete job shadowing training to provide cover for absences and holidays Finance Lead to assume responsibility for VAT returns Implement more efficient system for invoice/PO authorisation
HR	Fully utilise ADP reporting systems Update employment contracts to reflect working from home requirements Review Health and Safety compliance and implement improvement actions Complete managers training and associated handbook Improve use of HR and Volunteering analytics to inform business and operational plans

Action plan summary 2021 - 2022 (continued)

Volunteering	Develop impact assessments for volunteers, service users and the Charity Produce and roll-out a feedback mechanism to assess volunteer Covid experience Review and implement the Volunteer Reward and Recognition scheme in January 2022
FACT	Expand the use of videos to promote and raise awareness of services Redesign induction to become a modular online course
ICT / Data Protection	Review all Data Protection policies Roll-out cyber training to all staff and volunteers with an '@ageuknotts' email address Roll out training for managers on Data Protection processes Data Protection audits to be carried out across all departments Ensure transition to new server site is completed
Estates, Compliance and Resources	Oversee repairs and improvements to Sybil Levin Centre prior to opening Oversee exit from Bradbury House and Peachey Street and establish new City Centre premises Create office hubs across the estate to facilitate hot desking and staff meeting spaces
OPAG	Recruit new members and refresh Terms of Reference
Income generation	Launch House Clearance service in third quarter Develop new marketing messages for shops to bring in more customers Continue to build ebay shop and other online opportunities to expand income generation sources
AUBD Ltd	Implement enhanced marketing options to at least maintain retention rates Boost membership by 10%
The Lifestyle Centre	Recruit an additional Director Explore online sales opportunities to boost revenue Explore opportunities to provide other community-based services
Men in Sheds CIC	Complete review of governance structure prior to reopening the Sheds when restrictions allow

Structure, Governance and Management

Age UK Nottingham & Nottinghamshire (Age UK Notts) is an incorporated charity. It is registered as a Charity with the Charity Commission and registered as a Company with Companies House. We can trace our roots back to 1942.

Our governing document is the Memorandum and Articles of Association. These were adopted when the Charity incorporated on 27th October 1997.
These were last reviewed in September 2019. We have 3 subsidiary companies:

- Age UK Local Trading Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 2nd March 1995. Age UK Local Trading Ltd did not trade in this reporting period and will be made dormant in the next one
- AUBD Ltd – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 9th October 2007
- Age UK Notts Men in Sheds CIC – its governing document is the Memorandum and Articles of Association adopted upon incorporation on 11th December 2018

There is a United Direction order in place which means the **George Henry Francis Payling's Charity** continues to hold its charity status (in line with the order made by the Charity Commission dated 26th June 2009). Age UK Nottingham & Nottinghamshire is the Trustee of the Payling's Charity.

Appointment of Trustees

The Charity is governed by a Board of Trustees, which normally has 9 members. Trustees are elected by Members of the Charity and serve a 3-year term of office.

The Board may appoint persons to fill casual vacancies which occur during the year amongst the elected Members of the Board; appointments, which terminate at the end of the term for which the original member was elected.

5 new Trustees were recruited at the end of this period following our first open recruitment process. We used our recruitment channels, including our website and social media and received 9 applications from which we interviewed 7 people and appointed 5 new Trustees. This was so successful that a firm of local solicitors asked if the activity could be profiled in his blog as a positive example of open recruitment.

Induction and Training

New Trustees undertake our Trustee Induction Programme to brief them on:

- Legal obligations under charity and company law
- Charity Commission guidance
- Understanding the Memorandum and Articles of Association
- Our Strategic and Business Plan
- Recent financial performance of the Charity

Training needs are periodically reviewed for all Trustees, and they are encouraged to attend appropriate training courses where these will facilitate their role. All Trustees complete the following mandatory courses:

Structure, Governance and Management (continued)

- GDPR
- Conflict of Interest
- Confidentiality and Consent
- Equality and Diversity
- Disciplinary and Grievance
- Financial management (for Trustees' action and signatures on bank accounts)

Strategic Direction and organisation

The Board of Trustees administers the Charity and sets the strategic direction. The Board meets at least every other month. It delegates day-to-day operations to the Senior Leadership Team within the Charity, as defined within various policies, procedures and the Scheme of Delegation approved by the Board. Information flows between the Board of Trustees and the Senior Leadership Team and is augmented by the Finance Committee which began to meet regularly following agreement of the Terms of Reference during January 2018. The Customer Focus Committee was disbanded following a review during the reporting period because of system improvements elsewhere across the Charity.

Related Parties and Co-operation with Other Organisations

None of the Trustees received any remuneration or other benefit from their work with the Charity. Any personal interest of a Trustee, member of staff or volunteer (financial or otherwise) must be recorded in the Register of Interests where they could reasonably be deemed to potentially conflict with any work undertaken. The Senior Leadership Team are asked to disclose any such conflicts at the beginning of each management meeting.

The Charity's relationship with Age UK (the national brand partner) is governed by a legal agreement setting out how we work together. Age UK and all brand partners undertook a review of that legal agreement during the reporting period, but no date was set for any potential changes to be made.

We are a member of the Age England Association (AEA) which supports around 130 local Age UKs across the country. We also participate in the East Midlands regional Network of local Age UK brand partners which meets quarterly. Themed working groups such as Income Generation also meet outside of these quarterly meetings and participation in regional work gives other managers opportunities for training and development. The Regional Network is currently Chaired by Andrew Storer, a Chief Executive from the East Midlands Network. We are linked to the Executive Committee of the AEA through Katy Pugh, a Chief Executive from the East Midlands Network.

The Charity's wholly-owned subsidiary, Age UK Local Trading Ltd, did not trade during the reporting period. The 90%-owned AUBD Ltd made a surplus which was used to reduce the loan made by Age UK Notts when the company was first set up.
The invoice from VISAV was fully paid and they will now receive a share of the profits in future reporting periods.

These two subsidiary companies were established to undertake non-charitable trading and work outside the Charity's area of benefit. Age UK Notts Men in Sheds CIC will donate 100% of their profits to the Charity.

Structure, Governance and Management (continued)

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a Scheme dated 26th June 2009. Its object is the relief of elderly persons resident in the area of benefit, which is the area falling under the authority of Mansfield District Council.

Pay policy for staff

The pay of senior staff is reviewed annually and benchmarked against pay levels in other charities of a similar size run voluntarily, including other Age UKs.

The Board of Trustees (who are also the Charity Directors) and Executive Management Team comprise the key management personnel of the Charity (listed under our Directors, Trustees and Officers section). All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 23 and 25 to the accounts (page 82).

No Director of Age UK Local Trading Ltd or AUBD Ltd received any remuneration from the companies in the reporting period.

Risk Management

At the end of the reporting period, we had 121 risks on the register (124 in the previous period).

We continued to take a robust approach to the identification, minimisation, and elimination of risks across a range of areas. Each risk was given an Impact and Probability rating and actions identified to mitigate or eliminate risks.

A Risk Management Schedule was drawn up and each manager allocated an area to consider at monthly risk meetings with the Chief Executive attending every meeting to ensure continuity. The Senior Leadership Team reviews risks at their monthly meetings. The Board reviews existing and new risks at each meeting. We test our responses through our Business Continuity Plan and work through consequences to identify areas for improvement.

We managed internal and external risks. Internal risks come from funding contracts beginning and ending, staff, volunteers, operations, and reputation. External risks come from national and local policies, economic downturns, and political uncertainty. 2020 also brought the pandemic which cut across both internal and external areas and affected every aspect of our working lives – see pages 8 to 10 for our Covid Response Statement.

- We activated our Business Continuity Plan for the whole of the period in response to the changes wrought by Covid-19.
- We regularly reviewed our Emergency Preparedness Plan (as part of the wider local authority response)
- Great Britain left the EU at the end of December 2020 but there has been little impact on rules and regulation so far and the economic impact is intertwined with the impact of Brexit. In the wider community, older people were affected by labour shortages in health and social care and the absence of plans from government which increased their need for support from local authorities and organisations like ours – we saw a 25% increase in the number of people calling to seek help from our Information, Signposting and Advice teams, for example
- Our Covid-19 response is summarised on pages 8 to 10

Structure, Governance and Management (continued)

We continued to monitor issues around low-interest rates and low returns on investment, reputational risks, ICT threats, and the impact of issues within other organisations which can impact the wider charity sector.

Clarification of the compensation package from Age UK upon the closure of the trading arm was received.

Trustees Responsibilities in Relation to the Financial Statements

The Charity Trustees (who are also Directors of Age UK Nottingham & Nottinghamshire, for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Trustees are required to prepare financial statements for each year which gave a true and fair view of the state of the charitable company and the Group, and of the incoming resources and application of those resources (including income and expenditure) of the charitable group for that period. In preparing the financial statements, the Trustees are required to:

- Select suitable accounting methods and apply them consistently
- Observe the method and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed (subject to any material departures discussed and explained in the financial statements)
- Prepare the financial statements on the going concern basis (unless its appropriate to presume the charity will continue in business)

The Trustees are responsible for keeping proper accounting records that disclose (with reasonable accuracy) at any time the financial position of the Charity and Group, and hence taking reasonable steps for prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included in the charitable company's website.

Statement as to Disclose to our Auditors

In so far as the Trustees are aware at the time of approving the Annual Report

- There is no relevant information (being information needed) by the auditor in connection to preparing their report, of which the group is unaware,

and

- The Trustees, having made enquiries of fellow Directors and the Group's auditor that they ought to have individually taken, have each taken all steps that s/he, they is/are obliged to take as a Director in order to make themselves aware of any relevant audit information and to establish that the auditor I aware of the information.

Charity Governance Code

The Trustees continued to review governance of the Charity and Group in accordance with the Charity Governance Code for larger charities. It continued to believe that good governance is fundamental to our success as a charity. We enhanced our Trustee recruitment protocols to ensure we had the range of skills needed to meet good governance requirements, now and into the future.

Our Trustees continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness, and accountability.

Trustees Responsibilities in Relation to the Financial Statements (continued)

Thank you

In concluding the Trustees Report, we would like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, health trusts, local authorities, and other bodies who supported us financially or in-kind during this last and most unprecedented year. We could not have achieved the outcomes and impact listed in this report without that support.

We send particular thanks to our staff and volunteers (existing and new) who stepped up so quickly and with such commitment to enable us to play our part in the magnificent response to the Covid-19 lockdowns. Whether in a back-office support role or directly supporting older people, everyone made an enormous contribution to our overall effectiveness.

We thank the Charity's Trustees for the time, expertise, and knowledge they bring to the governance of the Charity. Thank you to the OPAG Board members (our non-Trustee members) who not only oversee our work but also provide links with groups and bodies external to the Charity that also support older people. Our particular thanks go to Neil Williamson who sadly passed away during the reporting period. A non-Trustee member, he gave countless hours over many years to support our Charity. Thank you also to the Directors of our subsidiary companies who volunteer to oversee this area of our work.

Our Senior Managers continued to work tirelessly to effectively manage the Charity, ensuring our resources were deployed to the best effect to enhance the quality of life, health, and wellbeing of older people across the City and County. The year was particularly challenging in managing the sudden transition to home-working and the additional strains this placed on the management team, as well as the staff themselves. Social Care still did not receive the attention it needed and the impact of the lockdowns and Covid-19 restrictions was powerfully felt by older people. The Senior Team's careful husbandry of resources and ability to build effective networks and relationships with commissioners and corporate partners continued to be an important part of our management philosophy.

We are proud of our achievements during the reporting period but we know that the impact of the past 12 months on older people and our wider society cannot be underestimated. We anticipate future challenges with a willingness to continue to work hard to deliver high-quality services that meet the needs of local older people and their families.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)) and in accordance with the provisions applicable to companies entitled to smaller companies exemption.

By order of the Board of Trustees

Di Trinder & Michelle Elliott
Joint Chief Executives

Sheila Wright
Chair of Trustees

Recurring Financial Policies and Procedures

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that services for certain services are appropriate and that any charges should be related to the ability of an individual to pay charges. Certain services should always be provided free of charge and that, where charges apply, discretion is important to ensure service users are not denied a service because of their inability to pay.

We continued to be mindful of these principles and sought to minimise the cost of charges for care and support services whenever we could. Potential service users were always made aware of any applicable charges in advance of delivering the care or support. We set aside a discretionary fund which was used to top up payments for services where a potential service user could not pay some or all of the charge. We continued to allocate some of our fundraising income to that discretionary fund. Free or discounted services were normally available to those in receipt of Pension or Council Tax credits.

It remained our policy to review all charges, at least annually, during the budget setting process. Where we deemed it important to offer services for free, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association, the Charity has the power to make any investment which the Board sees fit, provided the Board shall seek (where appropriate) proper professional advice. During the year a further £434,000 was invested within the banking platform which enables funds to be spread between different banks to maximise the income and to ensure protection under the FSCS scheme. The total £680,00 within the platform has been invested in 8 banks each giving £85,000 protection. The Charity's investment policy was reviewed during the year with the appetite for risk being set at Lower Medium which will be used as the guide for longer term investments when they are considered in the future.

Review of plans for 2020-21:

- The Finance and Audit Committee will review investment options, considering all available products - The Charity's investment policy was reviewed during the year with the appetite for risk being set at Lower Medium which will be used as the guide for longer term investments when they are considered in the future

Plans for 2021-22

- The Finance and Audit Committee will look at longer term investment options with a view to obtaining a greater return.

Recurring Financial Policies and Procedures (continued)

Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of:

- Between 3 & 6 months' running costs

(the levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).
The reserve fund will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity as was experienced during COVID-19 or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet the needs of local, older people.

Based on the 2021-22 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board), the total amount required for:

- 3 months' running costs = £634,164
- 6 months' running costs = £1,268,327

Free reserves are calculated as follows:

Total Funds → Less Restricted & Endowment Funds → Less Fixed Assets → Less Designated Funds = Free Reserves

Free reserves as at 31st March 2021 = £875,754 which are within the reserve policy parameters identified above.

Resources of the Charity and the group have been reviewed in light of the Covid-19 pandemic, contract and grant funding will continue at the expected levels, the shops have re-opened and other income generation initiatives will be developed.

The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and group for the foreseeable future. The Trustees are of the view that the Charity and group are a going concern.

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire ('the parent charity') and its subsidiaries ('the group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated and Charity Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 group's and the parent charity's affairs as at 31 March 2021 and of the group's income and expenditure 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Report of the Trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire (continued)

Other information (continued)

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 course of 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees which includes the Strategic Report and the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 42, the trustees (who are also the directors of the parent charity for the purposes 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.

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire (continued)

Responsibilities of Trustees (continued)

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the group and the parent charity which were contrary to applicable laws and regulations, including fraud.

Independent Auditor's Report to the Members of Age UK Nottingham & Nottinghamshire (continued)

Auditor's responsibilities for the audit of the financial statements (continued)

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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

Use of the audit report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.

David Hoose

David Hoose (Senior Statutory Auditor)

for and on behalf of Mazars LLP

Chartered Accountants and Statutory Auditor

Park View House, 58 The Ropewalk, Nottingham, NG1 5DW

Date: 20 OCTOBER 2021

Financial Statements

Consolidated Statement of Financial Activities (Including Summary Income and Expenditure Account) for the Year Ended 31st March 2021	Note	Unrestricted Funds	Designated Funds	Restricted Funds	George Henry Francis Payling's Charity Endowment Fund	Total 2021	Total 2020
		£	£	£	£	£	£
Income and Endowments from:							
Donations and Legacies	3						
Housing Services		11,987	-	53,625	-	65,612	57,624
Advice		15,199	-	5,366	-	20,565	51,474
Advocacy		4,208	-	85	-	4,293	19,114
Health & Wellbeing		6,509	-	80,057	-	86,566	25,014
Core Services		382,845	-	-	-	382,845	139,901
Shops	5	3,035	-	-	-	3,035	17,863
Charitable Activities							
Grants and Service Agreements							
Housing Services	2a	9,985	-	215,752	-	225,737	67,960
Advice	2b	22,630	-	66,948	-	89,578	44,736
Advocacy	2c	247,274	-	-	-	247,274	251,443
Health & Wellbeing	2d	1,015,312	-	205,566	-	1,220,878	1,133,025
Core Services	2e	178,324	-	1,430	-	179,754	92,034
Shops	5	78,829	-	-	-	78,829	-
Rent Receivable		-	-	-	-	-	600
Other Trading Activities							
Merchandising Income	5	48,459	-	-	-	48,459	118,283
Fundraising Income	6	28,919	-	2,647	-	31,566	47,121
Trading Subsidiaries		142,618	-	-	-	142,618	414,452
Fees and Contributions		316,523	-	5,050	-	321,573	413,094
Investments		7,773	-	-	303	8,076	5,698
Other		3,233	-	-	-	3,233	23,347
Total		2,523,662	-	636,526	303	3,160,491	2,922,783
Expenditure on:							
Cost of Raising Funds							
Merchandising Costs	5	130,664	-	-	-	130,664	181,582
Fundraising Costs	6	18,832	-	-	-	18,832	29,377
Trading Subsidiary Costs		106,171	-	-	-	106,171	355,807
Expenditure on Charitable Activities							
Charitable Expenditure	8						
Housing Services		-	-	273,344	-	273,344	155,734
Advice		88,801	-	72,651	2,116	163,568	247,302
Advocacy		186,361	-	113	-	186,474	234,258
Health & Wellbeing		1,251,424	29,858	303,785	-	1,585,067	1,369,292
Core Activities		180,171	36,016	20,607	597	237,391	432,719
Total		1,962,424	65,874	670,500	2,713	2,701,511	3,006,071
Realised/Unrealised Gains/ (losses) on Investments		-	-	-	29	29	(13)
Net Income/Expenditure		561,238	(65,874)	(33,974)	(2,381)	459,009	(83,301)
Transfer between Funds	17	(243,979)	243,979	-	-	-	-
Minority Interest	1	(1,617)	-	-	-	(1,617)	(787)
Net Movement in Funds		315,642	178,105	(33,974)	(2,381)	457,392	(84,088)
Transfer of Trading Subsidiary Funds		-	-	-	-	-	-
Total Funds brought forward		928,477	680,663	231,628	58,741	1,899,509	1,983,596
Total Funds carried forward		1,244,119	858,768	197,654	56,360	2,356,901	1,899,508

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities except Age UK Local Trading Ltd which ceased to trade on 31st January 2020 (see note 21, page 79)

Balance Sheet as at 31st March 2021 Company No.03455485

	Notes	The Group 2021	2020	The Charity 2021	2020
		£	£	£	£
Fixed Assets					
Age UK Nottingham & Nottinghamshire					
Investments	10	-	-	**90**	92
Tangible Assets	9	**525,659**	593,931	**521,926**	591,203
George Henry Francis Payling's Charity					
Investments	10	**11,084**	11,055	**11,084**	11,055
Tangible Assets	9	-	-	-	-
		536,743	604,986	**533,100**	602,350
Current Assets					
Age UK Nottingham & Nottinghamshire					
Stock		**23,914**	24,786	**23,914**	24,786
Debtors	11	**490,457**	514,188	**669,276**	707,932
Cash at Bank and in Hand		**1,412,485**	869,614	**1,399,430**	827,034
George Henry Francis Payling's Charity					
Debtors	11	-	-	-	-
Cash at Bank and in Hand		**46,068**	47,967	**46,068**	47,967
		1,972,924	1,456,555	**2,138,688**	1,607,719
Creditors: amounts falling due within one year	12				
Age UK Nottingham & Nottinghamshire		**170,359**	180,527	**148,225**	146.452
George Henry Francis Payling's Charity	12	**500**	773	**500**	773
		170,859	181,300	**148,725**	147,225
Net Current Assets		**1,802,065**	1,275,255	**1,989,963**	1,460,494
Total Assets less Current Liabilities		**2,338,808**	1,880,241	**2,523,063**	2,062,844
Age UK Nottingham & Nottinghamshire					
Creditors: amounts falling due after one year					
Loans	14	-	443	-	-
Net Assets		**2,338,808**	1,879,798	**2,523,063**	2,062,844
Funds					
Age UK Nottingham & Nottinghamshire					
Restricted	15	**197,654**	231,628	**197,654**	231,628
Designated	17	**858,768**	680,663	**858,768**	680,663
Unrestricted		**1,244,119**	928,476	**1,410,281**	1,091,812
George Henry Francis Payling's Charity					
Permanent Endowment	15	**52,424**	52,424	**52,424**	52,424
Expendable Endowment	15	**3,936**	6,317	**3,936**	6,317
Funds of the Charity	16	**2,356,901**	1,899,508	**2,523,063**	2,062,844
Minority Interest		**(18,093)**	(19,710)	-	-
TOTAL FUNDS		**2,338,808**	1,879,798	**2,523,063**	2,062,844

Approved by the Board of Trustees and authorised for issue on 16th September 2021 and signed on its behalf by:

Director T Brown Director C Darkes

As permitted by S408 of the Companies Act 2006, the company has not presented its own Financial Activities and related notes as it prepared group accounts. The Charitable Company's surplus/ (loss) was £446,070 (2020: (£87,250)) The financial statements have been prepared in accordance with the provisions applicable to companies' subject to the small companies' regime under the Companies Act 2006 and with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

The notes on pages 53 - 82 form part of these financial statements.

Statement of Cash Flows and Consolidated Statement of Cash Flows as at 31st March 2021

Company No. 03455485

	Notes	The group 2021	The group 2020	The charity 2021	The charity 2020
		£	£	£	£
Cash flows from operating activities:					
Net cash provided by (used in) operating activities	18a)	551,773	385,765	568,165	375,118
Cash flows from investing activities:					
Dividends, interest and rents from investments		12,408	12,075	9,472	7,844
Proceeds from the sale of property, plant and equipment		6,500	78,627	6,500	64,000
Purchase of property, plant and equipment		(29,266)	(134,147)	(27,789)	(131,407)
Proceeds from sale of investments		-	-	-	-
Purchase of investments		-	-	-	-
Net cash (used in) investing activities		(10,358)	(43,445)	(11,817)	(59,563)
Cash flows from financing activities:					
Repayments of borrowing		(443)	(1,968)	-	-
Net cash provided by (used in) financing activities		(443)	(1,968)	-	-
Increase (decrease) in cash and cash equivalents in the year	18b)	540,972	340,352	556,348	315,555
Cash and cash equivalents at the beginning of the year		917,581	577,229	889,150	559,446
Total cash and cash equivalents at the end of the year	18b)	1,458,553	917,581	1,445,498	875,001

Group Net Debt

	At 1 April 2020	Cash Flows	**At 31 March 2021**
Cash	917,581	540,972	1,458,553
Borrowings	443	(443)	-

Notes to the Financial Statements
for the Year Ended 31st March 2021

1) Accounting Policies

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee company number 3455485 with its registered office at Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ.

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year. Age UK Nottingham & Nottinghamshire meets the definition of a public benefit entity under FRS102.

The financial statements are prepared in sterling, which is the functional currency of the charity.

a. Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are recognised under the historical cost convention.

b. Consolidation

The consolidated accounts include the audited accounts of the Charity and its subsidiary undertakings Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. A separate statement of financial activities for the Charity is not shown due to the exemption by section 408 of the Companies Act 2006. The surplus/(deficit) dealt within the financial statements of the parent company was 446,070 (2020: (87,250)).

c. Going Concern

The Trustees are of the view that the Charity and group are a going concern (see page 45 of the Trustees Report). There is no material uncertainty in respect of going concern. When considering whether the group is a going concern the Trustees have reviewed the affect that Covid-19 will have on resources.

d. Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS102) are included when they are probable rather than certain as was the case with SORP 2005. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

1) Accounting Policies (continued)

e. Grant Income

The total income from government grants is £69,655 (2020: £26,576) these and performance related service agreement income is included in the financial statements as entitlement arises. Note 2 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2021, there are no unfulfilled conditions attached to grants or service level agreements.

f. Deferred Income

Any income received during the current financial year that relates to funding due for the next financial year is included as deferred income.

g. Fixed Assets

Expenditure on fixed assets has been capitalised and depreciated in order to write off each asset over its estimated useful life at the following rates:

Freehold Property	-	2% and 5% (straight line)
Computer Equipment	-	20% (straight line)
Fixtures and Other Equipment	-	10% (straight line)
Motor Vehicles:		
Vans & Minibuses	-	25% (straight line)
Cars	-	16.67% (straight line)
Leasehold Improvements	-	10% (straight line)

Impairment policy

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset. Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

h. Investment Income

Bank and building society interest are included in the accounts on receipt.

i. Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

1) Accounting Policies (continued)

j. Direct Charitable Expenditure

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis. Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements. Charitable activity costs comprise both direct expenditure, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

k. Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 17.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 15 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

l. Voluntary Help

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. During the year 427 volunteers (2020:402) supported the Charity in a variety of roles, more detail can be found throughout this report.

m. Pension Costs

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

1) Accounting Policies (continued)

n. Operating Leases
Operating leases are charged on a straight-line basis over the period of the lease.

o. Allocation of Funds within Note 7
Core costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 7.

p. Minority Interest
The minority interest relates to VISAV Limited who holds 10% of the issued share capital of AUBD Limited. Any profits or losses of the subsidiary are split 90% to the parent company and 10% to VISAV.

q. Investments and Share Capital
The parent company Age UK Nottingham & Nottinghamshire holds 90% of the issued share capital of AUBD Limited. This investment is held at a cost of £90 in the Charity accounts. The George Henry Francis Paylings Charity holds fund within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 10 for further detail.

r. Stock
Stock is shown at the lower of cost and net realisable value. This includes stock held for resale.

s. Outstanding paid Annual Leave and Sick Leave
All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

t. Debtors and Creditors

Debtors
Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors
Creditors, provisions and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

u. Cash and Cash Equivalents
Cash and cash equivalents include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1) Accounting Policies (continued)

v. Financial Instruments

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

w. Critical Estimates and Areas of Judgement

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 amount due from a legacy will be estimated based on the information provided, to include the executors estimation of the net estate. Where there is a property to be sold within a legacy only accepted offers will be included in the estimation.

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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

2) Grants and Service Agreements

a. Housing

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Nottingham City Council				
Warm Homes Hub	**43,922**	-	3,662	-
E.ON				
Warm Homes Hub	**142,848**	-	11,879	-
Age UK/E-on				
Energy/Handyperson Service	-	**9,000**	-	11,070
Smart Energy GB in Communities				
Safe & Sound	**17,295**	-	21,349	-
Police & Crime Commissioner				
Scams Project	**11,687**	-	-	-
HMRC – Job Retention Scheme				
Safe & Sound (Government Grant)	-	**985**	-	-
Nottinghamshire Fire & Rescue Service				
Safe & Sound	-	-	-	20,000
	215,752	**9,985**	36,890	31,070

b. Advice

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Age UK/E-on/Company Partners				
Benefits Advice	-	-	-	13,144
COVID-19 Advice	**66,251**	-	-	-
Benefits Checks	-	**22,630**	-	15,500
Age UK/Santander UK PL				
Ambitions for Later Life	-	-	14,000	-
Nottinghamshire County Cricket Club				
Advice	**697**	-	2,092	-
	66,948	**22,630**	16,092	28,644

2) Grants and Service Agreements (continued)

c. Advocacy

	2021		2020	
	Restricted	**Unrestricted**	**Restricted**	**Unrestricted**
	£	**£**	**£**	**£**
Nottingham CityCare Partnership				
City Care Home Advocacy	-	**56,331**	-	56,330
Nottingham University Hospitals NHS Trust				
QMC Advocacy	-	**19,908**	-	34,617
Nottinghamshire Healthcare NHS Foundation Trust				
SSRU The Grand Advocacy	-	**78,864**	-	78,864
Sherwood Forest Hospitals NHS Trust				
Kingsmill Hospital Advocacy	-	**48,727**	-	47,540
Nottinghamshire Healthcare Trust				
Worry Catcher	-	**34,944**	-	34,092
MHSOP Hospital Discharge	-	**8,500**	-	-
	-	**247,274**	-	251,443

d. Health & wellbeing

	2021		2020	
	Restricted	**Unrestricted**	Restricted	Unrestricted
	£	**£**	£	£
Nottinghamshire County Council				
Visiting Scheme - Grant Aid (Government Grant)	**16,870**	-	16,870	-
Men in Sheds - Grant Aid (Government Grant)	**8,190**	-	8,190	-
COVID 19 Support Grant	-	**5,000**	-	-
Connect	-	**491,454**	-	497,678
Village Volunteer Taskforce Project	-	**62,002**	-	-
Newark & Sherwood District Council				
COVID 19 Rates Grant Men in Sheds Blidworth	-	**10,000**	-	-
Bassetlaw District Council				
COVID 19 Rates Grant Men in Sheds Worksop	-	**10,000**	-	-
NHS Nottingham and Nottinghamshire CCG				
Integrated Care	-	-	-	84,525
Postural Stability Falls Prevention	-	-	-	41,000
Social Prescribing Service	-	**194,189**	-	97,096
NHS Rushcliffe CCG				
Integrated Care	-	-	-	111,727

2) Grants and Service Agreements (continued)

	2021		2020	
	Restricted	Unrestricted	Restricted	Unrestricted
	£	£	£	£
Nottingham City Council				
Wellbeing at Home	-	**121,028**	-	121,028
Active Partners Trust				
Best Foot Forward	**6,130**	-	-	-
Falls Prevention	**3,300**	-	-	-
Age UK				
MCST Veterans Project	-	-	10,000	-
Veterans Shouldn't Be Forgotten - Suffolk	**9,277**	-	-	-
COVID -19 Welfare Service	-	**41,227**	2,000	-
Age UK/Ministry of Defence				
Joining Forces	**7,257**	-	82,861	-
HMP Whatton Prison				
OPAL Activity Service	-	-	21,464	-
Big Lottery/Awards for All				
COVID 19 Emotional Support	**6,667**	-	-	-
COVID 19 Welfare Service	**100,000**	-	-	-
Business in the Community				
Click Silver	-	-	3,000	-
Nottingham CityCare Partnership				
Footcare Service	-	**41,604**	-	34,072
One Step at a Time	**5,000**	-	-	-
The Veterans Foundation				
Visiting Service	**6,250**	-	-	-
Armed Forces Covenant Fund Trust				
Active Veterans Project	**16,625**	-	-	-
Veterans Should not be Forgotten	**20,000**	-	-	-
HMRC -Job Retention Scheme				
Footcare (Government Grant)	-	**1,937**	-	-
Sybil Levin Centre (Government Grant)	-	**36,871**	-	1,516
	205,566	**1,015,312**	144,385	988,640

2) Grants and Service Agreements (continued)

e. Core services

	2021		2020	
	Restricted	**Unrestricted**	**Restricted**	**Unrestricted**
	£	**£**	**£**	**£**
Age UK				
Supporting Friends of Age UK	-	**4,300**	-	4,300
Retainer	-	**15,000**	-	15,000
Lottery Grant	-	**20,510**	-	20,510
Core Grant	-	**133,712**	-	48,224
HMRC -Job Retention Scheme				
Core Staff (Government Grant)	-	**4,802**	-	-
Age England Association				
Meetings in the East Midlands	**1,430**	-		-
			4,000	
	1,430	**178,324**	4,000	88,034
Total Grants & Service Agreements	**489,696**	**1,473,525**	201,367	1,387,831

Note

The Charity has relationships between all of the above parties who give money via either grants or service level agreements. Each grant or service level agreement has a set term and are reviewed regularly.

3) Donations and legacies

A. Unrestricted funds

	2021	2020
	£	£
Advantage Social Enterprise C.I.C	**5,000**	3,565
Coca Cola Communities Fund	**500**	-
F Barker	**-**	400
R Newton	**-**	4,000
The J N Derbyshire Trust - Health & Wellbeing	**2,300**	2,300
The Late S Blankley	**10,000**	-
The Late E Dawes	**9,237**	-
The Late B M Chenery - Housing	**7,779**	-
The Late B M Chenery - Advice	**7,778**	-
The Late K M Goff	**-**	1,000
The late P D Hutchings	**8,000**	-
Age UK Legacy Share the Late D Hall - Advice	**4,491**	-
The Late E Hallam	**258,503**	121,167
Age UK Legacy Share the Late A Hallsworth - Advice share	**965**	-
The Late E Kemp	**-**	9,200
Age UK Legay Share the Late R King - Housing	**4,208**	-
Age UK Legay Share the Late R King - Advocacy	**4,208**	-
Age UK Legay Share the Late R King - Health & Wellbeing	**4,209**	-
The Late B Morgan	**-**	400
The Late I Nix	**-**	-184
The Late L Cook	**38,020**	-
The Late McGowan	**500**	-
The Late Cutler	**1,000**	-
Age UK Legacy Share - the Late K Fleet	**800**	-
The Late D Osborne	**15,000**	-
Severn Trent Water	**34,285**	-
The Sir John Eastwood Foundation	**2,000**	2,000
Others < £250	**1,965**	7,541
	420,748	151,389

B. Restricted funds

a. Housing services

	2021	2020
	£	£
Safe & Sound (formally Housing Matters)		
The Skerritt Trust	**52,000**	52,000
Foundations Independent Living Trust - Gas Safe	**1,600**	800
The Late M Mayell	**-**	4,673
Individuals	**25**	151
	53,625	57,624

3) Donations and legacies (continued)

B. Restricted funds

b. Advice

	2021	2020
	£	£
Information & Advice and Signposting		
Nottingham St Mary's relief in need Charity	**250**	-
Nottingham Revenue and Benefits	-	179
North Leverton & Habblesthorpe Parish Council	-	50
Anonymous	-	1,000
The Late M Mayell	-	4,673
The Late A Hallam	-	18,264
The Late G Cowthorne	-	400
The Late L Hallsworth	-	7,590
The Payling's Charity	**2,116**	830
The PAPET Trust	**2,000**	2,000
The Jones 1986 Charitable Trust	-	5,000
The Gray Trust	**1,000**	-
	5,366	39,986

c. Advocacy

	2021	2020
	£	£
Individuals	**85**	850
The Late A Hallam	-	18,264
	85	19,114

d. Health & Wellbeing

	2021	2020
	£	£
Integrated Care		
Individuals	-	174
Joining Forces		
Individuals	-	226
COVID - 19 Welfare Service		
Capital One	**23,333**	1,667
Muslim Hands	**17,744**	2,314
Notts County FC	**3,000**	-
Severn Trent Water	**11,820**	-
Persimmon Homes	**1,000**	-
Experian	**5,000**	-
Siebel Charity	**1,000**	-
The Mary Potter Convent Hospital Trust	**2,000**	-
The Jessie Spencer Trust	**1,000**	-
The Mary Robertson Trust	**3,000**	-
The Boots Charitable Trust - Dementia Support	**7,500**	-

3) Donations and legacies (continued)

d. Health & Wellbeing (continued)

	2021	2020
	£	£
Volunteer Prevention		
Individuals	**625**	1,379
Institute of Cemetery & Crematorium Management	-	-
Alternative Adviser	-	8,000
Tesco - Groundwork UK	-	2,000
Connect		
Individuals	**170**	729
Whatton Prison Service		
Individuals	-	322
Whatton Prison	-	147
Men in Sheds		
The Jessie Spencer Trust	**500**	-
Postural Stability Falls Prevention		
Individuals	-	50
Wellbeing at Home		
Individuals		77
	40	
Village Volunteer Taskforce		
RWE Generation UK	**1,250**	77
The Sybil Levin Centre		
Individuals	**675**	1,310
Warburtons Community Fund	**400**	-
Asda Foundation	-	1,119
Screwfix Foundation	-	5,000
Nottingham Legal Services	-	500
	80,057	25,014
Total Restricted Donations and Legacies	**139,133**	141,738

4) Safe & Sound

	2021	2020
	£	£
Nottingham City Council Grant	-	-
Payments to Subcontractors	-	-
	-	-

5) Surplus/(deficit) on shops

	Mansfield	West Bridgford	Online & Auction	Total 2021	Total 2020
	£	£	£	£	£
Income					
Merchandising Income	24,857	23,248	354	48,459	118,283
Donated Stock	2,695	-	-	2,695	12,085
Donation Cash	-	-	-	-	237
Donation - Gift Aid	144	196	-	340	5,541
Charges	-	-	-	-	-
Grant Income	50,320	27,814	695	78,829	-
Other	-	-	-	-	-
	78,016	51,258	1,049	130,323	136,146
Direct and Overhead Expenses					
Purchases	6,162	898	-	7,060	7,531
Donated Stock	2,695	-	-	2,695	12,085
Less Closing Stock	823	-	-	823	1,694
Staff Costs & Volunteer Expenses	23,663	30,003	3,459	57,125	90,756
Rent, Rates and Water	12,318	19,202	-	31,520	28,997
Light and Heat	2,229	959	-	3,188	1,739
Cleaning, Repairs, Renewals and Insurance	1,684	777	-	2,461	4,529
Telephone	892	434	-	1,326	707
Advertising	293	-	-	293	2,700
Depreciation	2,606	994	-	3,600	3,352
Sundry	312	385	49	746	1,014
Other Overheads	7,336	7,974	686	15,996	18,133
Transport and Collection	5,257	220	-	5,477	11,733
	64,624	61,846	4,194	130,664	181,582
Surplus/ (Deficit)	**13,392**	**(10,588)**	**(3,145)**	**(341)**	45,436

Note
The donated stock includes any item with an estimated value of £100 or higher, donated stock with an estimated value of less than £100 is not recorded. A difficult trading year for both shops due to the COVID 19 lockdowns however furlough and local rates grants were received leading to an overall deficit of just £341. The shops contributed a total £22,203 towards the charity's overheads during 2020/21.

6) Fundraising and publicity

	2021	2020
	£	£
Staff Costs	**16,135**	25,428
Postage, Printing and Stationery	**754**	1,713
Advertising and Publicity	**171**	119
Other Costs	**1,772**	2,117
	18,832	29,377

Note
The costs of fundraising are shown as £18,832 (2020: £29,377) with corresponding income of £31,566 (2020: £47,121), it should be noted that fund- raising activity also contributed to the donations and legacies detailed in note 3.

7) Governance costs

	2021	2020
	£	£
Annual General Meeting & Annual Report Production	**8,120**	9,570
Auditor's remuneration	**9,270**	7,977
Audit – bank charges	**114**	882
Board Meetings	**11,866**	12,996
Board of Trustees Expenses & Training	**100**	50
Insurance	**649**	642
Legal and Professional	**-**	-
	30,119	32,117

Overheads are allocated out to the different activities as shown in the table below:

	Merchandising	Trading	Housing	Advice	Advocacy	Fundrais & Fundraising	Grand Total
Governance	£1,064	£1,694	£2,735	£2,317	£3,520	£18,689	£30,019
Finance & HR	£2,538	£4,043	£6,525	£5,527	£8,397	£44,585	£71,615
Information Technology	£868	£1,383	£2,233	£1,892	£2,874	£15,257	£24,507
Contact Hub Core Administration	£1,092	£1,739	£2,807	£2,377	£3,612	£19,178	£30,805
Volunteer strategy and Recruitment	£738	£1,176	£1,899	£1,608	£2,443	£12,972	£20,836
Senior Management Team	£6,570	£10,468	£16,897	£14,312	£21,743	£115,444	£185,434
Total	**£12,870**	**£20,503**	**£33,096**	**£28,033**	**£42,589**	**£226,125**	**£363,216**

8) Total Expenditure

	Staff Costs	Depreciation	Other Costs	**Total 2021**	Total 2020
	£	£	£	**£**	£
Direct Charitable Expenditure	1,755,152	89,924	567,936	**2,413,012**	2,399,127
Fundraising and Publicity					
– shops	55,880	3,600	71,184	**130,664**	181,582
– other	15,916	4	2,912	**18,832**	29,377
Governance Costs	20,022	267	9,830	**30,119**	32,117
Trading Subsidiary Costs	70,929	472	34,770	**106,171**	355,807
George Henry Francis Payling's Charity	-	-	2,713	**2,713**	8,061
	1,917,899	94,267	689,345	**2,701,511**	3,006,071

	2021	2020
	£	£
Staff Costs:		
Wages and Salaries	**1,722,950**	1,942,976
Social Security Costs	**122,275**	131,116
Pension Costs	**72,674**	94,542
	1,917,899	2, 168,634

Note
The pension costs are allocated to activities in the proportion to the related staffing costs incurred.

	2021	2020
	£	£
Other Costs:		
Auditor's remuneration	**9,270**	7,977
Other audit costs	**628**	1,452
Grants - repair works for individuals	**14,270**	6,888
Property Costs	**119,901**	125,062
Travel Costs and Volunteers' Expenses	**51,456**	130,024
Transport / Stock Collection Costs	**9,222**	38,486
Advertising and Office Expenses	**154,730**	157,750
Training	**20,919**	20,889
Legal and Professional	**87,336**	55,144
Miscellaneous	**181,435**	51,440
Trading Subsidiary Costs	**34,770**	108,945
George Henry Francis Payling's Charity	**2,713**	6,764
Donated Stock	**2,695**	12,085
	689,345	722,906

	2021	2020
	No.	No.
0 employee earned between £70,000 and £80,000 p.a. during 2021 (2020: 1)		
0 employees earned between £60,000 and £70,000 p.a during 2021 (2020: 0)		
The average number of **full-time** equivalent employees, analysed by function, was:		
Direct Charitable Services	**51**	54
Fundraising and Publicity	**3**	3
Management and Administration of the Charity	**14**	13
	68	70

The average monthly headcount (full-time and part-time employees) was 91 (2020: 101).
Group key management personnel total remuneration of £184,995 (2020: £220,076) including salary, employer's national insurance and pension contributions is within costs above, page 88 lists the key management for the Group.
As at 31st March 2021 there is no outstanding paid annual leave or sick leave and so there is no liability shown in the balance sheet.

9) Tangible fixed assets

a. The Group

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1st April 2021	83,695	1,237,882	223,899	209,309	114,038	1,868,823
Additions in Year	-	13,326	7,799	8,141	-	29,266
Disposals in year	-	-	-	-	(27,546)	(27,546)
At 31st March 2021	**83,695**	**1,251,208**	**231,698**	**217,450**	**86,492**	**1,870,543**
Depreciation						
At 1st April 2021	17,810	912,790	172,248	130,098	41,946	1,274,892
Charge for Year	8,369	26,244	19,709	17,975	21,970	94,267
Disposals in Year	-	-	-	-	(24,275)	(24,275)
At 31st March 2021	**26,179**	**939,034**	**191,957**	**148,073**	**39,641**	**1,344,884**
Net Book Values						
At 31st March 2021	**57,516**	**312,174**	**39,741**	**69,377**	**46,851**	**525,659**
At 31st March 2020	65,885	325,092	51,651	79,211	72,092	593,931

b. The Charity

	Leasehold Improvements	Freehold Property	Computer Equipment	Fixtures and Other Equipment	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1st April 2020	83,695	1,237,882	201,983	206,030	114,038	1,843,628
Additions in Year	-	13,326	7,799	6,664	-	27,789
Disposals in year	-	-	-	-	(27,546)	(27,546)
At 31st March 2021	**83,695**	**1,251,208**	**209,782**	**212,694**	**86,492**	**1,843,871**
Depreciation						
At 1st April 2020	17,810	912,790	150,332	129,547	41,946	1,252,425
Charge for Year	8,369	26,244	19,709	17,503	21,970	93,795
Disposals in Year	-	-	-	-	(24,275)	(24,275)
At 31st March 2021	**26,179**	**939,034**	**170,041**	**147,050**	**39,641**	**1,321,945**
Net Book Values						
At 31st March 2021	**57,516**	**312,174**	**39,741**	**65,644**	**46,851**	**521,926**
At 31st March 2020	65,885	325,092	51,651	76,483	72,092	591,203

10) Investments

	The Group	The Charity	George Henry Francis Payling's Charity
	£	£	£
Cost and Net Book Value			
At 1 April 2020	11,055	92	11,055
Additions	-	-	-
Disposals	-	(2)	-
Gain on investments	29	-	29
At 31 March 2021	**11,084**	**90**	**11,084**

11) Debtors

	The Group		The Charity	
	2021	**2020**	**2021**	**2020**
	£	**£**	**£**	**£**
Grants Receivable	**132,942**	205,901	**132,942**	205,901
Prepayments	**18,515**	31,415	**17,402**	28,545
Tax Debtor	**-**	-	**-**	-
Other Debtors	**102,952**	137,581	**103,101**	139,306
Amounts due from subsidiary undertakings	**-**	-	**179,783**	194,889
Donations Receivable	**236,048**	139,291	**236,048**	139,291
George Henry Francis Payling's Charity				
Debtors	**-**	-	**-**	-
	490,457	514,188	**669,276**	707,932

Included within amounts due from subsidiary undertakings for the Charity is long term debtor of £173,866 which is due from AUBD Limited, this will be repaid out of future years company profits. It is expected that £15,727 of this will be paid during 2020/21.

12) Creditors: amounts falling due within one year

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Age UK Nottingham & Nottinghamshire				
Accruals and Deferred Income	**161,164**	170,138	**139,030**	136,063
Taxation and Social Security	**9,195**	10,389	**9,195**	10,389
Other Creditors	**-**	-	**-**	-
George Henry Francis Payling's Charity				
Accruals and Deferred Income	**500**	773	**500**	773
	170,859	181,300	**148,725**	147,225

13) Deferred Income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for services due to start on or after 1st April 2021. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31st March 2021

	The Group	The Charity
	£	£
Age UK Nottingham & Nottinghamshire		
Balance as at 1st April 2020	83,936	61,386
Amount released to income earned from charitable activities	(83,936)	(61,386)
Amount Deferred in the Year	107,980	96,595
Balance as at 31st March 2021	**107,980**	**96,595**

14) Creditors: amounts falling due after more than one year

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
VISAV Set up costs	-	443	-	-
Analysis of Borrowings:	-			
Within one year	-	-	-	-
Between two and five years	-	443	-	-
	-	443	-	-

15) Restricted Funds

a. Housing	Balance 1.4.2020	Incoming	Movement in Resources Outgoing	Balance 31.3.2021
	£	£	£	£
Funded by:				
Nottingham City Council				
Warm Homes	-	43,922	42,394	1,528
The Skerritt Trust				
General	17,665	52,000	56,136	13,529
Age UK/E-on/First Utility				
Emergency Housing Fund	2,266	-	856	1,410
E.ON				
Warm Homes Hub	-	142,848	137,851	4,997
Warm Homes Hub Capital Works	-	5,050	5,050	-
General Donations				
Staying Put Hardship Fund	413	-	-	413
Safe & Sound Donations	-	25	25	-
Foundations Independent Living Trust				
Gas Safe	735	1,600	2,050	285
Smart Energy GB in Communities				
Safe & Sound	-	17,295	17,295	-
Police & Crime Commissioner Fund				
Scams Project	-	11,687	11,687	-
Housing Total	**21,079**	**274,427**	**273,344**	**22,162**

15) Restricted Funds (continued)

b. Advice	Balance 1.4.2020	Incoming	Movement in Resources Outgoing	Balance 31.3.2021
	£	£	£	£
Funded by:				
The Payling's Charity				
I&A for Individuals Living in Mansfield	-	2,116	2,116	-
Help the Aged/Age UK				
Advice Service	159	-	53	106
Department of Health				
Direct Payments	74	-	74	-
Age UK				
Age Resource Information & Advice	10	-	10	-
Age UK/E-on/Corporate Partners				
COVID-19 Advice	-	66,251	66,251	-
PAPET Trust				
Signposting	-	2,000	2,000	-
Nottinghamshire County Cricket Club				
Advice	-	697	697	-
General Donations				
The Gray Trust	-	1,000	1,000	-
Nottingham St Mary's in Need Charity	-	250	250	-
Contact Hub Fundraising	-	200	200	-
Advice total	**243**	**72,514**	**72,651**	**106**

c. Advocacy

	Balance 1.4.2020	Movement in Resources Incoming	Outgoing	Balance 31.3.2021
	£	£	£	£
General Donations				
Advocacy	-	85	85	-
Nottinghamshire County Council				
Advocacy North Notts	28	-	28	-
Advocacy Total	**28**	**85**	**113**	**-**

15) Restricted Funds (continued)

d. Health & Wellbeing

	Balance 1.4.2020	Movement in Resources Incoming	Outgoing	Balance 31.3.2021
	£	£	£	£
Funded by:				
Nottingham City Council				
Sybil Levin Centre	2,879	-	221	2,658
Active Partners Trust				
Best Foot Forward	-	6,130	6,130	-
Falls Prevention	-	3,300	3,300	-
Nottinghamshire County Council				
Visiting Scheme - Grant Aid	-	16,870	16,870	-
Men in Sheds - Worksop & Blidworth - Grant Aid	-	8,190	8,190	-
Carers Demonstration Site	41	-	15	26
General Donations/Fees/Fundraising				
Visiting Service Individuals	-	625	625	-
Visiting Service Fundraising	-	1,057	1,057	-
Best Foot Forward - Fundraising	-	69	69	-
Christmas Cheer	-	629	479	150
Connect Individuals	-	170	170	-
The Jessie Spencer Trust - Men in Sheds	-	500	500	-
Wellbeing at Home - individuals	-	40	40	-
Village Task Force - RWE Generation UK	-	1,250	1,250	-
Friends of Ashfield Community Hospital				
Connect Hardship Fund	790	-	75	715
Age UK				
Fit as a Fiddle	68	-	48	20
MCST - Veterans	1,026	-	1,026	-
Age UK/Ministry of Defence				
Joining Forces	3,186	7,257	10,443	-
The Skerritt Trust				
Sybil Levin Decorating	1,104	-	85	1,019
Big Lottery Fund/Awards for All				
COVID-19 Emotional Support - Awards for All	-	6,667	6,667	-
COVID-19 Welfare Service - Big Lottery	-	100,000	100,000	-
Armed Forces Covenant Trust/Age UK				
Armed Forces Active Veterans	-	16,625	15,779	846
Veterans Shouldn't be Forgotten	-	20,000	20,000	-
Veterans Shouldn't be Forgotten - Suffolk	-	9,277	9,277	-
The Veterans Foundation				
Veterans Visiting Service	-	6,250	6,250	-

15) Restricted Funds (continued)

d. Health & wellbeing (continued)

	Balance 1.4.2020	Movement in Resources Incoming	Outgoing	Balance 31.3.2021
	£	£	£	£
Nottingham CityCare Partnership				
One Step at a Time	-	5,000	5,000	-
COVID – 19 Welfare Service Donations				
Capital One	-	23,333	23,333	-
Muslim Hands	-	17,744	17,744	-
Notts County FC	-	3,000	3,000	-
Severn Trent Water	-	11,820	11,820	-
Persimmon Homes	-	1,000	1,000	-
Experian	-	5,000	5,000	-
Siebel Charity	-	1,000	1,000	-
The Mary Potter Convent Hospital Trust	-	2,000	2,000	-
The Jessie Spencer Trust	-	1,000	1,000	-
The Mary Robertson Trust	-	3,000	3,000	-
The Boots Charitable Trust – Dementia Support	-	7,500	7,500	-
Sybil Levin Donations				
Sybil Levin Centre- Building	1,804	-	106	1,698
Grant Thornton	289	-	250	39
Yorkshire Building Society	170	-	145	25
Screwfix Foundation – Lighting/Taps	5,000	-	250	4,750
McCarthy & Stone - Security	179	-	10	169
The Skerritt Trust	2,500	-	500	2,000
Anonymous	10,000	-	2,000	8,000
The Percy Bilton Charity	1,250	-	250	1,000
New Appeals	435	-	435	-
The Robert McAlpine Trust	1,940	-	389	1,551
Sybil Levin Centre (High Sheriff of Nott's Appeal)	19,394	-	7,720	11,674
Sybil Levin - Individuals	-	675	675	-
Sybil Levin - Warburtons	-	400	400	-
Sybil Levin Fundraising	-	692	692	-
Health & Wellbeing Total	**52,055**	**288,070**	**303,785**	**36,340**

15) Restricted Funds (continued)

e. Core Services (inc. merchandising Costs)

	Balance 1.4.2020	Movement in Resources Incoming	Outgoing	Balance 31.3.2021
	£	£	£	£
Age UK				
Bradbury House Building	6,226	-	486	5,740
Nottingham City Council/Transact Grant				
Travel Plan	5,486	-	426	5,060
General Donations				
Bradbury House Building	127,310	-	15,717	111,593
Age UK in the East Midlands				
Work in the East Midlands	16,976	1,430	3,978	14,428
Festival Fund				
Donations/Fundraising/Charges	2,225	-	-	2,225
Core Services Total	**158,223**	**1,430**	**20,607**	**139,046**
George Henry Francis Payling's Charity	**58,741**	**332**	**2,713**	**56,331**
Total Restricted Fund	**290,369**	**636,858**	**673,213**	**254,014**

16) Analysis of Net Assets Between Funds

	Tangible Fixed Assets	Net Assets	Total
	£	£	£
Restricted Funds			
Advice Service - Help the Aged	106	-	106
Transact Travel Plan	5,060	-	5,060
Skerritt Trust - General	-	13,529	13,529
Skerritt Trust -Sybil Levin	1,019	-	1,019
Staying Put - Hardship Fund	166	247	413
Age Concern England - Building Fund	5,740	-	5,740
Foundations Independent Living Trust - Gas Safe	-	285	285
Age UK East Midlands	-	14,428	14,428
High Sherriff of Nottinghamshire's Appeal Sybil Levin Centre	11,674	-	11,674
Age UK - Membership (Fit as a Fiddle)	20	-	20
Age UK - Emergency Housing Fund	-	1,410	1,410
Festival Fund	-	2,225	2,225

16) Analysis of Net Assets Between Funds

	Tangible Fixed Assets	Net Assets	Total
	£	£	£
Bradbury House Building	111,593	-	111,593
Sybil Levin Building	1,762	-	1,762
- The Skerritt Trust	2,000	-	2,000
- Anonymous	8,000	-	8,000
- The Percy Bilton Charity	1,000	-	1,000
- The Robert McAlpine Trust	1,551	-	1,551
McCarthy & Stone Camera	169	-	169
Sybil Levin Centre – Nottingham City Council	2,658	-	2,658
Sybil Levin Screwfix	4,750	-	4,750
Carers Demonstration Site	26	-	26
Nottingham City Council - Warm Homes	-	1,528	1,528
E.On - Warm Homes	-	4,997	4,997
Christmas Cheer & Beyond	-	150	150
Armed Forces Covenant Trust	-	846	846
Connect Hardship Fund	-	715	715
George Henry Francis Payling's Charity	-	56,360	56,360
Restricted Funds at 31st March 2021	157,294	96,720	254,014
Designated Funds at 31st March 2021		858,768	858,768
Unrestricted Funds at 31st March 2021	368,365	875,754	1,244,119
Total Assets	**525,659**	**1,831,242**	**2,356,901**

Note: There is a United Direction in place and the George Henry Francis Payling's Charity continues to have its individual charity status in line with its trust deed /legal document dated 26th June 2009 and that Age UK Nottingham & Nottinghamshire is the sole corporate Trustee of the Payling's Charity. The two material restricted funds for Age UK Nottingham & Nottinghamshire are £11,674 Sybil Levin Centre property and £111,593 Bradbury House property which are included within fixed assets.

17) Designated Funds

	Balance 1st April 2020	Movement in Resources	Transfers between funds	Balandce 31st March 2021
	£	£	£	£
Employers Liability Fund	40,000	(29,858)	29,858	40,000
Additional Staff Time Contingency	-	-	34,528	34,528
Management Restructure Training & Staff Conference	-	-	10,000	10,000
Health & Safety	3,000	(3,000)	3,000	3,000
The 2020/21 Eric Hallam Service Investment	140,608	-	(140,608)	-
The 2021/22 Eric Hallam Service Investment	146,253	-	-	146,253
The 2022/23 Eric Hallam Service Investment	147,103	-	-	147,103
The 2023/24 Eric Hallam Service Investment	-	-	154,458	154,458
The 2024/25 Eric Hallam Service Investment	-	-	85,099	85,099
Men in Sheds	10,800	-	-	10,800
Men in Sheds Blidworth	-	-	7,014	7,014
Men in Sheds Worksop	-	-	6,162	6,162
Men in Sheds - Governance Restructure	-	-	5,000	5,000
Sinking Fund -				
Information Technology	20,581	(11,656)	16,667	25,592
Building	118,514	(20,355)	2,000	100,159
Vehicles	33,804	-	9,796	43,600
Property Refurbishment	20,000	(1,005)	21,005	40,000
	680,663	**(65,874)**	**243,979**	**858,768**

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements. The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget. The new fund for management restructure training & staff conference is to cover any investment required in enabling staff to fulfil their manager roles, we also propose to have a staff conference during the next year.

The Health & Safety fund is to be used, for example, when the Fire Extinguishers are to be replaced.

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment the logic being that this is the approximate annual amount that is the hardest to raise. The level of future annual amounts will increase to allow for inflation at a nominal 4%. The Men in Sheds funds are to be available to support the reopening after COVID with extra training and health & safety work being required plus anticipated lower income due to a delayed reopening.

The sinking funds for Information Technology and vehicles are for the replacement of computer hardware and the Charities vehicles which will be spent as and when needed. There is a building sinking fund for the Charities owned properties to cover major repairs that are not routine maintenance such as replacing roofs etc.

The sinking fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end. An additional £21,005 has been designated during 2020/21 to cover set up costs for a new city centre site to be opened during the next 12 months.

18) Cash Flow Statement Reconciliations

a) Reconciliation of Net Income/(Expenditure) to Net Cash Flow from Operating

	The Group		The Charity	
	2021	2020	2021	2020
	£	£	£	£
Net Income/(expenditure) for the year (as per the SOFA)	**459,009**	**(83,301)**	**460,219**	**(87,250)**
Adjustments for:				
Deduct Interest Income and Rent	(12,408)	(12,075)	(9,472)	(7,844)
Depreciation charges	94,267	119,145	93,795	114,531
(Gains)/losses on investments	(29)	13	(29)	13
Loss/(profit) on sale of fixed assets	(3,228)	(13,905)	(3,228)	(16,437)
(Increase)/Decrease in stocks	872	(9,974)	871	(9,974)
(Increase)/decrease in debtors	23,731	325,899	38,656	308,847
Increase/(decrease) in creditors	(10,441)	59,963	1,502	73,232
Net cash provided by (used in) operating activities	551,773	385,765	582,314	375,118

b) Analysis of Cash and Cash Equivalents

	The Group		**The Charity**	
	2021	**2020**	**2021**	**2020**
	£	**£**	**£**	**£**
Cash in Hand	1,458,533	917,581	1,445,498	875,001
Notice deposits (less than 3 months)	-	-	-	-
Overdraft facility repayable on demand	-	-	-	-
Total cash and cash equivalents	1,458,553	917,581	1,445,498	875,001

19) Status of the Charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.

20) Financial Activities of the Charity

The financial activities shown in the consolidated statement includes those of the Charity's subsidiaries, Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. The following is a summary of the financial activities undertaken by Age UK Nottingham & Nottinghamshire:

	2021	2020
	£	£
Gross Incoming Resources	**3,055,228**	2,558,218
Merchandising Costs	(130,664)	(181,582)
Fundraising Costs	(18,832)	(29,377)
Expenditure on Charitable Activities	(2,413,013)	(2,399,127)
Governance Costs	(30,119)	(32,117)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	**462,600**	(83,985)
Balance brought forward from previous year	2,004,103	2,088,088
Total Funds carried forward	**2,466,703**	**2,004,103**
George Henry Francis Payling's Charity:		
Gross Incoming Resources	**303**	**4,809**
Expenditure on Charitable Activities	(2,713)	(8,061)
Realised/Unrealised Gains/(Losses) on Investments	29	(13)
Net Incoming/(Outgoing) Resources after Realised/Unrealised Gains on Investments	**(2,381)**	(3,265)
Balance brought forward from previous year	58,741	62,006
Total Funds carried forward	**56,360**	**58,741**

21) Subsidiary Companies

Investments	**2021**	**2020**
	£	£
Age UK Local Trading Limited	-	2
AUBD Limited	90	90
	90	92

Age UK Local Trading Ltd Company Number 03028410

The Charity owns the whole of the issued ordinary share capital of Age UK Local Trading Limited, a company registered in England. The company ceased to trade on 31st January 2020 due to the termination of the Appointed Representative Agreement and Trading Alliance Agreement dated 1 August 2016 between Age UK Enterprises Limited and Age UK Local Trading Ltd. Age UK Local Trading Ltd will now become a dormant company. All activities have been consolidated in the SOFA. The net profit is gifted to the Charity with the exception of funds needed as working capital within the trading company.

21) Subsidiary Companies (continued)

The financial activities shown in the consolidated statement includes those of the Charity's subsidiaries, Age UK Local Trading Limited, AUBD Limited and Age UK Notts Men in Sheds C.I.C. The following is a summary of the financial activities undertaken by Age UK Nottingham & Nottinghamshire:

	2021	2020
	£	£
Turnover	-	278,292
Cost of Sales	-	-
Gross Profit	-	278,292
Administrative Expenses	-	277,577
Gifted to Age UK Nottingham and Nottinghamshire	-	517
Gifted to other Age UK's	-	653
Net Profit/(Loss)	-	**(455)**

The aggregate of the assets, liabilities and funds was:

	Assets	-	16,967
	Liabilities	-	(2,817)
		-	14,150
Share Capital		-	2
Profit and Loss Account		-	14,148
Funds		-	**14,150**

AUBD Ltd Company Number 06393966
The Charity owns 90% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan is 0.73% above base rate. All activities have been consolidated in the SOFA. The net profit is gifted to the Charity & VISAV with the exception of funds needed as working capital within the trading company. A summary of the results of this subsidiary is shown below:

	2021	2020
	£	£
Turnover	**134,460**	98,796
Cost of Sales	8,072	7,837
Gross Profit	**126,388**	90,959
Administrative Expenses	108,798	83,089
Gifted to Age UK Nottingham and Nottinghamshire	-	-
Net Profit/(Loss)	**17,590**	7,870

The aggregate of the assets, liabilities and funds was:

	Assets	10,253	24,874
	Liabilities	**(191,187)**	(221,978)
Share Capital		100	100
Profit and Loss Account		(181,034)	(197,204)
Funds		**(180,934)**	(197,104)

21) Subsidiary Companies (continued)

Age UK Notts Men in Sheds Company Number 11722728
The Charity wholly owns the Age UK Notts Men in Sheds C.I.C, a company registered in England.

All activities have been consolidated in the SOFA. The net profit is gifted to the Charity. A summary of the results of this subsidiary is shown below:

		2021	2020
		£	£
Turnover		7,968	37,268
Cost of Sales		339	1,968
Gross Profit		**7,629**	**35,300**
Administrative Expenses		10,860	27,966
Gifted to Age UK Nottingham and Nottinghamshire		-	10,800
Net Profit/(Loss)		**(3,231)**	3,466
The aggregate of the assets, liabilities and funds was:			
	Assets	7,046	17,024
	Liabilities	(10,277)	(17,024)
Share Capital		-	-
Profit and Loss Account		(3,231)	-
Funds		**(3,231)**	-

22) Leasing commitments

At 31st March 2021, the group had commitments under non-cancellable operating leases as detailed below:

	2021		2020	
	Land and Buildings	Other	Land and Buildings	Other
	£	£	£	£
Payments due:				
Within one year	25,070	43,275	30,620	37,310
Within two to five years	45,000	51,104	9,000	75,256
Over five years	-	-	-	-
	70,070	94,379	39,620	112,566
Charge within the year	49,320	49,606	49,320	62,713

23) Trustees' Remuneration and Expenses

The Trustees received no remuneration during 2021 or 2020. Trustees' expenses of £100 (2020: £50) were reimbursed during the year for the purchase of a Trustee's leaving gift. Trustee indemnity insurance is in place.

24) Pension Scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £72,674 (2020: £94,542).

25) Related Party Transactions

During the year the charity recharged management charges totalling £12,972 (2020: £5,999), rent £4,800 (2020: £2,400), salaries of £70,930 (2020: £57,237), loan interest of £1,396 (2020: £1,546) and other recharges of £3,913 (2020: £2,602) to AUBD Limited and received commission from AUBD Limited of £3,111 (2020: £3,077).

During the year the charity recharged management charges totalling £nil (2020: £28,281), staffing costs £nil (2020: £6,316) and other recharges of £nil (2020: £7,978) to Age UK Local Trading Limited and received from Age UK Local Trading Limited a gift aided donation of commission of £14,150 (2020: £517).

The parent company Age UK Nottingham & Nottinghamshire Limited by guarantee was charged £nil (2020: £nil) for staff seconded and £nil (2020: £14,627) for fixed assets by Age UK Local Trading Limited.

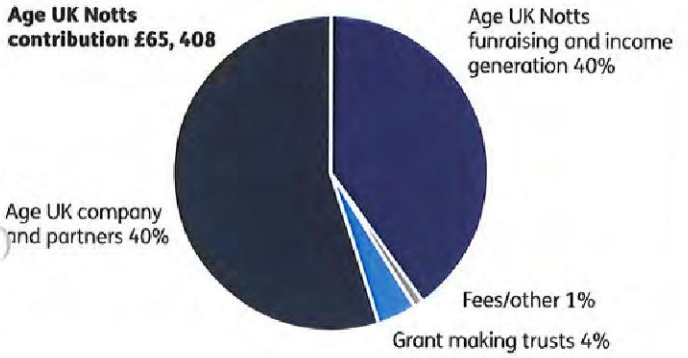
During the year the charity recharged management charges totalling £1,039 (2020: £1,980) and other recharges of £1,728 (2020:£3,324) to Age UK Notts Men in Sheds C.I.C. and received from Age UK Notts Men in Sheds C.I.C a gift aided donation of £nil (2020: £10,800).

Included within amounts due from subsidiary undertakings and owed to the charity at year end was £173,866 (2020: £192,229) due from AUBD Limited, £nil (2020: £2,132) due from Age UK Local Trading Limited and £5,465 (2020: £12,287) from Age UK Notts Men in Sheds C.I.C.

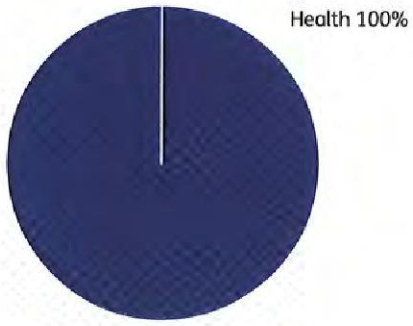
How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. The following charts show how each activity area was funded during 2020/21:

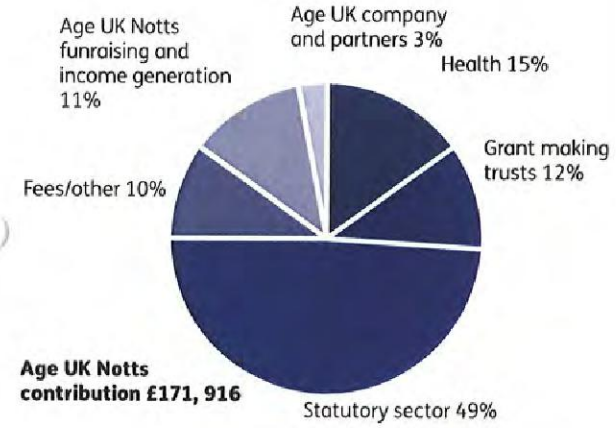
Advice



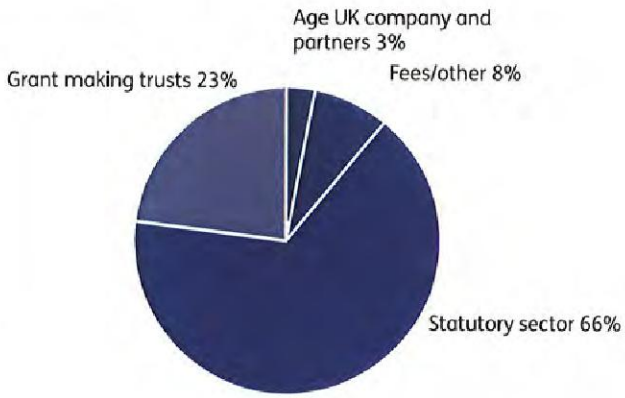
Advocacy



Health & Wellbeing



Housing



Supporters

During the last financial year Age UK Notts had to generate funds and call on support from the wider community to ensure all these services could continue. For the year, this totalled £237,324, we are grateful for the support of the following:

Actons Solicitors
Active Partners Trust
Advantage Social Enterprise C.I.C.
Age England Association
Age UK
Age UK Derby & Derbyshire - Smart Meter Project
Age UK Leicester Shire & Rutland - Smart Meter Project
Anonymous
Armed Forces Covenant Trust
Awards for All
Bailey Thomas
Bassetlaw District Council
Big Lottery (The)
Boots UK Ltd
Boots Charitable Trust (The)
Broxtowe Borough Council
Business in the Community
CSJ Construction
Capital One
CEMA
CN Fielding
Coca Cola Communities Fund
Department of Health
E.ON
Experian
Fernwood Parish Council
Foundations Independent Living Trust
Gas Safe Foundations Independent Living
Gedling Borough Council
Geoff Ball (Stationary suppliers)
George Henry Francis Payling's Charity
George Square Financial Management
Gray Trust (The)
Hudson Wealth Management Ltd
Indian Community Association
Jessie Spencer Trust (The)
J N Derbyshire Trust (The)
M&G
Mary Potter Convent Hospital Trust (The)
Mary Robertson Trust (The)
Ministry of Defence
Morrison's Eastwood
Muslim Hands
NHS Bassetlaw CCG
NHS Mansfield & Ashfield CCG
NHS Newark & Sherwood CCG
NHS Nottingham City CCG
NHS Nottingham North & East CCG
NHS Nottingham West CCG
NHS Rushcliffe CCG
North Leverton & Habblesthorpe Parish Council
Nottingham CityCare Partnership
Nottingham City Council Nottingham Energy Partnership
Nottingham Legal Services
Nottingham St Mary's relief in need Charity
Nottingham Trent University
Nottingham University Hospitals NHS Trust
Nottinghamshire County Council
Nottinghamshire County Cricket Club
Notts County Football Club
Nottinghamshire Healthcare NHS Trust
Nottinghamshire Police Nottinghamshire YMCA
Notts. Police & Crime Commissioner
PAPET (The Forman Hardy Holdings)
Pauleen Davies
Persimmon Charitable Foundation (The)
Peter Moore
Ray and Sybil Fielding
R W E Generation UK
Newark & Sherwood District Council
Rotheras
Rushcliffe Borough Council
S Roderick
Sainsbury's Santander UK Savills
Severn Trent Water
Sherwood Forest Hospitals NHS Trust
Sir John Eastwood Foundation (The)
Skerritt Trust (The)
Smart Energy GB in Communities
Siebel Charity
St. James's Place Foundation
St. James's Place Wealth Management plc
St Marks Woodthorpe
Tesco Groundwork UK
Turton Builders
University of Nottingham
Veterans Fund (The)
Walgreens
Boots Alliance
Warm Homes Fund

Supporters (continued)

We also benefit from individuals who make donations & legacy income to the Charity. We have also worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Terry Brown
Honorary Financial Adviser

Honorary Financial Adviser's Report

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009. The object of the Charity is the relief of elderly persons resident in the area of benefit. The area of benefit of the Charity is the area falling under the authority of Mansfield District Council.

From the financial accounts, it can be seen that the total net assets of the charity on 31st March 2021 were £56,360 of which £52,424 were permanent endowments and £3,936 were expendable endowments.

The charity made 87 (37 last year) grants to individuals who were resident in the District of Mansfield during the year 1st April 2020 to 31st March 2021 totalling £2,116 (£830 during 2019/20).

Financial Review

The Consolidated Statement of Financial Activities (SOFA) on page 50 shows that income was higher this year with total incoming resources for the year of £3,160,491 compared with £2,922,783 for the previous year, an increase of 8%. This was mainly due to higher income from legacies and funding related to COVID-19.

Total resources expended have decreased from £3,006,071 in 2019/20 to £2,701,511 in 2020/21, this was mainly due to reduced Trading activity and the closure of Day Care due to the pandemic. Within resources expended charitable expenditure increased from £2,439,305 in 2019/20 to £2,445,844 in 2020/21.

Income for the Trading Subsidiaries decreased by 66% from £414,452 in 2019/20 to £142,618 in 2020/21. This decrease was due to the termination of the Trading Allowance agreement by Age UK national forcing trading to cease from 1st February 2020. AUBD made a profit of £17,590 which enabled a repayment to the Charity of part of the long-term loan.

As the fundraising targets of £180,000 for 2020/21 were achieved the 2020/21 Eric Hallam Service Investment designated fund of £140,608 was not required to be used therefore this has been re- designated into the 2023/24 Eric Hallam Service Investment fund plus increasing the other designated funds. A total £243,979 of unrestricted funds were designated to cover planned future expenditure. See note 17 on page 77 for full details of all the designated funds which total £858,768 at 31st March 2021.

The unrestricted surplus for 2020/21 was £315,642 with an increase in free reserves to £875,754 see note 16 (page 76) which is in line with our reserves policy (see page 45)

Reference and Administrative Details

Registered Office: Bradbury House 12 Shakespeare Street Nottingham NG1 4FQ	**Telephone** 0115 844 0011 (Fax) 0115 841 4460 **Email** info@ageuknotts.org.uk	**Website** www.ageuknotts.org.uk **Social media** @ageuknotts

Registered Charity No: 1067881
A company limited by guarantee – registration number 3455485

Our Advisers

Group auditors
Mazars LLP, Park View House, 58 The Ropewalk, Nottingham, NG1 5DW

Group solicitors
Freeths LLP, Cumberland Court, Mount Street, Nottingham, NG1 6HH

Group bankers
CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4TA

Honorary Offices

Royal Patron
HRH The Prince of Wales KG KT GCB

President
Commander Peter Moore RD, RNR, DL

Life Vice-Presidents
Nigel Cullen OBE TD DL
Pauleen Davies MBE
Eric Edwards
Joyce Hackett
Sandra Warzynska
Len Simmonds
Anil Ghelani

Our Directors, Trustees and Officers

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law. The Trustees and officers serving during the year (and since the year-end) were as follows:

Trustees and Directors

Sheila Wright (Chair)
Terry Brown (Hon. Financial Adviser)
Brian Burdus
Graham Cox
Chris Dorkes (Vice chair)
Christina Yardley (until July 2020)

In Attendance

Mick Tinkler - Chief Executive (until September 2020) and Company Secretary (until August 2020)
Michelle Elliott - Assistant Chief Executive (Resources) Joint Chief Executive (from July 2020)
Di Trinder - Joint Chief Executive (from July 2020) and Company Secretary (from October 2020)

Non-Trustee Members

Bryanna Bruce
John Cockcroft
Jane Davies
Eric Edwards
Janice Fox
Eileen Heppell
Davy Hudson
Peter Moore RD, RNR, DL
Marge Morris
Carole Rowley
Nigel Cullen
Maxine Robinson
Sandra Warzynska
Len Simmonds

Finance and Audit Committee

Terry Brown - Trustee and Chair
Graham Cox - Trustee
Chris Dorkes - Trustee
Mick Tinkler - Chief Executive (until August 2020)
Michelle Elliott - Joint Chief Executive
Lesley Fairclough (Finance Manager)

Customer Focus Committee

Len Simmonds - Trustee and Chair
Di Trinder - Assistant Chief Executive (Services) and Quality Lead
Maria Cooke - Communications Director

The George Henry Francis Payling's Charity

Trustees and Directors

The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

Subsidiary Companies

Age UK Local Trading Limited

A company limited by shares (Registration Number 03028410)

Clive Parkin (until January 2021)
Di Trinder (from January 2021)
Maria Cooke (from January 2021)
Michelle Elliot (from January 2021)

AUBD Limited (Age UK Business Directory)

A company limited by shares (Registration Number 06393966)

Board of Directors
Kat Coggan
Andrew Sawford
Mick Tinkler (until August 2021)
Maria Cooke (from August 2020)

Age UK Notts Men in Sheds C.I.C.

A company limited by guarantee (Registration Number 11722728)

Board of Directors
Christina Yardley (Chair) (until July 2020)
Peter Anderson
Davy Hudson (until February 2021)
David Ives
Alan Ormston
Alan Stuart
Mick Tinkler (Chair) (until April 2021)

Company Secretary
Mick Tinkler (Until April 2021)

Key Management Personnel (Executive Team)

Executive Team	Age UK Nottingham & Nottinghamshire	George Henry Francis Payling's Charity	Age UK Local Trading Ltd	AUBD Ltd	Age UK Notts Men in Sheds CIC
Di Trinder Joint Chief Executive					
Michelle Elliott Joint Chief Executive					
Maria Cooke Strategic Director (Innovation and Communications)					
Kat Coggan Service Leader AUBD					