AGE UK OLDHAM LIMITED

England & Wales · Charity number 1145196

Details

Other names	AGE CONCERN OLDHAM LIMITED
Status	Registered
Legal form	Charitable company
Company number	07267880
Registered	2011-12-21
Register	View on the Charity Commission register

Contact

Address	Age UK 10 Church Lane Oldham OL1 3AN
Phone	01616330213
Email	info@ageukoldham.org.uk
Website	www.ageuk.org.uk/oldham

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND THE METROPOLITAN DISTRICT OF OLDHAM (HEREINAFTER CALLED "THE AREA OF BENEFIT")

Activities: Age UK Oldham operates solely within the boundries of the Oldham Metropolitan Borough for the benefit of older people. The organisation provides direct services and innovative projects directed towards specific needs, provides information and advice and undertakes campaigning work.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Arts/culture/heritage/science
- **Who:** Elderly/old People

Downloaded from opencharities.uk/ew/1145196

Geography

- **Area of benefit:** THE METROPOLITAN DISTRICT OF OLDHAM
- Lancashire
- Oldham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,511,314	£2,637,349	£2,341,637	85
2024-03-31	£2,689,750	£2,785,015	£2,457,554	87
2023-03-31	£2,592,239	£2,535,355	£2,537,935	81
2022-03-31	£2,383,517	£2,283,947	£2,500,399	87
2021-03-31	£2,426,953	£2,150,761	£2,386,384	90

Trustees

Name	Role	Appointed
CLINT EDWARD ELLIOTT		2012-01-03
JOHN THOMSON		2015-03-11
Nazrin Azad		2022-01-24
Philip McEvoy		2022-01-24
Stuart Bailey		2011-03-22
Zoe Ashton		2014-02-01

Downloaded from opencharities.uk/ew/1145196

AGE UK OLDHAM LIMITED

England & Wales - Charity number 1145196

Accounts

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONTENTS

	Page
Group trustees' / directors' report	1 - 47
Independent auditor's report	48 - 51
Consolidated statement of financial activities	52
Consolidated balance sheet	53
Consolidated statement of cash flows	54
Notes to the financial statements	55 - 76

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025

Registered Charity No:	1145196
Company Registration No:	07267880
Head Office:	10 Church Lane Oldham OL1 3AN
Trustees / Directors:	Clint Elliot (Chair) Zoe Ashton (Vice Chair) Stuart Bailey (Treasurer) John Thomson Dr Phil McEvoy Nazrin Azad
Chief Executive:	Yvonne Lee
Company Secretary:	James Richardson
Principal & Registered Office:	10 Church Lane Oldham OL1 3AN
Auditors:	Chadwick and Company Chartered Accountants Statutory Auditors Capital House 272 Manchester Road Droylsden Manchester M43 6PW
Solicitors:	North Ainley 34-36 Clegg Street Oldham OL1 1PS

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025

The directors present their report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

CHAIRMAN'S REPORT

As the Chairman of Age UK Oldham, it gives me great pleasure to report that once again during the 2024/2025 financial year the organisation has met its charitable aims of supporting older people in the Oldham area. When put more formally our aims are to 'to promote the relief of elderly people in any manner, which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham' and we continue to meet these aims with a wide range of local services targeted at older people in the area.

In this short overview of how our performance is meeting our stated aims, it is difficult to cover all services individually. Age UK Oldham do however publish a comprehensive guide to our services, which is widely available locally. You will see from that guide that we target areas that are vital to older people in need of support in a variety of circumstances.

We encourage wellbeing and independence by various means including our day care service, whilst falls prevention, HandyVan and meals delivery particularly support independent living. Other services, like major/minor adaptations and home first support, assist in hospital discharge or can avoid admission in the first place.

We also encourage socialising and activity, which is so essential in older people. Men in Sheds, OLGBT out and about group and Chadderton Over 60s Centre go some way to meeting this aim along with other services we offer in this category.

Our Dementia Support Services offer essential help and advice to older people and their families affected by this debilitating condition, which is becoming more prevalent across Oldham as it is nationally.

All our services are in high demand, and all require funding. This has been a particularly difficult year in financial terms. We are reporting a second year of overspend as the cost of providing our full range of essential services significantly outweighs our income this financial year.

A continued annual overspend cannot be allowed to happen if we are to continue providing older people in Oldham with services which help them to live as full a life as possible and cope with the challenges that aging brings. Trustees and staff members are already looking at ways to reduce cost and increase income where possible. This may lead to services being delivered in a different way or being limited by cost. These are difficult times for the charity and there will be some difficult decisions to make going forward to assure the continuation of the charity and the bulk of the service we can provide.

We recognise that as a charity we rely on an active and trusting relationships with all our local partners. Many of the services we provide are not only cost effective but can avoid further, more costly interventions by statutory agencies at a time when their own budgets are under pressure.

Finally, I must add my appreciation of the volunteer work of my fellow trustees. However, we recognise that the success of Age UK Oldham depends on our dedicated and caring staff and volunteers to provide the range and quality of services that we offer to older people in Oldham. We also need the continued support of all the local people, who through their donations, buying from or donating goods to our charity shops or contributing in some way to our services help to fund us in our efforts to help older people in the area live a more dignified and inclusive later life.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE & MANAGEMENT

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chair, vice chair, treasurer and five other members.

DIRECTORS

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on 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 charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware, and
- 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 auditors are 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.

INDUCTION / TRAINING

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day-to-day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

RELATIONSHIPS WITH RELATED PARTIES

The charity is currently a brand partner of Age UK and works with local Age UK partners in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham. As a group of 8 CEO's the GM partnership is exploring a more formal partnership agreement in a move to work together exploring and securing opportunities for joint ventures. To be known as Age UK GM Collective we are collaborating whereby certain members undertake a representative role positioning themselves on GM strategic groups, gaining a valuable link into the wider system and ensuring we have a stronger voice in the community on behalf of all local older people.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers Collective and also a member of the Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

She also attends GM Older Adults Clinical Reference group (a multi-agency partnership which develops clinical pathways and strategies) and Oldham Locality Winter Vaccination group assisting with the identification and reach of the most vulnerable local older people.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

ORGANISATIONAL STRUCTURE / DECISION MAKING PROCESS

A board of management consisting of a chair and six directors directs the general conduct of the charity's activities. In addition to the AGM (Annual General Meeting) the board meets at least six times throughout the year. Utilising members diverse skills, sub-groups meet to quickly react and report to the main Board when necessary.

The board works with the chief executive who makes decisions on the day-to-day operation supported by a senior management team.

Regular reports on financial performance are submitted by the Finance manager, considered by the CEO and explored at Board. These accounts are used by the directors for their monitoring of the charity's financial stability and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 83 staff members and 160+ volunteers. She makes decisions on the day-to-day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

Working alongside project officers and their service managers, the administration, HR and finance team are based at our head office at 10 Church Lane Oldham from where our Information, and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, over 60's Community Centre, activity groups, Falls Prevention classes, Men in Sheds outlets, community equipment, furniture store, HandyVan/adaptations workshop, Chapel Events centre, catering department for distribution of meals etc. are all dispersed at various locations throughout the borough with separate management teams covering these areas.

WIDER NETWORK

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve, and our chief executive is an active member of the Oldham Safeguarding Adults Partnership whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination. She sits on the Audit and Quality Assurance sub-group and regularly takes part in SAR reviews as a member of a local multi-agency team convened to examine what could have been done differently to prevent the death or serious harm of an adult with care and support needs.

She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive and represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness.

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE (Voluntary, Community, Faith and Social Enterprise) investment opportunities.

Along with other AUO colleagues she contributes to Oldham's Living Well collaborative, representing older people and creating new ways of supporting the mental health of people living in the community.

As a member of the Oldham Mayoral Appeal Fund Committee she attends regular meetings, plays a part each year in fundraising events, the proceeds of which are distributed amongst local charities each year.

The local integrated care organization entitled "Oldham Cares" brings together Oldham Council. NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As organisations come together in Greater Manchester to provide services at scale and in partnership, she is an inaugural member of the GM VCSE Hospital Discharge Alliance working together with other VCSE organizations providing home from hospital discharge support services and aiming to prevent readmissions.

Working with the ICB (Integrated care Board) alongside GP's, Community Health and Social Care practitioners and the Voluntary sector, alongside one of Age UK Oldham's senior managers, she is fully involved in each of the 3 identified Oldham Sectors' Population Health Management models which are exploring and identifying opportunities and challenges to improve the physical and mental health well -being of older people in defined neighborhoods. This is an ambitious program of preventative work addressing health inequalities in the Borough.

RISK MANAGEMENT

A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two senior members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities, we have undertaken a full risk assessment which is monitored continually, and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all our premises;
- Risk assessments are also undertaken on our clients, staff, and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out

OBJECTIVES & ACTIVITIES

The constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.'

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham's Clinical Commissioning Group, Northern Care Alliance and Age UK national funding.

Capital is generated at present through our 8 retail outlets, catering outlets and at our Events centre George Street Chapel.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people, but the charity has now

expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.

Across the Oldham Borough, the range of innovative projects we deliver seeks to 'fill the gaps' which statutory services may not provide, and offer choice to both frail older people and the more active, whilst our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Meals delivery, Leisure Outlets, Falls Exercise scheme etc.

Originally launched during Covid to address a practical need during isolation and shopping challenges facing older people, our Freshly cooked and frozen Meals Delivery service continues to grow from strength to strength.

Our "Choosing the Right Care" service supported people to choose care options whilst our Community service promotes older people's Independence using holistic assessments and support to encourage people to remain living their lives independently with confidence whilst compilation of Life Story books for Care Home residents serves to maintain their health and well-being and enhance their quality of life.

Full details of all of our services during the year are appended as follows:

BEFRIENDING

Service Objective:

Link registered trained volunteers with older lonely isolated and housebound people for a weekly visit/ telephone call in the client's own home or care home.

Short description of service:

People can become isolated for a variety of reasons - ill health disability or social disadvantage but here at Age UK Oldham we passionately that no one should have no one. Being matched with a volunteer befriender often fills a big gap.

Our scheme offers friendship and companionship through a registered volunteer befriender who is matched to the older person and visits each week. Together they can chat, enjoy a cup of tea, take a walk or visit shops, theatre or local events.

The results can be significant as befriending often provides people with a new direction in life, opens up a range of activities leading to increased self-esteem and self-confidence.

Activity / improvements in last 12 months:

The waiting list for this service has increased again as we don't get enough volunteers to meet the demand we are currently experiencing. This service unlike other care at home services is a FREE service which goes some way to explain the demand.

Recruited 2 new volunteers in the last year, sadly three existing volunteers have passed away two people initially referred for befriending have joined craft group and now enjoy an increased friendship circle every week. Two have also joined the Just4men group

Relevant figures:

27 contacts each week

16 face to face visits and 11 telephone calls (up to 3 times each week)

Volunteer recruitment event has been arranged for Oct this year in the hope we can meet some of the demand this winter

Risks/Threats:

Increased waiting list

Not enough volunteers to meet demand (this has been the case for the last 11 years)

CRAFT GROUP

Funding amount and source:

Age UK Oldham

Chargeable

Service Objective:

Weekly craft group for over 55s – includes craft and a light lunch

Short description of service:

Experienced crafters love to share their own personal crafting skills with others, and novices to crafting enjoy learning something new too. This unique craft group combines the skill sets of those who have been crafting all their life with those new to the hobby.

Activity / improvements in last 12 months:

This craft group have been busily making items to sell at our tabletop sales and helping generate income for the Chadderton Over 60s centre

They have also agreed a target of knitting 12000 little hats for the Big Knit fundraiser bringing another income stream of £3,150 into the centre.

We have also had the expertise of Lifelong Learning who have provided a craft tutor for 5 weeks. This has been a great injection of new ideas and skill development for the crafters

Relevant figures (should comply with funder's reporting requirements):

We have on average between 19 – 23 people attending each week and have increased the charge

Risks/Threats:

Loss of venue

Loss of staffing

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire

Service Objective:

The Over 60's centre in Chadderton provides activities for older people during the day to combat isolation and loneliness.

Includes: Craft club, Computer classes, Falls prevention classes, LGBT older people social group, Gardening Group, Just4Men social group, Oldham Together and tabletop sales

Venue hired to generate income to:

Zumba classes 4 times a week

Church groups x 2

Diabetic clinic twice a month

Toddler Group 1 x week term time

Community events & party hire

Polling Station

Description of Service:

Chadderton Over 60s is fully accessible venue with a main hall, side room and kitchen area.

Outside we now have a garden area with benches so people can enjoy outdoors too. The centre is home to a number of social groups for older people. Increased hire this year with the new toddler group and diabetic clinics

Activity / improvements in last 12 months:

Chadderton Over 60's centre is on a direct bus route from Shaw, Oldham and Manchester but also has the advantage of a car park

We now have two churches using our centre each Sunday generating additional income

Chadderton over 60s has its own social media Facebook page that is updated daily with news about the centre including items we are selling on our tabletop. We also advertise our space to hire which has attracted people to use the centre for birthday parties and events.

Relevant Figures

Centre is used 6 days a week with the option to use on Saturdays for tabletop sales and private parties

Risks/Threats:

Loss of rental income

Increased running costs

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available.

Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice. This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

Description of Service:

The service helps older people and their carers to understand the care system by providing a range of information, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs, and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

The staff's experience and knowledge enable Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who need one-to-one support and practical help either at a time of crisis or to make significant changes in their life.

Choosing the Right Care is widely used and respected by professional staff and service users alike and demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one-to-one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written information, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

The scope of the project has been much broader over the past years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community.

Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements

The service is responsible for providing web-based data to social services teams and managers and in the past had developed the Care Home vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves

are given passwords to enter their own bed vacancies on a daily basis. The Service supports Care homes with updating capacity tracker and ensures information is updated at least twice weekly by contacting homes that have not updated timely, the service still produces the bed vacancy list which is issued to families and members of the public who are looking for care home placements.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority.

Activity / improvements in last 12 months:

Telephone contacts/advice provided with clients /services:	4,226
Unique clients:	885
Information packs issued / written Guides including factsheets etc.:	2,430
Evaluations carried out with service users:	80

- 95% of people reported improved awareness of services as a result of consulting with our team.
- 93 % of people who used our service reported decreased anxiety.
- 100% of people reported feeling more in control of the situation they were dealing with.
- 88 % of people went on to use other services as a result of using The Choosing the right care service.

Risks/Threats:

- Changes in social and health care directives.
- **Notice to terminate contract Received in January 25, service on a wind down period from this date until service closure end of June 25**

DAY CARE

Funding amount and source:

Funding OMBC £248.518(Registered places)

Private Funding £245.354

Total £493.872

Service Objective:

The aim of the service is for older people to remain in their own homes, providing a safe environment for people living with dementia and/or physical frailty and to provide respite for families and carers where appropriate.

Description of service:

Age UK Oldham is committed to developing services and works closely with Adult and Community Services. We continue to welcome a large number of clients (over 90%) who are living with a cognitive impairment,

ensuring that both of our day centres have a dementia friendly environment and that all of our working processes are regularly reviewed.

We are passionate about what matters to older people and take a person-centred approach that is the core of our service - providing enjoyment and stimulation in a friendly fun setting which is enhanced through a full range of entertainment and activities to suit the needs of the people we care for.

Activity / improvements in last 12 months:

Meetings with commissioners have continued throughout 2024/25 regarding proposed changes in funding of day care places due to a reduction in OMBC financial envelope It was agreed after many discussions that OMBC would pay for registered places and that we would work closely together to ensure we reduced absences. Commissioners and mangers monitored absences on a weekly basis in agreement commissioned places were suspended after a specified time this worked well in reducing absences across both sites which proved to be a saving financially for OMBC.

As part of reviewing the transport service it was decided for financial reasons to sell the minibus that serviced Bluebells and purchase an adapted vehicle in December 2024. A driver carer role was identified and filled with an existing staff member saving the costs of a fulltime driver salary to date this is working really well.

The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical by social workers and is presently funded on registered figures by OMBC.

Relevant figures:

We presently employ 19 staff working across both sites.

We continually review our business plan with regards to striving to increase numbers of self-funders at both sites of Day Care places for self-funding people who are eligible for the service but either

- do not fulfil the financial criteria for funding support from Adult Care Services or
- do not choose to undergo a needs assessment or financial assessment by Adult Care Services

We relocated from Selina House into the fully renovated perfect bungalow Ashby House in August 2024 the day centre manager retired at the end of September after 25 years' service, this position was filled as part of a succession plan. The new manager has to date worked hard in ensuring place are filled and creating a lively fun filled atmosphere in this home from home environment.

The day care contract for 50 commissioned places went out to tender.

Risk and Threats

Loss of 50 commissioned places would be a threat to care staff catering and drivers.

Possible loss of one bungalow.

DEMENTIA CARERS ASSESSMENT SERVICE

Funding Source: Oldham CCG £40,509 per annum

Service Objective:

To ensure that all unpaid carers of people who live with dementia or a memory impairment have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia to plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

Description of Service:

The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day-to-day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychological, and social needs and how they are continuing to manage their day to day living tasks.

Our staff carry out the statutory assessment and where possible, identity any interventions and develop a support plan to address any specific needs which are highlighted.

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Council Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Council. All carers are entitled to a reassessment of their needs annually. Our service undertakes both the initial assessment, and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

With the support of Citizen's Advice, the service offers carers benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model, we work alongside our partners to develop awareness, offer training and support peer/post diagnostic groups and the Oldham Dementia Strategy.

Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

Activity / improvements in last 12 months:

- Continued good working relations have been maintained with all key stakeholders.
- Regular attendance and support provided at various carers groups.
- Have supported the weekly dementia drop-in hub at Dr. Kershaw's Hospice Wellbeing Centre.
- Continued attendance at Oldham Dementia Partnership Board meetings as well as regular monthly Memory Assessment Service catch up meetings with commissioner.

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken: 120

All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing ongoing support for both carers and people with dementia.

Number of drop-in sessions and talks at carers groups: 33

Risks/Threats:

- Loss of contract.
- Demand can overstretch capacity on occasions.
- Increased demand for staff attendance at carers groups and to support with the establishment of new services and ongoing promotional events.
- Integration of the OMBC Carers Service with the ARCC (ASC front door service) had resulted in increased referrals and demand on AUKO Dementia Carers Service.

In October 2024, Age UK Oldham stopped undertaking the Dementia Carers Assessments on behalf of the Local Authority due to the termination of funding by the Local Authority as it took this service back in-house. To compensate an additional ask was made of the Age UK Oldham Dementia Information Service to support carers instead via the new outreach hubs. There was no reduction in overall funding for this year as Age UK Oldham supported Dementia Carers for the last half of the year via outreach work instead of carrying out Carers Assessments.

DEMENTIA FRONTRUNNER

Funding Source: NHSE via Northern Care Alliance: day care cost for 31 dementia patients

The National Dementia Frontrunner programme, which Age UK Oldham has played a big role in, has helped to wrap support around people living with dementia at home after they have left hospital or A&E, giving people the best chance of making a recovery, as well as easing pressures on hospitals.

We have helped secure the success of this programme by the inclusion of Age UK Oldham's practical services, carer support and the concentrated daily day care provision for up to 3 weeks following discharge.

The pilot project has been funded by NHS England and is led by the Four Localities Partnership, which brings together teams from the Northern Care Alliance NHS Foundation Trust, as well as local councils' adult social care teams, and voluntary and mental health services across Bury, Oldham, Rochdale and Salford.

Service Objectives:

The teams involved in this trailblazing programme are responsible for the creation and implementation of fast and effective solutions aiming to move people quicker from hospital to home after treatment, as well as improve emergency care for people living with dementia.

Service Description:

Oldham's front runner model commenced in August 2023 and supported by offering 3 weeks day care provision to patients with dementia while supporting their carers with our wrap-around preventative services. This 3-week window provided dementia carers with an invaluable, protected space to plan for the future, assess their own carer needs alongside the needs of their loved one, and devising the best care plan which works for themselves as well as the patient who is at risk of a readmission to hospital or admission to long term care.

We are proud to report that this is an award-winning service which gained national recognition following receiving the HSJ Patient Safety Award for the "Best use of Integrated Care and Partnership in Patient Safety" award in September 2024.

Service Activity:

From August 2024- March 2025 the Age UK Oldham Dementia Front Runner programme has supported 31 patients to remain at home with the support of, but not exclusively, Age UK Oldham's day care provision as well as provision of a range of internal Age UK Oldham services.

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: CCG: £24,915 per annum

Service Objective:

- To provide a wide range of dementia-related information & emotional support for people who have a formal diagnosis of dementia and to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.
- To provide dementia related information in accessible formats including audio versions and large print.
- To link people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may need additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

Access to the service can be by self-referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners, and other professionals.

Guidance and support are offered via telephone or home visits as well as at drop-in sessions at carers groups and dementia hubs around the borough.

With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board. We have also worked closely with Dr. Kershaw's Hospice at their weekly dementia hub which offers drop-in support and access to memory service staff to people with dementia and their carers.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer.

We continue to provide and keep updated the Dementia handbook, a guide which supports people to navigate through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator and the Dementia Carers Assessment Officer who are supported by the Services Manager for development of the service. All staff have longstanding experience of working with dementia and have skills and knowledge in community care as well as in-depth knowledge of local services in Oldham.

The Memory Clinic practitioners continue to have a good working relationship with the service.

Our service also supports in the delivery of outreach dementia information and advice sessions held at various community locations across the borough. We provide this support routinely to the memory clinic's carers group, Dr Kershaw's Dementia Hub and the newly formed South Asian Dementia Hub. We support Springboard Dementia Carers Group in the delivery of weekly activities and monthly entertainment to their members.

Activity / improvements in last 12 months:

- Continued good working relations have been maintained with all key stakeholders. Continued full attendance at the Oldham Dementia Strategic Partnership Group.

- Promotional work at events have been developed including the memory café at Oldham library delivered by Dementia UK and Dr. Kershaw's dementia hub. New working relationships have developed with this organisation as a result of this partnership working.
- Regular in-person contact with at Springboard, Dr Kershaw's dementia hub and the Memory Service CST group and the South Asian Dementia Hub. These carers groups meet in a face-to-face manner are well attended.
- Deliver outreach work to dementia carers by providing advice and drop-in sessions at various venues throughout the borough.
- Support Springboard by delivering weekly activities and arranging/delivering monthly entertainment/dementia-friendly activity sessions to their membership
- We also have a presence at the Springboard committee meeting once a quarter to help in the planning and delivery of the activity sessions we deliver to Springboard members.
- The service has also supported the new Dementia Front Runner pilot programme by providing information and support to carers supported by the front Runner Team.

Relevant figures:

Activity achieved April 2024– March 2025

Unique clients receiving telephone or face to face advice & support:	888
Total number of contacts provided to or on behalf of clients:	5,009
Connecting clients to other support services:	2,196

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 100% of people who used our service reported decreased anxiety.
- 100% of people using our service were connected to other services which could be of mutual long-term benefit and support them to continue to live well with dementia.
- 100% of service users reported that they would be likely or extremely likely to recommend our service to others.

Risks/Threats:

- Loss of contract.
- Demand can overstretch capacity on occasions especially with the increased ask to promote our service and attend events with the establishment of new support services.
- The demand for our service has had an impact on staff time due to the complexity of support required by clients as they are often at crisis point following a sustained period of caring.

ENHANCED LUNCH CLUBS

Funding amount and source:

Local Authority contract £61,282 (6 months to September 24 supplemented by Age UK Oldham:

Service Objective:

The aim of our Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal.

Description of service:

Enhanced Lunch Club Service - Provision of 266 places per week between 8 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service, we signpost and refer clients to other appropriate services that may benefit the client.

Activity / improvements in last 12 months:

The funding for this service ceased in September 2024 we were made aware of this in 23/24 by OMBC who extended the contract to September 2024.

We tried unsuccessfully to secure funding for this service to continue. We explored a self-sustainable lunch club model however this was not possible.

In July 2024 we began consultation with all clients at all sites re closure of the service this was a big undertaking, clients were of course upset at the loss of this valued service and requested we consider a different service that would able them to stay together and maintain their valuable relationships with both their peers and AUKO staff.

We developed a reduced model of one staff member to deliver unlimited beverages cake and activities.

Work began to amalgamate clubs together and with the closing of a small venue this was a reduction from 8 to 5 sites. Savings of requesting reduction in rents staffing and not providing a cooked meal meant with some funding from local councillor's client income and fundraising we could strive to make them self-sustainable.

Relevant figures:

April/September 24 lunch club provisions 6,384 places per annum.

266 places per week in 8 establishments.

September/March 25 - 31 weeks, 110 places per week = 3410 places in total.

Risks/Threats: funding for this service was for 6 months April/September 2024.

To date we have been unable to secure alternative funding to continue the lunch club model

Staff redundancies.

Impact on catering services with the loss of approximately 200 meals per week.

Impact on drivers with loss of deliveries to lunch club sites.

EON PROJECT

Funding amount and source:

Age UK Oldham in Partnership with EON

Received £15,450

Service Objective:

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness.

In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general practices, hospitals, and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating.

Description of service:

Our Handyperson visits the home offering information and practical advice on how to save money on heating during the winter months, fitting a range of energy saving equipment. They will also sign posting for benefits checks including Attendance Allowance and make referrals to the Household support fund.

Referrals have been from a range of health and social care professionals along with self-referrals and following home visits made from our PIP service and hospital discharge team.

Activity / improvements in last 12 months:

Numbers of people referred to Age UK Oldham's other services	115
Information leaflets	300
Emergency Heating	15 x 2 oil filled radiator per household
Referral to Handyman for heating repairs and other urgent work	11
Electric blanket	16
Free equipment supplied by E-on and fitted in homes amounted to	£3,300 allowance £22 per household

Relevant figures:

Full energy checks conducted in the home	150

Risks/Threats:

Funding has to be applied for each year from Age UK England in partnership with the Energy Companies

FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group

£83,615

Service Objective:

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls.
- Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls.
- Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated.

Short description of service:

As part of the Falls pathway Age UK Oldham works in partnership with the Community Rehab & Falls Team (CRAFT) and Oldham Community Leisure to provide a tailored, evidence-based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling. 12 classes per week are provided across the borough.

Aim - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility, and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

Process – CRAFT completes a multifactorial assessment with all clients, starts them on OTAGO exercises at home and then refers appropriate people to our weekly falls prevention exercise classes.

Transport - Door to door accessible transport is offered, arranged, and provided to bring the clients to the group sessions. A range of transport options are used including Ring and Ride, Age UK Oldham transport and approved taxis. There is no charge for the first 8 weeks for transport. The classes are free for the first 4 weeks then there is a £2.00 weekly charge for the remainder of the 9-month period.

Monitoring & Evaluation - The progress of each individual is monitored every 3 months through the 9-month period against the initial tests completed by physiotherapists.

Reporting - Reporting is completed quarterly for the Council and ICB (Integrated Care Board) with an annual case study also compiled.

Partnership – we meet Monthly with the CRAFT Team Leader and Oldham Community Leisure Falls Lead to plan, reflect on progress, find solutions to any issues that arise, plan falls awareness activity and look at the future development of the service.

Falls Awareness

In addition to the classes, we hold falls prevention awareness activities each year. This includes targeting community groups and professionals working with older adults.

Activity / improvements in last 12 months:

Capacity has increased significantly over the last 6 months and some of the classes are almost at full capacity which is being monitored and will be reviewed over the coming months, due to this demand we are still providing 12 classes per week to enable us to reach more people and cover as many areas of Oldham as possible.

We continue to provide 3 zoom classes weekly (Mondays, Wednesdays and Fridays).

We provided falls prevention advice and other useful information throughout the year to those attending classes. Talks were given at several local community groups.

Classes were offered throughout the financial year at the following venues:

Failsworth – 2 classes at Walton House (Housing 21).

Chadderton – 2 classes: one at Chadderton over 60s Centre and one at St Herbert's Parish Centre.

Royton – 2 classes: one at Tandle View Court (Housing 21) and one at Trinity Methodist Church.

Lees – 2 classes at Lees House (Housing 21).

Springhead – 2 classes at Springlees Court (Housing 21).

Shaw – 2 classes at Hopwood Court (Housing 21).

Transport

Our Age UK Oldham transport supports five of the classes covering each of the geographical areas we operate in.

We continued to carry out welfare calls to clients that fail to attend classes, provide information and make referrals for additional support with a range of services, e.g. Blue Badge, Occupational Therapy, re-referring to the CRAFT Team, etc.

We have also started to phase out the use of latex therabands, having purchased a new supply of non-latex bands suitable for people with allergies or sensitivity to latex.

We provided copies of exercise guides, therabands and information about other equipment to encourage people to exercise at home.

We continued to offer information about the zoom sessions to new starters and offered loan equipment and IT support to set up tablets, Wi-Fi, etc. We PAT test the loaned equipment.

Volunteers – 5 volunteers support the service.

Greater Manchester FLEXI study.

Relevant figures:

Face-to-face contacts at classes

Month	Number of classes	No. of attendances
April 2024	34	221
May 2024	30	197
June 2024	29	204
July 2024	36	223

August 2024	28	190
September 2024	32	255
October 2024	36	261
November 2024	32	216
December 2024	30	178
January 2025	34	192
February 2025	32	311
March 2025	32	195

Contacts are also made in different ways including telephone, email, face to face, contacts made to other services on behalf of the client to support and zoom sessions.

Total Contacts:

Contacts are made to facilitate attendance at classes, to check if people need any help if they have not attended for a few sessions, we check on wellbeing and practical concerns.

Contacts vary from approximately 5 - 30 minutes for each person.

Further details about the contacts made is in the table below:

Contacts Type	**Q1**	**Q2**	**Q3**	**Q4**
Total Number of individuals on contact list	127	133	124	131
Number of client contacts	995	982	1041	929
Number of zoom sessions	37	40	33	13
Number of Zoom attendances	131	131	105	29

Risks/Threats:

Capacity at our venues means that we are limited to how many participants we can recruit. We are unable to oversubscribe places at some classes because we don't have the space to accommodate people safely if everyone were to attend. Larger venues would incur a cost, and we rely on free (often smaller) venues to keep the project costs down.

As with many services transport continues to be critical to the success of the project, Age Uk transport has limited places and is only provided at 5 of the 12 classes, it is difficult to arrange and offer alternative transport when people can't make their own way to a class, This is because Ring & Ride require 6 people in the same area in order to set up a block booking and if people do not regularly attend the block booking is cancelled and participants must be booked on individually each week and is then not always available.

We continue to receive clients onto the programme solely from the Community Rehab and Falls Team (CRAFT), so the number of people registered is dependent upon their referrals to the service.

Costs have increased significantly. Increased instructor costs, staff costs, cost of transport and refreshments, etc. mean that we have less flexibility across the budget.

GENERAL INFORMATION AND SIGNPOSTING

No specific funding apart from £10k Brand Partnership annual payment which we allocate to this service.

Service Objective:

- To provide independent general information and signposting for older people and their carers.
- To act as a gateway both for Age UK Oldham's services and others ensuring that people are connected to the correct services both in house and in the wider local community.

Description of Service:

The service offers Information and practical support for anyone over 50, and their carers.

BENEFITS ADVICE

During the period 1st April 2024 to 15th August 2024, Benefits Advice was commissioned from our local Citizens Advice service and funded by ourselves – meaning that they could support completion of claims for Pension Age Related Benefits and Money, carry out full benefits checks completing the relevant claim forms for age related benefits or carers and also carry out home visits for people who are unable to travel to our office or take part in an in-depth lengthy telephone conversation.

This service was free and confidential.

We made it very clear to all of our customers receiving Benefits advice that although the service is situated in our building and home visits are carried out by CA staff, it is delivered to them under the auspices of Citizens Advice. This means that they are indemnified under CA 's Public Liability policy. All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team.

The flexibility of the service enables easy access and support for older people and their carers. The experience and skill of CA staff has realised much needed financial gains and clients have also been able to access opportunities to further engage with other Age UK Oldham services – which, in many instances they have been unaware of.

Activity / improvements in last 12 months:

- Fullest information to access the support they require
- Signposted externally to local specialist advice services
- Referred internally to AUKO services to meet their needs
- Urged to return to AUO if their signpost/referral result is not effective

The skills of AUKO staff in both specialist and general support services has shown that older people s financial entitlements can also be quickly recognised, explored and often effectively dealt with at source.

General Information and Signposting Service assisted:

- Referrals dealt with and completed: 1061
- Contacts: 2,071

Benefits 1st April 2024 to 15th August 2024

- Referrals: 71
- Contacts: 183

GEORGE STREET CHAPEL

Funding Amount and Source: Income generated 24/25 £32,693

Service Objective:

George Street Chapel is a Grade II* listed building. It has long played a central role in Oldham's heritage and continues to serve as a cultural and community hub. Today, it not only safeguards this historic landmark but also generates income to support our wider charitable work.

The Chapel provides a warm, inclusive venue for celebrations, community events, conferences, heritage and educational visits, offering local people a valued space for history, learning, and social connection.

Service Summary:

We deliver a wide range of activities, including seasonal and holiday events, heritage tours, and educational school visits. Over the past year we have done more community events working with local services.

Achievements in the Past 12 Months:

- Secured regular weekly venue bookings, helping to cover core operational costs.
- partnership events and community services, to strengthening connections and offering meaningful support
- Weekly Coffee morning
- Christmas Concert from "the Scott brothers"
- Partnership work with Oldham coliseum

Risks and Challenges:

- Competition: Subsidised local authority and community events.
- Rising Costs: Increasing staffing, energy, and supplies are putting pressure on financial sustainability.
- Local Environment: Decline in the area's appeal and ongoing construction works have deterred some visitors.
- Volunteer Shortage: A reduced volunteer base, linked in part to changes in pension age, threatens event delivery and heritage activities, which rely heavily on older volunteers' expertise.
- Cost-of-Living Crisis: Reduced disposable income may impact bookings and attendance.
- Digital Shift: Growing reliance on virtual platforms has reduced demand for in-person meetings.
- Funding Reductions: Falling external support limits our ability to host diverse events at scale.

Relevant figures 24/25:

Sunday service weekly	52
Room hires	42
Schools	18 (23 x classes)
Internal	3
Seasonal	8

Heritage experiences	3
Weddings	0
Party	0
Wake	0

HANDYVAN

Funding amount and source:

Oldham Council £31,000

Oldham Council Warm Homes £18k spot contract

Service Objective:

The aim of the service is to undertake tasks that deliver preventative and practical support to vulnerable older people enabling them to live independently and safe within their own homes.

To ensure that those that are most vulnerable are receiving a quality job at a fair price for the work undertaken.

Warm Homes is an annual payment based on jobs undertaken from Oldham Council to provide all ages/families who are in fuel poverty or hardship, with beds and bedding, repairs to the home following the installation of a heating system. To provide emergency heating in the form of oil filled radiators.

Short description of service:

We have a range of trusted and vetted contractors providing repairs at a fixed hourly rate which we quote to the customer at the time of enquiry. We make a charge of £30 per hour for our in-house handyperson.

Trusted contractors will always give a free no obligation quote which is then passed to the Age UK administrator. When an estimate exceeds £500, we will encourage customers to obtain a second quote. For those unable to do so we will advocate on their behalf.

Each trade has a different price per hour which is quoted at time of call and given again with the quote.

We cover a range of tasks from Gas, electrical work, alarms, joinery, building work to smaller gardening jobs, key safes, small joinery work etc.

Any jobs undertaken for Warm Homes are charged at the same hourly rate and deducted from the funding.

When carrying out jobs in the homes of customers, all the contractors are trained in spotting any areas of concern, including safeguarding, and will report their observations to the administrator who will take action.

Our handyperson will also signpost to our internal services as appropriate and all will offer a service guide and leaflets as required.

Activity / improvements in last 12 months:

The procedures for HandyVan have a clear pathway from dealing with the customer from the initial enquiry to the quote to following up the completed job, invoicing and taking payments to the quality questionnaires. We have a complex data base that alerts us to follow up any outstanding invoices and overdue payments and this is working well alongside a new Financial Procedure. This has resulted in a reduction in unpaid invoices at year end.

We have also been able to help people this year who have been signposted with low income with the Household support fund.

Relevant figures:

Enquires to service	1,036
Completed jobs	862
Internal	271
Contractors	591
Warm Homes jobs completed	50

Risks/Threats:

Always the risk of contract not being renewed for HandyVan.

Spot contract for Warm Homes at Risk each year.

HOME FIRST SUPPORT SERVICE

Funding: NHS GMICB: £67,238 p.a

We have been working with Greater Manchester Integrated Care Partnership to provide discharge support to older Oldham residents who are being discharged from any hospital in Greater Manchester.

Description of Service:

The Home First Service offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation.

A worker visits a patient within a day of discharge to ensure adequate support is in place and continues to offer support as required over the first week of discharge. We also have a presence at the Integrated Discharge Hub in the Royal Oldham Hospital three times a week to raise awareness of the service, and the wider support Age UK Oldham can offer.

We work closely with the hospital social work team, therapy teams at A&E, ward staff and the frailty team in the Royal Oldham Hospital as well as staff based at Butler Green and Medlock Court Intermediate Care Units. We operate this service as part of a wider Greater Manchester Hospital Discharge Alliance providing this support to any older Oldham resident being discharged from any GM hospital back to their Oldham home.

Service Objectives:

The service offers up to 5 days follow-up support following a discharge to:

- provide immediate practical and emotional support to older people to facilitate safe timely discharges to a safe and successful return home. Home visits can be provided as part of a settling-in process for the patient returning home.
- promote independence of the older person at home by offering support and encouragement through a daily checking-in service to maintain a successful discharge.
- monitor patients' needs and refer on to other services offered by AUKO and other organisations to access longer-term support to maintain a continued, safe return to home for patients (e.g. PIP service/dementia support services/day care/helpline response service/Urgent Care Response Team).

Service activity:

Over the last 12 months, we have provided the service to 353 older people making 1,125 onward referrals and signposts.

We have received increased awareness of the service and have referrals from Tameside, Manchester, Bury and Salford acute hospitals.

Increased awareness of the service following the establishment of the Dementia Front Runner pilot programme which solidified links and relationships with the Integrated Discharge Hub at Royal Oldham Hospital.

Service manager reports monthly to Oldham commissioners who then feed into the GM Integrated Care Partnership. The manager also represents the service and Age UK Oldham at GM VCSE Alliance bi-monthly meetings.

Risk/threats:

Continued funding-currently for 12 months.

Creating service awareness amongst hospital personnel and embedding the service within a busy acute hospital setting is crucial for the continued generation of referrals.

Demand may out strip capacity to deliver the service should discharges greatly increase especially over winter pressure periods and if referrals increase from the mix of wider GM acute hospitals and residential enablement facilities.

HOUSEHOLD SUPPORT FUND

The Household Support Funding is provided by Department for Work and Pensions (DWP) to Local Authorities directly to help those people who are facing hardship or crisis and are on a low income - £12k has been awarded to Age UK Oldham who work closely with older individuals and households in Oldham who are at risk due to the adverse impact of the cost-of-living crisis. Our support offered is advertised as part of the wider Oldham Cost of Living Support offer on Oldham Council's We Can Help webpage so that individuals can be signposted to us for support.

We have helped over 300 households. Referrals have come from a wide range of professionals and agencies across the borough. It has been a lifeline to both older people and families.

It has helped to reduce food and fuel poverty and assisted in successful hospital discharge for both food and beds.

Although we don't receive an income from this it does give us some support cost, and we can charge for internal services provided.

We can assist with:

1. Emergency food /shopping and frozen meals – (cash, vouchers and/or food items directly)
2. Emergency energy or water bills / costs / oil filled radiators / electric blankets etc
3. Incontinence aids/ personal hygiene goods
4. Help with energy top ups
5. Warm clothing and shoes/school uniform
6. Beds and bedding
7. Household furniture and white goods

8. Emergency non-energy related household bills (phone credit/data etc)
9. Transport costs (e.g. bus passes to attend medical or public service appointments)

Relevant figures:

Over 350 people helped

INTERGENERATIONAL AT GEORGE STREET CHAPEL

Funding amount and source:
Age UK Oldham and educational visits

Service Objective:

In line with the National Curriculum, we deliver a unique Victorian Experience for KS1, KS2, and KS3 pupils. With the support of our dedicated volunteers, this programme remains a popular school trip for both Oldham schools and those from further afield.

Costs:
From April 2025, the pricing structure was revised. The charge is now £360 per class visit (up to 30 students) rather than a per-child fee.

Service Description:

George Street Chapel is Oldham's Grade II* listed former Independent Methodist Chapel – a striking historic landmark in the heart of the town centre. Our team of volunteer interactors bring the past to life through immersive tours, storytelling, and activities. Sessions highlight both Oldham's heritage and the chapel's history, while hands-on learning activities reinforce classroom teaching in an engaging and memorable way.

Activity / Improvements in the last 12 months:

- School bookings remained steady throughout 2024/25 without additional promotion.
- A slight decline in bookings has been noted in the current tax year, potentially linked to rising transport costs, reduced national school funding, and curriculum changes. This will continue to be monitored. Importantly, feedback from all visiting schools remains consistently excellent, demonstrating the continued value and impact of the programme.

Figures for 2024/25:

- 18 schools visited George Street Chapel
- 5 of these schools came from outside the Oldham borough
- 2 bookings were cancelled due to teacher staffing issues

Risks / Threats:

- Potential decline in school bookings due to external factors (e.g., funding pressures, transport costs, or curriculum changes).

- Volunteer capacity: each school visit requires up to 12 volunteers. Numbers have fallen due to age and health-related reasons, and recruitment has been challenging given the specialist nature of the role. Ideally, volunteers are retired, passionate about local history, and confident working with children.

LGBT (Lesbian Gay Bisexual Transgender) SOCIAL GROUP - 'OUT AND ABOUT'

Funding amount and source:

Self-funding

Service Objective:

Out & About is a weekly social group for older LGBTQ community and their invited supporters

Description of service:

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having this group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. AUKO has increased awareness of the needs of older LGBT people helping us progress and plan effectively for the future.

Age UK Oldham is committed to creating a safe and inclusive space that welcomes diversity and supports everyone.

Activity / improvements in last 12 months:

OLGBT Out & About is an informal social support group for older gay, lesbian, bisexual and trans people.

The group is professionally led by Age UK Oldham but with an emphasis on members supporting each other. Having meals out has been a popular choice by the group and they have enjoyed doing that this year.

Group members raised some funds this year by participating in a tabletop sale and arranging a tombola.

Relevant figures:

Between 6 - 9 people attend every week

Risks/Threats:

Loss of venue for meetings

LIFE STORY

Funding amount and source:

Oldham Clinical Commissioning Group: £18,696

Service Objective:

To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Short description of service:

Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered housing and in their own homes. We are funded to provide the life story information for the individual in book format.

The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

A copy of the Life Story book is donated to Oldham Local Studies & Archives Centre if the individual gives permission.

Our volunteers continued to produce their monthly Life Story newsletter which is sent out to all Care Homes in Oldham, retirement housing contacts, etc. We received excellent feedback from the newsletters and reports of people sharing it further among their own networks.

We have started working in partnership with Dr. Kershaw's Hospice Dementia Hub to support staff and volunteers there to complete life story templates and type up the books and present them.

Relevant figures (should comply with funder's reporting requirements):

Volunteers:	16
Target:	48 people
Achieved:	41 people

Risks/Threats:

- Complexity of referrals. We are still receiving referrals from a wide range of agencies since the pandemic and some of these have provided additional challenges, e.g. not understanding what the project is, starting to engage with the project but changing their mind, being erratic regarding arranging visits/phone calls, being difficult to get hold of, requiring more than one person to visit. This increases the time taken to fully complete the life story book.
- Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness.
- Difficulty recruiting new volunteers due to lack of capacity to attend community events and fewer community events being organised post-pandemic.

LIVING WELL

Service started 01 sept 2022 / Part time role 17.5hrs weekly

Funding amount and source:

£25,000 - TOG MIND

Service Objective:

The Service works in Partnership with TOG MIND and Positive Steps.

The Age UK Oldham Navigator worker will form part of the Living Well team. They will usually be a first point of contact for older people accessing the service to support them to identify options and services available to them both via statutory services and services from the VCSE sector.

The navigator will work with people up 12 weeks, in several ways to support the person to access their choices.

Short description of service:

The Age UK Oldham Navigator delivers an integrated approach in supporting older people experiencing mental health/cognitive issues to be independent in their own homes by supporting them to identify options, help action their choices and remain engaged with their own community. They work with people at all levels from low self-help to more intensive support for those with higher needs. The Navigator provides short term (up to 12 weeks) practical and emotional support to assist vulnerable people who have been identified as:

- being at risk of deterioration of their physical and mental health.
- experiencing anxiety/depression following a life changing event e.g. bereavement, redundancy, diagnosis of long-term condition.
- suffering from isolation and loneliness which is affecting their health and would benefit from social intervention aimed at preventing deterioration or crisis and may reduce re-occurring presentation to the GP surgery or hospital mental health readmissions.

The Navigator assist's clients to regain their independence, wellbeing, and confidence, through the provision of a flexible and creatively tailored approach to meet their personal needs, offering initial support by offering options and choices and linking them with appropriate services to support with social engagement activities within their locality. Arranging for practical measures to be put in place that will enable the older person to live in their own home independently and safely for longer.

Activity / improvements in last 12 months:

Actively involved with the Living well service within Oldham, attended Living well collaboratives, MDT meetings for south cluster and arranged TAA meetings when required.

Relevant figures (should comply with funder's reporting requirements):

Number of clients supported during this period	200
Number of contacts linked to those clients	1,841
Number of signposts during this period for those clients	266
Number of client cases closed and wellbeing outcome assessments completed during this period	94
Number of case studies completed during this period	4

Risks/Threats:

Complexity of cases and time needed to work and build up relationships with clients when navigator only has a part time 17.5 hrs weekly role, this is being monitored.

MEALS DELIVERY SERVICE

Funding amount and source:

Income generated: £101.695

Service Objective:

The aim of the service is to provide freshly frozen nutritional meals direct to older people within their own homes.

Brief description of service:

The meal service provides home cooked meals, soups and desserts that are frozen down then delivered direct to the persons door. They can have them weekly, fortnightly or had hoc. They are priced at £5.00each, soups and desserts are priced at £2.00 and there is a £2.50 delivery charge.

Activity / improvements in last 12 months:

In the year 24/25 we provide approximately 3200 packs which equated to around 16,00 individual meals.

This is a reduction on figures for 23/24 due to this we condensed the service to 3 days per week with a further reduction to 2 days in March 2025

We also provide regular weekly meals to Age UK Stockport; they have on average 85/90 meals per week which are picked up by Age UK Stockport staff for them to use in their daycentre.

Relevant figures:

In the year 24/25 we have provided approximately 3200meal packs most people have 5 meals a week. This equates to around 16,00 individual meals for the year

We have provided Age UK Stockport with around 85/90 meal per week which is 4,420 meals for the year 23/24

Risks/Threats:

As this is not a funded service, it is dependent on catering recourses and Age UK Oldham transport although customers are charged a delivery fee this does not fully cover the costs of the transport.

MEN IN SHEDS

Funding amount and source:

£21,900 income generation from subscriptions and sales

£58k funding from Age UK Oldham

Service Objective:

The core element of a Men in Sheds provision is providing hands-on activities for men over 50. The 'Sheds' provide the space for older men to meet, socialise, learn new skills and take part in activities with other men.

Men in Sheds tries to address the public health challenge of older men's health.

Men in Sheds aims to:

- enhance self-esteem and increase confidence.
- support men with long term health conditions
- improve physical and mental health/emotional wellbeing.
- reduce the risk of social isolation and resultant poor health.
- facilitate friendship and companionship.
- provide an environment conducive to men's learning and sharing of skills.
- offer respite opportunities for carers.
- improve access to services/activities and benefits for participants.

It's well documented those men do not make friends easily, tending instead to gather acquaintances, many of whom fall away when there is a life changing event such as

- retirement - redundancy
- deterioration in health- diagnosis of a long-term health condition
- divorce or bereavement.
- Isolation

Many men unlike women find it difficult to regenerate a social life following these life altering events.

There is a strong emphasis on mental health and the Men in Sheds Service tries to increase the awareness of and reduce the stigma of depression and anxiety whilst also providing support for men with physical disabilities following strokes etc.

The covert plan is also to get men in one place to target them with health messages. Men, particularly those over 60, tend to be slower at going to the doctor for problems that might turn out to be serious. AT MIS men are encouraged to adopt a positive approach to good physical and mental health, and we explain that maintaining one's health warrants more than just a visit to their local GP when they are sick. Having a regular check-up to maintain a good quality of life, engaging in good health practices to lower the risk of developing chronic disease, and building rewarding emotional relationships with their family and friends is key.

Short description of service:

The Failsworth Men in Sheds service currently operates for three days each week Monday Tuesday and Wednesday whilst the Greenfield service operates for two days each week on Thursday and Friday and also has an allotment facility. Each shed provides two sessions a day, with eight places in each session.

There are two full-time staff supporting the service, assisted by a team of volunteers. (buddies)

There are several different referral routes into the service, with a large number of referrals coming from the mental health team and the PIP (social prescribing) team with the remainder from families and self-referrals.

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either and am or a pm session - this needs to be carefully balanced for safety reasons as some men have complex needs and need more help to join in activities and projects.

Each shed member is assessed as to their individual capabilities and skills. Everyone has a purpose and contribute at various levels; the Buddy scheme helps people who are physically challenged to complete projects.

Ideally men attending the Men in Sheds service should move on from the service after six months. However, it has proved difficult in some cases for men to leave the service as we have not identified anywhere else that could meet their needs.

Activity / improvements in last 12 months:

The Co-ordinator has worked hard to build up the numbers at both sites and in particular the Greenfield site was at full capacity. In the spring of 2024 of the owner of the Mill at Greenfield approached us to say that the land was being redeveloped for housing and that the people using the mill would be given notice.

After consultation with the staff, it was decided that we would close the Greenfield site in the December of 2024. We would continue to operate over three days at Failsworth. The service has always been costly to the charity and having looked at various options it wasn't viable to set up a shed in another location.

It was agreed with the trustees that we would reduce the service from 5 days to 3 days to make savings and still offer a valuable resource.

One staff member decided to retire from the December from the Greenfield site. The co-ordinator was offered a day in daycare a post that he had previously held and to reduce his days from 5 to 4 days. The other support worker continued to work three days.

The clients at Greenfield following consultation over a period of months had the option to move down to Failsworth and following a number of taster days most of the men decided to come down to Failsworth.

Although places had to be reduced everyone still had a place however some had to reduce the sessions.

This was a period of change and the co-ordinator worked hard to ensure the smooth transition for the men. Following the transition to Failsworth, the men from Greenfield have settled well into their new environment and some are car sharing to help those who do not have transport access to the shed.

Relevant figures

The shed has seen has 76 individual men attending the sessions over 5 days until December 2024

From January to March 66 individual men

Plus, a team of 5 volunteers (Buddies).

Risks/Threats:

Despite the reduction in days Men in Sheds still remains a very costly service. We have not been able to secure funding and it is currently financed by the Charity.

MINOR /MAJOR ADAPTATIONS

Funding amount and source:

Total turnover £225,260

This is a spot contract with two providers.

Oldham Council

Housing 21

Service Objective:

We continue to provide the service without any contract or service level agreement.

All jobs are requested by the Occupational Therapist, and these are carried out by our internal Handyperson who is a Trusted Assessor and a range of contractors for the internal and external work to properties.

This work is carried out in private properties across Oldham and Housing 21 properties.

It's an all-age service.

Short description of service:

The majority of our internal work is bespoke joinery - stair rails, internal wooden steps, or jobs that are complex and cannot be provided by the contract holder Millbrook. We also (through a range of our trusted contractors) deliver major adaptations such as doors, windows, steps, paths external metal rails, door systems and bio bidets.

The administrator collates the estimates if required for jobs up to a thousand pounds.

Some jobs require a site visit, and the Trusted Asser will meet the contractors to provide and seek the best options for the client.

This work provides a steady income for AUKO.

We are constantly seeking the right price, and this is reflective in our sales and profit margin. We continually review material prices and the labour charge yearly. There has been a significant rise in the price of materials which we have reflected in our pricing structure again this year.

Activity / improvements in last 12 months:

There continues to be a long wait for people to have an assessment which is around 16 weeks plus. This has resulted in longer waits for equipment to be fitted in the home. AUKO have had more referrals for urgent adaptations in the home to those people most vulnerable. These have been carried out by both our internal staff member and by the contractors.

Following discussions with the head of service for Minor Adaptation it was clear that they are struggling within their budget, and this has caused a delay in adaptations being fitted. Some people can wait up to 6 months for an external rail.

We have completed 513 jobs in the year which has contributed to people not being readmitted to hospital and keeping them safe and independent at home.

This is a reduction from last year for two reasons last year we did extra work for another council, and the council is restricted within their budget.

We have also fitted adaptations for people who have chosen to pay rather than wait through our HandyVan service.

Risks/Threats:

There is always a concern with the continuation of this work as it is funded on a spot contract.

However, we do know that other providers are unable currently to do the work that is bespoke.

Despite competition we continue to achieve larger building works.

However, it would have staff implications if the work was withdrawn.

MA'S REFERRED FROM APRIL 24 TO MARCH 25	580
MA'S COMPLETED	513

MA'S CANCELLED	67
MA'S ON HOLD	0
MA'S OUTSTANDING	10

OLDER PEOPLES MENTAL HEALTH PEER SUPPORT

Funding amount and source: £18,454 from TOGMIND (Tameside Oldham and Glossop MIND)

Service Objective:
Commissioned initially from TOGMIND (Tameside Oldham and Glossop MIND) as a 6 month project to test need and efficacy, the Peer support project is a service within the Living Well model, providing personalised approaches to mental health care in the form of a "step-down" service for older people.

The project is aimed at those over 65yrs of age who have experience of Mental Health Issues but are currently feeling settled and stable and would like to achieve or maintain their wellbeing goals to enhance their mental health.

Peer support is a low-risk intervention and is not suitable for clients with current risks such as active suicidal ideation (anything more than fleeting thoughts), or active self-harm risk.

Short Description of Service
On referral and screening, the clients were offered up to eight sessions with an Older Persons peer support worker, who worked with the client in the community to access other long-term services and support if needed, and facilitated the self-managed goal settings of the client.
Working with a peer support worker who could relate to their experiences, encouraged their engagement, gave hope, and inspired the client to reach their goals.

The peer support project led to better informed MDT's, enhanced wrap-around care, and improved communication from a multi-agency perspective. Additionally, supporting a client to connect with other community resources helped to prevent further referrals and readmissions.

Due to the successful outcomes of the short 6 month pilot, an application to Awards for All for further funding is being sought.

Relevant Figures:
We sent a questionnaire to all groups to determine their reasons for not being vaccinated and carried out extensive marketing to urge all older people to consider the offer.
We then marketed the offer - circulated information via social media, all of our charity shops in the community, all Age UK staff, all services and projects were involved in circulating leaflets and talking to people both face to face and on the telephone.

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Northern Care Alliance £150,000 (PIP), CCG £31,168 (UCRT), Action Together CIO £58,483.70 (Social Prescribing).

Service Objective:

The aim of the team is to promote independence, safety and wellness of the patient within their own home and community.

Service Aims:

- To address the social aspects of a patients presenting at the GP surgeries for a non-medical source of support.
- To provide a strength-based, person-centred response to issues-either practical or emotional- which may be affecting a person's wellbeing.
- To lessen social isolation experienced by older people in our community.

Description of Service:

Age UK Oldham's PIP advisors are linked to the 5 Adult Health and Social Care clusters in the borough of Oldham working with and taking referrals from the integrated care teams which comprise of District Nursing and Adult Social Care staff. Referrals are also received directly from clients, family members, internally from other Age UK Oldham services as well as from a wide range of other external organisations.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence.

PIP workers link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long-term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, craft sessions to counselling, support groups, community groups etc.

PIP Advisors supported each the 5 Clusters as part of Integrated Health and Social Care Community teams. Clusters are aligned to location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers and an Age UK Oldham PIP Advisor, working together in the same building to provide health and social care services locally. Each of these clusters operate within a Council District Team which the PIP worker also works alongside by supporting local district events for residents as well as providing a weekly online presence in each of the Council District Partnership meetings. This joined up way of working aims to be a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved, and the client support is much more complex from when the service first started.

UCRT - A PIP advisor continues to have a daily presence in the UCRT (Urgent Care Response Team-previously known an ICET/ORCAT), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. In March 2024 the team moved into the new Oldham Council offices at the Spindles. The Urgent Care Team PIP Advisor will carry out a home visit and refer to internal Age UK Oldham services as well as external service providers (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred into the long-term PIP service for more prolonged support.

SOCIAL PRESCRIBING - Since 1st November 2024, 1.5 FTE PIP advisors also work as part of the Oldham Social Prescribing Service in partnership with our colleagues at Action Together, Positive Steps and TOGMind. Age UK Oldham staff work with social prescribing clients aged over 55 years and those most frail to sit within the experience and skills of our staff.

Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in their area. This service uses the Elemental digital platform of referring into the service, recording work undertaken and sharing outcomes. This platform is directly linked to the GP EMIS system so it can advise GPs of the work being undertaken by the service to support their patients.

PIP manager and CEO attend quarterly strategic Social Prescribing consortium meetings. Monthly management meetings are also attended by Age UK Oldham, TOGMIND, Positive Steps and Action Tother social prescribing managers for the operational management of the full social prescribing service.

Activity / improvements in last 12 months:

As a result of changes withing the Adult Social Care delivery model (Targeted Operating Model), the PIP service now receives most of its referrals from ASC via ARCC (Assessment Referral Contact Centre)-the "front door" of Oldham's Adult Social Care service. The ARCC screens and triages ASC referrals and will send referrals at this earlier stage to the PIP service to action. Apart from the URCT PIP worker, the team now operate a hybrid working day and spend their time either office or home-based with the majority of their time out in the community undertaking home visits or escorting clients, as way of introduction, to social activities.

The Urgent Care response Team (UCRT) is now based at The Spindles with MioCare staff who provide Helpline and Enablement services, and a PIP worker is also based there as part of the wider team. The PIP worker's role within the UCRT has become cemented as it is flexible and responsive to the urgent needs of patients supported through the crisis team. Our worker continues to receive nominations by the integrated team for Employee of the Month on several occasions.

The re-establishment of Age UK Oldham staff in the Oldham Social Prescribing service

Relevant figures:

Number of people supported 823 -resulting in 6,807 contacts with or on behalf of clients. Clients were referred or signposted onwards to 2,201 services.

PIP Manager and Age UK CEO, meet with funders quarterly, to present reports/KPI's, which comply with funder's requirements.

PIP Manager reports bi-annually to CCG on UCRT PIP service activity.

Risks/Threats:

Continued funding.

Demand can overstretch capacity at times.

The nature of the work being undertaken by PIP advisors to support older people in the community has become complex. A great deal of time is spent in acquiring the most appropriate support for vulnerable older people. The timescales and complexity of the work can have an impact on waiting times for new referrals to be dealt with.

We very unexpectedly received notice of termination of PIP contract in July 2024 without any prior notice or warning. Originally, we were given 6 weeks' notice but following a challenge from CEO the service terminated at the end of Oct 2024. The funding continues for the Urgent Care Response Team worker and

Social Prescribing workers. We have retained all staff and have formed a Community Support Team to help triage and continue to support older people who come to Age UK Oldham for various services, assistance and guidance.

SAFE AT HOME AND SHOPPING SERVICE

Funded by Age UK Oldham 32K after Client charges of £15,077

Service Objective:

The Home Shopping Service is based at the office, and we use the click and collect system at the local Tesco at Werneth.

This service operates deliveries Tuesday Wednesday Thursday.

Staffed by 2 part time admin assistants and 1 part time driver delivering both Shopping and Meals.

Short description of service:

To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

We continue to put shopping away monitor the home situation and liaise with family and agencies to ensure that clients are safe and well within the home.

We also signpost to our other services when a need is identified.

Activity / improvements in last 12 months:

As the Shopping Service moved onto online shopping with Tesco the operation is a more efficient and reliable.

Prices are much better for the customer and there is a wider range of food to choose from.

This continues to be a time-consuming process the average age of user is 80+ customers will not always be ready with their order and often need help to decide - therefore to take the order and payment and order online takes time.

The charge remains at £8.00. However, we must pay Tesco for the slot and to pick and pack this ranges from £1 to £2 usually £2 and up to £5.00 over the Christmas /Easter period, which reduces our income depending on slot charge. We also have to pre-book slots at busy times of the year in advance.

We continued to use Household Support funding to provide shopping free or no delivery charge to people of all ages who had been discharged from hospital, in crisis or with low income/fuel poverty or no means to shop.

At the end of the year, we had a data base of 55 clients with deliveries averaging 31 -35 a week.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 3 days.

In January 2025 it was decided that the Charity could no longer fund this service. We began consultation with the staff as to alternative employment. The cost of each delivery, based on the above numbers, is at a cost of £25 per delivery.

This process involves a lot of work with the client base and would take around 6 months to ensure all the clients had access to shopping being delivered.

The consultation started with the clients at the end of March by staff doing home visits to look at those people most vulnerable it is envisaged this process with take a further 3 months to ensure every client has access to a service to provide shopping delivered to the home.

Relevant figures

1,884 shopping deliveries were carried out

Risks/Threats:

Unable to carry on the funding by the Charity

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project.

Service Objective:

IT classes for older people in small groups at Chadderton over 60's centre.

Short description of service:

IT classes are held every Chadderton over 60s – we also support people with mobile phones, digital cameras who may also need a quick lesson to help them.

All classes are chargeable.

Activity / improvements in last 12 months:

Classes held each Friday morning with centre manager and IT volunteer.

Between 1 - 4 people come each week.

Relevant figures:

Numbers fluctuate between 1 – 4 each week.

With PIP staff bringing people for one off support in between.

Sessions are chargeable at £6 each.

Loss of IT staff member has impacted this service – it is now supported by centre manager and a volunteer.

Risks/Threats:

Loss of numbers.

Loss of venue.

Loss of staff.

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: Support all AUKO services with volunteer help

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services. Volunteers are dedicated and an instrumental part of our Age UK Oldham family.

We recognise the importance of well-trained volunteers, so we also deliver a Welcome to Age UK Oldham Day induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

Short description of service:

Our volunteers help us be there for the people who need us most, from direct service delivery to helping us raise money through our charity shops. Volunteers are our strength.

Volunteers are supported and trained by managers and staff and are a very welcome addition to our staffing.

Activity / improvements in last 12 months:

As the need for our services have grown so too have our volunteers, people working longer has had a huge impact on our recruitment. We have had three recruitment events this year along with continuous advertising on our social media and website.

I understand from Age UK networking events, this is happening across the country and all Age UKs have been affected by drop in volunteers coming forward

Relevant figures:

Befriending	2
Intergenerational	0
Just4 men	1
Computer classes	1
Shops	10
Falls	2
Life Story	1

Risks/Threats:

Unable to recruit and retain sufficient number of volunteers to support ongoing services and prevent future development.

WINTER VACCINATION PROGRAMME

Funding: £3000 – GM ICB

Service Objective

To support vaccination awareness and Uptake for Oldham residents.

Brief Description of Service

In order to promote awareness and support access to winter vaccinations for older people, we initially contacted many of our groups (Older Together, Life Story, Shopping service, Chadderton Over 60 groups, Falls groups) to ask who had had their flu and covid vaccinations, whether they still intended to if they hadn't yet, and what reason there was if they didn't want to be vaccinated.

We carried out extensive marketing to these groups to urge all older people to consider the offer.
We then marketed the offer to the general public, circulated information via social media, all of our charity shops in the community, community events we attended, all Age UK Oldham staff.

All services and projects were involved in circulating leaflets and talking to people both face to face and on the telephone.

Relevant Figures

Below are the figures from the questionnaire responses:

Totals	Flu yes	Flu no	Covid yes	Covid no	Intend to
16	15	1	12	4	0
19	19	0	17	2	0
12	10	2	11	1	0
7	7	0	6	1	0
19	13	6	11	8	0
16	16	0	15	1	0
9	8	1	5	4	0
19	18	1	15	4	0
36	31	5	29	7	0
3	3	0	1	2	0
156	**140**	**16**	**122**	**34**	**0**

90% of people had their flu jabs, 10% did not.
78% had their covid jabs, 22% did not.
Of those that didn't, none of them intended to for the following reasons:

Didn't get offer with Flu jab and didn't have transport for Covid Jab.
She doesn't trust what is in the injections.
Auto-immune issues prevent uptake of c19 booster.
Heard bad things about the vaccine so does not want to have it.
Felt like their arthritis was getting worse and their physio said that they had heard that the covid vaccination can affect arthritis.
Suspicious about the speed of development of the original vaccine and the follow-ups. Although this is the first follow-up they haven't had.
Husband had bad experience with flu vaccine and chest pains.
Not been able to get appointment.
Not had chance to make an appointment for flu jab.
Ran out of COVID vaccine.

CHARITY SHOPS

Income Generation: £813,227

To raise funds for the charity we started the year 2024/25 operating eight charity shops. However, we closed Boutique on George Street in February.

We sell donated goods at Lees, Failsworth Precinct, Lord Lane Failsworth, Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road and eBay. In August 2025 we opened a new shop in Milnrow.

Our shops generate income by providing household goods, clothing, and furniture to the local community.

The shop sales (excluding gift aid) during 2024/25 were £652,699, which is £2,496 down on last year. However, Boutique closed 7 weeks before the end of the financial year which would have brought us above last year's takings by approximately £1,500.

We also raised funds by selling on our eBay shop, raising £18,881. This is an improvement on the previous year by £2,496. We have given one of our Shop Managers, Gaynor, the responsibility of eBay which she has embraced with vigour.

Recycling of rags raised £13,652 which is down £2,743 which is due to price per kilo being reduced. This has happened across the charity sector, across the country.

Gift aid: £110,032, which is up £35,025 on last year. This has been possible due to a new system of gift aid management being implemented.

Totalling £813,227

This is £37,802 up on last year.

Service Objective:

We have 8 retail outlets again, which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 15 shop managers (full time and part time), a team of drivers and a staff rota of over 90 volunteers across all sites.

We aim to provide a welcoming, safe environment for staff, volunteers, and customers.

Short description of service:

Eight retail shops sell a wide variety of donated goods whilst acting as a link in the community to our local services. All sites have a supply of our service guides and useful information leaflets for customers' needs.

Researching and valuing items which have been donated, and then to sell on eBay, or in the shops, to maximize profits.

We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

Activity / improvements in the last 12 months:

Our rags and waste income has declined due to the price per kilo, so we continue to transfer more stock to our pound shop, which has improved in turnover year on year again. Stock is moved there 4 times per week from the other shops. We utilise part of our Barn St site to store furniture and this is also where our small appliance electrical donations are tested. Donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill (till system) still helps us gain a substantial profit from Gift Aid and helps us to analyse our figures with ease, identifying key areas for us to focus our efforts.

We have taken on board the new e-learning training system. All managers are up to date with their training. This can now be done without taking managers away from their shops and having to use other staff to cover. This saves on salaries also.

We continue to re-use donated bags which we charge for and no longer buy new carriers. This is a small effort to help the environment.

Going forward, we are still actively seeking new sites to increase the profits for our charity.

Risks/Threats:

Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

We are still expecting a new intake of Duke of Edinburgh volunteers as the new school year has just started.

During Covid 19 we installed safety screens around our till areas, all have now been removed.

Even more customers are now shopping online and the increase of cheaper competitors on the high street means that our prices and stock quality need to be more competitive than ever.

Our eBay coordinator is now one of our shop managers. She travels between shops on her non-shop manager days to collect and view potential eBay items.

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2021.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero-tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

OUR ORGANISATION

Age UK Oldham is a local autonomous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.

Age UK Oldham has an operational trading subsidiary which generates income to funds the charities work.

Age UK Oldham and its subsidiary employs around 90 staff, and benefits from the support of over 300 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status considered to be vulnerable to modern slavery in this country. We are not complacent and have robust policies and procedures in place.

POLICIES

Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.
2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

In the 2025/26 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.
- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2025 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long-term reserves is to generate an increase in value more than inflation over the long term. A small proportion of the charity's long-term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short-term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

BORROWING POLICY

Age UK Oldham, when possible, uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £668,971.

The Trustees consider that in the event of a significant drop in funding; this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

PLANS FOR FUTURE PERIODS

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops;
- Establish a warm space and social wellbeing hub at Over 60's Centre to ensure that older people have access to information, advice and practical support to help them through a challenging winter;
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers;
- The Social Care climate is changing, and we must now continue to explore opportunities to amalgamate charged for places for those people needing care but who are ineligible for statutory financial support and understand the Direct Payment process to enable staff to assist service users who are eligible under these parameters;
- Further increase in catering provision both in service and trading areas. Consolidate and grow the meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue;
- Build on previous success with local schools with whom we have built relationships within our heritage project, and develop more diverse intergenerational projects;
- Increased involvement with the Asian communities both in services and trading;
- Continue to be involved in the GM agenda;
- Continue to develop and grow our partnerships with health, supporting older people to experience safe, timely hospital discharges and prevent avoidable readmissions.

RESTRICTED FUNDS

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

FINANCIAL REVIEW

The environment the charity operates in continues to be difficult as local authority and health budgets are increasingly under heavy pressure and scrutiny.

Our services, when looked at holistically, provide great value for money in preventative care and early identification of issues for users of our services. This is an area in which the charity should be proud, although it can be hard not to be guided into becoming financially responsible for the obligations of other parties.

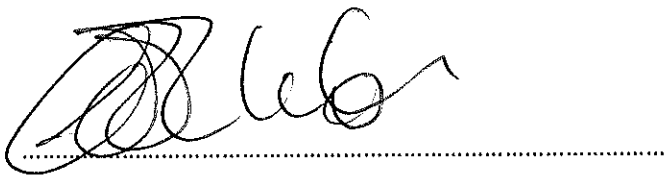
Given the headwinds, the charity has made a deficit in the year of £115,917 in its own funds. Reserves are adequate for this, however, going forward, the budgeting process for the continues to be a focus of the Trustees to ensure sustainability of the organisation into the future.

The Charity has continued to provide high quality services and innovative programmes to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

EQUALITIES AND DIVERSITY

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment, we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees



Clint Elliott (Chairman)

Trustee

Dated: 1st December 2025

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiary for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, 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 Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 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 annual report other than the 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 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 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 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 our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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 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; or
- the trustees 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' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

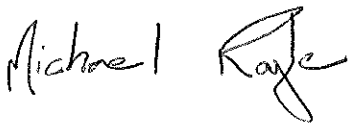
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Group and how management seek to comply with them. This helps us to make appropriate risk assessments.
- During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Trustees Minutes and other documentation.
- We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
    I. Review of controls set in place by management
    II. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
    III. Challenge of management assumptions with regard to accounting estimates
    IV. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

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 regulations. 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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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. 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.



Michael Royle BA(Hons)FCA (Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited

Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

1 December 2025

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds general £	Unrestricted funds designated £	Restricted funds £	Total 2025 £	Total 2024 £
Income and endowments from:						
Donations and legacies	2	26,521	-	-	26,521	12,582
Charitable activities	3	789,518	-	835,026	1,624,544	1,855,976
Activities for generating funds	4	851,971	-	-	851,971	804,659
Investments	5	8,278	-	-	8,278	16,533
Total income and endowments		1,676,288	-	835,026	2,511,314	2,689,750
Expenditure on:						
Charitable activities	6	1,063,654	-	867,467	1,931,121	2,085,853
Other	4	706,228	-	-	706,228	699,162
Total resources expended		1,769,882	-	867,467	2,637,349	2,785,015
Net gains/(losses) on investments	14	10,118	-	-	10,118	14,884
Net outgoing resources before transfers		(83,476)	-	(32,441)	(115,917)	(80,381)
Gross transfers between funds		56,281	(54,681)	(1,600)	-	-
Net movement in funds		(27,195)	(54,681)	(34,041)	(115,917)	(80,381)
Fund balances at 1 April 2024		1,674,487	723,652	59,415	2,457,554	2,537,935
Fund balances at 31 March 2025		1,647,292	668,971	25,374	2,341,637	2,457,554

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 Group £	2024 Group £	2025 Company £	2024 Company £
Fixed assets					
Tangible assets	**15**	1,483,264	1,459,082	1,483,264	1,459,082
Investments	**16**	310,855	300,737	310,857	300,739
		1,794,119	1,759,819	1,794,121	1,759,821
Current assets					
Stocks	**17**	768	539	-	-
Debtors	**18**	282,101	370,395	393,724	462,215
Cash at bank and in hand	**19**	457,577	477,071	345,101	383,378
		740,446	848,005	738,825	845,593
Creditors: amounts falling due within one year	**20**	192,928	150,270	191,309	147,860
Net current assets		547,518	697,735	547,516	697,733
Total assets less current liabilities		2,341,637	2,457,554	2,341,637	2,457,554
Income funds					
Restricted funds	**21**	25,374	59,415	25,374	59,415
Designated funds	**23**	668,971	723,652	668,971	723,652
Unrestricted funds	**22**	1,647,292	1,674,487	1,647,292	1,674,487
		2,341,637	2,457,554	2,341,637	2,457,554

The accounts were approved by the Trustees on 1 December 2025

C E Elliott
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	28		46,082		(318,434)
Investing activities					
Purchase of tangible fixed assets		(96,514)		(505,863)	
Proceeds on disposal of tangible fixed assets		22,660		-	
Interest received		8,278		16,533	
Net cash used in investing activities			(65,576)		(489,330)
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(19,494)		(807,764)
Cash and cash equivalents at beginning of year			477,071		1,284,835
Cash and cash equivalents at end of year			457,577		477,071

1 Accounting policies

1.1 Company information

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

1.2 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiary, George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

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

1.4 Charitable funds

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

1 Accounting policies (Continued)

1.5 Incoming resources

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

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

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

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Income from trading activities is the amount derived from the provision of goods/services, and stated after trade discounts, other sales taxes and net of VAT.

Investment income, including associated income tax recoveries, is recognised when receivable.

1.6 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1 Accounting policies (Continued)

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

1.7 Tangible fixed assets

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

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

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & day care equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Stocks

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

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

1 Accounting policies (Continued)

1.10 Cash and cash equivalents

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

1.11 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1 Accounting policies (Continued)

1.13 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

1.14 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

1.15 Support costs

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

2 Donations and legacies

	2025	2024
	£	£
Donations and gifts	26,521	12,582

3 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2025	Total 2024
	£	£	£	£	£	£	£	£
Sales within charitable activities	319,621	849,161	98,067	204,993	98,890	53,812	1,624,544	1,855,976
Analysis by fund								
Unrestricted funds	258,054	458,704	-	34,284	9,986	28,490	789,518	
Restricted funds	61,567	390,457	98,067	170,709	88,904	25,322	835,026	
	319,621	849,161	98,067	204,993	98,890	53,812	1,624,544	
For the year ended 31 March 2024								
Unrestricted funds - general	343,575	432,866	14,864	27,534	7,205	15,647		841,691
Restricted funds	64,036	488,535	95,627	181,277	83,615	101,195		1,014,285
	407,611	921,401	110,491	208,811	90,820	116,842		1,855,976

4 Activities for generating funds

	Unrestricted funds general	Restricted funds	Total 2025	Total 2024
	£	£	£	£
Shop income	796,618	-	796,618	775,425
Net profit on disposal of tangible fixed assets	55,353	-	55,353	-
Trading subsidiaries income	32,693	-	32,693	29,234
Activities for generating funds	884,664	-	884,664	804,659
For the year ended 31 March 2024	804,659	-		804,659

	Unrestricted funds	Restricted funds	Total 2025	Total 2024
	£	£	£	£
Shop expenditure	673,535	-	673,535	669,928
Trading subsidiaries expenditure	32,693	-	32,693	29,234
	706,228	-	706,228	699,162
For the year ended 31 March 2024	699,162	-		699,162

4 Activities for generating funds (Continued)

Subsidiaries income and expenses

	George Street Chapel Ltd	Total 2025	Total 2024
	£	£	£
Turnover from commissions/sales	32,693	32,693	29,234
Bank plus other interest	-	-	-
Total income	32,693	32,693	29,234
Total expenditure	(32,693)	(32,693)	(29,234)
Net income before gift aid	-	-	-

The profits of George Street Chapel Limited are gift aided to the charity so there is no liability to corporation tax for that entity.

5 Investments

	2025	2024
	£	£
Income from listed investments	3,038	2,887
Interest receivable	5,240	13,646
	8,278	16,533

6 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2025	Total 2024
	£	£	£	£	£	£	£	£
Administration & support costs	306,330	986,958	100,521	313,048	99,948	109,316	1,916,121	2,071,853
Share of governance costs (see note 8)	1,116	8,949	1,089	2,908	413	525	15,000	14,000
	307,446	995,907	101,610	315,956	100,361	109,841	1,931,121	2,085,853
Analysis by fund								
Unrestricted funds - general	245,879	601,597	3,543	145,247	11,457	55,931	1,063,654	
Restricted funds	61,567	394,310	98,067	170,709	88,904	53,910	867,467	
	307,446	995,907	101,610	315,956	100,361	109,841	1,931,121	
For the year ended 31 March 2024								
Unrestricted funds - general	305,424	491,051	26,457	185,636	36,527	52,566		1,097,661
Restricted funds	66,832	449,331	98,777	191,584	85,704	95,964		988,192
	372,256	940,382	125,234	377,220	122,231	148,530		2,085,853

7 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	15,000	14,000
Depreciation of owned tangible fixed assets	72,331	51,774
(Profit) on disposal of tangible fixed assets	(22,660)	-

8 Support costs

	Governance costs	2025	2024
	£	£	£
Audit fees	15,000	15,000	14,000
	15,000	15,000	14,000
Analysed between			
Charitable activities	15,000	15,000	14,000

9 Trustees

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

10 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2025	2024
	£	£
Audit of the charity's annual accounts	15,000	14,000

11 Pension Costs

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme. Contributions payable by the company to this pension fund during the period amounted to £6,122 (2024: £7,686).

The pension cost charge represents total pension contributions payable totalling £44,754 (2024: £46,160).

12 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Operational programmes	77	79
Management and administration	8	8
Total	85	87

Employment costs	2025 £	2024 £
Wages and salaries	1,609,882	1,661,414
Social security costs	123,230	127,543
Other pension costs	44,754	46,170
	1,777,866	1,835,127

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

12 Employees (Continued)

Remuneration of key management personnel

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2025	2024
	£	£
Aggregate compensation	298,371	297,741

13 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

14 Net gains/(losses) on investments

	2025	2024
	£	£
Revaluation of investments	10,118	14,884

15 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2024	1,199,503	418,562	184,104	101,745	274,641	2,178,555
Additions	37,440	-	3,570	-	55,504	96,514
Disposals	-	-	-	-	(90,497)	(90,497)
At 31 March 2025	1,236,943	418,562	187,674	101,745	239,648	2,184,572
Depreciation and impairment						
At 1 April 2024	143,693	108,860	177,269	88,919	200,733	719,474
Depreciation charged in the year	23,166	8,371	3,370	3,592	33,832	72,331
Eliminated in respect of disposals	-	-	-	-	(90,497)	(90,497)
At 31 March 2025	166,859	117,231	180,639	92,511	144,068	701,308
Carrying amount						
At 31 March 2025	1,070,084	301,331	7,035	9,234	95,580	1,483,264
At 31 March 2024	1,055,811	309,702	6,835	12,826	73,908	1,459,082

15 Tangible fixed assets (Continued)

COMPANY	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2024	1,199,503	418,562	184,104	101,745	274,641	2,178,555
Additions	37,440	-	3,570	-	55,504	96,514
Disposals	-	-	-	-	(90,497)	(90,497)
At 31 March 2025	1,236,943	418,562	187,674	101,745	239,648	2,184,572
Depreciation and impairment						
At 1 April 2024	143,693	108,860	177,269	88,919	200,733	719,474
Depreciation charged in the year	23,166	8,371	3,370	3,592	33,832	72,331
Eliminated in respect of disposals	-	-	-	-	(90,497)	(90,497)
At 31 March 2025	166,859	117,231	180,639	92,511	144,068	701,308
Carrying amount						
At 31 March 2025	1,070,084	301,331	7,035	9,234	95,580	1,483,264
At 31 March 2024	1,055,811	309,702	6,835	12,826	73,908	1,459,082

16 Fixed asset investments

	Shares in subsidiaries	UK quoted investments	Total
	£	£	£
Cost or valuation			
At 1 April 2024	2	300,737	300,739
Valuation changes	-	10,118	10,118
At 31 March 2025	2	310,855	310,857
Fair value			
At 31 March 2025	2	310,855	310,857
At 31 March 2024	2	300,737	300,739

17 Stocks

	2025 Group	2024 Group	2025 Company	2024 Company
	£	£	£	£
Finished goods and goods for resale	768	539	-	-

18 Debtors

	2025 Group	2024 Group	2025 Company	2024 Company
Amounts falling due within one year:	£	£	£	£
Trade debtors	129,619	255,646	126,919	253,803
Amounts due from subsidiary undertakings	-	-	114,323	93,663
Prepayments and accrued income	152,482	114,748	152,482	114,749
	282,101	370,394	393,724	462,215

19 Cash at bank and in hand

	2025 Group £	2024 Group £	2025 Company £	2024 Company £
Short term deposits	3,035	52,121	3,035	52,121
Cash and bank balances	454,542	424,950	342,066	331,257
	457,577	477,071	345,101	383,378

20 Creditors: amounts falling due within one year

	2025 Group £	2024 Group £	2025 Company £	2024 Company £
Other taxation and social security	38,756	36,616	38,756	36,486
Trade creditors	66,740	49,005	66,561	48,815
Other creditors	19,419	18,589	19,419	17,939
Accruals and deferred income	68,013	46,060	66,573	44,620
	192,928	150,270	191,309	147,860

21 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Day care service	-	248,518	(248,518)	-	-
Lunch clubs	-	61,282	(61,282)	-	-
Life story	-	19,322	(19,322)	-	-
Household Support Fund	37,701	6,000	(33,388)	(1,600)	8,713
Falls programme	-	85,904	(85,904)	-	-
Choosing the right care	-	30,000	(30,000)	-	-
Dementia carer assessments and care & support	-	68,067	(68,067)	-	-
Home first	18,908	50,429	(54,282)	-	15,055
PIP / ORCAT / Social Prescribing	-	152,255	(152,255)	-	-
Handyvan / Eon / Warm homes	-	61,567	(61,567)	-	-
Steps to home / Living well	-	30,228	(30,228)	-	-
Out and about	2,806	-	(1,200)	-	1,606
Older Peoples Mental Health Peer Support	-	18,454	(18,454)	-	-
Winter Vaccination Programme	-	3,000	(3,000)	-	-
	59,415	835,026	(867,467)	(1,600)	25,374

21 Restricted funds (Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Day care service	-	216,251	(216,251)	-	-
Lunch clubs	-	122,564	(122,564)	-	-
Life story	-	18,695	(18,695)	-	-
Household Support Fund	48,322	77,500	(73,121)	(15,000)	37,701
Falls programme	-	83,615	(83,615)	-	-
Choosing the right care	-	30,000	(30,000)	-	-
Dementia carer assessments and care & support	-	65,627	(65,627)	-	-
Home first	-	49,281	(30,373)	-	18,908
PIP / ORCAT / Social Prescribing	-	181,277	(181,277)	-	-
Handyvan / Eon / Warm homes	-	64,036	(64,036)	-	-
Steps to home / Living well	-	60,439	(60,439)	-	-
Cost of living response	-	40,000	(40,000)	-	-
Out and about	-	5,000	(2,194)	-	2,806
	48,322	1,014,285	(988,192)	(15,000)	59,415

The restricted funds are for particular projects specified by the donor as follows:

Day care service - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Household Support Fund - funding received via Action Together from Oldham Council who distribute it on behalf of Department for Work and Pensions to help those people who are facing hardship or crisis and are on a low income.

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

21 Restricted funds (Continued)

Choosing the right care - delivers information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks.

Home First Service - offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation. The service offers up to 5 days follow-up support following a discharge.

PIP / ORCAT / Social Prescribing - funded by Pennine Care Foundation NHS Trust / Northern Care Alliance / OMBC. Age UK Oldham staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

HandyVan / Warm Homes / E-On - HandyVan is part funded by Oldham council and is a chargeable service. Our handyman and registered contractors provide low level maintenance to older peoples property to keep them safe and independent at home. Warm Homes is a spot contract with Oldham council we provide people/families of all ages with a range of services including beds, bedding, emergency heating, furniture and repairs to the home for people living in fuel poverty. E-On funds a 4 month project, and we deliver around 120 home energy assessments in the property for older people, providing them with information to keep well and warm during winter, fitting energy saving measures within the home and signposting people for other services when a need has been identified.

Steps to Home / Living Well - delivered in partnership with Tameside, Oldham and Glossop MIND who are the lead organisation. It targets older people with mental / health problems, including dementia, to support them to experience a safe and timely discharge following a spell in hospital. It also aims to assist them both practically and emotionally for a number of weeks to reduce readmission.

Out and about - this is a programme for the OLGBT community to offer peer support and reduce isolation and loneliness. It has received funding from the Tony Lloyd Foundation.

Older Peoples Mental Health Peer Support - Funding from TOGMIND (Tameside Oldham and Glossop MIND), commissioned initially from TOGMIND as a 6 month project to test need and efficacy, the Peer support project is a service within the Living Well model, providing personalised approaches to mental health care in the form of a "step-down" service for older people. The project is aimed at those over 65yrs of age who have experience of Mental Health Issues but are currently feeling settled and stable and would like to achieve or maintain their wellbeing goals to enhance their mental health.

Winter Vaccination Programme - Funding from GM ICB to support both flu and covid vaccination awareness and uptake for older people in Oldham.

22 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2025
	£	£	£	£	£	£
Unrestricted funds	1,674,487	1,676,288	(1,769,882)	56,281	10,118	1,647,292

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
Unrestricted funds	1,833,784	1,675,465	(1,796,823)	(52,823)	14,884	1,674,487

23 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	At 1 April 2024	Transfers	At 31 March 2025
	£	£	£
Designated funds	723,652	(54,681)	668,971

Previous year:	At 1 April 2023	Transfers	At 31 March 2024
	£	£	£
Designated funds	655,829	67,823	723,652

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

24 Analysis of net assets between funds

	Unrestricted funds 2025 £	Designated funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:					
Tangible assets	1,483,264	-	-	1,483,264	1,459,082
Investments	310,855	-	-	310,855	300,737
Current assets/(liabilities)	(146,827)	668,971	25,374	547,518	697,735
	1,647,292	668,971	25,374	2,341,637	2,457,554

25 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	44,637	29,308
Between two and five years	68,234	121,071
	112,871	150,379

26 Related party transactions

During the year the Charity used the services of North Ainley LLP, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £954 (2024: £2,110) for the year and the amount outstanding at the year end was £954 (2024: £nil).

For the year ended 31 March 2025 gift aid of £nil (2024: £nil) was payable by George Street Chapel Limited, a 100% owned subsidiary, and at the year end the Company owed the Charity £114,323 (2024: £93,663).

AGE UK OLDHAM LIMITED

England & Wales - Charity number 1145196

Accounts

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONTENTS

	Page
Group trustees' / directors' report	1 - 43
Independent auditor's report	44 - 47
Consolidated statement of financial activities	48
Consolidated balance sheet	49
Consolidated statement of cash flows	50
Notes to the financial statements	51 - 72

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Registered Charity No:	1145196
Company Registration No:	07267880
Head Office:	10 Church Lane Oldham OL1 3AN
Trustees / Directors:	Alexander Boyd (Chair) retired 5.12.23 Clint Elliott (Chair) appointed Chair 22.1.24 Zoe Ashton (Vice Chair) Stuart Bailey (Treasurer) Jill Read retired 24.4.23 John Thomson Dr Phil McEvoy Nazrin Azad
Chief Executive:	Yvonne Lee
Company Secretary:	James Richardson
Principal & Registered Office:	10 Church Lane Oldham OL1 3AN
Auditors:	Chadwick and Company (Manchester) Limited Chartered Accountants Statutory Auditors Capital House 272 Manchester Road Droylsden, Manchester M43 6PW
Solicitors:	North Ainley 34-36 Clegg Street Oldham OL1 1PS

TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The directors present their report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

CHAIRMAN'S REPORT

In my first year as the Chairman of Age UK Oldham, it gives me great pleasure to report that once again during the 2023/2024 financial year, the organisation has met its charitable aims of supporting older people in the Oldham area. When put more formally our aims are to 'to promote the relief of older people in any manner, which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham' and we continue to meet these aims with a wide range of local services targeted at older people in the area.

In this short overview of how our performance is meeting our stated aims, it is difficult to cover all services individually. Age UK Oldham do however publish a comprehensive service guide, which is widely available locally. You will see from that guide that we target areas that are vital to older people in need of support in a variety of circumstances.

Our dementia services help older people and their families deal with this debilitating illness and is required more and more as the prevalence of the illness spreads. We provide a range of wellbeing services, encouraging independence where possible, and providing support where independence is difficult to achieve. Our day care service is typical of the latter, whilst falls prevention, HandyVan and meals delivery services support independent living. Other services, like major/minor adaptations and home first support, assist in hospital discharge or can avoid admission in the first place.

We also encourage socialising and activity, which is so essential in older people. Men in sheds, OLGBT out and about group and Chadderton over 60s Centre go some way to meeting this aim along with other services we offer in this category.

In addition to providing this physical support, we offer an information service, education on technology and IT care plus advice on choosing the right care home.

All our services are in high demand and all require funding. During these difficult financial times when the cost of service provision is increasing, there is constant pressure on the income of the charity as demand for the services has not reduced. Trustees recognise that in future years there will be some difficult decisions to make about the services we offer in order to assure the continuation of the charity and the bulk of the services we can provide.

We recognise that as a charity we rely on an active and trusting relationships with all our local partners. Many of the services we provide are not only cost effective but can avoid further, more costly interventions by statutory agencies at a time when their own budgets are under pressure.

Finally, I must add my appreciation of the volunteer work undertaken by my fellow trustees. However, we recognise that the success of Age UK Oldham depends on our dedicated and caring staff and volunteers to provide the range and quality of services that we offer to older people in Oldham. We also need the continued support of all the local people, who through their monetary donations, buying from or donating goods to our eight charity shops, or contributing in some way to our services; help to fund us in our efforts to help older people in the area live a more dignified and inclusive later life.

STRUCTURE, GOVERNANCE & MANAGEMENT

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chair, vice chair, treasurer and five other members.

DIRECTORS

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on 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 charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware, and

- 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 auditors are 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.

INDUCTION / TRAINING

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day-to-day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

RELATIONSHIPS WITH RELATED PARTIES

The charity is currently a brand partner of Age UK and works with local Age UK partners in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham. As a group of 8 CEO's the GM partnership is exploring a more formal partnership agreement in a move to work together exploring and securing opportunities for joint ventures.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers collaborative and also a member of the Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

ORGANISATIONAL STRUCTURE / DECISION MAKING PROCESS

A board of management consisting of a chair and six directors directs the general conduct of the charity's activities. In addition to the AGM (Annual General Meeting) the board meets at least six times throughout the year. Utilising members diverse skills, sub-groups meet to quickly react and report to the main Board when necessary.

The board works with the chief executive who makes decisions on the day-to-day operation supported by a senior management team.

Regular reports on financial performance are submitted by the Finance manager, considered by the CEO and explored at Board. These accounts are used by the directors for their monitoring of the charity's financial stability and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 86 staff members and almost 200 volunteers. She makes decisions on the day-to-day operation

supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

Working alongside project officers and their service managers, the administration, HR and finance team are based at our head office at 10 Church Lane Oldham where our Information, Advice and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, Over 60's community centre, Men in Sheds outlets, community equipment, furniture store, HandyVan/adaptations workshop, Chapel Events centre, Catering department for distribution of meals, are all dispersed at various locations throughout the borough with separate management teams covering these areas.

WIDER NETWORK

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve, and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination. She sits on the Audit and Quality Assurance sub-group and regularly takes part in SAR reviews as a member of a local multi-agency team convened to examine what could have been done differently to prevent the death or serious harm of an adult with care and support needs.

She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive. She represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness**.**

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE (Voluntary, Community, Faith and Social Enterprise) investment opportunities.

Along with other AUO colleagues she contributes to Oldham's Living Well collaborative, creating new ways of supporting the mental health of people living in the community.

As a member of the Oldham Mayoral Appeal Fund Committee she attends regular meetings, plays a part each year in fundraising events and sits on the "Truly Wished" sub-group advising on reports to the main Mayoral charity on applications to the fund.

The local integrated care organisation entitled "Oldham Cares" brings together Oldham Council. NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As organisations come together in Greater Manchester to provide services at scale and in partnership, she is an inaugural member of the GM VCSE Hospital Discharge Alliance working together with other VCSE organisations providing home from hospital discharge support services and aiming to prevent readmissions.

Working with the ICB (Integrated care Board) alongside GP's, Community Health and Social Care practitioners and the Voluntary sector, she is fully involved in each of the 3 identified Oldham Sectors' Population Health Management models which are exploring and identifying opportunities and challenges to

improve the physical and mental health well-being of older people in defined neighborhoods. This is an ambitious programme of preventative work addressing health inequalities in the Borough.

RISK MANAGEMENT

A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities, we have undertaken a full risk assessment which is monitored continually, and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all our premises;
- Risk assessments are also undertaken on our clients, staff, and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out

OBJECTIVES & ACTIVITIES

The constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.'

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham's Clinical Commissioning Group, Lottery funding and Age UK funding.

Capital is generated at present through our 8 retail outlets, catering outlets and at our Events centre George Street Chapel.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people, but the charity has now expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.

Across the Oldham Borough, the range of innovative projects we deliver seeks to 'fill the gaps' which statutory services may not provide, and offer choice to both frail older people and the more active, whilst

our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Café, Leisure Outlets, Falls Exercise scheme etc.

Originally launched during Covid to address a practical need during isolation and shopping challenges facing older people, our Freshly cooked and frozen Meals Delivery service continues to grow from strength to strength.

Our "Choosing the Right care" service supports people to choose Care options whilst our PIP service promotes older people's Independence using holistic assessments and support to encourage people to remain living their lives independently with confidence whilst compilation of Life Story books for Care Home residents serves to maintain their health and well-being and enhance their quality of life.

Full details of all of our services during the year are appended as follows:

BEFRIENDING

Service Objective:

Link registered trained volunteers with older lonely isolated and housebound people for a weekly visit/ telephone call in the clients own home or care home

Short description of service:

People can become isolated for a variety of reasons - ill health disability or social disadvantage but here at Age UK Oldham we passionately that no one should have no one. Being matched with a volunteer befriender often fills a big gap.

Our scheme offers friendship and companionship through a registered volunteer befriender who is matched to the older person and visits each week. Together they can chat, enjoy a cup of tea, take a walk or visit shops, theatre or local events.

The results can be significant as befriending often provides people with a new direction in life, opens up a range of activities leading to increased self-esteem and self-confidence.

Activity / improvements in last 12 months:

The waiting list for this service has increased again as we don't get enough volunteers to meet the demand we are currently experiencing. This service unlike other care at home services is a FREE service which goes some way to explain the demand.

Recruited 4 new volunteers in the last year, sadly two existing volunteers have passed away and 1 has re located out of the area.

Six people initially referred for befriending have joined craft group and now enjoy an increased friendship circle every week.

Relevant figures:

Volunteers currently befriending 18

Volunteers inactive 4

29 people receiving befriending either face to face or by telephone phone

11 people referred have joined groups (just4men / craft)

32 people on the waiting list

Risks/Threats:

Unable to recruit enough volunteers to support ongoing services and prevent future development

Funded by Age UK Oldham and dependent on surplus monies.

Increased waiting list

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire: £550

Service Objective:

Chadderton Over 60s Centre is home to a variety of Age UK Oldham led activities: IT Classes, Just4Men, Craft group, Friendship Group, Lunch Club, OLGBT group & Befriending & interactors Support meetings.

Description of Service:

Chadderton Over 60's is a self-contained building with a main hall, side room and kitchen area, providing a range of activities for older people. Outside we now have a garden area with benches so people can enjoy outdoors too.

To ensure sufficient costs are met to run the building we let out room space to other organisations and groups for a hire fee.

Activity / improvements in last 12 months:

Chadderton Over 60's Centre is on a direct bus route from Shaw, Oldham and Manchester and also has the advantage of a car park

We now have two churches using our centre each Sunday generating additional income

Chadderton over 60s has its own social media facebook page that is updated daily with news about the centre including items we are selling on our tabletop. We also advertise our space to hire which has attracted people to use the centre for birthday parties and events.

Tabletop sales have not been as successful this year with less footfall than previous year a new advertising strategy is needed to combat this issue for next year.

Risks/Threats:

Luncheon club funding is at risk from October 2024 and we continue to seek alternative monies.

Loss of rental income

Increased running costs

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available.

Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice.

This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

Description of Service:

The service helps older people and their carers to understand the care system by providing a range of information, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs, and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

The staff's experience and knowledge enable Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who need one-to-one support and practical help either at a time of crisis or to make significant changes in their life.

Choosing the Right Care is widely used and respected by professional staff and service users alike and demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one-to-one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written information, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

The scope of the project has been much broader over the past years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community.

Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements

The service is responsible for providing web-based data to social services teams and managers and in the past had developed the Care Home vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves are given passwords to enter their own bed vacancies on a daily basis. The Service supports Care homes with updating capacity tracker and ensures information is updated at least twice weekly by contacting homes that have not updated timely, the service still produces the bed vacancy list which is issued to families and members of the public who are looking for care home placements.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority.

Activity / improvements in last 12 months:

Telephone contacts/advice provided with clients /services:	4518
Unique clients:	863
Information packs issued / written Guides including factsheets etc.:	2762
Evaluations carried out with service users:	80

• 98% of people reported improved awareness of services as a result of consulting with our team.

• 99 % of people who used our service reported decreased anxiety.

• 100% of people reported feeling more in control of the situation they were dealing with.

• 84 % of people went on to use other services as a result of using The Choosing the right care service.

Risks/Threats:

- Changes in social and health care directives.

DAY CARE

Funding amount and source:

Funding OMBC £216,251 (Registered places)

Private Funding £216,506

Total £432,757

Service Objective:

The aim of the service is for older people to remain in their own homes, providing a safe environment for people living with dementia and/or physical frailty and to provide respite for families and carers where appropriate.

Short description of service:

Age UK Oldham is committed to developing services and works closely with Adult and Community Services. We continue to welcome a large number of clients (over 80%) who are living with a cognitive impairment, ensuring that both of our day centres have a dementia friendly environment and that all of our working processes are regularly reviewed.

We are passionate about what matters to older people and take a person-centred approach that is the core of our service - providing enjoyment and stimulation in a friendly fun setting which is enhanced through a full range of entertainment and activities to suit the needs of the people we care for.

Activity / improvements in last 12 months:

Meetings with Commissioners have continued throughout 2023/24 regarding proposed changes in funding of day care places. Ongoing discussions have taken place that the proposal to only pay for utilisation places would not be self-sustainable business model for AUKO.

Again both parties could not agree as commissioners explained that their projected budgets and financial envelope would be restricted for April 2024 going forward. During this time payment was received for registered places.

To date regular meetings with Head of Service OMBC take place to discuss AUKO business model going forward. This had been a great concern and worry as we try to build self-funding clients

The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical by Social workers and is presently funded on registered figures by OMBC.

Relevant figures:

We presently employ 19 staff working across both sites.

Our business plan made in 2022/23 has come to fruition in 2023/24 with regards to developing a number of Day Care places for self-funding people who are eligible for the service but either

- do not fulfil the financial criteria for funding support from Adult Care Services or
- do not choose to undergo a needs assessment or financial assessment by Adult Care Services

We continually searched for a suitable property and was successful in finding the perfect bungalow in January 2023 after first being unsuccessful in securing this we was fortunate enough to purchase it at a later date, after picking up the keys August 2023 the renovations inside began and plans submitted to Oldham Council with regards to the outside of the property ensure suitable parking for both the adapted transport and staff parking.

During this period both OMBC and self-funding places increased at Selina House and a waiting list for self-funding clients was formed for when the new bungalow opens

We intend to recruit additional staff if we achieve the targets numbers to ensure sustainability.

We have continued to market day services across the Borough and keep staff informed and involved with ongoing developments.

Risks/Threats:

The risk identified is the ongoing threat of OMBC only paying for client utilisation places this would impact significantly on AUKO and is an unsustainable business model Day

Work continues to generate further privately funded places at both sites

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: CCG: £24,915 per annum

Service Objective:

- To provide a wide range of dementia-related information & emotional support for people who have a formal diagnosis of dementia and to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.
- To provide dementia related information in accessible formats including audio versions and large print.
- To link people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may need additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS

Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

Access to the service can be by self-referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners, and other professionals.

Guidance and support are offered via telephone or home visits as well as at drop-in sessions at carers groups and dementia hubs around the borough.

With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board. We have also worked closely with Dr. Kershaw's Hospice at their weekly dementia hub which offers drop-in support and access to memory service staff to people with dementia and their carers.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer.

We continue to provide and keep updated the Dementia handbook, a guide which supports people to navigate through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator and the Dementia Carers Assessment Officer who are supported by the Services Manager for development of the service. All staff have longstanding experience of working with dementia and have skills and knowledge in community care as well as in-depth knowledge of local services in Oldham.

The Memory Clinic practitioners continue to have a good working relationship with the service.

In Q4, we were asked by commissioners to support in the delivery of outreach dementia information and advice sessions held at various community locations across the borough. We were also asked to support Springboard in the delivery of weekly activities and monthly entertainment to their members.

Activity / improvements in last 12 months:

- Continued good working relations have been maintained with all key stakeholders via a hybrid working model.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.

- Promotional work at events have been developed including the memory café at Oldham library delivered by Dementia UK and Dr. Kershaw's dementia hub. New working relationships have developed with this organisation as a result of this partnership working.
- Regular in-person contact with at Springboard, Dr Kershaw's dementia hub and the Memory Service CST group have progressed following the lifting of covid restrictions. Carers groups meet in a face-to-face manner are well attended.
- In Q4, supported commissioner to deliver outreach work to dementia carers by providing advice and drop-in sessions at various venues throughout the borough.
- Supported Springboard by delivering weekly activities and arranging monthly entertainment sessions to their membership throughout Q4.

Relevant figures:

Activity achieved April 2023 – March 2024

Unique clients receiving telephone or face to face advice & support: 2,060

Total number of contacts provided to or on behalf of clients: 11,618

Connecting clients to other support services: 5,339

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 100% of people who used our service reported decreased anxiety.
- 100% of people using our service were connected to other services which could be of mutual long-term benefit and support them to continue to live well with dementia.
- 100% of service users reported that they would be likely or extremely likely to recommend our service to others.

Risks/Threats:

- Loss of contract.
- Demand can overstretch capacity on occasions especially with the increased ask to promote our service and attend events with the establishment of new support services.
- The demand for our service has had an impact on staff time due to the complexity of support required by clients as they are often at crisis point following a sustained period of caring and isolation because of the covid pandemic restrictions.

DEMENTIA CARERS ASSESSMENT SERVICE

Funding Source: Oldham CCG £40,509 per annum

Service Objective:

To ensure that all unpaid carers of people who live with dementia or a memory impairment have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia to plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

Description of Service:

The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day-to-day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychological, and social needs and how they are continuing to manage their day to day living tasks.

Our staff carry out the statutory assessment and where possible, identity any interventions and develop a support plan to address any specific needs which are highlighted.

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Council Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Council. All carers are entitled to a reassessment of their needs annually. Our service undertakes both the initial assessment, and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

With the support of Citizen's Advice, the service offers carers benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model, we work alongside our partners to develop awareness, offer training and support peer/post diagnostic groups and the Oldham Dementia Strategy.

Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

Activity / improvements in last 12 months:

- Continuation of service delivery via hybrid model.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Continued good working relations have been maintained with all key stakeholders.
- Regular attendance and support provided at various carers groups.
- Have supported the weekly dementia drop-in hub at Dr. Kershaw's Hospice Wellbeing Centre.
- Continued attendance at Oldham Dementia Partnership Board meetings as well as regular monthly Memory Assessment Service catch up meetings with commissioner.

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken: 473

All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing ongoing support for both carers and people with dementia.

Number of drop-in sessions provided at carers groups: 25

Number of talks given to peer support groups by the service: 8

Risks/Threats:

- Loss of contract.
- Demand can overstretch capacity on occasions.
- Increased demand for staff attendance at carers groups and to support with the establishment of new services and ongoing promotional events.
- Integration of the OMBC Carers Service with the ARCC (ASC front door service) has resulted in increased referrals and demand on AUKO Dementia Carers Service.

DISCHARGE TRANSFER OF CARE

Funding amount and source:

£49,167 – TOG MIND

Service Objective:

To support the transition from Hospital Mental Health wards and medical wards to home for patients who reside in the Oldham area who have a mental health diagnosis or Cognitive impairment by reducing barriers though holistic all-round support. This service supports adults using the speciality of the partners involved (Age UK Oldham, positive steps, and TOG MIND) to provide a robust and lasting positive outcome for clients.

To reduce the rehospitalisation of patients into the wards and successfully embed them into their communities

Brief description of service:

The service navigator attends weekly mental health ward meetings to gather information and build a picture of the patients on the ward and the support they are receiving which helps to initiate contact and build up relationships with the patients while on the ward.

The navigator offers support when planning for discharge to offer Holistic and practical all-round support to assist the patient to transition home safely and effectively.

The navigator can liaise between the patients, the families, the wards and the community mental health team to support the patient to access services, lightening the workload of the ward staff and mental health social workers.

The navigator can then support the patient for upto 12 weeks to embed them back into the community hopefully reducing the risk of rehospitalisation

Activity / improvements in last 12 months:

Ongoing working relationships maintained and developed with new staff/managers on rowan and cedars wards.

Drop in on A2 Discharge ward started, staff member now present at the hospital Tue, Wed and Thur afternoons to support discharges.

Talks provided at Butler Green and Medlock Court Intermediate Care facilities and physio team are to promote the service.

Meetings held with new members of the CMHT **Community Mental Health Team** to give info on service.

Relevant figures

Number of clients supported during this period 174

Number of contacts linked to those clients 1486

Number of signposts during this period for those clients 146

Number of client cases closed, and wellbeing outcome assessments completed during this period 51

Number of case studies completed during this period 4

Risks/Threats:

Contract Funding for Service ceased on 31.03.24

ENHANCED LUNCH CLUBS

Funding amount and source:

Local Authority contract £122,564 supplemented by Age UK Oldham:

Generated income £42,823

Service Objective:

The aim of our Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal

Brief description of service:

Enhanced Lunch Club Service - Provision of 266 places per week between 8 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda. With additional funding awarded within the contract for April 2019, the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service, we signpost and refer clients to other appropriate services that may benefit the client.

Activity / improvements in last 12 months:

Throughout 2023/24 lunch club attendance has remained consistent, we have been running at about 95% (numbers on registers). Some of the lunch clubs that took time to build following covid are now back to pre-covid numbers. The group that we took over in 2022 has gone from strength to strength and number continue to be very high. This group is slightly different in the fact they have soup and sandwiches, this has reduced the cost of running this group, and clients are still happy with this.

Relevant figures:

Throughout 23/24 lunch club provisions were set at 13,832 places per annum.

266 places per week in 8 establishments

Risks/Threats: funding was extended for a further 12-month in September 2023 funding from the local authority will cease in September 2024. To date we have been unable to secure alternative funding

Threats to staff jobs – possible redundancies

Impact on catering services with the loss of approximately 200 meals per week

Impact on drivers with loss of deliveries to lunch club sites

EON PROJECT

Funding amount and source:

Age UK Oldham in Partnership with EON

Received £11,640

Service Objective:

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness.

In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general practices, hospitals, and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating.

Short description of service:

Our Handyperson visits the home offering information and practical advice on how to save money on heating during the winter months, fitting a range of energy saving equipment. They will also sign posting for benefits checks including Attendance Allowance and make referrals to the Household support fund.

Referrals have been from a range of health and social care professionals along with self-referrals and following home visits made from our PIP service and hospital discharge team.

Activity / improvements in last 12 months:

Numbers of people referred to Age UK Oldham's other services	90
Information leaflets	250
Emergency Heating	10 x 2 oil filled radiator per household
Referral to Handyman for heating repairs and other urgent work	7
Electric blanket	12
Free equipment supplied by E-on and fitted in homes amounted to	£2,640 allowance 22 per household

Relevant figures:

Full energy checks conducted in the home	120

Risks/Threats:

Funding has to be applied for each year from Age UK England- Funding approved April 24-25

FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group

£83,615

Service Objective:

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls.
- Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls.
- Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated.

Short description of service:

As part of the Falls pathway Age UK Oldham works in partnership with the Community Rehab & Falls Team (CRAFT) and Oldham Community Leisure to provide a tailored, evidence-based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling. 12 classes per week are provided across the borough.

Aim - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility, and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

Process – CRAFT completes a multifactorial assessment with all clients, starts them on OTAGO exercises at home and then refers appropriate people to our weekly falls prevention exercise classes.

Transport - Door to door accessible transport is offered, arranged, and provided to bring the clients to the group sessions. A range of transport options are used including Ring and Ride, Age UK Oldham transport and approved taxis. There is no charge for the first 8 weeks for transport. The classes are free for the 9-month period.

Monitoring & Evaluation - The progress of each individual is monitored against the initial tests completed by physiotherapists.

Reporting - Reporting is completed quarterly for the Council and ICB (Integrated Care Board) with an annual case study also compiled.

Partnership – we meet regularly with the CRAFT Team Leader and Oldham Community Leisure Falls Lead to plan, reflect on progress, find solutions to any issues that arise, plan falls awareness activity and look at the future development of the service.

Falls Awareness

In addition to the classes, we hold falls prevention awareness activities each year. This includes targeting community groups and professionals working with older adults.

Activity / improvements in last 12 months:

As capacity at some venues was reduced following the pandemic (due to reorganisation and refurbishment in some of the Housing 21 schemes) we increased the number of classes to 12 to enable us to reach more people and cover as many areas of Oldham as possible. Referrals from CRAFT continued to increase but at a slower rate than pre-pandemic. We continued to keep in touch with the wider group of people, including previous participants through welfare calls but capacity to do this has reduced. We continued with our hybrid approach offering zoom classes 3 times a week (Mondays, Wednesdays and Fridays).

We provided falls prevention advice and other useful information throughout the year to those attending classes. Talks were given at several local community groups.

Classes were offered throughout the financial year at the following venues:

Failsworth – 2 classes at Walton House (Housing 21).

Chadderton – 2 classes: one at Chadderton over 60s Centre and one at St Herbert's Parish Centre.

Royton – 2 classes: one at Tandle View Court (Housing 21) and one at Trinity Methodist Church.

Lees – 2 classes at Lees House (Housing 21).

Springhead – 2 classes at Springlees Court (Housing 21).

Shaw – 2 classes at Hopwood Court (Housing 21) at the end of March 2022.

As COVID restrictions were lifted we have continued to adhere to infection control measures and carefully risk assess our venues.

Transport

Our Age UK Oldham transport supports six of the classes covering each of the geographical areas we operate in.

We continued to carry out welfare calls as capacity allowed, provide information and make referrals for additional support with a range of services, e.g. Blue Badge, Occupational Therapy, re-referring to the CRAFT Team, etc.

We have also started to phase out the use of latex therabands, having purchased a new supply of non-latex bands suitable for people with allergies or sensitivity to latex.

We provided copies of exercise guides, therabands and information about other equipment to encourage people to exercise at home.

We continued to offer information about the zoom sessions to new starters and offered loan equipment and IT support from Mark Galvin to set up tablets, Wi-Fi, etc. We PAT test the loaned equipment.

Volunteers – 3 volunteers support the service.

Greater Manchester FLEXI study

In May 2022 we submitted an application to take part in the GM FLEXI study proposing to look at Falls service across Greater Manchester. We were one of the areas chosen to take part in the first cohort of research. This year we received observation visits to 2 of our instructors, with LaterLife training providing constructive feedback about fidelity to the LaterLife programme. We provided financial information about the costings of our service delivery model. We also provided extensive data about the number of falls of our participants and data from the outcome measures we record. We received a summary of the high-level findings with more information to follow.

Relevant figures (should comply with funder's reporting requirements):

Face-to-face contacts at classes

Month	Number of classes	No. of attendances
April 2023	44	246
May 2023	50	277
June 2023	50	277
July 2023	50	273
August 2023	52	304
September 2023	46	261
October 2023	54	319
November 2023	52	275
December 2023	38	193

January 2024	44	287
February 2024	50	324
March 2024	47	313

Contacts are also made in different ways including telephone and zoom sessions.

Telephone Calls x 639

Calls are made to facilitate attendance at classes, to check if people need any help if they have not attended for a few sessions, and to keep in touch with people who were part of the service pre-pandemic but who are unlikely to return to a class. We check on wellbeing and practical concerns.

The calls vary from approximately 5 - 30 minutes for each person.

Further details about the contacts made is in the table below.

Contacts Type	**Q1**	**Q2**	**Q3**	**Q4**
Total Number of individuals on contact list	215	225	207	223
Number of client calls	154	133	187	165
Number of zoom sessions	34	27	32	37
Number of Zoom attendances	128	113	101	135

Recorded falls for April 2023 – March 2024

The number of recorded falls for people during this period (April 23 – March 24): 46

Recorded falls of clients

Number of falls	**Number of clients having had falls.**	**Number of clients having 1 fall**
46	28	14

Re-Referral to Physio	**Referral to other professionals and services, e.g. O/T, sensory team, Blue Badge, etc.**
7	83

Risks/Threats:

We don't have volunteers supporting all the falls prevention classes. This has meant that staff have to support the face-to-face sessions. This has the benefit of being able to offer more additional support and information about other services and to ensure all information is recorded accurately. However, this takes time away from other duties, including volunteer recruitment.

Capacity at our venues means that we are limited to how many participants we can recruit. We are unable to oversubscribe places at some classes because we don't have the space to accommodate people safely if everyone were to attend. Larger venues would incur a cost and we rely on free (often smaller) venues to keep the project costs down.

Fewer participants in classes and that we are unable to oversubscribe places because we can't fit people in safely when everyone attends. This also makes it more difficult to arrange transport when people can't make their own way to a class. This is because Ring & Ride require 6 people in the same area in order to set

up a block booking and if people do not regularly attend the block booking is cancelled and participants must be booked on individually each week. This is more time-consuming and requires work outside of contracted hours for staff to arrange. As with many services transport continues to be critical to the success of the project.

We continue to receive clients onto the programme solely from the Community Rehab and Falls Team (CRAFT), so the number of people registered is dependent upon their referrals to the service. Referral numbers are still lower than pre-pandemic but are increasing slowly. We keep people on at the classes (where appropriate), introducing a small charge, in order to ensure that places are filled.

Reduced provision of community classes to move people on to. Oldham Community Leisure's community provision has reduced greatly post-pandemic. This makes it more difficult to refer people on after the programme is completed.

Costs have increased significantly. Increased instructor costs, staff costs, cost of transport and refreshments, etc. mean that we have less flexibility across the budget.

Teresa Griffiths retired at the end of February and we did not have the resources available to recruit a replacement. This has affected the capacity of the service, with two part-time staff members (one full-time equivalent) now covering the service. This has had an impact on the capacity and outputs of the service.

FRONTRUNNER

Funding Source: NHSE via Northern Care Alliance: day care cost for 33 dementia patients

The National Dementia Frontrunner programme, which Age UK Oldham has played a big role in, has helped to wrap support around people living with dementia at home after they have left hospital or A&E, giving people the best chance of making a recovery, as well as easing pressures on hospitals.

We have helped secure the success of this programme by the inclusion of Age UK Oldham's practical services, carer support and the concentrated daily day care provision for up to 3 weeks following discharge.

The pilot project has been funded by NHS England and is led by the Four Localities Partnership, which brings together teams from the Northern Care Alliance NHS Foundation Trust, as well as local councils' adult social care teams, and voluntary and mental health services across Bury, Oldham, Rochdale and Salford.

SERVICE OBJECTIVES

The teams involved in this trailblazing programme are responsible for the creation and implementation of fast and effective solutions aiming to move people quicker from hospital to home after treatment, as well as improve emergency care for people living with dementia.

SERVICE DESCRIPTION

Oldham's front runner model commenced in August 2023 and supported by offering 3 weeks day care provision to patients with dementia while supporting their carers with our wrap-around preventative services. This 3-week window provided dementia carers with an invaluable, protected space to plan for the future, assess their own carer needs alongside the needs of their loved one, and devising the best care plan which works for themselves as well as the patient who is at risk of a readmission to hospital or admission to long term care.

SERVICE ACTIVITY

From August 2023- March 2024 the Age UK Oldham Dementia Front Runner programme has supported 33 patients to remain at home with the support of, but not exclusively, Age UK Oldham's day care provision as well as provision of a range of internal Age UK Oldham services.

GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

No specific funding apart from £10k Brand Partnership annual payment which we allocate to this service.

Service Objective:

- To provide independent general information, advice and support for older people and their carers regarding benefits and money.
- To maximise income for older people and their carers and explain and support to complete relevant claim forms.
- To act as a gateway both for Age UK Oldham's services and others ensuring that people are connected to the correct services both in house and in the wider local community.

Description of Service:

The service offers help, Information, Benefits advice, and practical support for anyone over 50, and their carers.

The Benefits Advice element of our service is commissioned from our local Citizens Advice service and funded by ourselves – meaning that we can support completion of claims for Pension Age Related Benefits and Money, carry out full benefits checks completing the relevant claim forms for age related benefits or carers and also carry out home visits for people who are unable to travel to our office or take part in an in-depth lengthy telephone conversation.

This service is free and confidential.

We make it very clear to all of our customers receiving Benefits advice that although the service is situated in our building and home visits are carried out by CA staff, it is delivered to them under the auspices of Citizens Advice. This means that they are indemnified under CA 's Public Liability policy. All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team.

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers. The experience and skill of staff has realised much needed financial gains and clients have also been able to access opportunities to further engage with other Age UK Oldham services – which, in many instances they have been unaware of.

Activity / improvements in last 12 months:

- Fullest information to access the support they require
- Signposted externally to local specialist advice services
- Referred internally to AUKO services to meet their needs
- Urged to return to AUO if their signpost/referral result is not effective

The skills of AUKO staff in both specialist and general support services has shown that older people s financial entitlements can also be quickly recognised, explored and often effectively dealt with at source.

Relevant figures:

General Information and Advice Service assisted:

- Referrals dealt with and completed: **556**
- Contacts: **1340**

GEORGE STREET CHAPEL

Funding amount and source: Income generated £29,235

Service Objective:

Our goal at George Street Chapel is to preserve and highlight this historically significant Grade II* listed building, constructed by its members between 1815 and 1816. The Chapel has played a key role in the town's history and continues to serve as a cultural hub for the local community. Today, it not only preserves the rich heritage of Oldham, but also generates vital income to support our charitable work.

The Chapel provides a welcoming, warm venue for a wide variety of activities, including weddings, celebrations, community events, meetings, conferences, and school educational trips. It offers a local space for history, education, and social gatherings.

Short description of service:

We host a range of seasonal and holiday activities, often featuring food for all ages, alongside educational school visits and heritage tours. The Chapel has become a key venue for local charities, businesses, and Oldham Council, hosting meetings, award ceremonies, and other events. Over the past year, we have gained national recognition and are now attracting schools from beyond the borough.

Activities and Improvements Over the Past 12 Months:

In the last year, we have observed a significant increase in educational visits, receiving excellent feedback from both students and teachers.

Furthermore, we have secured a number of weekly venues hire bookings, which have contributed to covering our ongoing operational costs.

We are also proud to celebrate 10year milestone that underscores our commitment to community support. We have introduced and hosted service events that have had a positive impact on the local community, that continue to foster connection and support among attendees as well as the establishment of a weekly coffee morning.

Risks and Threats:

- Competition from local authorities / community events which are subsidised.
- Following Covid, failure to attract and secure bookings for weddings, celebration parties etc. has seriously affected our income stream. As at least a further six other local venues have been forced to close we feel that the present financial climate may be the main cause.
- Rising Operational Costs: Increasing costs for staffing, energy, supplies, and food are exerting significant pressure on overall profitability, potentially affecting financial sustainability.
- Decline in Local Area Appeal: A reduction in the local area's appeal, whether due to economic or environmental factors, may have negatively impacted attendance and interest in events.
- Disruptions from Local Construction Projects: Ongoing infrastructure developments, including roadworks and area improvements, have led to traffic disruptions and unsightly construction, which may deter potential visitors and event attendees.
- Volunteer Shortage: A lack of available volunteers poses a challenge to staffing and support for events, affecting operational efficiency and the quality of service. Volunteers are the backbone of our events. Without sufficient volunteers, it becomes increasingly difficult to effectively staff and manage these activities, leading to decreased operational efficiency and reduced service quality. Another key factor influencing volunteer availability is the changing pension age. The older volunteer demographic brings invaluable skills, expertise, and experience especially to the chapel roles of acting and history.
- Impact of Cost-of-Living Crisis: The ongoing cost of living challenges may lead to reduced consumer spending, resulting in fewer bookings and lower attendance at events in the future.

- Shift to Virtual Platforms: The growing preference for virtual meetings (e.g., Zoom, Teams) has contributed to a decline in demand for in-person meetings and conferences, impacting event bookings.
- Reduction in External Funding: Decreased financial support from external organisations is limiting our ability to host a wide range of events, potentially affecting program diversity and scale.

Relevant figures:

Weddings	1
Heritage experience	6
Sunday service	16
Room hire	30
Schools	23
Internal	4
Seasonal	8
Party	1
Wake	0
Catering	1

HANDYVAN

Funding amount and source:

Oldham Council £31,000

Oldham Council Warm Homes £15k spot contract

Service Objective:

The aim of the service is to undertake tasks that deliver preventative and practical support to vulnerable older people enabling them to live independently and safe within their own homes.

To ensure that those that are most vulnerable are receiving a quality job at a fair price for the work undertaken.

Warm Homes is an annual payment based on jobs undertaken from Oldham Council to provide all ages/families who are in fuel poverty or hardship, with beds and bedding, repairs to the home following the installation of a heating system. To provide emergency heating in the form of oil filled radiators.

Short description of service:

We have a range of trusted and vetted contractors providing repairs at a fixed hourly rate which we quote to the customer at the time of enquiry. We make a charge of £30 per hour for our in-house handyperson.

Trusted contractors will always give a free no obligation quote which is then passed to the Age UK administrator. When an estimate exceeds £500, we will encourage customers to obtain a second quote. For those unable to do so we will advocate on their behalf.

Each trade has a different price per hour which is quoted at time of call and given again with the quote.

We cover a range of tasks from Gas, electrical work, alarms, joinery, building work to smaller gardening jobs, key safes, small joinery work etc.

Any jobs undertaken for Warm Homes are charged at the same hourly rate and deducted from the funding.

When carrying out jobs in the homes of customers, all the contractors are trained in spotting any areas of concern, including safeguarding, and will report their observations to the administrator who will take action.

Our handyperson will also signpost to our internal services as appropriate and all will offer a service guide and leaflets as required.

Activity / improvements in last 12 months:

The procedures for HandyVan have a clear pathway from dealing with the customer from the initial enquiry to the quote to following up the completed job, invoicing and taking payments to the quality questionnaires. We have a complex data base that alerts us to follow up any outstanding invoices and overdue payments and this is working well alongside a new Financial Procedure. This has resulted in a reduction in unpaid invoices at year end.

We have also been able to help people this year who have been signposted with low income with the Household support fund.

Relevant figures:

Enquires to service	1052
Completed jobs	899
Internal	324
Contractors	575

Warm Homes jobs completed 82

Risks/Threats:

Always the risk of contract not being renewed for Handyvan

Spot contract for Warm Homes at Risk each year

HOME FIRST SUPPORT SERVICE

Funding NHS GMICB: £32,133 p.a

We have been working with Greater Manchester Integrated Care Partnership to provide discharge support to older Oldham residents who are being discharged from any hospital in Greater Manchester.

Description of Service:

The Home First Service offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation.

A PIP worker visits a patient within a day of discharge to ensure adequate support is in place and continues to offer support as required over the first week of discharge. We also have a presence at the Integrated Discharge Hub in the Royal Oldham Hospital 3 afternoons a week to raise awareness of the service, and the wider support Age UK can offer.

We work closely with the hospital social work team, therapy teams at A&E, ward staff and the frailty team in the Royal Oldham Hospital as well as staff based at Butler Green and Medlock Court Intermediate Care Units. We operate this service as part of a wider Greater Manchester Hospital Discharge Alliance providing this support to any older Oldham resident being discharged from any GM hospital back to their Oldham home.

Service Objectives:

The service offers up to 5 days follow-up support following a discharge to:

- provide immediate practical and emotional support to older people to facilitate safe timely discharges to a safe and successful return home. Home visits can be provided as part of a settling-in process for the patient returning home.
- promote independence of the older person at home by offering support and encouragement through a daily checking-in service to maintain a successful discharge.
- monitor patients' needs and refer on to other services offered by AUKO and other organisations to access longer-term support to maintain a continued, safe return to home for patients (e.g. PIP service/dementia support services/day care/helpline response service/Urgent Care Response Team).

Service activity:

Over the last 12 months, we have provided the service to 334 older people -303 were supported on discharge from a hospital or residential enablement facility while we supported 31 people in preventing an acute hospital admission by ensuring timely and appropriate support is put in place to avoid an unnecessary hospitalisation. 240 of these clients were referred onto additional support services following intervention from the Home First Support Service in the hope of lowering hospital readmission rates.

We have received increased awareness of the service and have referrals from Tameside, Manchester, Bury and Salford acute hospitals.

Service manager reports monthly to Oldham commissioners who then feed into the GM Integrated Care Partnership. The manager also represents the service and Age UK Oldham at GM VCSE Alliance bi-monthly meetings.

Risk/threats:

Continued funding-currently for 12 months.

Creating service awareness amongst hospital personnel and embedding the service within a busy acute hospital setting is crucial for the continued generation of referrals.

Demand may out strip capacity to deliver the service should discharges greatly increase especially over winter pressure periods and if referrals increase from the mix of wider GM acute hospitals and residential enablement facilities.

HOUSEHOLD SUPPORT FUND

The Household Support Funding is provided by Department for Work and Pensions (DWP) to Local Authorities directly to help those people who are facing hardship or crisis and are on a low income - £25,000

It has been awarded to Age UK Oldham who work closely with older individuals and households in Oldham who are at risk due to the adverse impact of the cost-of-living crisis. Our support offered is advertised as part of the wider Oldham Cost of Living Support offer on Oldham Council's We Can Help webpage so that individuals can be signposted to us for support.

We have helped over 300 households. Referrals have come from a wide range of professionals and agencies across the borough. It has been a lifeline to both older people and families.

It has helped to reduce food and fuel poverty and assisted in successful hospital discharge for both food and beds.

Although we don't receive an income from this it does give us some support cost and we can charge for internal services provided.

We can assist with

1. Emergency food /shopping and frozen meals – (cash, vouchers and/or food items directly)

2. Emergency energy or water bills / costs / oil filled radiators / electric blankets etc
3. Incontinence aids/ personal hygiene goods
4. Help with energy top ups
5. Warm clothing and shoes
6. Beds and bedding
7. Household furniture and white goods
8. Emergency non-energy related household bills (phone credit/data etc)
9. Transport costs (e.g. bus passes to attend medical or public service appointments)

Relevant figures:

Over 300 people helped

Intergenerational at George Street Chapel

Funding amount and source:

Age UK Oldham and school tour charges

Service Objective:

Working in line with the National curriculum we provide a 'Victorian experience' to KS1, KS2 and KS3 students

Supported by volunteers this unique learning experience is a popular school trip for both Oldham schools and out of borough schools

Charge has increased to £11.50 per student

Brief description of service:

George Street Chapel is Oldham's Grade II* listed former Independent Methodist Chapel; a stunning and unique building full of history and tales of the past - hidden in the hustle and bustle of Oldham's town centre!

Our volunteer interactors provide tours and tales of Oldham past along with the rich history of George Street chapel and the surrounding area.

Activities are provided to support the learning in the main chapel area

Activity / improvements in last 12 months:

Popularity with schools has grown again this year, to the point we had to refuse visits from schools as we did not have capacity to deliver. This is mainly down to volunteers – as older people themselves we are mindful that asking them to be available more may have a negative impact in the future.

Recruitment event for volunteers – 2 new volunteers recruited

Relevant figures:

888 students visited George Street Chapel for a Victorian experience

323 of those students came from schools outside of Oldham borough

Risks/Threats:

School numbers decline and booking drop

We fail to deliver learning in line with national curriculum

LGBT (Lesbian Gay Bisexual Transgender) GROUP - 'OUT AND ABOUT'

Funding Source: Self-funding and surplus income carried over from 2022/3 of £1096 Mayors Appeal Fund

Service Objective:

Out & About is a weekly social group for older LGBTQ community and their invited supporters

Brief description of service:

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having this group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. AUKO has increased awareness of the needs of older LGBT people helping us progress and plan effectively for the future.

Age UK Oldham is committed to creating a safe and inclusive space that welcomes diversity and supports everyone.

Activity / improvements in last 12 months:

OLGBT Out & About is an informal social support group for older gay, lesbian, bisexual and trans people.

The group is professionally led by Age UK Oldham but with an emphasis on members supporting each other. Having meals out has been a popular choice by the group and they have enjoyed doing that this year.

Group members raised some funds this year by participating in a tabletop sale and arranging a tombola.

Relevant figures:

Between 8 – 12 people attend every week

Risks/Threats:

Loss of venue for meetings

LIFE STORY

Funding amount and source:

Oldham Clinical Commissioning Group: £18,696

Service Objective:

To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Short description of service:

Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered housing and in their own homes. We are funded to provide the life story information for the individual in book format.

The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

A copy of the Life Story book is donated to Oldham Local Studies & Archives Centre if the individual gives permission.

Activity / improvements in last 12 months:

We reintroduced home visits (in Care Homes, retirement housing and in people's own homes). As contacting people over the phone / facetime had been a successful approach with some people we continued to offer this.

Some typing volunteers have continued to work remotely which has increased the volunteer time spent on the project. We still offer Fridays as a 'typing day' at our Church Lane office and this is also an opportunity for visiting volunteers to come in, drop off notes or photographs for scanning and meet the typing volunteers.

We held 2 volunteer get-togethers to offer volunteers chance to socialise and get to know each other.

Our volunteers continued to produce their monthly Life Story newsletter which is sent out to all Care Homes in Oldham, retirement housing contacts, etc. We received excellent feedback from the newsletters and reports of people sharing it further among their own networks.

We have started working in partnership with Dr. Kershaw's Hospice Dementia Hub to support staff and volunteers there to complete life story templates and type up the books and present them.

Relevant figures (should comply with funder's reporting requirements):

Volunteers: 16

Target: 48 people

Achieved: 41 people

Risks/Threats:

- Complexity of referrals. We are still receiving referrals from a wide range of agencies since the pandemic and some of these have provided additional challenges, e.g. not understanding what the project is, starting to engage with the project but changing their mind, being erratic regarding arranging visits/phone calls, being difficult to get hold of, requiring more than one person to visit. This increases the time taken to fully complete the life story book.
- Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness.
- Difficulty recruiting new volunteers due to lack of capacity to attend community events and fewer community events being organised post-pandemic.

LIVING WELL

Service started 01 sept 2022 / Part time role 17.5hrs weekly

Funding amount and source:

£25,000 - TOG MIND

Service Objective:

The Service works in Partnership with TOG MIND and Positive Steps.

The Age UK Oldham Navigator worker will form part of the Living Well team. They will usually be a first point of contact for older people accessing the service to support them to identify options and services available to them both via statutory services and services from the VCSE sector.

The navigator will work with people up 12 weeks, in several ways to support the person to access their choices.

Short description of service:

The Age UK Oldham Navigator delivers an integrated approach in supporting older people experiencing mental health/cognitive issues to be independent in their own homes by supporting them to identify options, help action their choices and remain engaged with their own community. They work with people at all levels from low self-help to more intensive support for those with higher needs. The Navigator provides short term (up to 12 weeks) practical and emotional support to assist vulnerable people who have been identified as:

• being at risk of deterioration of their physical and mental health.

• experiencing anxiety/depression following a life changing event e.g. bereavement, redundancy, diagnosis of long-term condition.

• suffering from isolation and loneliness which is affecting their health and would benefit from social intervention aimed at preventing deterioration or crisis, and may reduce re-occurring presentation to the GP surgery or hospital mental health readmissions.

The Navigator assist's clients to regain their independence, wellbeing, and confidence, through the provision of a flexible and creatively tailored approach to meet their personal needs, offering initial support by offering options and choices and linking them with appropriate services to support with social engagement activities within their locality. Arranging for practical measures to be put in place that will enable the older person to live in their own home independently and safely for longer.

Activity / improvements in last 12 months:

Actively involved with the Living well service within Oldham, attended Living well collaboratives, MDT meetings for south cluster and arranged TAA meetings when required.

Relevant figures (should comply with funder's reporting requirements):

Number of clients supported during this period	182
Number of contacts linked to those clients	2105
Number of signposts during this period for those clients	326
Number of client cases closed and wellbeing outcome assessments completed during this period	56
Number of case studies completed during this period	4

Risks/Threats:

Complexity of cases and time needed to work and build up relationships with clients when navigator only has a part time 17.5 hrs weekly role, this is being monitored.

MEALS DELIVERY SERVICE

Funding amount and source:

Income generated: £104,475

Service Objective:

The aim of the service is to provide freshly frozen nutritional meals direct to older people within their own homes.

Brief description of service:

The meal service provides home cooked meals, soups and desserts that are frozen down then delivered direct to the persons door. They can have them weekly, fortnightly or had hoc. They are priced at £4.50 each, soups and desserts are priced at £2.00 and there is a £2.50 delivery charge.

Activity / improvements in last 12 months:

In the year 22/23 we provide approximately 3220 packs which equated to around 15,000 individual meals.

Compare that to this year 23/24 we have provided 3820 packs which is around 22,000 meals. this has provided meals to approximately 320 unique people over the 12-month period and we currently have around 130 people that we deliver to on a regular basis. The service has increased year on year. Some of this is continued growth is possibly down to the cost-of-living crisis - people know they are getting a good nutritional meal for a set price; this helps them with budgeting their finances.

We also provide regular weekly meals to Age UK Stockport; they have on average 70/75 meals per week which are picked up by Age UK Stockport staff for them to use in their daycentre.

Relevant figures:

In the year 23/24 we have provided approximately 3820 meal packs most people have 6 meals a week. This equates to around 22,000 individual meals for the year

We have provided Age UK Stockport with around 70 meal per week which is 3,640 meals for the year 23/24

Risks/Threats:

As this is not a funded service, it is dependent on catering recourses and Age UK Oldham transport although customers are charged a delivery fee this does not fully cover the costs of the transport.

MEN IN SHEDS

Funding amount and source:

£14,507 income generation from subscriptions and sales

£55k funding from Age UK Oldham

Service Objective:

The core element of a Men in Sheds provision is providing hands-on activities for men over 50. The 'Sheds' provide the space for older men to meet, socialise, learn new skills and take part in activities with other men.

Men in Sheds tries to address the public health challenge of older men's health.

Men in Sheds aims to:

- enhance self-esteem and increase confidence.
- support men with long term health conditions
- improve physical and mental health/emotional wellbeing.
- reduce the risk of social isolation and resultant poor health.
- facilitate friendship and companionship.
- provide an environment conducive to men's learning and sharing of skills.
- offer respite opportunities for carers.
- improve access to services/activities and benefits for participants.

It's well documented those men do not make friends easily, tending instead to gather acquaintances, many of whom fall away when there is a life changing event such as

- retirement - redundancy
- deterioration in health - diagnosis of a long-term health condition
- divorce or bereavement

- isolation

Many men unlike women find it difficult to regenerate a social life following these life altering events.

There is a strong emphasis on mental health and the Men in Sheds Service tries to increase the awareness of and reduce the stigma of depression and anxiety whilst also providing support for men with physical disabilities following strokes etc.

The covert plan is also to get men in one place to target them with health messages. Men, particularly those over 60, tend to be slower at going to the doctor for problems that might turn out to be serious. AT MIS men are encouraged to adopt a positive approach to good physical and mental health and we explain that maintaining one's health warrants more than just a visit to their local GP when they are sick. Having a regular check-up to maintain a good quality of life, engaging in good health practices to lower the risk of developing chronic disease, and building rewarding emotional relationships with their family and friends is key.

Short description of service:

The Failsworth Men in Sheds service currently operates for three days each week Monday Tuesday and Wednesday whilst the Greenfield service operates for two days each week on Thursday and Friday and also has an allotment facility. Each shed provides two sessions a day, with eight places in each session.

There are two full-time staff supporting the service, assisted by a team of volunteers. (buddies)

There are several different referral routes into the service, with a large number of referrals coming from the mental health team and the PIP (social prescribing) team with the remainder from families and self-referrals.

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either and am or a pm session - this needs to be carefully balanced for safety reasons as some men have complex needs and need more help to join in activities and projects.

Each shed member is assessed as to their individual capabilities and skills. Everyone has a purpose and contribute at various levels; the Buddy scheme helps people who are physically challenged to complete projects.

Ideally men attending the Men in Sheds service should move on from the service after six months. However, it has proved difficult in some cases for men to leave the service as we have not identified anywhere else that could meet their needs.

Activity / improvements in last 12 months:

The Co-ordinator has worked hard to build up the numbers following covid. He worked hard to ensure that men returning to the shed felt safe as many have a chronic illness. He worked hard with staff to revamp the workspace and declutter all areas at both sheds. We engaged a Health and Safety inspection to ensure all our Risk assessments met the standard and we worked hard to cover the few recommendations.

The coordinator is support by two skilled staff members. We have improved the income stream by making bespoke items for individual, schools and the local community and refurbishing items for resale.

The outdoor space has been well used this past year and we have a healthy allotment at Greenfield that the men will work on both days the shed is open and when closed. They have created a wildlife pond and garden.

Relevant figures:

The shed has seen has 140 individual men attending the sessions over 5 days. Plus, a team of 5 volunteers (Buddies).

Risks/Threats:

Despite this being a valued service by referrers it is a very costly service due to rent and salaries. We have not been able to secure full funding and it is currently financed by the Charity.

MINOR /MAJOR ADAPTATIONS

Funding amount and source:

Total turnover £308,500

This is a spot contract with two providers. However this year we have done work for Tameside Council as they lost their contractor for external work.

Oldham Council

Housing 21

Service Objective:

We continue to provide the service without any contract or service level agreement.

All jobs are requested by the Occupational Therapist, and these are carried out by our internal Handyperson who is a Trusted Assessor and a range of contractors for the internal and external work to properties.

This work is carried out in private properties across Oldham and Housing 21 properties.

It's an all-age service.

Short description of service:

The majority of our internal work is bespoke joinery - stair rails, internal wooden steps, or jobs that are complex and cannot be provided by the contract holder Ross Care. We also (through a range of our trusted contractors) deliver major adaptations such as doors, windows, steps, paths external metal rails, door systems and bio bidets.

The administrator collates the estimates if required for jobs up to a thousand pounds.

Some jobs require a site visit, and the Trusted Asser will meet the contractors to provide and seek the best options for the client.

This work provides a steady income for AUKO.

We are constantly seeking the right price, and this is reflective in our sales and profit margin. We continually review material prices and the labour charge yearly. There has been a significant rise in the price of materials which we have reflected in our pricing structure again this year.

Activity / improvements in last 12 months:

There continues to be a long wait for people to have an assessment which is around 12 weeks plus. This has resulted in longer waits for equipment to be fitted in the home. AUKO have had more referrals for urgent adaptations in the home to those people most vulnerable. These have been carried out by both our internal staff member and by the contractors.

We always send a rigorous questionnaire to all clients both before booking the visit and again on the day the work is carried out. The patient and families are also requested to follow the terms of the risk assessment for the work to be carried out safely. We have completed 911 jobs in the year which has contributed to people not being readmitted to hospital and keeping them safe and independent at home.

We completed some external work for Tameside as they had been let down by a contractor which was an extra boost to our income

We have also fitted adaptations for people who have chosen to pay rather than wait through our

Risks/Threats:

There is always a concern with the continuation of this work as it is funded on a spot contract.

However, we do know that other providers are unable currently to do the work that is bespoke.

Despite competition we continue to achieve larger building works

However, it would have staff implications if the work was withdrawn.

MA'S REFERRED FROM APRIL 23 TO MARCH	994
MA'S COMPLETED	911
MA'S CANCELLED	71
MA'S ON HOLD	0
MA'S OUTSTANDING	12
MA'S COMPLETED FOR TAMESIDE	96

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Funded by Northern Care Alliance £150,000 (PIP) and CCG £31,168 (UCRT)

Service Objective:

The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home and community.

Service Aims:

- To address the social aspects of a patients presenting at the GP surgeries for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed hospital discharges and reduce the frequent GP attendees for non-medical reasons.
- To provide a strength-based, person-centred response to issues-either practical or emotional- which may be affecting a person's wellbeing.

Description of Service:

Age UK Oldham's PIP advisors are linked to the 5 Adult Health and Social Care clusters in the borough of Oldham working with and taking referrals from the integrated care teams which comprise of District Nursing and Adult Social Care staff. Referrals are also received directly from clients, family members, internally from other Age UK Oldham services as well as from a wide range of other external organisations.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence.

PIP's link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long-term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, craft sessions to counselling, support groups, community groups etc.

CLUSTERS-Prior to the covid lockdowns, PIP Advisors were based in each of the 5 Clusters as part of Integrated Health and Social Care Community teams. Clusters are aligned to location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers and an Age UK Oldham PIP Advisor, working together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved, and the client support is much more complex from when the service first started.

UCRT-A PIP advisor continues to have a daily presence in the UCRT (Urgent Care Response Team-previously known an ICET/ORCAT), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. In March 2024 the team moved into the new Oldham Council offices at the Spindles. The Urgent Care Team PIP Advisor will carry out a home visit and refer to internal Age UK Oldham services as well as external service providers (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred into the long-term PIP service for more prolonged support.

Activity / improvements in last 12 months:

As a result of changes withing the Adult Social Care delivery model (Targeted Operating Model), the PIP service now receives most of its referrals from ASC via ARCC (Assessment Referral Contact Centre)-the "front door" of Oldham's Adult Social Care service. The ARCC screens and triages ASC referrals and will send referrals at this earlier stage to the PIP service to action. Apart from the URCT PIP worker, the team now operate a hybrid working day and spend their time either office or home-based with the majority of their time out in the community undertaking home visits or escorting clients, as way of introduction, to social activities.

The Urgent Care response Team (UCRT) is now based at The Spindles with MioCare staff who provide Helpline and Enablement services, and a PIP worker is also based there as part of the wider team. The PIP worker's role within the UCRT has become cemented as it is flexible and responsive to the urgent needs of patients supported through the crisis team. Our worker continues to receive nominations by the integrated team for Employee of the Month on several occasions.

Following our withdrawal of Age UK Oldham Social Prescribing staff due to employment directly by Action Together (in continuance of their roles) a decision was made that, as current funding expired in March 2023, there would not be sufficient time to recruit and train replacement staff into the Social Prescribing role and the future threat of staff migration to AT due to lack of parity

Relevant figures:

Number of people supported 1232 - resulting in 10,060 contacts with or on behalf of clients.

PIP Manager and Age UK CEO, meet with funders quarterly, to present reports/KPI's, which comply with funder's requirements.

PIP Manager reports bi-annually to CCG on UCRT PIP service activity

Risks/Threats:

Continued funding

Demand can overstretch capacity at times

The nature of the work being undertaken by PIP advisors to support older people in the community has become complex. A great deal of time is spent in acquiring the most appropriate support for vulnerable older people. The timescales and complexity of the work can have an impact on waiting times for new referrals to be dealt with.

SAFE AT HOME AND SHOPPING SERVICE

Funded by Age UK Oldham 37K and Client charges £14,118

Service Objective:

The Home Shopping Service is based at the office and we use the click and collect system at the local Tesco at Werneth.

This service operates deliveries Monday Tuesday Wednesday Thursday.

Staffed by 2 part time admin assistants and 1 part time driver delivering both Shopping and Meals.

Short description of service: To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

We continue to put shopping away monitor the home situation and liase with family and agencies to ensure that clients are safe and well within the home.

We also signpost to our other services when a need is identified.

Activity / improvements in last 12 months:

Over the year we delivered over 2,100 shops to older people.

As the Shopping Service moved onto online shopping with Tesco the operation is a more efficient and reliable.

However, we have to pay for the slots which has reduced the income as this is deducted from the £8 charge this varies from free to up to £2 a slot depending on capacity at Tesco.

The Home Shopping Service is based at the office and we use the click and collect system at the local Tesco at Werneth.

This service operates deliveries Monday, Tuesday Wednesday Thursday this works well with the meals service as some clients have both.

Staffed by 2 part-time admin assistant and 1 part time driver delivering both Shopping and Meals.

Short description of service: To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

Activity / improvements in last 12 months:

Over the year we delivered over 2,100 shops to older people.

As the Shopping Service moved onto online shopping with Tesco the operation is a more efficient and reliable.

We have only had to manually shop for one day when the national system crashed.

Prices are much better for the customer and there is a wider range of food to choose from.

This continues to be a time-consuming process the average age of user is 80+ customers will not always be ready with their order and often need help to decide - therefore to take the order and payment and order online takes time.

The charge remains at £8. However, we must pay Tesco for the slot and to pick and pack this ranges from £1 to £2 usually £2 and up to £5 over the Christmas /Easter period, which reduces our income depending on slot charge. We also have to pre-book slots at busy times of the year in advance.

We continued to use Household Support funding to provide shopping free or no delivery charge to people of all ages who had been discharged from hospital, in crisis or with low income/fuel poverty or no means to shop.

At the end of the year, we had a data base of 60 clients with deliveries averaging 45 a week.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 4 days.

Relevant figures

2,040 shopping deliveries were carried out

Risks/Threats:

Future funding uncertain due to funding by the Charity

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project: £669

Service Objective:

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

Technical support / repairs is also available at an additional charge

Short description of service:

IT classes are held every Chadderton over 60s – we also support people with mobile phones, digital cameras who may also need a quick lesson to help them

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

Activity / improvements in last 12 months:

Classes held each Friday morning with staffing of IT tutor and centre manager as support

Three people come every week, not for tuition anymore but because they have formed friendships with each other so use the opportunity to meet every week.

Actively looking for a volunteer to support these sessions

Relevant figures:

Numbers fluctuate between 4 – 9 each week

With PIP staff bringing people for one off support in between

Sessions are chargeable at £6 each

Home visits are £15 per hour

Risks/Threats:

Loss of numbers

Loss of venue

Loss of staff

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: support all AUKO services with volunteer help

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services. Volunteers are dedicated and an instrumental part of our Age UK Oldham family

We recognise the importance of well-trained volunteers so we also deliver a Welcome to Age UK Day

induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

Short description of service:

Our volunteers help us be there for the people who need us most, from direct service delivery to helping us raise money through our charity shops. Volunteers are our strength

Volunteers are supported and trained by managers and staff and are a very welcome addition to our staffing

Activity / improvements in last 12 months:

As the need for our services have grown so too have our volunteers, we have recruited more throughout all our services and existing volunteers have taken on new and different roles to help us in our work. Also service users from the craft group have now registered as intergenerational volunteers and help with craft activities at our Chapel. Loss of our lunch clubs has also given us an access of volunteers who we are looking to place elsewhere

Relevant figures:

Befriending: 18

Intergenerational: 2

Just4Men: 1

Day Care: 3

Men In Sheds: 6

Shops: 90

Falls:8

Lifestory: 16

Older Together : 15

Chadderton Over 60's: 6

George St Chapel: 16

Risks/Threats:

Unable to recruit and retain sufficient number of volunteers to support ongoing services and prevent future development

CHARITY SHOPS

Income Generation: £775,425

To raise funds for the charity we started the year 2023/24 operating eight charity shops.

We sell donated goods at Lees, Failsworth Precinct, Lord Lane Failsworth, Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road, Boutique and eBay.

Our shops generate income by providing household goods, clothing, and furniture to the local community.

The shop sales (excluding gift aid) during 2023/24 were £655,195, which is £9,092 up on last year.

We also raised funds by selling on our eBay shop, raising £16,138. This is an improvement on the previous year by £3,269 year. We have given one of our Shop Managers, Gaynor Robinson, the responsibility of eBay which she has embraced with vigour.

Recycling of rags £29,085 which is down £4,640. This is due to the market rate price per kilo being reduced. This has happened across the charity sector nationally.

Gift aid: £75,007, which is down £15,038 on last year. This has been addressed and a new system of gift aid management has been implemented.

Totalling £775,425

This is £7,320 down on last year, due to lower Rags and Gift Aid income.

Service Objective:

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 95 volunteers across all sites.

We aim to provide a welcoming, safe environment for staff, volunteers, and customers.

Short description of service:

Eight retail shops sell a wide variety of donated goods whilst acting as a link in the community to our local services. All sites have a supply of our service guides and useful information leaflets for customers' needs.

Researching and valuing items which have been donated and then to sell on eBay, or in the shops, to maximize profits.

We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

Activity / improvements in the last 12 months:

Our rags and waste income has declined due to the price per kilo, so we continue to transfer more stock to our pound shop, which has improved in turnover year on year. Stock is moved there 4 times per week from the other shops. We utilise part of our Barn St site to store furniture and this is also where our small appliance electrical donations are tested. Donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill (till system) still helps us gain a substantial profit from Gift Aid and helps us to analyse our figures with ease, identifying key areas for us to focus our efforts.

We have taken on board the new e-learning training system. All managers are up to date with their training. This can now be done without taking managers away from their shops and having to use other staff to cover. This saves on salaries also.

We continue to re-use donated bags which we charge for and no longer buy new carriers. This is a small effort to help the environment.

Going forward, we are still actively seeking new sites to increase the profits for our charity.

Risks/Threats

We face a high turnover of volunteers who continually need training, inducting, and managing. Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

We are still utilising the new influx of Duke of Edinburgh volunteers.

During Covid 19 we installed safety screens around our till areas, we are slowly removing these.

Even more customers are now shopping online and the increase of cheaper competitors on the high street means that our prices and stock quality need to be more competitive than ever.

Our eBay coordinator is now one of our shop managers. She travels between shops on her non-shop manager days to collect and view potential eBay items.

We will not accept shop complacency around Gift Aid. We have implemented weekly calls to every shop requesting feedback on their weekly Gift Aid figures. This highlights training needs for volunteers and managers.

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2024.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

OUR ORGANISATION

Age UK Oldham is a local autonomous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.

Age UK Oldham has an operational trading subsidiary which generates income to funds the charities work.

Age UK Oldham and its subsidiary employs around 90 staff, and benefits from the support of over 300 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status considered to be vulnerable to modern slavery in this country. We are not complacent and have robust policies and procedures in place.

POLICIES

Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.
2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

In the 2024/25 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.
- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2024 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long-term reserves is to generate an increase in value more than inflation over the long term. A small proportion of the charity's long-term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short-term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

BORROWING POLICY

Age UK Oldham when possible, uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £723,652.

The Trustees consider that in the event of a significant drop in funding, this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

PLANS FOR FUTURE PERIODS

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops
- Establish a warm space and social wellbeing hub at Over 60's Centre to ensure that older people have access to information, advice and practical support to help them through a challenging winter
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers.
- The Social Care climate is changing and we must now continue to explore opportunities to amalgamate charged for places for those people needing care but who are ineligible for statutory financial support and understand the Direct Payment process to enable staff to assist service users who are eligible under these parameters
- Further increase in catering provision both in service and trading areas. Consolidate and grow the meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue

- Build on previous success with local schools with whom we have built relationships within our heritage project, and develop more diverse intergenerational projects;
- Increased involvement with the Asian communities both in services and trading
- Continue to be involved in the GM agenda
- Continue to develop and grow our partnerships with health, supporting older people to experience safe, timely hospital discharges and prevent avoidable readmissions.

RESTRICTED FUNDS

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

FINANCIAL REVIEW

The environment the charity operates in continues to be difficult as local authority and health budgets are increasingly under heavy pressure and scrutiny.

Our services, when looked at holistically, provide great value for money in preventative care and early identification of issues for users of our services. This is an area which the charity should be proud, although it can be hard not to be guided into becoming financially responsible for the obligations of other parties.

Given the headwinds, the charity has made a deficit in the year of £91,474 in its own funds. Reserves are adequate for this however, going forward, the budgeting process for the coming year will be more difficult as funding budgets are increasingly tight, and we also have to absorb the employers NI rises. One key event is the Charity in the year has expended £448,663 on property assets securing facilities for Day Care for the future.

The Charity has continued to provide high quality services and innovative programmes to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

EQUALITIES AND DIVERSITY

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees

……

Clinton Elliott (Chairman)

Trustee

Dated: ……

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiary for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, 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 Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 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 annual report other than the 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 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 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 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 our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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 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; or
- the trustees 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' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

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, is detailed below.

- At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Group and how management seek to comply with them. This helps us to make appropriate risk assessments.
- During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Trustees Minutes and other documentation.
- We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
    I. Review of controls set in place by management
    II. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
    III. Challenge of management assumptions with regard to accounting estimates
    IV. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

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 regulations. 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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. 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.

(Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited

Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

9 December 2024

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds general £	Unrestricted funds designated £	Restricted funds £	Total 2024 £	Total 2023 £
Income and endowments from:						
Donations and legacies	**2**	12,582	-	-	12,582	34,863
Charitable activities	**3**	841,691	-	1,014,285	1,855,976	1,730,632
Activities for generating funds	**4**	804,659	-	-	804,659	813,991
Investments	**5**	16,533	-	-	16,533	12,753
Total income and endowments		1,675,465	-	1,014,285	2,689,750	2,592,239
Expenditure on:						
Charitable activities	**6**	1,097,661	-	988,192	2,085,853	1,849,369
Other	**4**	699,162	-	-	699,162	685,986
Total resources expended		1,796,823	-	988,192	2,785,015	2,535,355
Net gains/(losses) on investments	**13**	14,884	-	-	14,884	(19,348)
Net (outgoing)/incoming resources before transfers		(106,474)	-	26,093	(80,381)	37,536
Gross transfers between funds		(52,823)	67,823	(15,000)	-	-
Net movement in funds		(159,297)	67,823	11,093	(80,381)	37,536
Fund balances at 1 April 2023		1,833,784	655,829	48,322	2,537,935	2,500,399
Fund balances at 31 March 2024		1,674,487	723,652	59,415	2,457,554	2,537,935

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	**2024 Group £**	2023 Group £	**2024 Company £**	2023 Company £
Fixed assets					
Tangible assets	**15**	1,459,082	1,004,993	1,459,082	1,004,993
Investments	**16**	300,737	285,853	300,739	285,855
		1,759,819	1,290,846	1,759,821	1,290,848
Current assets					
Stocks	**17**	539	587	-	-
Debtors	**18**	370,395	183,006	462,215	264,317
Cash at bank and in hand	**19**	477,071	1,284,835	383,378	1,197,026
		848,005	1,468,428	845,593	1,461,343
Creditors: amounts falling due within one year	**20**	150,270	221,339	147,860	214,256
Net current assets		697,735	1,247,089	697,733	1,247,087
Total assets less current liabilities		2,457,554	2,537,935	2,457,554	2,537,935
Income funds					
Restricted funds	**23**	59,415	48,322	59,415	48,322
Designated funds	**21**	723,652	655,829	723,652	655,829
Unrestricted funds	**21**	1,674,487	1,833,784	1,674,487	1,833,784
		2,457,554	2,537,935	2,457,554	2,537,935

The accounts were approved by the Trustees on 9 December 2024

C E Elliott
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	**28**		(318,434)		139,670
Investing activities					
Purchase of tangible fixed assets		(505,863)		(35,745)	
Proceeds on disposal of tangible fixed assets		-		3,249	
Interest received		16,533		12,753	
Net cash used in investing activities			(489,330)		(19,743)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(807,764)		119,927
Cash and cash equivalents at beginning of year			1,284,835		1,164,908
Cash and cash equivalents at end of year			477,071		1,284,835

1 Accounting policies

1.1 Company information

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

1.2 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiary, George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

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

1.4 Charitable funds

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

1 Accounting policies (Continued)

1.5 Incoming resources

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

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

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

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Income from trading activities is the amount derived from the provision of goods/services, and stated after trade discounts, other sales taxes and net of VAT.

Investment income, including associated income tax recoveries, is recognised when receivable.

1.6 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1 Accounting policies (Continued)

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

1.7 Tangible fixed assets

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

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

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & day care equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Stocks

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

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

1 Accounting policies (Continued)

1.10 Cash and cash equivalents

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

1.11 Financial instruments

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

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

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

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

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

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

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

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1 Accounting policies (Continued)

1.13 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

1.14 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

1.15 Support costs

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

2 Donations and legacies

	2024	2023
	£	£
Donations and gifts	12,582	34,863

3 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2024	Total 2023
	£	£	£	£	£	£	£	£
Sales within charitable activities	407,611	921,401	110,491	208,811	90,820	116,842	1,855,976	1,730,632
Analysis by fund								
Unrestricted funds	343,575	432,866	14,864	27,534	7,205	15,647	841,691	
Restricted funds	64,036	488,535	95,627	181,277	83,615	101,195	1,014,285	
	407,611	921,401	110,491	208,811	90,820	116,842	1,855,976	
For the year ended 31 March 2023								
Unrestricted funds - general	264,970	298,087	-	29,398	5,064	29,074		626,593
Restricted funds	55,953	502,651	95,424	233,418	99,713	116,880		1,104,039
	320,923	800,738	95,424	262,816	104,777	145,954		1,730,632

4 Activities for generating funds

	Unrestricted funds general	Restricted funds	Total 2024	Total 2023
	£	£	£	£
Shop income	775,425	-	775,425	782,746
Trading subsidiaries income	29,234	-	29,234	31,245
Activities for generating funds	804,659	-	804,659	813,991
For the year ended 31 March 2023	813,991	-		813,991

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
	£	£	£	£
Net (profit)/loss on disposal of tangible fixed assets	-	-	-	(3,249)
Shop expenditure	669,928	-	669,928	657,990
Trading subsidiaries expenditure	29,234	-	29,234	31,245
	699,162	-	699,162	685,986
For the year ended 31 March 2023	685,986	-		685,986

4 Activities for generating funds (Continued)

Subsidiaries income and expenses

	George Street Chapel Ltd	Total 2024	Total 2023
	£	£	£
Turnover from commissions/sales	29,234	29,234	31,245
Bank plus other interest	-	-	-
Total income	29,234	29,234	31,245
Total expenditure	(29,234)	(29,234)	(31,245)
Net income before gift aid	-	-	-

The profits of George Street Chapel Limited are gift aided to the charity so there is no liability to corporation tax for those entities.

5 Investments

	2024	2023
	£	£
Income from listed investments	2,887	2,802
Interest receivable	13,646	9,951
	16,533	12,753

6 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2024	Total 2023
	£	£	£	£	£	£	£	£
Administration & support costs	371,277	933,486	124,132	373,612	121,500	147,846	2,071,853	1,835,369
Share of governance costs (see note 8)	979	6,896	1,102	3,608	731	684	14,000	14,000
	372,256	940,382	125,234	377,220	122,231	148,530	2,085,853	1,849,369
Analysis by fund								
Unrestricted funds - general	305,424	491,051	26,457	185,636	36,527	52,566	1,097,661	
Restricted funds	66,832	449,331	98,777	191,584	85,704	95,964	988,192	
	372,256	940,382	125,234	377,220	122,231	148,530	2,085,853	
For the year ended 31 March 2023								
Unrestricted funds - general	251,406	320,822	21,594	123,400	5,847	64,736		787,805
Restricted funds	55,953	508,498	95,424	233,418	99,713	68,558		1,061,564
	307,359	829,320	117,018	356,818	105,560	133,294		1,849,369

7 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	14,000	14,000
Depreciation of owned tangible fixed assets	51,774	41,778
Loss/(profit) on disposal of tangible fixed assets	-	(3,249)

8 Support costs

	Governance costs	2024	2023
	£	£	£
Audit fees	14,000	14,000	14,000
	14,000	14,000	14,000
Analysed between			
Charitable activities	14,000	14,000	14,000

9 Trustees

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

10 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2024	2023
	£	£
Audit of the charity's annual accounts	14,000	14,000

11 Pension Costs

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme. Contributions payable by the company to this pension fund during the period amounted to £7,686 (2023: £7,487).

The pension cost charge represents total pension contributions payable totalling £46,160 (2023: £41,017).

12 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Operational programmes	79	73
Management and administration	8	8
Total	87	81

Employment costs	2024 £	2023 £
Wages and salaries	1,661,414	1,501,785
Social security costs	127,543	111,088
Other pension costs	46,170	41,017
	1,835,127	1,653,890

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

12 Employees (Continued)

Remuneration of key management personnel

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2024	2023
	£	£
Aggregate compensation	297,741	277,782

13 Net gains/(losses) on investments

	2024	2023
	£	£
Revaluation of investments	14,884	(19,348)

14 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

15 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Additions	448,443	-	-	10,932	46,488	505,863
At 31 March 2024	1,199,504	418,562	184,104	101,745	274,641	2,178,556
Depreciation and impairment						
At 1 April 2023	123,510	100,489	173,038	86,163	184,500	667,700
Depreciation charged in the year	20,183	8,371	4,231	2,756	16,233	51,774
At 31 March 2024	143,693	108,860	177,269	88,919	200,733	719,474
Carrying amount						
At 31 March 2024	1,055,811	309,702	6,835	12,826	73,908	1,459,082
At 31 March 2023	627,551	318,073	11,067	4,649	43,653	1,004,993

15 Tangible fixed assets (Continued)

COMPANY	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Additions	448,443	-	-	10,932	46,488	505,863
At 31 March 2024	1,199,504	418,562	184,104	101,745	274,641	2,178,556
Depreciation and impairment						
At 1 April 2023	123,510	100,489	173,038	86,163	184,500	667,700
Depreciation charged in the year	20,183	8,371	4,231	2,756	16,233	51,774
At 31 March 2024	143,693	108,860	177,269	88,919	200,733	719,474
Carrying amount						
At 31 March 2024	1,055,811	309,702	6,835	12,826	73,908	1,459,082
At 31 March 2023	627,551	318,073	11,067	4,649	43,653	1,004,993

16 Fixed asset investments

	Shares in subsidiaries	UK quoted investments	Total
	£	£	£
Cost or valuation			
At 1 April 2023	2	285,853	285,855
Valuation changes	-	14,884	14,884
At 31 March 2024	2	300,737	300,739
Fair value			
At 31 March 2024	2	300,737	300,739
At 31 March 2023	2	285,853	285,855

17 Stocks

	2024 Group £	2023 Group £	2024 Company £	2023 Company £
Finished goods and goods for resale	539	587	-	-

18 Debtors

Amounts falling due within one year:	2024 Group £	2023 Group £	2024 Company £	2023 Company £
Trade debtors	255,646	101,626	253,803	98,981
Amounts due from subsidiary undertakings	-	-	93,663	83,956
Prepayments and accrued income	114,749	81,379	114,749	81,380
	370,395	183,005	462,215	264,317

19 Cash at bank and in hand

	2024 Group £	2023 Group £	2024 Company £	2023 Company £
Short term deposits	52,121	169,775	52,121	169,775
Cash and bank balances	424,950	1,115,060	331,257	1,027,251
	477,071	1,284,835	383,378	1,197,026

20 Creditors: amounts falling due within one year

	2024 Group £	2023 Group £	2024 Company £	2023 Company £
Other taxation and social security	36,616	39,970	36,486	39,380
Trade creditors	49,005	67,858	48,815	66,602
Other creditors	18,589	22,642	17,939	18,845
Accruals and deferred income	46,060	90,869	44,620	89,429
	150,270	221,339	147,860	214,256

21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
Unrestricted funds	1,833,784	1,675,465	(1,796,823)	(52,823)	14,884	1,674,487

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2023
	£	£	£	£	£	£
Unrestricted funds	1,872,933	1,488,200	(1,473,791)	(34,210)	(19,348)	1,833,784

22 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	At 1 April 2023	Transfers	At 31 March 2024
	£	£	£
Designated funds	655,829	67,823	723,652

Previous year:	At 1 April 2022	Transfers	At 31 March 2023
	£	£	£
Designated funds	621,619	34,210	655,829

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

23 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Day care service	-	216,251	(216,251)	-	-
Lunch clubs	-	122,564	(122,564)	-	-
Life story	-	18,695	(18,695)	-	-
Household Support Fund	48,322	77,500	(73,121)	(15,000)	37,701
Falls programme	-	83,615	(83,615)	-	-
Choosing the right care	-	30,000	(30,000)	-	-
Dementia carer assessments and care & support	-	65,627	(65,627)	-	-
Home first	-	49,281	(30,373)	-	18,908
PIP / ORCAT / Social Prescribing	-	181,277	(181,277)	-	-
Handyvan / Eon / Warm homes	-	64,036	(64,036)	-	-
Steps to home / Living well	-	60,439	(60,439)	-	-
Cost of living response	-	40,000	(40,000)	-	-
Out and about	-	5,000	(2,194)	-	2,806
	48,322	1,014,285	(988,192)	(15,000)	59,415

23 Restricted funds (Continued)

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Day care service	-	296,368	(296,368)	-	-
Lunch clubs	-	122,564	(122,564)	-	-
Life story	-	18,630	(18,630)	-	-
Household Support Fund	-	98,250	(49,928)	-	48,322
Falls programme	-	99,713	(99,713)	-	-
Choosing the right care	-	30,000	(30,000)	-	-
Dementia carer assessments and care & support	-	65,424	(65,424)	-	-
Home first	-	9,552	(9,552)	-	-
PIP / ORCAT / Social Prescribing	-	233,418	(233,418)	-	-
Handyvan / Eon / Warm homes	-	55,953	(55,953)	-	-
Steps to home / Living well	5,847	74,167	(80,014)	-	-
	5,847	1,104,039	(1,061,564)	-	48,322

23 Restricted funds (Continued)

The restricted funds are for particular projects specified by the donor as follows:

Day care service - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Household Support Fund - funding received via Action Together from Oldham Council who distribute it on behalf of Department for Work and Pensions to help those people who are facing hardship or crisis and are on a low income.

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

Choosing the right care - delivers information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks.

Home First Service - offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation. The service offers up to 5 days follow-up support following a discharge.

PIP / ORCAT / Social Prescribing - funded by Pennine Care Foundation NHS Trust / Northern Care Alliance / OMBC. Age UK Oldham staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

23 Restricted funds (Continued)

HandyVan / Warm Homes / E-On - HandyVan is part funded by Oldham council and is a chargeable service. Our handyman and registered contractors provide low level maintenance to older peoples property to keep them safe and independent at home. Warm Homes is a spot contract with Oldham council we provide people/families of all ages with a range of services including beds, bedding, emergency heating, furniture and repairs to the home for people living in fuel poverty. E-On funds a 4 month project, and we deliver around 120 home energy assessments in the property for older people, providing them with information to keep well and warm during winter, fitting energy saving measures within the home and signposting people for other services when a need has been identified.

Steps to Home / Living Well - delivered in partnership with Tameside, Oldham and Glossop MIND who are the lead organisation. It targets older people with mental / health problems, including dementia, to support them to experience a safe and timely discharge following a spell in hospital. It also aims to assist them both practically and emotionally for a number of weeks to reduce readmission.

Cost of living response - The Cost of Living fund was awarded to local brand partners by Age UK National to enhance the delivery of interventions to those older people who were most vulnerable and most likely to be adversely affected by the rising cost of living. It can be used to increase resources in existing Age UK services which are facing a significant increase in demand, namely:-
• Information and Advice (particularly benefit checks)
• Handyvan – essential home repairs
• Befriending, Social Prescribing (PIP service) Luncheon clubs etc. addressing loneliness and isolation.
Funding received could be allocated to finance Direct Costs, Direct Support costs and Indirect costs.

Out and about - this is a programme for the OLGBT community to offer peer support and reduce isolation and loneliness. It has received funding from the Tony Lloyd Foundation.

24 Analysis of net assets between funds

	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:					
Tangible assets	1,459,082	-	-	1,459,082	1,004,993
Investments	300,738	-	-	300,738	285,853
Current assets/(liabilities)	(85,333)	723,652	59,415	697,734	1,247,088
	1,674,487	723,652	59,415	2,457,554	2,537,934

25 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	29,308	45,783
Between two and five years	121,071	81,408
	150,379	127,191

26 Related party transactions

During the year the Charity used the services of North Ainley LLP, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £2,110 (2023: £440) for the year and the amount outstanding at the year end was £nil (2023: £nil).

For the year ended 31 March 2024 gift aid of £nil (2023: £nil) was payable by George Street Chapel Limited, a 100% owned subsidiary, and at the year end the Company owed the Charity £93,663 (2023: £83,956).

27 Subsidiaries

Details of the charity's subsidiaries at 31 March 2024 are as follows:

Name of undertaking and country of incorporation or residency		Nature of business	Shares held Class	%
George Street Chapel Limited	England	Events & tours	Ordinary	100.00

28 Cash generated from operations	2024	2023
	£	£
(Deficit)/surpus for the year	(80,381)	37,536
Adjustments for:		
Investment income recognised in profit or loss	(16,533)	(12,753)
Gain on disposal of tangible fixed assets	-	(3,249)
Fair value gains and losses on investments	(14,884)	19,348
Depreciation and impairment of tangible fixed assets	51,774	41,778
Movements in working capital:		
Decrease in stocks	48	246
(Increase) in debtors	(187,389)	(23,297)
(Decrease)/increase in creditors	(71,069)	80,060
Cash (absorbed by)/generated from operations	(318,434)	139,669

AGE UK OLDHAM LIMITED

England & Wales - Charity number 1145196

Accounts

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONTENTS

	Page
Group trustees' / directors' report	1 - 46
Independent auditor's report	47 - 50
Consolidated statement of financial activities	51
Consolidated balance sheet	52
Consolidated statement of cash flows	53
Notes to the financial statements	54 - 73

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Registered Charity No:	1145196
Company Registration No:	07267880
Head Office:	10 Church Lane Oldham OL1 3AN
Trustees / Directors:	Alexander Boyd (Chair) Zoe Ashton (Vice Chair) Stuart Bailey (Treasurer) Jill Read retired 24.4.23 Clint Elliott John Thomson Dr Phil McEvoy Nazrin Azad
Chief Executive:	Yvonne Lee
Company Secretary:	James Richardson
Principal & Registered Office:	10 Church Lane Oldham OL1 3AN
Auditors:	Chadwick and Company Chartered Accountants Statutory Auditors Capital House 272 Manchester Road Droylsden Manchester M43 6PW
Solicitors:	North Ainley 34-36 Clegg Street Oldham OL1 1PS

The directors present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

CHAIRMAN'S REPORT

I am pleased to report that in the year 2022/2023 Age UK Oldham successfully achieved its aims and goals.

We did this through our day-to-day operational tasks and activities; meeting these aims enables us to ensure that collectively we were able to meet our overall constitutional charitable goal of promoting the relief of elderly people in any manner which now or hereafter may be deemed by law to be a charitable action, in and around the metropolitan district of Oldham.

Now the paragraph above although very true and accurate is rather formal and in my opinion vastly understates the combined effort of our staff and volunteers who work tirelessly throughout the year come rain, shine or as in the recent pandemic working to ensure that our income and the services we provide meet the everyday needs of the mainly vulnerable people who receive our support and assistance across the Borough.

We can provide this much needed support by ensuring our income streams provide the funding to operate. We do this by receiving and sorting donations in our shops and by selling pre-loved items to the thousands of customers who visit our very welcoming shops.

We support people indirectly through our successful and growing in demand School support sessions at George Street Chapel where the children of today can learn about the Borough of Oldham as it was in the past. These are real live interactive sessions between the children and our incredibly talented volunteer actors who bring the past back to life for the children.

We support our vulnerable and isolated older people directly and in person by welcoming them to our Luncheon Clubs across the Borough, likewise our current two excellent day care centres provide social and stimulating day care helping to provide families and carers with much needed respite from their loved ones. We also run two very sought-after Men-in-Sheds schemes where men can drop in to socialise and take part in craft-based skills; creating and making various articles from new or repairing items from home.

Our Handyman scheme is in constant demand, this is where we can assist in helping with the essential maintenance jobs that go some way to ensure a reasonable quality of life for older and vulnerable adults. This is direct contact and support for people who have been struggling for example in the dark because they cannot change a light bulb or who have a dripping tap or a faulty door lock. Everyday simple jobs that younger adults take for granted but are beyond the abilities of older and more vulnerable people.

We support people when being discharged from Hospital, without this new service at The Royal Oldham Hospital these vulnerable adults may have to remain in hospital even though their treatment could be done at home and by doing so take up a bed space for another patient in-need.

I have mentioned just a few of the services amongst the many that we provide on an almost daily basis, usually we are in the background bringing everything together to make life more comfortable for those in need.

My personal thanks and those of my fellow Trustee Directors must go to all volunteers and members of staff who are always first in line to go the extra mile to make things happen. Thank you.

This will be my last report as Chair of AUKO. Since 1999 I have been a volunteer Trustee, Director and latterly Chair of this fine organisation. In December 2023 I shall step down from all positions to concentrate on family matters and to hopefully travel more extensively. The last 24 years has seen the organisation mature and become a beacon of charitable support across the Borough. I am very confident that our progress will continue apace and for the people who need us I am sure that we will continue to be there for them.

STRUCTURE, GOVERNANCE & MANAGEMENT

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chair, vice chair, treasurer and five other members.

DIRECTORS

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on 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 charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware, and
- 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 auditors are 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.

INDUCTION / TRAINING

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day-to-day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

RELATIONSHIPS WITH RELATED PARTIES

The charity is currently a brand partner of Age UK and works with Age UK branches in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers collaborative and also a member of the Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

ORGANISATIONAL STRUCTURE / DECISION MAKING PROCESS

A board of management consisting of a chair and six directors directs the general conduct of the charity's activities. In addition to the AGM (Annual General Meeting) the board meets at least six times throughout the year.

The board works with the chief executive who makes decisions on the day-to-day operation supported by a senior management team.

Regular reports on financial performance are submitted by the finance manager and considered by the board. These accounts are used by the directors for their monitoring of the charity's activities and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 90 staff members and 300 volunteers. She makes decisions on the day to day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

The administration and finance teams and project officers are based at our head office at 10 Church Lane, Oldham where our Information, Advice and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, Over 60's community centre, Men in Sheds outlets, community equipment and furniture store and showroom, HandyVan/adaptations workshop Chapel Events centre, catering department for distribution of meals, are all dispersed at various locations throughout the borough with separate management teams covering these areas.

WIDER NETWORK

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve, and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination.

She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive. She represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness**,** gives her time and expertise to Pennine Care Foundation Trust's Charitable Fund Committee and Oldham United Charities Board.

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE (Voluntary, Community, Faith and Social Enterprise) investment opportunities.

She was a member of Oldham's Equality Advisory group for Covid 19 which met weekly with Public Health, the Council and other statutory and VCSE partners during the pandemic, collaborating on dissemination of critical advice and updates. Along with other AUO colleagues she contributes to Oldham's Living Well collaborative, creating new ways of supporting the mental health of people living in the community.

She plays a part each year in fundraising for local charities as a member of the Oldham Mayoral Appeal Committee.

The local integrated care organization entitled "Oldham Cares" brings together Oldham Council. NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As organisations come together in Greater Manchester to provide services at scale and in partnership, she is an inaugural member of the GM VCSE Hospital Discharge Alliance working together with other VCSE organisations providing home from hospital discharge support services and aiming to prevent readmissions.

RISK MANAGEMENT

A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities, we have undertaken a full risk assessment which is monitored continually, and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all our premises;

- Risk assessments are also undertaken on our clients, staff, and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out

OBJECTIVES & ACTIVITIES

The constitution states that:
'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.'

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham's Clinical Commissioning Group, Lottery funding and Age UK funding.

Capital is generated at present through our ten retail outlets, catering outlets and at our Events centre George Street Chapel.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people, but the charity has now expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.

Across the Oldham Borough, the range of innovative projects we deliver seeks to 'fill the gaps' which statutory services may not provide, and offer choice to both frail older people and the more active, whilst our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Café, Leisure Outlets, Falls Exercise scheme, Supporting people to choose Care options, Promoting Independence using holistic assessments and support to live their lives with confidence whilst compilation of Life Story books for Care Home residents etc. serves to maintain their health and well-being and enhance their quality of life. Later additions to our portfolio included "Men in Sheds" and "Promoting Independent People" a social prescribing initiative contracted by Pennine Care Foundation NHS Trust whilst one off grant contributed to introducing digital technology skills to older people.

Launched as an answer to the self-isolation of older people during Covid, this year we have built on our freshly cooked Meals Delivery service which grows from strength to strength.

Full details of all of our services during the year are appended as follows:

BEFRIENDING

Short description of service:

Demand for our befriending service has increased again this year I feel due to increased living costs. Enquiries from professionals such as social workers as well as relatives looking for a free service to replace a 'paid for' service such as a home care companion which can carry a charge of between £20 to £30 per hour has been a regular ask this year. I have had to adopt a filtering out method to ensure our befriending service is not used as a free replacement by families trying to cut costs.

All enquiries are initially offered a group befriending service such as Just 4 men, craft group or lunch club rather than one to one befriending.

Referrals are readily accepted from those older people living alone without any support. (i.e. no family or friends)

Telephone befriending is offered initially when a volunteer is linked, and the face-to-face support follows once both are happy to meet up. This takes place either in the home of the befriended or a mutual meeting place like a library or café.

Recruiting volunteers has also been difficult again this year across our organisation. Previous years we have relied on 'older 'newly retired people coming forward to help us. I feel the increase in the retirement age has had a huge effect as people are working longer and the pressure of 'grandchildren' care has also impacted on the 'spare time' people previously had.

Younger people are not attracted to volunteering as a befriender, they would rather do 'fun' stuff than one to one support. However, we have recruited two volunteers aged 35 and 38 this year which has been a significant step forward for us. Both have health problems that prevent them from working full time, but each has found befriending rewarding.

The group especially enjoy the Christmas Dinner event and look forward to it every year. For many this is the ONLY party/celebration they attend during the festivities.

Relevant figures:

New befrienders recruited 4

Risks/Threats:

Unable to recruit enough volunteers to support ongoing services and prevent future development

Funded by Age UK Oldham and dependent on surplus monies.

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire: £16,526

Service Objective:

Chadderton over 60s centre is home to a variety of Age UK Oldham led activities: IT Classes, Just4Men, Craft group, Friendship Group, Lunch Club, OLGBT group & Befriending & interactors Support meetings.

Description of Service:

Chadderton over 60's is a self-contained building providing a range of activities for older people.

To ensure sufficient costs are met to run the building we let out room space to other organisations and groups for a hire fee.

Activity / improvements in last 12 months:

It has been a difficult year with the loss of group income playing a major impact. Our tabletop sales which were really popular and busy during the autumn and winter have been less successful during the summer months. We have eight more booked between August and December 2023, so we are hoping the popularity we had last year will replicate again.

We have an area dedicated to a shop at the centre where we are selling bric a brac, clothing, books, dvds and small pieces of furniture which is donated, every penny counts and helps boost our tabletop sale income.

We have a Facebook page for the centre which has driven new traffic to us and we have increased members in many of our groups.

We have another church hiring the centre every week starting on 5th August, which means we will have two church groups hiring every week.

Our numbers have grown in our craft group, we now have between 18 – 22 people attending every week. Our Just4men has grown to 10 – 12 each week and our OLGBT group now has 10 – 14 members each week too.

One off hire has increased too with children parties, birthday celebrations and meetings.

Risks/Threats:

Loss of groups = Loss of revenue

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available.

Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice. This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

Description of Service:

The service helps older people and their carers to understand the care system by providing a range of advice, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs, and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

The staff's experience and knowledge enable Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who need one-to-one support and practical help either at a time of crisis or to make significant changes in their life.

In addition to one-to-one support and Home Visits we facilitate a drop-in service, both at the office and now on the new discharge lounge at Royal Oldham hospital for patients, family members or more active service users. Choosing the Right Care is widely used and respected by professional staff and service users alike.

Over the years, funding for this service has been reduced, although demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one-to-one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written guidance, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

The scope of the project has been much broader over the past years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community.

Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements

The service is responsible for providing web-based data to social services teams and managers and in the past had developed the Care Home vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves are given passwords to enter their own bed vacancies on a daily basis. The Service supports Care homes with updating capacity tracker and ensures information is updated at least twice weekly by contacting homes that have not updated timely, the service still produces the bed vacancy list which is issued to families and members of the public who are looking for care home placements.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority.

Activity / improvements in last 12 months:

Telephone contacts/advice provided with clients /services:	4,347
Unique clients:	1,054
Information packs issued / written Guides including factsheets etc.:	2,291
Website hits to service site:	6,801
Evaluations carried out with service users:	80

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 99 % of people who used our service reported decreased anxiety.
- 97% of people reported feeling more in control of the situation they were dealing with.
- 81 % of people went on to use other services as a result of using The Choosing the right care service.

Risks/Threats:
- Changes in social and health care directives.
- Still high demand for service – on occasions difficult to manage with one worker.

DAY CARE

Funding amount and source:

Funding £425,828 per annum

Service Objective:

The aim of the service is for older people to remain in their own homes, providing a safe environment for people living with dementia and/or physical frailty and to provide respite for families and carers where appropriate.

Short description of service:

Age UK Oldham is committed to developing services and works closely with Adult and Community Services. We continue to welcome a large number of clients (over 80%) who are living with a cognitive impairment, ensuring that both of our day centres have a dementia friendly environment and that all of our working processes are regularly reviewed.

We are passionate about what matters to older people and take a person-centred approach that is the core of our service - providing enjoyment and stimulation in a friendly fun setting which is enhanced through a full range of entertainment and activities to suit the needs of the people we care for.

Activity / improvements in last 12 months:

After ongoing meetings with Commissioners in regard to proposed changes in funding of day care places it was agreed that individual Service Funds (ISF's) would not work for older people and discussions continued with regards to an alternative process including possible Individual Budgets - this is ongoing. We received written confirmation that block contract funding would cease on 31st December 2022.

From 1st January 2023 payment would be made for Adult Care services registered client places on a utilisation basis only until the end of the contract September 2023. Due to the frailty of clients, absences are frequent and this resulted in a financial loss which could not be sustained. During this period talks between commissioners have taken place regarding the future funding of day care and how as a business Age UK Oldham are able to

sustain the service. After looking at several possible options a decision could not be reached between both parties with regards to a suitable model and discussions are continuing to date.

A decision was made by the commissioners that, as previously discussed, Individual Service funds would not be a suitable model for older people. The contract was due to end in June 2022 and a decision was made by OMBC not to tender the service. Discussions between both parties commenced in Feb 2022 with regards to looking at other funding streams i.e. Individual budgets or Individual Service Funds.

The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical by Social workers and is presently funded on utilisation figures by OMBC.

We presently employ 19 staff working across both sites.

Our business plan in 2022/23 was to develop a number of Day Care places for self-funding people who are eligible for the service but either

- do not fulfil the financial criteria for funding support from Adult Care Services or
- do not choose to undergo a needs assessment or financial assessment by Adult Care Services

Whilst continuing to have discussions with Commissioners we searched for a suitable bungalow during 2022/2023 and were hopeful the right property could be secured to expand our service as we are confident of the demand.

We intend to recruit additional staff if we achieve the targets numbers to ensure sustainability.

We have continued to market day services across the Borough and keep staff informed and involved with ongoing developments.

Utilisation figures for Day Care have fluctuated during this period and the main concern is the lack of social services referrals however we have seen a rise in private funders.

Risks/Threats:

The risk identified is the loss of the block Day Care contact going forward which will impact significantly on Day Care users and subsequently on Age UK Oldham Day Care staff, catering services and transport.

Work continues to generate further privately funded places at both sites

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: CCG: £24,915 per annum

Service Objective:

• To provide a wide range of dementia related information & emotional support for people who have a formal diagnosis of dementia and to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.

• To provide and update the Dementia Information & Support Website.

• To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.

- To provide dementia related information in accessible formats including audio versions and large print.
- To link people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may need additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

Access to the service can be by self-referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners, and other professionals.

Guidance and support are offered via telephone or home visits as well as at drop-in sessions at carers groups and dementia hubs around the borough.

With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board, where we have representation on the Dementia Partnership Steering Group and other staff members that are active with discussion and dementia forum groups in Oldham which feed into the local Dementia Strategy. We have also worked closely with Dr. Kershaw's Hospice who have now set up a weekly dementia hub which offers drop-in support and access to memory service staff to people with dementia and their carers.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with the Choosing the Right Care / Money & Benefits and General Advice team and other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer. We are also working more closely with AUKO PIP service.

Responsibility for the production and ongoing management of Oldham's Key Services for People with Dementia continues to be managed by our staff. We have carried out evaluations regarding the existing profile of this guide and all the feedback has given the opportunity this year for the future development of the guide to be more 'service user friendly' handbook. Alongside this we have developed a set of information sheets on relevant subjects within the guide, where people can just have access to the section of the guide, they have a specific interest or need for at a particular time. This will cut down the amount of paperwork people with dementia may need to look through to get to the information they are really needing at that time. The latest

version was published in February 2022 which has been useful in identifying the support available following the covid pandemic. This handbook is a guide which navigates people through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator and the Dementia Carers Assessment Officer who are supported by the Services Manager for development of the service. All staff have longstanding experience of working with dementia and have skills and knowledge in community care as well as in-depth knowledge of local services in Oldham.

The Memory Clinic practitioners continue to have a good working relationship with the service.

Activity / improvements in last 12 months:

• Continued good working relations have been maintained with all key stakeholders via a hybrid working model.

• Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.

• Promotional work has recommenced as events have started again and new services have been developed including new memory café at Oldham library delivered by Dementia UK and Dr. Kershaw's dementia hub. New working relationships have developed with this organisation as a result of this partnership working.

• Regular in-person contact with at Springboard, Dr Kershaw's dementia hub and the Memory Service CST group have progressed following the lifting of covid restrictions. Carers groups are now meeting again in a face-to-face manner are well attended.

Relevant figures:

Activity achieved April 2022 - March 2023

Unique clients receiving telephone or face to face advice & support:	1,704
Total number of contacts provided to or on behalf of clients:	8,691
Connecting clients to other support services:	3,245

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 100% of people who used our service reported decreased anxiety.
- 100% of people using our service were connected to other services which could be of mutual long-term benefit and support them to continue to live well with dementia.
- 100% of service users reported that they would be likely or extremely likely to recommend our service to others.

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped following the covid pandemic. Follow-up appointments now arranged for clients who call into the office.
- Demand can overstretch capacity on occasions especially with the increased ask to promote our service and attend events with the establishment of new support services.
- The demand for our service has had an impact on staff time due to the complexity of support required by clients as they are often at crisis point following a sustained period of caring and isolation because of the covid pandemic restrictions.

DEMENTIA CARERS ASSESSMENT SERVICE

Funding Source: Oldham CCG £40,509 per annum

Service Objective:

To ensure that all unpaid carers of people who live with dementia or a memory impairment have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia to plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

Description of Service:

The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day-to-day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychol+ogical, and social needs and how they are continuing to manage their day to day living tasks.

Our staff carry out the statutory assessment and where possible, identity any interventions and develop a support plan to address any specific needs which are highlighted.

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Council Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Council. All carers are entitled to a reassessment of their needs annually. Our service undertakes both the initial assessment, and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

The service will also carry out initial overview benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on to our Information & Advice Service for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model we work alongside our partners to develop awareness, offer training and support peer/post diagnostic groups and the Oldham Dementia Strategy.

Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

Activity / improvements in last 12 months:

- Continuation of service delivery via hybrid model.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Continued good working relations have been maintained with all key stakeholders.
- Regular contact with carers groups has been maintained and attendance at groups have returned to meeting in person.
- Have supported the establishment of a new weekly dementia drop-in hub at Dr. Kershaw's Hospice Wellbeing Centre.
- Continued attendance at Oldham Dementia Partnership Board meetings as well as regular monthly Memory Assessment Service catch up meetings with commissioner.

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken: 383

All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing ongoing support for both carers and people with dementia.

Number of talks given to peer support groups by the service: 12

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped following the covid pandemic. Follow-up appointments now arranged for clients who call into the office
- Demand can overstretch capacity on occasions.
- Covid restrictions had an impact on home visits / drop in visits and carers regular groups we attended. Assessments now carried out in a hybrid fashion offering either home visits or telephone appointments.
- Increased demand for staff attendance at carers groups now that they have re-commenced meeting in person.
- Changes to the model at OMBC Carers Centre have seen increased contact with personnel from that team resulting in increased referrals and demand on AUKO Dementia Carers Service.

DEMENTIA PHYSICAL ACTIVITY TRAINER

Funding amount and source: £16,387

Service Objective:

- to develop the role of a Physical Health Trainer (PHT) who will be commissioned through Age UK / Greater Manchester Moving to work with people living with dementia or who have a cognitive impairment.

Short description of service:

- the PHT will work with service users who need support to get out into the community and take mild physical exercise to those people who have lost confidence in leaving their home after lockdown.
- 8-week blocks of sessions to be trialled in different settings and with slightly different target groups: group activities within 2 Age UK Oldham day centres (which provide specialist dementia support) incorporating smaller and larger groups, trial within lunch club setting (activity during lunch club), approach to Springboard to hold sessions as part of group meeting, explore possibility of one-to-one sessions.

Activity / improvements in last 12 months:

Sessions were delivered at Bluebells Day Centre and Selina House Day Centre, as well as in several lunch club locations.

Phil Brooke (PSI Level 4 trained) delivered sessions supported by Age UK Oldham staff. The response in the day centres was excellent from both staff and clients.

We will target Springboard during the next year along with developing a pathway for one-to-one clients.

Relevant figures (should comply with funder's reporting requirements):

Target: 44 individuals supported.

Achieved: Approx 100 individuals supported to date.

Risks/Threats:

Ongoing cost of delivery of sessions. There is the possibility of training for day care staff in order to give them the skills and confidence to deliver exercises safely, particularly with the use of therabands.

DISCHARGE TRANSFER OF CARE

Funding amount and source:

£49,167 – TOG MIND

Service Objective:

To support the transition from Hospital Mental Health wards and medical wards to home for patients who reside in the Oldham area who have a mental health diagnosis or Cognitive impairment by reducing barriers though holistic all-round support. This service supports adults using the speciality of the partners involved (Age UK Oldham, positive steps, and TOG MIND) to provide a robust and lasting positive outcome for clients.

To reduce the rehospitalisation of patients into the wards and successfully embed them into their communities.

Brief description of service:

The service navigator attends weekly mental health ward meetings to gather information and build a picture of the patients on the ward and the support they are receiving which helps to initiate contact and build up relationships with the patients while on the ward.

The navigator offers support when planning for discharge to offer Holistic and practical all-round support to assist the patient to transition home safely and effectively.

The navigator can liaise between the patients, the families, the wards and the community mental health team to support the patient to access services, lightening the workload of the ward staff and mental health social workers.

The navigator can then support the patient for upto 12 weeks to embed them back into the community hopefully reducing the risk of rehospitalisation.

Activity / improvements in last 12 months:

Meeting with Oldham cares to discuss ongoing discharges for Female patients who reside in Oldham but are in other hospitals.

Meeting help with new OT on rowan and cedars wards to introduce the service.

Meeting held with new trainee clinical psychologist working on the older peoples MH wards at ROH to introduce the service.

Emails and information sent to 13 Home care providers to promote service and give information for them to distribute to staff.

Contact made with Royal Oldham Hospital – Mental health nurse working alongside the Transfer of care team who supports discharges for those with a mental Health diagnosis, info discussed and emailed to her.

Drop in hub set up on C1 discharge ward, meetings with discharge hub staff to promote service, service due to start in April.

Meeting with new patient liaison worker on Cedars ward to discuss service and support available

Specific mental health Training arranged and provided to staff to support in this area.

Relevant figures

(should comply with funder's reporting requirements):
Number of clients supported during this period: 53
Number of contacts linked to those clients: 1,683
Number of signposts during this period for those clients: 149
Number of client cases closed, and wellbeing outcome assessments completed during this period: 45
Number of case studies completed during this period: 4

Risks/Threats:

Change to Rowan and Cedars wards becoming male only has meant all Oldham females are now placed out of borough limiting contact available to them.

DOMESTIC ABUSE AND OLDER ADULTS

Funding amount and source: Oldham Safeguarding Adults Board obtained £40,000 from the Ministry of Justice

Service Objective: to improve local insight, policies and operational practice regarding older people and domestic abuse.

Short description of service:

This was a multi-agency project involving members of Oldham Safeguarding Adults Board and other partners designed to gather information and case studies about older adults experiencing domestic abuse, development of a training programme working with Dewys

Activity / improvements in last 12 months:

- Better understanding and response to older people's needs across all partners services.
- Improved data collection providing a more in depth understanding of this group.
- Production of multi-agency policy and practice documents to ensure a consistent domestic abuse framework for this group.
- Improved awareness, recognition, and workforce capabilities to manage cases because of multi-agency training and resources.
- Evaluation of the training and resources by the partnership before being shared as a resource across Greater Manchester.

Age UK Oldham's role within the project was as part of the steering group and various task and finish groups.

We also were actively involved in getting input from community organisations who we had relationships with during the Ambition for Ageing project. This ensured that the experiences of people from under-represented communities were included in the research. We facilitated focus groups and provided reports from the focus groups.

We carried out one-to-one interviews with people who had volunteered to provide more in-depth information about their personal experience of abuse via the online survey developed as part of the project. We carried out the interviews and provided anonymised transcripts of the interviews for inclusion in the research.

Relevant figures (should comply with funder's reporting requirements):

Production of training programme and train the trainer sessions held for a variety of agencies across Oldham.

Production of short film

Distribution of online survey for professionals and victim-survivors

One-to-one interviews with victim-survivors

Focus groups with under-represented groups

Risks/Threats:

Capacity to cascade training to volunteers. We were also unsure of how appropriate the level of training was for staff and volunteers. A simplified version of the training was not actioned due to the time constraints and funding for the project.

ENHANCED LUNCH CLUBS

Funding amount and source:

Local Authority contract £122,564 supplemented by Age UK Oldham:

Service Objective:

The aim of our Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal.

Short description of service:

Enhanced Lunch Club Service - Provision of 266 places per week between 8 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda. With additional funding awarded within the contract for April 2019, the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service, we signpost and refer clients to other appropriate services that may benefit the client.

Activity / improvements in last 12 months:

Following COVID All lunch clubs have now reopened and remained open in 22/23 Numbers steadily increased throughout 2022 and by March 2023 we were running at 95% capacity (people on the registers) We are still seeing the effects of COVID and at times have had higher than normal absence rates when there have been outbreaks. Lunch clubs are getting a regular flow of new clients, through PIPs, social prescribing, and word of mouth.

We successfully took over a new group in April 2022 which had been run by a group of volunteers who no longer wanted to continue, and they approached Age UK to see if it was feasible for us to take over the group to prevent it from closing to date, we have doubled the attendances since taking.

Relevant figures

Throughout 22/23 lunch club provisions were set at 13832 places per annum.

Risks/Threats: funding ceases at end of September 2023

Threats to staff jobs – possible redundancies

Impact on catering services with the loss of approximately 200 meals per week

Impact on drivers with loss of deliveries to lunch club sites

EON PROJECT

Funding amount and source:

Funding Source – Age UK Oldham in Partnership with EON

Received £10,670

Service Objective:

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness. In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general practices, hospitals, and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating.

Short description of service:

We offer information and practical advice on how to save money on heating during the winter months, also offering benefits checks through Information & Advice, and to housebound people, home benefits visits. Referrals have been from a range of health and social care professionals along with self-referral.

COVID-19 had implications on delivery during times of lock down and peaks in cases within the borough of Oldham - we managed to complete most of our targets, but due to lock down some assessments had to be made over the phone and equipment was either left with the client or fitted when it was safe to do so. This reduced the funding slightly.

Activity / improvements in last 12 months:

Warm Home Discount Scheme	5
Numbers of people referred to Age UK Oldham's other services	25
Information leaflets	110
Emergency Heating	16 x 2 oil filled radiators
Referral to Handyman for heating repairs and other urgent work	25
Free equipment supplied by E-on and fitted in homes amounted to	£3,100

Relevant figures (should comply with funder's reporting requirements):

Full energy checks conducted in the home	110

Risks/Threats:

Funding has to be applied for each year from Age UK England - Funding approved April 23.

FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group £99,713

Service Objective:

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls.
- Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls.
- Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated.

Short description of service:

As part of the Falls pathway Age UK Oldham works in partnership with the Community Rehab & Falls Team (CRAFT) and Oldham Community Leisure to provide a tailored, evidence-based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling.

Aim - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility, and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

Process - CRAFT completes a multifactorial assessment with all clients, starts them on OTAGO exercises at home and then refers appropriate people to our weekly falls prevention exercise classes.

Transport - Door to door accessible transport is offered, arranged, and provided to bring the clients to the group sessions. A range of transport options are used including Ring and Ride, Age UK Oldham transport and approved taxis. There is no charge for the first 8 weeks for transport. The classes are free for the 9-month period.

Monitoring & Evaluation - The progress of each individual is monitored against the initial tests completed by physiotherapists.

Reporting - Reporting is completed quarterly for the Council and ICB (Integrated Care Board) with an annual case study also compiled.

Falls Awareness

In addition to the classes, we hold falls prevention awareness activities each year. This includes targeting community groups and professionals working with older adults.

Activity / improvements in last 12 months:

At the start of the financial year, reduced COVID restrictions had enabled us to re-open 10 face-to-face community classes. We maintained a cautious approach using infection control measures and were building up numbers in the classes gradually as referrals from CRAFT started to increase slowly. We continued to keep in

touch with the wider group of people, including previous participants through welfare calls. Capacity to produce newsletters reduced but we continued with our hybrid approach offering zoom classes.

We provided falls prevention advice and other useful information throughout the year to those attending classes.

Classes were offered throughout the financial year at the following venues:

Failsworth – 2 classes at Walton House (Housing 21).

Chadderton – 2 classes: one at Chadderton over 60s Centre and one at Chadderton Wellbeing Centre. We had to re-locate the class from Chadderton Wellbeing Centre to St Herbert's Parish Centre at the start of February 2023.

Royton – 2 classes: one at Tandle View Court (Housing 21) and one at Trinity Methodist Church.

Lees – 2 classes at Lees House (Housing 21).

Shaw – 2 classes at Hopwood Court (Housing 21) at the end of March 2022.

New classes:

Lees – 2 new classes were introduced at Springlees Court – these classes covered the referrals received from Glodwick and other areas closer to central Oldham. Age UK Oldham transport is provided for one of these new classes.

Safety measures:

- Continued to adhere to infection control measures – sanitiser, using our own cups for refreshments, individual therabands provided.
- Risk assessment of venues – ensuring that class numbers are appropriate for the new layouts of some of the venues following the pandemic.
- Wearing face coverings as appropriate.

Transport:

Our Age UK Oldham transport supports six of the classes covering each of the geographical areas we operate in.

We continued to carry out welfare calls as capacity allowed and to make referrals for additional support with a range of services, e.g. Blue Badge, Occupational Therapy, re-referring to the Community Physiotherapy Team, etc.

We know the recipients lose the benefit of their exercise rapidly if they do not continue to do exercise, which increases fall risk, fall incidence and use of NHS services. We provided copies of exercise guides, therabands and other equipment to encourage people to continue exercising.

We continued to offer information about the zoom sessions to new starters and offered loan equipment and IT support from Mark Galvin to set up tablets, Wi-Fi, etc. We PAT test the loaned equipment.

Volunteers – 3 volunteers support the service.

Greater Manchester FLEXI study

In May 2022 we submitted an application to take part in the GM FLEXI study proposing to look at Falls service across Greater Manchester. We were one of the areas chosen to take part in the first cohort of research. This study will provide an updated cost-benefit analysis and report about the falls service.

Relevant figures (should comply with funder's reporting requirements):

Face-to-face contacts at classes

Month	Number of classes	No. of attendances
April 2022	22	167
May 2022	50	186
June 2022	48	194
July 2022	44	185
August 2022	54	204
September 2022	50	225
October 2022	50	212
November 2022	50	205
December 2022	40	167
January 2023	46	176
February 2023	48	257
March 2023	52	288

Contacts are also made in different ways including telephone and zoom sessions. In some cases, we are also still in touch with people through deliveries by other Age UK Oldham services, e.g. shopping, meals delivery and library book deliveries.

Telephone Calls x 718

Calls are made to facilitate attendance at classes, to check if people need any help if they have not attended for a few sessions, and to keep in touch with people who were part of the service pre-pandemic but who are unlikely to return to a class. We check on wellbeing and practical concerns.

The calls vary from 5 - 30 minutes for each person.

Further details about the contacts made is in the table below.

Contacts Type	Q1	Q2	Q3	Q4
Total Number of individuals on contact list	177	200	199	197

Number of client calls	156	191	144	227
Number of zoom sessions	45	41	36	38
Number of Zoom attendances	157	155	124	131

Recorded falls for April 2022 – March 2023

The number of recorded falls for people during this period (April 22 – March 23): 28

Recorded falls of clients

Number of falls	Number of clients having had falls.	Number of clients having 1 fall
28	22	20

Re-Referral to Physio	Referral to other professionals and services, e.g. O/T, sensory team, Blue Badge, etc.
21	75

Risks/Threats:

Fewer volunteers supporting the service. This has meant that staff have had to support the face-to-face sessions. However, this also has the benefit of being able to offer more additional support and information about other services.

Fewer participants in classes makes it more difficult to arrange transport when people can't make their own way to a class. This is because Ring & Ride require 6 people in the same area in order to set up a block booking and if people do not regularly attend the block booking is cancelled and participants must be booked on individually each week. This is more time-consuming and requires work outside of contracted hours for staff to arrange. As with many services transport continues to be critical to the success of the project.

We continue to receive clients onto the programme solely from falls physiotherapy team, so the number of people registered is dependent upon their referrals to the service. Referral numbers are still lower than pre-pandemic but are gradually starting to increase. We agreed with the funders to keep people on at the classes (where appropriate), introducing a small charge, in order to ensure that places are filled.

Reduced provision of community classes to move people on to. Oldham Community Leisure's community provision has reduced greatly post-pandemic. This makes it more difficult to refer people on after the programme is completed.

Costs have increased across the budget. Instructor costs increased in January 2023 as there had been no price increase for a number of years. Transport costs and even items such as milk and biscuits have increased in cost. This could potentially have an impact on the outputs of the service (e.g. number of classes) or require the introduction of charges.

GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

No specific funding apart from £10k Brand Partnership annual payment.

Service Objective:

- To provide independent general information, advice and support for older people and their carers regarding benefits and money.
- To maximise income for older people and their carers and explain and support to complete relevant claim forms.
- To act as a gateway both for Age UK Oldham's services and others ensuring that people are connected to the correct services both in house and the wider local community.

Description of Service:

The service offers help, advice, and practical support for anyone over 50, and their carers. We can support completion of claims for Pension Age Related Benefits and Money, and we can carry out full benefits checks completing the relevant claim forms for age related benefits or carers. We also carry out home visits for people who are unable to travel to our office or take part in an in-depth lengthy telephone conversation.

This service is free and confidential.

I and A staff continue to take annual training

All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers and the experience and skill of staff with this client group has shown, not only the financial results clients have been able to realise, but the opportunities for them to further engage with other Age UK Oldham services - which on many occasions they may have been unaware of.

Activity / improvements in last 12 months:

- Fullest information to access the support they require
- Signposted externally to local specialist advice services
- Referred internally to AUKO services to meet their needs
- Urged to return to AUO if their signpost/referral result is not effective

The skills of AUKO staff in both specialist and general support services has shown that older peoples financial entitlements can also be quickly recognised, explored and often effectively dealt with at source.

Relevant figures:

General Information and Advice Service assisted:

- Referrals dealt with and completed: **1,071**
- Contacts: **1,949**

Risks/Threats:

- Loss of other organisation funding which would directly affect the I and A.

The service is widely used and we are not always able to meet demand with our staffing levels.

GEORGE STREET CHAPEL

Funding amount and source: Income generated £31,123

Service Objective:

To preserve and showcase to the community, a grade 2 star listed chapel, built by its members between 1815 and 1816 and which played a significant role in the history of the town. It now plays an important part in showcasing the history of Oldham whilst generating an income to support our charity. It's a local service for history, education, and events in a warm friendly venue for people to come together to celebrate weddings, celebration parties, community events, meetings, conferences and school education trips etc.

Short description of service:

We host many holiday & seasonal activities which usually include food for all ages. School educational visits and heritage tours.

The Chapel has been used by various charities, businesses, Oldham Council for meetings, Award Ceremonies and we are now being recognised nationally attracting schools from outside the borough.

Activity / improvements in last 12 months:

This year we were pleased to experience a significant increase in educational visits resulting in fantastic feedback. We have recruited additional volunteers to accommodate the rise is educational visits.

Risks/Threats:

- Significant price rises in energy, supplies and food impacting on profits.
- Cost of living crisis impacting on fewer bookings in the future
- Regular meetings now done via zoom /team etc reducing the number of bookings.
- Loss of other organisations funding impacting on fewer events
- Major road works and improvements in the area resulting in closed roads and unsightly construction putting visitors off.

HANDYVAN

Funding amount and source:

Oldham Council £31,000

Oldham Council Warm Homes £20,103 spot contract

Service Objective:

The aim of the service is to undertake tasks that deliver preventative and practical support to vulnerable older people enabling them to live independently and safe within their own homes.

To ensure that those that are most vulnerable are receiving a quality job at a fair price for the work undertaken.

Warm Homes is an annual payment based on jobs undertaken from Oldham Council to provide all ages/families who are in fuel poverty or hardship, with beds and bedding, repairs to the home following the installation of a heating system. To provide emergency heating in the form of oil filled radiators.

Short description of Handyvan service:

We have a range of trusted and vetted contractors providing repairs at a fixed hourly rate which we quote to the customer at the time of enquiry. We make a charge of £30 per hour for our in-house handyperson.

Trusted contractors will always give a free no obligation quote which is then passed to the Age UK administrator. When an estimate exceeds £500, we will encourage customers to obtain a second quote. For those unable to do so we will advocate on their behalf.

Each trade has a different price per hour which is quoted at time of call and given again with the quote.

We cover a range of tasks from Gas, electrical work, alarms, joinery, building work to smaller gardening jobs, key safes, small joinery work etc.

Any jobs undertaken for Warm Homes are charged at the same hourly rate and deducted from the funding.

When carrying out jobs in the homes of customers, all the contractors are trained in spotting any areas of concern, including safeguarding, and will report their observations to the administrator who will take action.

Our handyperson will also signpost to our internal services as appropriate and all will offer a service guide and leaflets as required.

Activity / improvements in last 12 months:

The procedures for Handyvan have a clear pathway from dealing with the customer from the initial enquiry to the quote to following up the completed job, invoicing and taking payments to the quality questionnaires. We have a complex data base that alerts us to follow up any outstanding invoices and overdue payments and this is working well alongside a new Financial Procedure. This has resulted in a reduction in unpaid invoices at year end.

We have also been able to help people this year with Household support monies from the council for people in crisis.

We carried out both internal and external jobs - contractors safely carried out 1001 jobs to those most at risk and living on their own with no family support. This was conducted with rigorous questionnaires and risk assessments put into place for both safety of the customer and the person carrying out the work. By January 2022 restrictions began to lift however we continue to adhere to safe working practices.

Relevant figures (should comply with funder's reporting requirements):

Enquires to service	1,385
Completed jobs	883
Internal	309
Contractors	524
Warm Homes	125

Risks/Threats:

Always the risk of contract not being renewed for Handyvan, Warm Homes and the E-on project which are co-existent.

HOME FIRST SUPPORT SERVICE

Funding NHS GMICB: £9,552 p.a

Since mid-November 2022 we have been working with Greater Manchester Integrated Care partnership together with the GM VCSE Alliance to provide discharge support to older Oldham residents who are being discharged from any hospital in Greater Manchester.

Description of Service:

The Home First Service offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation. A PIP worker visits a patient within a day of discharge to ensure adequate support is in place and continues to offer support as required over the first week of discharge. We also operate a drop-in facility in the discharge lounge a Royal Oldham Hospital 3 afternoons a week to raise awareness of the service and the wider support Age UK can offer. The drop-in sessions help to identify vulnerable patients on discharge who may benefit from the additional support this service offers. We work closely with the hospital social work team, therapy teams at A&E, ward staff and the frailty team in the Royal Oldham Hospital as well as staff based at Butler Green and Medlock Court Intermediate Care Units. We operate this service as part of a wider Greater Manchester Hospital Discharge Alliance providing this support to any older Oldham resident being discharged from any GM hospital back to their Oldham home.

Service Objectives:

The service offers up to 5 days follow-up support following a discharge to:

- provide immediate practical and emotional support to older people to facilitate safe timely discharges to a safe and successful return home. Home visits can be provided as part of a settling-in process for the patient returning home.
- promote independence of the older person at home by offering support and encouragement through a daily checking-in service to maintain a successful discharge.
- monitor patients' needs and refer on to other services offered by AUKO and other organisations to access longer-term support to maintain a continued, safe return to home for patients (e.g. PIP service/dementia support services/day care/helpline response service/Urgent Care Response Team).

Service activity:

In the first 4 months of service, we have provided the service to 82 older people by either supporting a discharge from a hospital or residential enablement facility or by preventing an acute hospital admission by ensuring timely and appropriate support is put in place to avoid an unnecessary hospitalisation. 61 of these clients were referred onto additional support services following intervention from the Home First Support Service in the hope of lowering hospital readmission rates.

Service manager reports monthly to Oldham commissioners who then feed into the GM Integrated Care Partnership. The manager also represents the service and Age UK Oldham at GM VCSE Alliance monthly meetings.

Risk/threats:

Continued funding-presently funded for 12 months under NHS Additional Capacity Scheme.

Creating service awareness amongst hospital personnel and embedding the service within a busy acute hospital setting is crucial for the continued generation of referrals.

Demand may out strip capacity to deliver the service should discharges greatly increase especially over winter pressure periods and if referrals increase from the mix of wider GM acute hospitals and residential enablement facilities.

HOUSEHOLD SUPPORT FUND

The Household Support Funding is provided by Department for Work and Pensions (DWP) to Local Authorities directly to help those people who are facing hardship or crisis and are on a low income.

It has been awarded to Age UK Oldham who work closely with older individuals and households in Oldham who are at risk due to the adverse impact of the cost-of-living crisis. Our support offered is advertised as part of the wider Oldham Cost of Living Support offer on Oldham Council's We Can Help webpage so that individuals can be signposted to us for support.

We can assist with

1. Emergency food /shopping and frozen meals – (cash, vouchers and/or food items directly)
2. Emergency energy or water bills / costs / oil filled radiators / electric blankets etc
3. Mobility equipment/ small repairs
4. Help with energy top ups
5. Warm clothing and shoes
6. Beds and bedding
7. Household furniture and white goods
8. Emergency non-energy related household bills (phone credit/data etc)
9. Transport costs (e.g. bus passes to attend medical or public service appointments)

INTERGENERATIONAL PROJECTS

Funding Source: Nil

Service Objective: Intergenerational Project with local schools

Link older people with the younger generation through a variety of intergenerational projects to share experiences and learn from each other.

Description of Service:

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories with younger people, as well as being a positive role model to the younger generation too. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

Activity / improvements in last 12 months:

Due to funding restrictions now within education , the criteria for spend within local schools has restricted their ability to commission Age Exchange as an out of hours learning project, so we have had no booking this year.

Increased visits to Victorian experience days at the chapel has been huge this year , with out of borough schools and Local schools making us a first choice for their school trip.

Risks/Threats:

Schools are unable to fund Age Exchange / GSC experience tours due to cutbacks.

LGBT (Lesbian Gay Bisexual Transgender) GROUP - 'OUT AND ABOUT'

Funding Source: £5,000 Mayors Appeal Fund

Service Objective: Provide a social support network for older lesbian, gay bisexual community

A group for older lesbian gay bisexual and transgender to meet and socialise. Out & About group meet on the last Friday of each month for the older LGBTQ community

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having a support peer group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. Having this group AUKO has increased its awareness of the needs of older LGBT people helping us to progress and plan effectively for the future. Group now meet weekly on a Friday, for a considerable number this is the only social outing they have all week.

As many other Older LGBT people, they do not have extended family so as they age the need for groups such as this is paramount. During the last year we have supported members with bereavement, sexual transition, cancer and homelessness. Without the peer support this group has provided im not too sure how things would have gone for these people. As one member repeatedly says, this is her 'family' not a social group.

Activity / improvements in last 12 months:

This group have received funding from the Mayors Appeal last year and are still using this money to support rent and activities so they can enjoy some quality time doing things away from the centre.

Four new members have joined this year, sadly though one member has passed away.

Relevant figures:

10 - 14 people are meeting weekly with many still in contact through facebook page and telephone calls.

Risks/Threats:

None discernible, this is a low-cost project funded by Age UK Oldham and managed by existing staff member.

LIFE STORY

Funding amount and source:

Oldham Clinical Commissioning Group: £18,630

Service Objective:

To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families

involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Short description of service:

Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered housing and in their own homes. We are funded to provide the life story information for the individual in book format.

The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

A copy of the Life Story book is donated to Oldham Local Studies & Archives Centre if the individual gives permission.

Activity / improvements in last 12 months:

As COVID restrictions were eased we reintroduced home visits (in Care Homes, retirement housing and in people's own homes). As contacting people over the phone / facetime had been a successful approach with some people we continued to offer this. Some people were still very anxious about having people visit them at home.

Typing volunteers have continued to work remotely which has increased the volunteer time spent on the project. We still offer Fridays as a 'typing day' at our Church Lane office and this is also an opportunity for visiting volunteers to come in, drop off notes or photographs for scanning and meet the typing volunteers.

We continue to offer visiting volunteers a supply of hand sanitiser and tests while we still have a supply of these (and other PPE (Personal Protective Equipment) if they would like it).

We held 2 volunteer get-togethers to offer volunteers chance to socialise and get to know each other.

Our volunteers continued to produce their monthly Life Story newsletter which is sent out to all Care Homes in Oldham, retirement housing contacts, etc. We received excellent feedback from the newsletters and reports of people sharing it further among their own networks.

Relevant figures (should comply with funder's reporting requirements):

Volunteers: 17
Target: 48 life stories
Achieved: 40

Risks/Threats:

- Complexity of referrals. We are still receiving referrals from a wide range of agencies since the pandemic and some of these have provided additional challenges, e.g. not understanding what the project is, starting to engage with the project but changing their mind, being erratic regarding arranging visits/phone calls, being difficult to get hold of, requiring more than one person to visit. This increases the time taken to fully complete the life story book.
- Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness.
- Difficulty recruiting new volunteers due to lack of capacity to attend community events and fewer community events being organised post-pandemic.

LIVING WELL

Service started 1st Sept 2022 / Part time role 17.5hrs weekly

Funding amount and source:

£25,000 - TOG MIND

Service Objective:

The Service works in Partnership with TOG MIND and Positive Steps.

The Age UK Oldham Navigator worker will form part of the Living Well team. They will usually be a first point of contact for Older people accessing the service to support them to identify options and services available to them both via statutory services and services from the VCSE sector.

The navigator will work with people up 12 weeks, in several ways to support the person to access their choices.

Short description of service:

The Age UK Oldham Navigator delivers an integrated approach in supporting older people experiencing mental health/cognitive issues to be independent in their own homes by supporting them to identify options, help action their choices and remain engaged with their own community. They work with people at all levels from low self-help to more intensive support for those with higher needs. The Navigator provides short term (up to 12 weeks) practical and emotional support to assist vulnerable people who have been identified as:

• being at risk of deterioration of their physical and mental health.

• experiencing anxiety/depression following a life changing event e.g. bereavement, redundancy, diagnosis of long-term condition.

• suffering from isolation and loneliness which is affecting their health and would benefit from social intervention aimed at preventing deterioration or crisis, and may reduce re-occurring presentation to the GP surgery or hospital mental health readmissions.

The Navigator assist's clients to regain their independence, wellbeing, and confidence, through the provision of a flexible and creatively tailored approach to meet their personal needs, offering initial support by offering options and choices and linking them with appropriate services to support with social engagement activities within their locality. Arranging for practical measures to be put in place that will enable the older person to live in their own home independently and safely for longer.

Activity / improvements in last 12 months:

Workload and meetings involved in setting up a new service.
Meetings held with older people community mental health team to promote and give info on the service.
Specific mental health Training arranged and provided to staff to support in this area.

Relevant figures (should comply with funder's reporting requirements):

Number of clients supported during this period:	34
Number of contacts linked to those clients:	967
Number of signposts during this period for those clients:	160
Number of client cases closed and wellbeing outcome assessments completed during this period:	17
Number of case studies completed during this period:	2

Risks/Threats:

Complexity of cases and time needed to work and build up relationships with clients when navigator only has a part time 17.5 hrs weekly role, this is being monitored.

MEALS DELIVERY SERVICE

Funding amount and source: Income generated: £75,831

Service Objective:

The aim of the service is to provide freshly frozen nutritional meals direct to older people within their own homes.

Short description of service:

Established at the start of COVID. It was designed to provide a nutritional home cooked meal to some of the most vulnerable people in society, when they were unable to venture out due to COVID restrictions and shielding due to illness and age. the service provides home cooked meals, soups and desserts that are frozen down then delivered direct to the persons door.

Activity / improvements in last 12 months:

Although life is now getting back to some normality after COVID, the meal service has continued to grow month on month. In the year 21/22 we provided approximately 2,820 packs which equated to around 15,000 individual meals.

Compare that to this year 22/23 we have provided 3,220 packs which is around 19,000 meals. this has provided meals to approximately 300 unique people over the 12-month period and we currently have around 130 people that we deliver to on a regular basis. This shows that although people have more freedom to socialise and go out, there is still a need for the service. Some of this continued growth is possibly down to the cost-of-living crisis - people know they are getting a good nutritional meal for a set price; this helps them with budgeting their finances.

We also provide regular weekly meals to Age UK Stockport; they have on average 70/75 meals per week which are picked up by Age UK Stockport staff for them to use in their daycentre.

Relevant figures

In the last 12 months we have provided approximately 3,220 meal packs most people have 6 meals a week. This equates to around 19,000 for the year 22/23

We have provided Age UK Stockport with around 70 meal per week which is 3,640 meals for the year 22/23

Risks/Threats:

As this is not a funded service, it is dependent on catering recourses and Age UK Oldham transport although customers are charged a delivery fee this does not fully cover the costs of the transport.

MEN IN SHEDS

Funding amount and source:

£14,967 income generation from subscriptions and sales

£41,468 funding from Age UK Oldham

Service Objective:

The core element of a Men in Sheds provision is providing hands-on activities for men over 50. The 'Sheds' provide the space for older men to meet, socialise, learn new skills and take part in activities with other men.

Men in Sheds tries to address the public health challenge of older men's health.

Men in Sheds aims to:

- enhance self-esteem and increase confidence.
- support men with long term health conditions
- improve physical and mental health/emotional wellbeing.
- reduce the risk of social isolation and resultant poor health.
- facilitate friendship and companionship.
- provide an environment conducive to men's learning and sharing of skills.
- offer respite opportunities for carers.
- improve access to services/activities and benefits for participants.

It's well documented those men do not make friends easily, tending instead to gather acquaintances, many of whom fall away when there is a life changing event such as

- retirement - redundancy
- deterioration in health- diagnosis of a long-term health condition
- divorce or bereavement.
- Isolation

Many men unlike women find it difficult to regenerate a social life following these life altering events.

There is a strong emphasis on mental health and the Men in Sheds Service tries to increase the awareness of and reduce the stigma of depression and anxiety whilst also providing support for men with physical disabilities following strokes etc.

The covert plan is also to get men in one place to target them with health messages. Men, particularly those over 60, tend to be slower at going to the doctor for problems that might turn out to be serious. AT MIS men are encouraged to adopt a positive approach to good physical and mental health and we explain that maintaining one's health warrants more than just a visit to their local GP when they are sick. Having a regular check-up to maintain a good quality of life, engaging in good health practices to lower the risk of developing chronic disease, and building rewarding emotional relationships with their family and friends is key.

Short description of service:

The Failsworth Men in Sheds service currently operates for two days each week on Tuesday and Wednesday whilst the Greenfield service operates for two days each week on Thursday and Friday and also has an allotment facility. Each shed provides two sessions a day, with eight places in each session.

There are two full-time staff supporting the service, assisted by a team of volunteers. (buddies)

There are several different referral routes into the service, with a large number of referrals coming from the mental health team and the PIP (social prescribing) team with the remainder from families and self-referrals.

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either and am or a pm session - this needs to be carefully balanced for safety reasons as some men have complex needs and need more help to join in activities and projects.

Each shed member is assessed as to their individual capabilities and skills. Everyone has a purpose and contribute at various levels; the Buddy scheme helps people who are physically challenged to complete projects.

Ideally men attending the Men in Sheds service should move on from the service after six months. However, it has proved difficult in some cases for men to leave the service as we have not identified anywhere else that could meet their needs.

Activity / improvements in last 12 months:

The Co-ordinator has worked hard to build up the numbers following covid. He worked hard to ensure that men returning to the shed felt safe as many have a chronic illness. He worked hard with staff to revamp the workspace and declutter all areas at both sheds. We engaged a Health and Safety inspection to ensure all our Risk assessments met the standard and we worked hard to cover the few recommendations.

The coordinator is support by two skilled staff members. We have improved the income stream by making bespoke items for individual, schools and the local community and refurbishing items for resale.

The outdoor space has been well used this past year and we have a healthy allotment at Greenfield that the men will work on both days the shed is open and when closed. They have created a wildlife pond and garden.

Relevant figures

The shed has seen an increase over the last 12 months of men attending the sessions with an average of 41/45 individuals attending over 4 days. Plus, a team of 6 volunteers (Buddies).

Risks/Threats:

Despite this being a valued service by referrers we have not been able to secure full funding and it is currently financed by the Charity

MINOR /MAJOR ADAPTATIONS

Funding amount and source: Total turnover £225,800

This is a spot contract with two providers:

Oldham Council

Housing 21

Service Objective:

We continue to provide the service without any contract or service level agreement.

All jobs are requested by the Occupational Therapist, and these are carried out by our internal Handyperson who is a Trusted Assessor and a range of contractors for the internal and external work to properties.

This work is carried out in private properties across Oldham and Housing 21 properties.

It's an all-age service.

Short description of service:

The majority of our internal work is bespoke joinery - stair rails, internal wooden steps, or jobs that are complex and cannot be provided by the contract holder Ross Care. We also (through a range of our trusted contractors) deliver major adaptations such as doors, windows, steps, paths external metal rails, door systems and bio bidets.

The administrator collates the estimates if required for jobs up to a thousand pounds.

Some jobs require a site visit, and the Trusted Assessor will meet the contractors to provide and seek the best options for the client.

This work provides a steady income for AUKO.

We are constantly seeking the right price, and this is reflective in our sales and profit margin. We continually review material prices and the labour charge yearly. There has been a significant rise in the price of materials which we have reflected in our pricing structure again this year.

Activity / improvements in last 12 months:

There continues to be a long wait for people to have an assessment which is around 12 weeks plus. This has resulted in longer waits for equipment to be fitted in the home. AUKO have had more referrals for urgent adaptations in the home to those people most vulnerable. These have been carried out by both our internal staff member and by the contractors.

We always send a rigorous questionnaire to all clients both before booking the visit and again on the day the work is carried out. The patient and families are also requested to follow the terms of the risk assessment for the work to be carried out safely. we have completed 747 jobs in the year which has contributed to people not being readmitted to hospital and keeping them safe and independent at home.

We have also fitted adaptations for people who have chosen to pay rather than wait.

Risks/Threats:

There is always a concern with the continuation of this work as it is funded on a spot contract.

However, we do know that other providers are unable currently to do the work that is bespoke.

Despite competition we continue to achieve larger building works

However, it would have staff implications if the work was withdrawn.

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Funded by Northern Care Alliance £150,000 (PIP) and CCG £31,168 (UCRT)

Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. £52,250

Service Objective:

The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

Service Aims:

- To address the social aspects of a patient presenting at the surgery for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed hospital discharges and reduce the frequent GP attendees for non-medical reasons.
- To provide a strength-based, person-centred response to issues-either practical or emotional- which may be affecting a person's wellbeing.

Description of Service:

Age UK Oldham's PIP advisors are linked to the 5 Adult Health and Social Care clusters in the borough of Oldham working with and taking referrals from the integrated care teams which comprise of District Nursing and Adult Social Care staff. Referrals are also received directly from clients, family members, internally from other Age UK Oldham services as well as from a wide range of other external organisations.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence.

PIP's link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long-term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, craft sessions to counselling, support groups, community groups etc.

CLUSTERS-Prior to the covid lockdowns, PIP Advisors were based in each of the 5 Clusters as part of Integrated Health and Social Care Community teams. Clusters are aligned to location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers and an Age UK Oldham PIP Advisor, working together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved, and the client support is much more complex from when the service first started.

UCRT-A PIP advisor continues to have a daily presence in the UCRT (Urgent Care Response Team-previously known an ICET/ORCAT), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. The PIP Advisor will carry out a home visit and refer to Age UK and other external services (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred into the long-term PIP service for more prolonged support.

SOCIAL PRESCRIBING-Since July 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in

their area. This service uses the Elemental digital platform of referring into the service, recording work undertaken and sharing outcomes. This platform is linked to the GP EMIS system so it can advise GPs of the work being undertaken by the service to support their patients.

Activity / improvements in last 12 months:

The Cluster model has not returned to operating in its pre-pandemic format. Adult Social Care (ASC) cluster colleagues are still widely working remotely. As a result of changes withing the Adult Social Care delivery model, the PIP service now receives most of its referrals from ASC via ARCC (Assessment Referral Contact Centre)-the “new front door” of Oldham’s Adult Social Care service. The ARCC screens and triages ASC referrals and will send referrals at this earlier stage to the PIP service to action. Rather than being based in the cluster building when there are less staff there to receive referrals from the PIP team now operate a hybrid working day and spend their time either office or home-based with the majority of their time out in the community undertaking home visits or escorting clients, as way of introduction, to social activities.

Social Prescribing PIP advisors attended weekly allocation meetings and as well as a fortnightly full Social Prescribing team meeting alongside other social prescribers from TOGMIND, Positive Steps and Action. 2 PIP workers held solely a Social Prescribing caseload. The Social Prescribing service is aligned to the Council’s district teams rather than the Community Health and Social Care Cluster teams which operate over a different footprint.

The Urgent Care response Team (UCRT) is based at Whitney Court with MioCare staff who provide Helpline and Enablement services and a PIP worker is also based there as part of the wider team. The PIP role within the team has become even more vital following the worker’s daily presence especially during the covid lockdowns when so many other services were operating remotely. The PIP worker’s role within the UCRT has become cemented as it is flexible and responsive to the urgent needs of patients supported through the crisis team. Our worker has been nominated an Employee of the Month on several occasions by this integrated team.

We continue to produce evidence of effectiveness and cost savings in local health and social care by regularly reporting to commissioners.

Relevant figures:

Number of people supported 1,223 - resulting in 1,469 home visits and 9,220 contacts with or on behalf of clients.

PIP Manager and Age UK CEO, meet with funders quarterly, to present reports/KPI’s, which comply with funder’s requirements.

PIP Manager reports bi-annually to CCG on UCRT PIP service activity

PIP manager and CEO attend quarterly strategic Social Prescribing consortium meetings. Fortnightly management meetings are also attended by Age UK Oldham, TOGMIND, Positive Steps and Action Together social prescribing managers for the operational management of the full social prescribing service. This activity happened up until Dec 2022. Following the loss Age UK Oldham Social Prescribing staff to employment directly by Action Together in continuance of their roles a decision was made that, as current funding expired in March 2023, there would not be sufficient time to recruit and train replacement staff into the Social Prescribing role.

Risks/Threats:

Continued funding

Demand can overstretch capacity at times

The nature of the work being undertaken by PIP advisors to support older people in the community has become complex. A great deal of time is spent in acquiring the most appropriate support for vulnerable older people. The timescales and complexity of the work can have an impact on waiting times for new referrals to be dealt with.

SAFE AT HOME AND SHOPPING SERVICE

Funded by Age UK Oldham £29,608 and Client charges £15,500

Service Objective:

The Home Shopping Service is now based at the office and we use the click and collect system at the local Tesco at Werneth.

This service operates deliveries Tuesday Wednesday Thursday.

Staffed by 2 part time admin assistant and 1 part time driver delivering both Shopping and Meals.

Short description of service: To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

Following Covid we are now back to delivering inside customers home and offering the extra support of putting shopping away. We continue to closely monitor the most vulnerable older people.

Activity / improvements in last 12 months:

Over the year we delivered over 2,500 shops to older people.

As the Shopping Service moved onto online shopping with Tesco the operation is a more efficient and reliable.

We have only had to manually shop for three days when the national system crashed.

Prices are much better for the customer and there is a wider range of food to choose from.

Yet it continues to be a time-consuming process the average age of user is 80+ customers will not always be ready with their order and often need help to decide - therefore to take the order and payment and order online takes time.

The charge remains at £8.00. However, we must pay Tesco for the slot and to pick and pack this ranges from £1 to £2 usually £2 and up to £5.00 over the Christmas /Easter period, which reduces our income depending on slot charge. We also have to pre book slots at busy times of the year in advance.

We continued to use Household Support funding to provide shopping free or no delivery charge to people of all ages who had been discharged from hospital, in crisis or with low income/fuel poverty or no means to shop.

At the end of the year, we had a data base of 63 clients with deliveries averaging 40-55 a week.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 3 days.

Relevant figures

2,640 shopping deliveries were carried out

Risks/Threats:

Future funding uncertain

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project

Service Objective: Teach older people how to use technology

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

Description of Service:

IT classes are held every Chadderton over 60s – we also support people with mobile phones , digital cameras who may also need a quick lesson to help them

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable.

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

Activity / improvements in last 12 months:

Numbers of people attending have increased between 4 – 6 people are attending weekly, one gentleman continues to come all the way from Bolton as his local Age UK couldn't help him. This regular group on a Friday morning has become a ' friendship' circle more than an IT class. They all pay £6 and come armed with questions every week , so it keeps us busy.

We also have people coming for short one week visits too, for those a simple question being answered or a quick lesson in how do to do something is all they need.

Relevant figures:

On average 4 – 6 people attend with occasional home visits

Risks/Threats:

Reduced numbers due to not being able to pay this winter with increased fuel bills

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: support all AUKO services with volunteer help

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services.

We recognise the importance of well-trained volunteers, so we also deliver a Welcome to Age UK Day induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

Our annual Volunteer Award ceremony is a popular event, with volunteers constantly working towards their next milestone of 5, 10, 15, 20+ years' service.

Description of Service:

Our volunteers help us be there for the people who need us most, from direct service delivery to helping us raise money through our table top sales and chapel experiences

Activity / improvements in last 12 months:

Relevant figures:

New Volunteers:

New volunteers befrienders	4
Chapel volunteers	4
Chadderton over 60s	1 (gardening volunteer)
Chadderton over 60s	2 (table top sales)

Risks/Threats:

Unable to recruit enough volunteers to support ongoing services and prevent future development. As volunteers retire, pass away, or have family commitments, new volunteers are not coming forward to meet the demand.

CHARITY SHOPS

Income Generation: £782,746

To raise funds for the charity we started the year 2022/23 operating eight charity shops.

We sell donated goods at Lees, Failsworth (2), Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road and Boutique and eBay.

Our shops generate income providing low priced household goods, clothing, and furniture to the local community.

The shop sales (excluding gift aid) during 2022/23 was £646,103 which is £31,963 up on last year.

We also raised funds by selling on our eBay shop, raising £12,869. This is unfortunately down £11,000 on last year due to our eBay seller having other commitments and not being able to dedicate as much time as he had done previously. We are looking into recruiting alternative resources.

Recycling of rags £33,729

Gift aid: £90,045 which is up £30,000 on last year.

Totalling £782,746

This equates to £51,000 above predicted sales budget.

Service Objective:

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 100 volunteers across all sites.

We have expanded our Boutique shop to incorporate a furniture department which has increased the revenue at this location.

We aim to provide a welcoming, safe environment for staff, volunteers, and customers.

Short description of service:

Eight retail shops selling a wide variety of donated goods whilst acting as a link in the community to our local services. All sites have a supply of our service guides and useful information leaflets for customer's needs.

Researching and valuing items which have been donated and then to sell on eBay. We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

Activity / improvements in last 12 months:

Our rags and waste income has declined as we move more of our stock to the pound shop and boutique than in previous years. Stock is moved 5 times per week. We utilise a large part of our Barn St site to store furniture and this is also where our small appliance electrical donations are tested. Donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill continues to help us gain a substantial profit from Gift Aid and helps us to analyse our takings with ease, identifying key areas for us to focus our efforts.

We continue to re-use donated bags which we charge for and no longer buy new carriers. This is a small effort to help the environment.

Going forward, we are actively seeking new sites to increase the profits for our charity.

Risks/Threats

We face a high turnover of volunteers who continually need training, inducting, and managing. Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

We are utilising the new influx of Duke of Edinburgh volunteers and work experience from the job centre, Prince's Trust and North Lancashire Training Group.

During Covid 19 we installed safety screens around our till areas, we have kept these in place.

Even more customers are now shopping online and the increase of cheaper competitors on the high street mean that our prices and stock quality need to be more competitive than ever.

Our eBay co-ordinator has decided to leave as he could not dedicate as much time as was needed. We are looking to replace him, to bring our revenue back to previous year's figures.

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2023.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

OUR ORGANISATION

Age UK Oldham is a local autominous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.

Age UK Oldham has an operational trading subsidiary which generates income to funds the charities work.

Age UK Oldham and its subsidiary employs around 90 staff, and benefits from the support of over 300 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status considered to be vulnerable to modern slavery in this country. We are not complacent and have robust policies and procedures in place.

POLICIES

Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.

2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

   Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

In the 2023/24 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.
- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2023 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long-term reserves is to generate an increase in value more than inflation over the long term. A small proportion of the charity's long-term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short-term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

BORROWING POLICY

Age UK Oldham when possible, uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £655,829.

The Trustees consider that in the event of a significant drop in funding, this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

PLANS FOR FUTURE PERIODS

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops
- Establish a warm space and social wellbeing hub at Over 60's Centre to ensure that older people have access to information, advice and practical support to help them through a challenging winter
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers.

- The Social Care climate is changing and we must now continue to explore opportunities to amalgamate charged for places for those people needing care but who are ineligible for statutory financial support and understand the Direct Payment process to enable staff to assist service users who are eligible under these parameters
- Further increase in catering provision both in service and trading areas. Consolidate and grow the meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue
- Build on previous success with local schools with whom we have built relationships within our heritage project, and develop more diverse intergenerational projects;
- Increased involvement with the Asian communities both in services and trading
- Continue to be involved in the GM agenda
- Continue to develop and grow our partnerships with health, supporting older people to experience safe, timely hospital discharges and prevent avoidable readmissions.

RESTRICTED FUNDS

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

FINANCIAL REVIEW

The environment the charity operates in continues to be difficult as local authority and health budgets continue to be under heavy pressure and scrutiny. Our services when looked at holistically provide great value for money in preventative care and early identification of issues for users of our services. This is an area which the charity should be proud, although it can be hard not to be guided into becoming financially responsible for the obligations of other parties. Notwithstanding this is pleasing to report a year in which the Charity has made a small surplus of £37,536 which is critical to the ongoing longevity of our services. The Charity has continued to provide high quality services and innovative programmes to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

EQUALITIES AND DIVERSITY

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees

Alex Boyd (Chairman)
Trustee
Dated: 5 December 2023

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiaries for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, 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 Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 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 annual report other than the 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 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 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 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 our audit:

- the information given in the trustees' report, which includes 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 directors' report included within the trustees' 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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 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; or
- the trustees 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' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

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, is detailed below.

- At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Group and how management seek to comply with them. This helps us to make appropriate risk assessments.
- During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Trustees Minutes and other documentation.
- We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
    I. Review of controls set in place by management
    II. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
    III. Challenge of management assumptions with regard to accounting estimates
    IV. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

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 regulations. 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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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. 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 auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.

Michael Royle BA(Hons)FCA (Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited

Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

6 December 2023

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds general £	Unrestricted funds designated £	Restricted funds £	Total 2023 £	Total 2022 £
Income and endowments from:						
Donations and legacies	**2**	34,863	-	-	34,863	38,493
Charitable activities	**3**	626,593	-	1,104,039	1,730,632	1,534,617
Activities for generating funds	**4**	813,991	-	-	813,991	807,649
Investments	**5**	12,753	-	-	12,753	2,758
Total income and endowments		1,488,200	-	1,104,039	2,592,239	2,383,517
Expenditure on:						
Charitable activities	**6**	787,805	-	1,061,564	1,849,369	1,648,963
Other	**4**	685,986	-	-	685,986	634,984
Total resources expended		1,473,791	-	1,061,564	2,535,355	2,283,947
Net gains/(losses) on investments	**12**	(19,348)	-	-	(19,348)	14,445
Net (outgoing)/incoming resources before transfers		(4,939)	-	42,475	37,536	114,015
Gross transfers between funds		(34,210)	34,210	-	-	-
Net movement in funds		(39,149)	34,210	42,475	37,536	114,015
Fund balances at 1 April 2022		1,872,933	621,619	5,847	2,500,399	2,386,384
Fund balances at 31 March 2023		1,833,784	655,829	48,322	2,537,935	2,500,399

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	**2023 Group £**	2022 Group £	**2023 Company £**	2022 Company £
Fixed assets					
Tangible assets	**13**	1,004,993	1,011,028	1,004,993	1,011,028
Investments	**14**	285,853	305,201	285,855	305,206
		1,290,846	1,316,229	1,290,848	1,316,234
Current assets					
Stocks	**15**	587	833	-	-
Debtors	**16**	183,006	159,709	264,317	242,997
Cash at bank and in hand	**17**	1,284,835	1,164,908	1,197,026	1,079,750
		1,468,428	1,325,450	1,461,343	1,322,747
Creditors: amounts falling due within one year	**18**	221,339	141,280	214,256	138,582
Net current assets		1,247,089	1,184,170	1,247,087	1,184,165
Total assets less current liabilities		2,537,935	2,500,399	2,537,935	2,500,399
Income funds					
Restricted funds	**19**	48,322	5,847	48,322	5,847
Designated funds	**20**	655,829	621,619	655,829	621,619
Unrestricted funds	**20**	1,833,784	1,872,933	1,833,784	1,872,933
		2,537,935	2,500,399	2,537,935	2,500,399

The accounts were approved by the Trustees on 5 December 2023

A Boyd (Chairman)
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash generated from operations	**25**		139,670		52,041
Investing activities					
Purchase of tangible fixed assets		(35,745)		(42,686)	
Proceeds on disposal of tangible fixed assets		3,249		5,044	
Interest received		12,753		2,758	
Net cash used in investing activities			(19,743)		(34,884)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			119,927		17,157
Cash and cash equivalents at beginning of year			1,164,908		1,147,751
Cash and cash equivalents at end of year			1,284,835		1,164,908

1 Accounting policies

1.1 Company information

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

1.2 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiary, George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

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

1.4 Charitable funds

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

1 Accounting policies (Continued)

1.5 Incoming resources

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

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

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

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Income from trading activities is the amount derived from the provision of goods/services, and stated after trade discounts, other sales taxes and net of VAT.

Investment income, including associated income tax recoveries, is recognised when receivable.

1.6 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

1 Accounting policies (Continued)

1.7 Tangible fixed assets

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

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

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & day care equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

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

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Stocks

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

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

1.10 Cash and cash equivalents

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

1 Accounting policies (Continued)

1.11 Financial instruments

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

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

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

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

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

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

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

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

1.14 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

1 Accounting policies (Continued)

1.15 Support costs

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

2 Donations and legacies

	2023	2022
	£	£
Donations and gifts	34,863	8,860
Coronavirus job retention scheme	-	29,633
	34,863	38,493

3 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2023	Total 2022
	£	£	£	£	£	£	£	£
Sales within charitable activities	320,923	800,738	95,424	262,816	104,777	145,954	1,730,632	1,534,617
Analysis by fund								
Unrestricted funds	264,970	298,087	-	29,398	5,064	29,074	626,593	
Restricted funds	55,953	502,651	95,424	233,418	99,713	116,880	1,104,039	
	320,923	800,738	95,424	262,816	104,777	145,954	1,730,632	
For the year ended 31 March 2022								
Unrestricted funds	211,525	173,285	3,375	34,004	1,530	21,448		445,167
Restricted funds	52,757	479,368	110,008	232,250	151,672	63,395		1,089,450
	264,282	652,653	113,383	266,254	153,202	84,843		1,534,617

4 Activities for generating funds

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Shop income	782,746	-	782,746	740,562
Trading subsidiaries income	31,245	-	31,245	67,087
Activities for generating funds	813,991	-	813,991	807,649
For the year ended 31 March 2022	807,649	-		807,649

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Net (profit)/loss on disposal of tangible fixed assets	(3,249)	-	(3,249)	(5,044)
Shop expenditure	657,990	-	657,990	585,391
Community cafe	-	-	-	-
Trading subsidiaries expenditure	31,245	-	31,245	54,637
	685,986	-	685,986	634,984
For the year ended 31 March 2022	634,984	-		634,984

4 Activities for generating funds (Continued)

Subsidiaries income and expenses

	George Street Chapel Ltd	Total 2023	Total 2022
	£	£	£
Turnover from commissions/sales	31,245	31,245	67,087
Bank plus other interest	-	-	-
Total income	31,245	31,245	67,087
Total expenditure	(31,245)	(31,245)	(54,637)
Net income before gift aid	-	-	12,450

The profits of George Street Chapel Limited are gift aided to the charity so there is no liability to corporation tax for those entities.

5 Investments

	2023	2022
	£	£
Income from listed investments	2,802	2,515
Interest receivable	9,951	243
	12,753	2,758

6 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2023	Total 2022
	£	£	£	£	£	£	£	£
Administration & support costs	306,559	822,720	115,818	352,818	104,960	132,494	1,835,369	1,634,963
Share of governance costs (see note 7)	800	6,600	1,200	4,000	600	800	14,000	14,000
	307,359	829,320	117,018	356,818	105,560	133,294	1,849,369	1,648,963
Analysis by fund								
Unrestricted funds	251,406	320,822	21,594	123,400	5,847	64,736	787,805	
Restricted funds	55,953	508,498	95,424	233,418	99,713	68,558	1,061,564	
	307,359	829,320	117,018	356,818	105,560	133,294	1,849,369	
For the year ended 31 March 2022								
Unrestricted funds	203,729	151,600	12,980	49,110	19,122	59,770		496,311
Restricted funds	52,757	479,368	110,008	279,936	151,672	78,911		1,152,652
	256,486	630,968	122,988	329,046	170,794	138,681		1,648,963

7 Support costs

	Governance costs	2023	2022
	£	£	£
Audit fees	14,000	14,000	14,000
	14,000	14,000	14,000
Analysed between			
Charitable activities	14,000	14,000	14,000

8 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2023	2022
	£	£
Audit of the charity's annual accounts	14,000	14,000

9 Trustees

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

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Operational programmes	73	79
Management and administration	8	8
	81	87

Employment costs	2023 £	2022 £
Wages and salaries	1,501,785	1,362,925
Social security costs	111,088	89,856
Other pension costs	41,017	38,910
	1,653,890	1,491,691

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

11 Pension Costs

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme. Contributions payable by the company to this pension fund during the period amounted to £7,487 (2022: £6,934).

The pension cost charge represents total pension contributions payable totalling £41,017 (2022: £38,910).

12 Net gains/(losses) on investments

	2023	2022
	£	£
Revaluation of investments	(19,348)	14,445

13 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2022	751,061	418,562	176,418	90,813	221,410	1,658,264
Additions	-	-	7,686	-	28,059	35,745
Disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Depreciation and impairment						
At 1 April 2022	109,812	92,118	169,186	83,796	192,326	647,238
Depreciation charged in the year	13,698	8,371	3,852	2,367	13,490	41,778
Eliminated in respect of disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	123,510	100,489	173,038	86,163	184,500	667,700
Carrying amount						
At 31 March 2023	627,551	318,073	11,066	4,650	43,653	1,004,993
At 31 March 2022	641,249	326,445	7,233	7,016	29,085	1,011,028

13 Tangible fixed assets (Continued)

COMPANY	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2022	751,061	418,562	176,418	90,813	221,410	1,658,264
Additions	-	-	7,686	-	28,059	35,745
Disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Depreciation and impairment						
At 1 April 2022	109,812	92,118	169,186	83,796	192,326	647,238
Depreciation charged in the year	13,698	8,371	3,852	2,367	13,490	41,778
Eliminated in respect of disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	123,510	100,489	173,038	86,163	184,500	667,700
Carrying amount						
At 31 March 2023	627,551	318,073	11,066	4,650	43,653	1,004,993
At 31 March 2022	641,249	326,445	7,233	7,016	29,085	1,011,028

14 Fixed asset investments

	Shares in subsidiaries	UK quoted investments	Total
	£	£	£
Cost or valuation			
At 1 April 2022	5	305,201	305,206
Valuation changes	-	(19,348)	(19,348)
Disposals	(3)	-	(3)
At 31 March 2023	2	285,853	285,855
Fair value			
At 31 March 2023	2	285,853	285,855
At 31 March 2022	5	305,201	305,206

15 Stocks

	2023 Group	2022 Group	2023 Company	2022 Company
	£	£	£	£
Finished goods and goods for resale	587	833	-	-

16 Debtors

Amounts falling due within one year:	2023 Group	2022 Group	2023 Company	2022 Company
	£	£	£	£
Trade debtors	101,626	98,562	98,981	96,613
Amounts due from subsidiary undertakings	-	-	83,956	85,262
Prepayments and accrued income	81,380	61,146	81,380	61,122
	183,006	159,708	264,317	242,997

17 Cash at bank and in hand

	2023 Group £	2022 Group £	**2023 Company £**	2022 Company £
Short term deposits	169,775	168,632	169,775	168,632
Cash and bank balances	1,115,060	996,276	1,027,251	911,118
	1,284,835	1,164,908	1,197,026	1,079,750

18 Creditors: amounts falling due within one year

	2023 Group £	2022 Group £	**2023 Company £**	2022 Company £
Other taxation and social security	39,970	4,938	39,380	4,838
Trade creditors	67,858	40,276	66,602	39,618
Other creditors	22,642	7,144	18,845	6,644
Accruals and deferred income	90,869	88,922	89,429	87,482
	221,339	141,280	214,256	138,582

19 Restricted funds

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

		Movement in funds		
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£
Day care service	-	296,368	(296,368)	-
Lunch clubs	-	122,564	(122,564)	-
Life story	-	18,630	(18,630)	-
Household Support Fund	-	98,250	(49,928)	48,322
Falls programme	-	99,713	(99,713)	-
Choosing the right care	-	30,000	(30,000)	-
Dementia carer assessments and care & support	-	65,424	(65,424)	-
Home first	-	9,552	(9,552)	-
PIP / ORCAT / Social Prescribing	-	233,418	(233,418)	-
Handyvan / Eon / Warm homes	-	55,953	(55,953)	-
Steps to home / Living well	5,847	74,167	(80,014)	-
	5,847	1,104,039	(1,061,564)	48,322

19 Restricted funds (Continued)

The restricted funds are for particular projects specified by the donor as follows:

Day care service - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Household Support Fund - funding received via Action Together from Oldham Council who distribute it on behalf of Department for Work and Pensions to help those people who are facing hardship or crisis and are on a low income.

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

Choosing the right care - delivers information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks.

19 Restricted funds (Continued)

Home First Service - offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation. The service offers up to 5 days follow-up support following a discharge.

PIP / ORCAT / Social Prescribing - funded by Pennine Care Foundation NHS Trust / Northern Care Alliance / OMBC. Age UK Oldham staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

HandyVan / Warm Homes / E-On - HandyVan is part funded by Oldham council and is a chargeable service. Our handyman and registered contractors provide low level maintenance to older peoples property to keep them safe and independent at home. Warm Homes is a spot contract with Oldham council we provide people/families of all ages with a range of services including beds, bedding, emergency heating, furniture and repairs to the home for people living in fuel poverty. E-On funds a 4 month project, and we deliver around 120 home energy assessments in the property for older people, providing them with information to keep well and warm during winter, fitting energy saving measures within the home and signposting people for other services when a need has been identified.

Steps to Home / Living Well - delivered in partnership with Tameside, Oldham and Glossop MIND who are the lead organisation. It targets older people with mental / health problems, including dementia, to support them to experience a safe and timely discharge following a spell in hospital. It also aims to assist them both practically and emotionally for a number of weeks to reduce readmission.

20 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds			
	Balance at 1 April 2022	Surplus for year	Transfers between funds	Investments gains/losses	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted funds	1,872,933	14,409	(34,210)	(19,348)	1,833,784
Designated funds	621,619	-	34,210	-	655,829
	2,494,552	14,409	-	(19,348)	2,489,613

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

21 Analysis of net assets between funds

	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:					
Tangible assets	1,004,993	-	-	1,004,993	1,011,028
Investments	285,854	-	-	285,854	305,201
Current assets/(liabilities)	542,937	655,829	48,322	1,247,088	1,184,169
	1,833,784	655,829	48,322	2,537,935	2,500,398

22 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	45,783	29,136
Between two and five years	81,408	78,050
In over five years	-	1,045
	127,191	108,231

23 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2023 £	2022 £
Aggregate compensation	277,782	252,366

23 Related party transactions (Continued)

During the year the Charity used the services of North Ainley LLP, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £440 (2022: £300) for the year and the amount outstanding at the year end was £nil (2022: £nil).

At the year end the Charity owed £nil (2022: £2) representing share capital from Age UK Oldham Trading Limited, a 100% owned subsidiary. The company was dissolved 12 March 2023.

At the year end the Charity owed £nil (2022: £1) representing share capital from More Mobile Limited, a 100% owned subsidiary. The company was dissolved 5 March 2023.

For the year ended 31 March 2023 gift aid of £nil (2022: £12,450) was payable by George Street Chapel Limited, a 100% owned subsidiary. and at the year end the Company owed the Charity £83,956 (2022: £85,265).

24 Subsidiaries

Details of the charity's subsidiaries at 31 March 2023 are as follows:

Name of undertaking and country of incorporation or residency		Nature of business	Shares held Class	Shares held %
George Street Chapel Limited	England	Events & tours	Ordinary	100.00

25 Cash generated from operations

	2023 £	2022 £
Surplus for the year	37,536	114,015
Adjustments for:		
Investment income recognised in profit or loss	(12,753)	(2,758)
Gain on disposal of tangible fixed assets	(3,249)	(5,044)
Fair value gains and losses on investments	19,348	(14,445)
Depreciation and impairment of tangible fixed assets	41,778	46,706
Movements in working capital:		
Decrease in stocks	246	1,667
(Increase) in debtors	(23,297)	(12,129)
Increase/(decrease) in creditors	80,061	(75,972)
Cash generated from operations	139,670	52,040

AGE UK OLDHAM LIMITED

England & Wales - Charity number 1145196

Accounts

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONTENTS

	Page
Group trustees' / directors' report	1 - 50
Independent auditor's report	51 - 54
Consolidated statement of financial activities	55
Consolidated balance sheet	56
Consolidated statement of cash flows	57
Notes to the financial statements	58 - 78

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Registered Charity No:	1145196
Company Registration No:	07267880
Head Office:	10 Church Lane Oldham OL1 3AN
Trustees / Directors:	Alexander Boyd (Chairman) Zoe Ashton (Vice Chairman) Stuart Bailey (Treasurer) Jill Read Clint Elliott John Thomson Dr Phil McEvoy Nazrin Azad
Chief Executive:	Yvonne Lee
Company Secretary:	James Richardson
Principal & Registered Office:	10 Church Lane Oldham OL1 3AN
Auditors:	Chadwick and Company Chartered Accountants Statutory Auditors Capital House 272 Manchester Road Droylsden Manchester M43 6PW
Solicitors:	North Ainley 34-36 Clegg Street Oldham OL1 1PS

The directors present their report and financial statements for the year ended 31 March 2022

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

CHAIRMAN'S REPORT

As we approach the end of the Calendar year 2022 it is natural for people to look back at the previous twelve months or so and in doing so we remember events and personalities that impacted upon our lives during that year. Just like people, organisations must also look back. It was Winston Churchill one of our greatest orators who said, "The farther backward you can look, the farther forward you are likely to see".

After a stressful and hugely trying two years of dealing with a pandemic, the first in 100 years, we now have to face another immensely challenging twelve months of 2023. Everything we learnt and experienced during the last three years we will need to call and rely upon through 2023, if we are as an organisation to remain as resilient as we have been through those last three years.

But first and looking back to 2022, it would be hugely remiss of the Board and the individual Trustees not to send our sincere gratitude to all our wonderful staff and volunteers busily working across the organisation for their effort and devotion. So great was that effort that in spite of all the setbacks we faced coming out of the Covid scenario, our organisation turned out a very creditable performance in terms of generating a financial result that will mean we can continue to provide the vulnerable and other older people in Oldham with the much-needed level and variety of service for the coming year ahead.

2023 will be a hard year for all but the very wealthy. Many sources of funding that we have traditionally tapped into will no longer exist or be available to us. We will need to be even more creative in our efforts to attract funding whenever and wherever opportunities arise.

Many local authorities will have no choice but to turn to only providing those most essential of services. We already know that this will be the case for Oldham Metropolitan Borough Council. There are other changes also. We know that during 2023 the funding that will be available for essential services such as Day care will change in the way the funding is allocated.

These changes will prove challenging for our organisation to understand and manage; meanwhile our service users and where applicable their families, will also face having to understand and work their way through the forthcoming changes. Our organisation will remain steadfast in providing qualified and caring assistance and support by way of our fabulous staff and volunteers.

We are expecting tough trading times in our shops, it is not always the case that Charity shops do better in recessionary times. Competition on the high street is always keen but during 2023 I am expecting it to become even keener. Our wonderful and successful staff and volunteers who work within the shops and all those who work in the background keeping the shops stocked, will experience a challenging trading environment in 2023.

I thank you in advance and appreciation of your efforts in the coming year.

STRUCTURE, GOVERNANCE & MANAGEMENT

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chairman, vice chairman, treasurer and five other members.

DIRECTORS

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;

- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on 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 charity and the 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 auditors are unaware, and
- 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 auditors are 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.

INDUCTION / TRAINING

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day to day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

RELATIONSHIPS WITH RELATED PARTIES

The charity is currently a brand partner of Age UK and works with Age UK branches in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers collaborative and also a member of the Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

ORGANISATIONAL STRUCTURE / DECISION MAKING PROCESS

A board of management consisting of a chairman and six directors directs the general conduct of the charity's activities. In addition to the AGM the board meets at least six times throughout the year.

The board works with the chief executive who makes decisions on the day to day operation supported by a senior management team.

Regular reports on financial performance are submitted by the finance manager and considered by the board. These accounts are used by the directors for their monitoring of the charity's activities and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 90 staff members and 350 volunteers. She makes decisions on the day to day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

The administration and finance teams and project officers are based at our head office at 10 Church Lane, Oldham where our Information, Advice and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, Over 60's community centre, Men in Sheds outlets, community equipment and furniture store and showroom, HandyVan/adaptations workshop Chapel Events centre, catering department for distribution of meals, are all dispersed at various locations throughout the borough with separate management teams covering these areas.

WIDER NETWORK

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination.

She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive. She represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness, gives her time and expertise to Pennine Care Foundation Trust's Charitable Fund Committee and Oldham United Charities Board.

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE investment opportunities. She plays a part each year in fundraising for local charities as a member of the Oldham Mayoral Appeal Committee.

As a board member of Healthwatch Oldham last year she contributed to their work as an independent "consumer champion" for health and social care in Oldham.

The local integrated care organization entitled, Oldham Cares brings together Oldham Council. NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As organisations come together in Greater Manchester to provide services at scale and in partnership, she is an inaugural member of the GM VCSE Hospital Discharge Alliance working together with other VCSE organisations providing home from hospital discharge support services and aiming to prevent readmissions.

RISK MANAGEMENT

A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities we have undertaken a full risk assessment which is monitored continually and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all of our premises;

- Risk assessments are also undertaken on our clients, staff and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out

OBJECTIVES & ACTIVITIES

The constitution states that:
'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.'

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham's Clinical Commissioning Group, Lottery funding and Age UK funding.

Capital is generated at present through our ten retail outlets, catering outlets and at our Events centre George Street Chapel.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people but the charity has now expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.

Across the Oldham Borough, the range of innovative projects we deliver seeks to 'fill the gaps' which statutory services may not provide, and offer choice to both frail older people and the more active, whilst our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Café, Leisure Outlets, Falls Exercise scheme, Supporting people to choose Care options, Promoting Independence using holistic assessments and support to live their lives with confidence whilst compilation of Life Story books for Care Home residents etc. serves to maintain their health and well-being and enhance their quality of life. Later additions to our portfolio included "Men in Sheds" and "Promoting Independent People" a social prescribing initiative contracted by Pennine Care Foundation NHS Trust whilst one off grants contributed to introducing digital technology skills to older people.

Launched as an answer to the self isolation of older people during Covid, this year we have built on our freshly cooked Meals Delivery service which grows from strength to strength.

Full details of all of our services during the year are appended as follows:

AMBITION FOR AGEING

Funding amount and source:
Underspend brought forward £21,363

Service Objective:
To support age-friendly work in Oldham as a legacy of the Ambition for Ageing project.

Short description of service:
Involved in follow-up work from Ambition for Ageing, working with GMCVO and wider partners.
Engaging with opportunities from GMCVO as Oldham's key contact. Distributing information, contributing to research.
Providing expertise from our experience as Oldham's local delivery lead.

Activity / improvements in last 12 months:
Involvement in the follow-up work to the Age-friendly communities awards co-ordinated through GMCVO and the Greater Manchester Mayor and the Ageing in Place work taking place in Oldham.

We accessed two rounds of 'One Small Thing' funding available from the programme to support local groups in the 3 Ambition for Ageing ward areas (Alexandra, Crompton and Failsworth West). We reconvened our panel of volunteers aged 50+ to make the decisions about what to fund in each area. They were keen to support more than one group and activity in each ward area in each round of funding.

Funded projects/activities:

Alexandra ward

- £250 for refreshments to offer a series of coffee mornings/afternoon teas and a Christmas party at ROC in Holts Village.
- £250 for refreshments to offer a series of coffee mornings/afternoon teas and a Christmas party at Altogether (Café Alt)
- £250 for a Christmas party for St Paul's Court (Anchor Hanover retirement housing scheme)
- £250 for a Christmas party for the Indian Association elders luncheon club.

Crompton ward

- £500 for 2 fun events for 2 retirement housing schemes (one scheme is an extra-care housing scheme) for Hopwood Court and Victoria Gardens to celebrate Christmas and bring residents together. Build up confidence for people to start socialising again after COVID (with infection control measures in place). Both schemes work with the wider community and invite residents from nearby bungalow and houses to participate in activities and events.
- £250 for "Room rental and speakers for the Shaw Wednesday Club.
- £250 for paddle tennis equipment for Friends of High Crompton Park group.

Failsworth West ward

- £341.98 for tennis and bowling equipment for Failsworth Lower Memorial Park bowling club
- £150 for a Christmas meal for the Failsworth Monday Dance Group
- £385 for a Men in Sheds Christmas party
- £100 towards a Christmas party at Earls Lodge

Risks/Threats:
No further opportunities for funding at present

BEFRIENDING

Funding £1,990 Age UK Oldham

Short description of service:

Our befriending service changed in 2020 during the pandemic.

Previously we made very few phone calls and focused mainly on face to face visits. However volunteers have been less willing to do this since lockdown especially those who visited people care homes. Tight regulations and testing before visits really put people off and others reported feeling unsafe visiting in care homes after the pandemic.

Thankfully, volunteers are keeping in contact through phone calls with garden visits during the summer.

For our client group that live in their homes, for the most part face to face visits have resumed and all looks back to normal

Lots of the people who registered to volunteer during 2020 were furloughed so once things opened up late 2021 they all returned to work . Thankfully our services also reopened which helped bridge the gap of losing a befriender call everyday and people returned to lunch clubs, activity groups and other.

I'm pleased to say that in 2022, 23 of the volunteers we recruited during covid have remained on our list and have continued to keep in contact with the person they supported daily through 2020.

Recruiting volunteer befrienders has been difficult, people have a new outlook in life and lots had made a list during lockdown of all the things they wanted to do once it was over. I think they are busy doing what they dreamed, fingers crossed our recruitment of volunteers will increase this year once everyone has done the things they put on their list.

Relevant figures:

New befrienders recruited 5

Risks/Threats:

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire: £21,724

Service Objective:

Chadderton over 60s centre is home to a variety of Age UK Oldham led activities: IT Classes, Just4Men, Craft group, Friendship Group, Lunch Club, OLGBT group & Befriending & interactors Support meetings.

Description of Service:

Chadderton over 60's is a self-contained building providing a range of activities for older people.

To ensure sufficient costs are met to run the building we let out room space to other organisations and groups for a hire fee.

Activity / improvements in last 12 months:

We have lost one of our biggest tenants due to retirement which has been a concern. However we have commenced regular weekend Table Top sales since then which covers the rental we have lost.

We have a facebook page for the centre which has driven new traffic to us and we have increased members in many of our groups.

Also we have attracted new people who have rented the building on a casual basis and each have said they will return and hire again.

Risks/Threats:

Loss of groups = Loss of revenue

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares
OMBC contract current funding received £30,000 per annum

Service Objective:
To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available. Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice. This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

Description of Service:
The service helps older people and their carers to understand the care system by providing a range of advice, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

The staff's experience and knowledge enables Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who are in need of one-to-one support and practical help either at a time of crisis or to make important changes in their life.

In addition to one-to-one support we facilitate a drop-in service for family members or more active service users who can visit our office. Choosing the Right Care is widely used and respected by professional staff and service users alike.

Over the years, funding for this service has been reduced, although demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one-to-one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written guidance, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

The scope of the project has been much broader over the past years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community. Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements

The service is responsible for providing web based data to social services teams and managers and in the past had developed the Care Home vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves are given passwords to enter their own bed vacancies on a daily basis. The Service supports Care homes with updating capacity tracker and ensures information is updated at least twice weekly by contacting homes that have not updated timely, the service still produces the bed vacancy list which is issued to families and members of the public who are looking for care home placements.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority. The continuation of the pandemic has prevented the service carrying out face to face visits within the hospital and suspend our drop in facilities both in the Hospital discharge lounge and at our Head office.

Activity / improvements in last 12 months:

Telephone contacts/advice provided with clients /services:	4,484
Unique clients:	1,209
Information packs issued / written Guides including factsheets etc.:	2,529
Website hits to service site:	6,037

Risks/Threats:

- Changes in social and health care directives.
- Pandemic restrictions continued throughout 2021-2022 – Discharge Ward / Care Home Visits / home visits /drop in service had to be moved to digital contact only which has limitations in the support older people require.
- Still high demand for service – on occasions difficult to manage with one worker.

DAY CARE

Funding £356,804 from OMBC on a contractual basis.

The aim of the service is for older people to remain in their own homes, providing a safe environment for people living with dementia and to provide respite for families and carers.

Age UK Oldham is committed to developing services and works closely with Adult and Community Services. We continue to welcome a large number of clients (over 80%) who are living with a cognitive impairment, ensuring that both of our day centres have a dementia friendly environment and that all of our all of our working processes are regularly reviewed.

We are passionate about what matters to older people and take a person-centred approach that is the core of our service - providing enjoyment and stimulation in a friendly fun setting which is enhanced through a full range of entertainment and activities to suit the needs of the people we care for.

Although the contract was due to end in June 2022 a decision was made by OMBC not to go out to tender for Day Services. Discussions between both parties commenced in Feb 2022 with regards to looking at other funding streams i.e. Individual budgets or Individual Service Funds.

The contract provides 157 places per week at two locations. Selina House in Oldham Town Centre and Bluebells in Moorside. Overall provision of 8,164 places per annum.
The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical by Social workers and is funded by OMBC on a contractual basis.
We presently employ 19 staff working across both sites.

The business plan in 2021/22 was to purchase a bungalow for Selina House to mirror the business model at Bluebells. A suitable property was identified in August 2021 but unfortunately change of usage was not granted in December 2021. With the uncertainty of day care funding and proposals on how to ensure the future service becomes self-sustainable plans are currently on hold until we can secure the future of day services.

Utilisation figures for Day Care have fluctuated the rise in Covid rates in Oldham saw a decline in attendances particularly the period from December to March 2022.
Clients referred into the service were noticeably frailer post Covid accessing day care for shorter periods of time.

Post Covid attendances have dramatically improved as day care delivery returns to normal and Covid restrictions have been lifted Clients are now accessing/being referred earlier at the point of diagnosis therefore going forward numbers in day care will continue to build to the levels of pre Covid.

Risks/Threats:
The risks identified is the loss of the day care contact going forward will impact on day care staff, catering services and transport.
Plans in place to generate further privately funded places at both sites.

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: CCG: £23,697 per annum

Service Objective:

- To provide a wide range of dementia related information & emotional support for people who have a formal diagnosis of dementia and also to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.
- To provide dementia related information in assessable formats including audio versions and large print.
- To link, where possible, people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may be in need of additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a really valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

Access to the service can be by self- referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners and other professionals.

Both home / hospital visits or drop in at our information centre for up to date guidance and one to one support were offered prior to the pandemic. The bulk of our contact during covid restrictions were digitally or via telephone.

With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board, where we have representation on the Dementia Partnership Steering Group and other staff members that are active with discussion and dementia forum groups in Oldham which feed into the local Dementia Strategy.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with the Choosing the Right Care / Money & Benefits and General Advice team and other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer. We are also working more closely with AUKO PIP service.

Responsibility for the production and ongoing management of Oldham's Key Services for People with Dementia continues to be managed by our team. We have carried out evaluations regarding the existing profile of this guide and all the feedback has given the opportunity this year for the future development of the guide to be more 'service user friendly' handbook. Alongside this we have developed a set of information sheets on relevant subjects within the guide, where people can just have access to the section of the guide they have a specific interest or need for at a particular time. This will cut down the amount of paperwork people with dementia may need to look through to get to the information they are really needing at that time. The new version was published in February 2022. This handbook is a guide which navigates

people through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. Limited funding for this service has budgetary restrictions for purchasing publications required and the Clinical Commissioning Group have stepped in to provide financial support to purchase a range of resources from Stirling University. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator who is supported by the Dementia Services Manager for development of the service. Each have longstanding experience of working with dementia and have skills and knowledge in advocacy, community care, legal issues as well as in-depth knowledge of local services in Oldham.

The Memory Clinic practitioners continue to have a good working relationship the service.

Activity / improvements in last 12 months:

- Continued good working relations have been maintained with all key stakeholders via a hybrid working model.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Promotional work has recommenced as events have started again and new services have been developed including new memory café at Oldham library delivered by Dementia UK. New working relationships have developed with this organisation as a result of this partnership working.
- Regular in-person contact with at Springboard and the Memory Service CST group have progressed following the lifting of covid restrictions. Carers groups are now meeting again in a face-to-face manner are well attended.

Relevant figures:

Activity achieved April 2021– March 2022

Unique clients receiving telephone or face to face advice & support:	941
Total number of times telephone / face to face advice provided:	3,755
Connecting clients to other dementia ongoing support services:	1,345
Total number of website views AUKO only:	493
Evaluations carried out with service users:	65

- 97% of people reported improved awareness of services as a result of consulting with our team.
- 96 % of people who used our service reported decreased anxiety.
- 95% of people using our service were connected to other services which could be of mutual long term benefit and support them to continue to live well with dementia.
- 100% of service users reported that they would be likely or extremely likely to recommend our service to others.

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped following the covid pandemic. Follow-up appointments now arranged for clients who call into the office
- Demand can overstretch capacity on occasions especially with the increased ask to promote our service and attend events following the pandemic.
- The demand for our service has had an impact on staff time due to the complexity of support required by clients as they are often at crisis point following a sustained period of caring and isolation as a result of the covid pandemic restrictions.

DEMENTIA CARERS ASSESSMENT SERVICE

Funding Source: Oldham CCG £39,555 per annum

Service Objective:
To ensure that all unpaid carers of people who live with dementia or a memory impairment have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

Description of Service:
The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Adult Care or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day to day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychological and social needs and how they are continuing to manage their day to day living tasks.
Our staff carry out the statutory assessment and where possible, identity any interventions and develop a support plan to address any specific needs which are highlighted.

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Council Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Council. All carers are entitled to a reassessment of their needs annually. Our service undertakes both the initial assessment and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

The service will also carry out initial overview benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on to our Information & Advice Service for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model we work alongside our partners to develop awareness, offer training and support peer / post diagnostic groups and the Oldham Dementia Strategy.
Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

Activity / improvements in last 12 months:

- Continuation of service delivery via hybrid model.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Continued good working relations have been maintained with all key stakeholders.
- Regular contact with at Springboard and the Saddleworth Carers Groups has been maintained despite covid restrictions. Attendance at groups have returned to meeting in person.
- Invitations accepted to attend dementia and carers events including the establishment of a new dementia café at Oldham library.
- Continued attendance at Oldham Dementia Partnership Board meetings as well as regular monthly Memory Assessment Service catch up meetings with commissioner.

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken:	278
Number of carers support plans generated by the service:	278
Number of individual budgets applied for by the service:	278

All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing exceptional ongoing support for both carers and people with dementia.

Number of talks given to peer support groups by the service: 7

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped following the covid pandemic. Follow-up appointments now arranged for clients who call into the office
- Demand can overstretch capacity on occasions.
- Covid restrictions had an impact on home visits / drop in visits and carers regular groups we attended. Assessments now carried out in a hybrid fashion offering either home visits or telephone appointments.
- Increased demand for staff attendance at carers groups now that they have re-commenced meeting in person.
- Covid restrictions had an impact on home visits / drop in visits and carers regular groups we attended. Most assessments and contacts were carried out remotely. Homevisits have started to recommence where necessary.

DISCHARGE TRANSFER OF CARE

Funding amount and source:
£23,333 – TOG MIND
Service Started 25/10/21

Service Objective:
To support the transition from Hospital Mental Health wards to home by reducing barriers though holistic all-round support. This service supports adults using the speciality of the partners involved (Age UK Oldham) to provide a robust and lasting positive outcome for clients.

To reduce the rehospitalisation of patients into the wards and successfully embed them into their communities

Short description of service:
The service navigator attends weekly mental health ward meetings to gather information and build a picture of the patients on the ward and the support they are receiving which helps to initiate contact and build up relationships with the patients while on the ward.

The navigator offers support when planning for discharge to offer Holistic and practical all round support to assist the patient to transition home safely and effectively.

The navigator can liaise between the patients, the families, the wards and the community mental health team to support the patient to access services, lightening the work load of the ward staff and mental health social workers.

The navigator can then support the patient for upto 12 weeks to embed them back into the community hopefully reducing the risk of rehospitalisation

Activity / improvements in last 12 months:
A number of meetings have been had during this period to embed and promote the service into the mental health wards including:

Attending Team meetings with the relevant hospital wards, the Intensive home treatment team and community mental health Teams.

Meeting and introduction of services to Kath Lloyd-Williams who is the clinical psychologist for Rowan and Cedars wards.

Introduction of the service to the hospital Discharge HUB Team to promote the service on medical wards as well as Mental health wards.

Introductions of the service to staff at Butlergreen and Medlock Court to promote and embed the service

Relevant figures (should comply with funder's reporting requirements):

Between Oct 21 and March 22:	
Number of clients supported during this period	39
Number of contacts linked to those clients	386
Number of signposts during this period for those clients	35
Number of clients closed and wellbeing outcome assessments completed during this period	18
Number of case studies completed during this period	4

Risks/Threats:
Covid restrictions on the wards and staffing issues on the wards caused difficulties during this period

ENHANCED LUNCH CLUBS

Funding amount and source:

Local Authority contract £122,564 supplemented by Age UK Oldham:

Service Objective:

The aim of our Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal.

Short description of service:

Enhanced Lunch Club Service - Provision of 266 places per week between 9 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda. With additional funding awarded within the contract for April 2019, the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service, we signpost and refer clients to other appropriate services that may benefit the client.

Activity / improvements in last 12 months:

All lunch clubs closed in remained closed until august 2021 Due to the ongoing coronavirus pandemic. Due to continued lunch club funding although they were closed and the success of the meal service in the previous 12 month, the meal service continued running in 21/22.

While lunch clubs remain, closed staff continued to undertake weekly welfare checks on all clients

Lunch clubs began to reopen on a staged approach from august 21, we started small with all social distancing measures in place. We slowly built the clubs when guidelines permitted. Increasing numbers and then taking on new referrals. Unfortunately, when we closed for Christmas 21, we were unable to reopen in January 22 as the covid infection had risen significantly. They remained close throughout January 22. We successfully reopen all clubs again in February 22. At the end of March 22, lunch clubs were running at about 65% of their full capacity. Some clubs are doing better than others, some of this is due to how many people returned to the group once they opened. As some groups lost 70/80% of the people through covid.

Going forward we have been approached by a group of volunteers who run a group and no longer want to continue. We intend to take it over in early April. And close one of our lunch clubs that have struggled to increase numbers after opening.

Relevant figures

Throughout 21/22 lunch club provisions were set at 13,832 places per annum.

Risks/Threats: Re-funding

EON PROJECT

Funding amount and source:

Funding Source – Age UK Oldham in Partnership with EON
Received £8,370 due to COVID-19 restrictions varying throughout the year

Service Objective:
Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result

of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness. In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general practices, hospitals and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating.

Short description of service:
We offer information and practical advice on how to save money on heating during the winter months, also offering benefits checks through Information & Advice, and to housebound people, home benefits visits. Referrals have been from a range of health and social care professionals along with self-referral.
COVID-19 had implications on delivery during times of lock down and peaks in cases within the borough of Oldham - we managed to complete most of our targets, but due to lock down some assessments had to be made over the phone and equipment was either left with the client or fitted when it was safe to do so. This reduced the funding slightly.

Activity / improvements in last 12 months:

Warm Home Discount Scheme	11
Numbers of people referred to Age UK Oldham's other services	29
Information leaflets	70
Emergency Heating	12 x 2 oil filled radiators
Referral to Handyman for heating repairs and other urgent work	25
Free equipment supplied by E-on and fitted in homes amounted to	£2,010

Relevant figures (should comply with funder's reporting requirements):

Full energy checks conducted in the home	80
Partial checks	28

Risks/Threats:
Funding has to be applied for each year from Age UK England

FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group

£80,201

Service Objective:

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls
- Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls
- Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated

Short description of service:

As part of the falls pathway Age UK Oldham work in partnership with Oldham Community Leisure to provide a tailored, evidence based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling.

Aim - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

Process - Physiotherapists complete a multifactorial assessment with all clients, start them on OTAGO exercises at home and then refer appropriate people to our weekly falls prevention exercise classes.

Transport - Door to door accessible transport is offered and arranged and provided to bring the clients to the group sessions. A range of transport options are used including Ring and Ride, Age UK Oldham transport and approved taxis. There is no charge for the first 8 weeks for the transport. The classes are free.

Monitoring & Evaluation - The progress of each individual is monitored against the initial tests completed by physiotherapists.

Reporting - The comprehensive report is completed quarterly for the Council and CCG with an annual case study also compiled.

Falls Awareness

In addition to the classes we hold falls prevention awareness activities each year.

Activity / improvements in last 12 months:

At the start of the financial year, COVID restrictions were still in place so we continued to carry out welfare calls, zoom classes and community radio exercise sessions throughout quarter 1.

We provided bi-monthly newsletters containing falls prevention advice and other useful information throughout the year.

As COVID restrictions eased we began to re-open face-to-face classes whilst trying to keep people safe:

Failsworth – 2 classes opened at Failsworth Sports Centre at the end of June 2021, moving back to the pre-pandemic venue at Walton House later in the year.

Chadderton – 2 classes opened in July; one at Chadderton over 60s Centre and one at Chadderton Wellbeing Centre.

Royton – 2 classes opened in September; one at Tandle View Court and one at Trinity Methodist Church.

Lees – 2 classes opened at Lees House in February 2022.

Shaw – 2 classes opened at Hopwood Court at the end of March 2022.

Safety measures:

- adhering to infection control measures – sanitiser, participants asked to bring their own drink, cleaning chairs before and after session, individually packaged biscuits.
- keeping class numbers limited to 6 people.
- wearing face coverings on transport and coming in and out of the classes.
- providing individual bands for participants to bring to each session.

Transport

Our Age UK Oldham transport supports one of the classes in each of the 5 areas. We also started a block booking with Ring & Ride for one of the Lees House sessions.

We continued to carry out welfare calls as capacity allowed and to make referrals for additional support with a range of services, e.g. Blue Badge, Occupational therapy, re-referring to the Community Physiotherapy Team, etc.

We know the recipients lose the benefit of their exercise rapidly if they do not continue to do exercise, which increases fall risk, fall incidence and use of NHS services. We provided copies of exercise guides, part of a comprehensive information pack that was delivered to participants on the scheme, therabands and other equipment to encourage people to continue exercising.

We continued to offer information about the zoom sessions to new starters and offered loan equipment and IT support from Mark Galvin to set up tablets, Wi-Fi, etc.

Volunteers – 2 volunteers continued to support the service but our volunteer driver had to give up his driving licence during the pandemic due to ill-health which had an impact on our transport options for new people attending.

Relevant figures (should comply with funder's reporting requirements):

Face-to-face contacts at classes

Month	Number of classes	No. of attendances
June 2021	2	6
July 2021	16	54
August 2021	16	59
September 2021	24	101
October 2021	24	102
November 2021	26	99
December 2021	20	67
January 2022	8 (due to surge in Omicron infection rates)	30
February 2022	32	152
March 2022	48	204

Contacts are also made in different ways including telephone, zoom and conference call. In some cases we are also still in touch with people through deliveries by other Age UK Oldham services, e.g. shopping and library book deliveries.

Telephone Calls x 2,212

All the calls are to check if people are continuing to do the exercises, offer encouragement and advice to help with mobility and strength. We also check on wellbeing and practical concerns.

The calls vary from 5 - 30 minutes for each person.

Further details about the contacts made is in the table below.

Contacts Type	Q1	Q2	Q3	Q4
Total Number of individuals on contact list	184	175	165	157
Number of client calls	785	576	385	466
Number of zoom sessions (Commenced Aug 20)	47	38	48	50
Number of Zoom attendances	458	259	157	190

Radio sessions played each week (Oldham community radio approximate 20,000 listeners over week)	39	0	0	0
Activity Exercise Booklet / newsletters delivered	336	164	325	152

Recorded falls for April 2021 – March 2022

The number of recorded falls for people during this period (April 21 – March 22): 154

Recorded falls of clients

Number of falls	Number of clients having had falls.	Number of clients having 1 fall
154	97	37

Re-Referral to Physio	Referral to other professionals and services, e.g. O/T, sensory team, Blue Badge, etc.
19	69

Risks/Threats:

Fewer volunteers supporting the service. This has meant that staff have had to support the face-to-face sessions.

Fewer participants in classes makes it more difficult to arrange transport when people can't make their own way to a class. This is because Ring & Ride require 6 people in the same area in order to set up a block booking and if people don't attend regularly the block booking is cancelled and participants must be booked on individually each week. This is more time-consuming for staff to arrange. As with many services transport continues to be critical to the success of the project.

We continue to receive clients onto the programme solely from falls physiotherapy team, so the number of people registered is dependent upon their referrals to the service. Referral numbers have been lower during this period as people have been sometimes reluctant to come back to group activities as the pandemic has affected their mobility and their confidence.

Potential for increasing sessional costs for instructors from OCL as there has been no price increase for a number of years. This could have an impact on the outputs of the service or require the introduction of charges.

FORUM4AGE, ENGAGEMENT & CAMPAIGNING

Funding Source:

Age UK Oldham - nil

Service Objective:

To work with and for older people ensuring they have a voice locally and their interests are represented in local developments.

Description of Service:

Our staff are involved in a wide range of campaigning and influencing groups and events across Oldham. Our aim is to raise awareness of issues affecting older people to have an influence on services and activities locally and provide a voice for older people. We usually attend a wide range of community events to promote our services to public and professionals.

As we have no external funding to support Forum4Age (our over 50s forum) activities we are only able to offer limited activity. We currently send out regular information updates to a e-network of forum members. We continue to look for funding opportunities.

Activity / improvements in last 12 months:

Due to Covid restrictions there was no face to face activity this year – we continued to share and distribute information packs/leaflets, campaign material, etc.by email and post.

Relevant figures:

n/a

Risks/Threats:

Lack of external funding to support activities. No dedicated staff resource to look for funding or organise forum activities.

Opportunities:

No current funding opportunities identified.

GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

Funding Source: £6,000 Age UK National £2,657 Age UK Oldham

Service Objective:

- To provide independent general information, advice and support for older people and their carers on a wide range of social care, housing issues, local services and benefits and money.
- To maximise income for older people and their carers and explain and to complete relevant claim forms.
- To act as a gateway for Age UK Oldham's services and ensure that people are connected to the correct services both in house and the wider local community.

Referral to the service via Adult Services, CCG, Community Matrons, GPs, Carers Groups, Alcohol and Drug Teams, other Age UK Oldham Services including PIP workers, and self- referrals .

Description of Service:

The service offers help, advice and practical support for everyone over 50, and their carers. We offer a wide range of advice / support including:

- Pension Age Related Benefits and Money
- Community Care
- Housing Issues
- Care Services
- Local Services

We can carry out full benefits checks completing the relevant claim forms for age related benefits or carers.

We act on older people's behalf to resolve Information and Advice issues.

This service is free and confidential.

Staff at Age UK Oldham have undertaken relevant training from the Department of Work and Pensions and have achieved Alternative Office status allowing our staff to process claims in the same way as DWP staff with the authority to sign off identification and double date application forms - this speeds the process up for our client group.

I and A staff continue to take annual training

All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team as they receive local authority funding for this element and we have no capacity to take up this role.

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers

and the experience and skill of staff with this client group has shown, not only the financial results clients have been able to realise, but the opportunities for them to further engage with other Age UK Oldham services - which on many occasions they may have been unaware of.

Activity / improvements in last 12 months:

This year due to staff member resignation and staff member gaining internal promotion to another service, our numbers were lower than previously. We have ensured that older people needing information and advice have been skilfully given

- Fullest information to access the support they require
- Signposted externally to local specialist advice services
- Referred internally to AUKO services to meet their needs
- Urged to return to AUO if their signpost/referral result is not effective

The skills of AUKO staff in both specialist and general support services has shown that older people s financial entitlements can also be quickly recognised, explored and effectively dealt with at source.

We have formulated a robust plan to address the future strategy of I and A to ensure our remodelled service is both efficient and effective in a changing environment and are confident of its implementation in 22/23. , giving us an additional outlet.

Relevant figures:

General Information and Advice Service assisted:

- Referrals dealt with and completed: **1,281**
- Contacts: **2,067**

Risks/Threats:

- Loss of EON funding.
- Loss of other organisation funding which would directly affect the I and A.
- The service is widely used and we are not always able to meet demand with our staffing levels.

GEORGE STREET CHAPEL

Funding amount and source: Income generated £54,639

Service Objective:

To preserve and showcase to the community, a grade 2 star listed chapel, built by its members between 1815 and 1816 and which played a significant role in the history of the town. It now plays an important part in showcasing the history of Oldham whilst generating an income to support our charity. It's a local service for history, education and events in a warm friendly venue for people to come together to celebrate weddings, celebration parties, community events, meetings, conferences and schools history trips etc.

Short description of service:

We host many holiday & seasonal activities which usually include food for all ages. School educational visits and heritage tours.

The Chapel has been used by various charities, businesses, Oldham Council for meetings, Award Ceremonies and we are now being recognised nationally taking bookings from government funded companies that carry out training countrywide.

Activity / improvements in last 12 months:

As covid restrictions eased, promotional work recommenced for our community activities/celebration events/meetings etc. with some regular customers returning but we face a huge challenge to return to pre-Covid numbers.

This year we were pleased to experience a significant increase in educational visits, including a number of schools from outside the borough, resulting in fantastic feedback.

Risks/Threats:

- Significant price rises in energy, supplies and food impacting on profits.
- Cost of living crisis impacting on fewer bookings in the future
- Regular meetings now done via zoom /team etc reducing the number of bookings
- Loss of other organisations funding impacting on fewer events.
- Heritage group bookings reduced since covid. Feedback received is that some have not booked any outings for 2022 due to concerns around vulnerability or reduced health and reduction in numbers of members.

HANDYVAN

Funding amount and source:

Oldham Council £31,000

Oldham Council Warm Homes £13,387 spot contract

Service Objective:

The aim of the service is to undertake tasks that deliver preventative and practical support to vulnerable older people enabling them to live independently and safe within their own homes.

To ensure that those that are most vulnerable are receiving a quality job at a fair price for the work undertaken.

Warm Homes is an annual payment based on jobs undertaken from Oldham Council to provide all ages/families who are in fuel poverty or hardship, with beds and bedding, repairs to the home following the installation of a heating system. To provide emergency heating in the form of oil filled radiators.

Short description of Handyvan service:

We have a range of trusted and vetted contractors providing repairs at a fixed hourly rate which we quote to the customer at the time of enquiry. We make a charge of £30 per hour for our in-house handyperson.

Trusted contractors will always give a free no obligation quote which is then passed to the Age UK administrator. When an estimate exceeds £500, we will encourage customers to obtain a second quote. For those unable to do so we will advocate on their behalf.

We cover a range of tasks from Gas, electrical work, alarms, joinery, building work to smaller gardening jobs, key safes, small joinery work etc.

Any jobs undertaken for Warm Homes are charged at the same hourly rate and deducted from the funding.

When carrying out jobs in the homes of customers, all the contractors are trained in spotting any areas of concern, including safeguarding, and will report their observations to the administrator who will take action.

Our handyperson will also signpost to our internal services as appropriate and all will offer a service guide and leaflets as required.

Activity / improvements in last 12 months:

The procedures for Handyvan have a clear pathway from dealing with the customer from the initial enquiry to the quote to following up the completed job, invoicing and taking payments to the quality questionnaires. We have a complex data base that alerts us to follow up any outstanding invoices and late payments and this is working well alongside a new Financial Procedure. This has resulted in a reduction in unpaid invoices at year end.

Throughout the Covid pandemic both the internal and external contractors safely carried out 1001 jobs to those most at risk and living on their own with no family support. This was conducted with rigorous questionnaires and risk assessments put into place for both safety of the customer and the person carrying out the work. By January 2022 restrictions began to lift however we continue to adhere to safe working practices.

Relevant figures (should comply with funder's reporting requirements):

Enquires to service	1,483
Completed jobs	1,001
Internal	201

Contractors	800
Warm Homes	128

Risks/Threats:

Always the risk of contract not being renewed for Handyvan, Warm Homes and the E-on project which are co-existent.

INTERGENERATIONAL PROJECTS

Funding Source: Nil

Service Objective: Intergenerational Project with local schools

Link older people with the younger generation through a variety of intergenerational projects to share experiences and learn from each other.

Description of Service:

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories with younger people, as well as being a positive role model to the younger generation too. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

Activity / improvements in last 12 months:

No activity during the last 12 months with schools not engaging with Age Exchange due to funding cuts and teacher retirement at Radclyffe school

Increased visits to Victorian experience days at the chapel

Risks/Threats:

Schools are unable to fund Age Exchange / GSC experience tours due to cut backs

LGBT (Lesbian Gay Bisexual Transgender) GROUP - 'OUT AND ABOUT'

Funding Source: Self-funding

Service Objective: Provide a social support network for older lesbian , gay bisexual community

A group for older lesbian gay bisexual and transgender to meet and socialise. Out & About group meet on the last Friday of each month for the older LGBTQ community

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having a support peer group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. Having this group AUKO has increased its awareness of the needs of older LGBT people helping us to progress and plan effectively for the future

Activity / improvements in last 12 months:

This group have received funding from the Mayors Appeal , this has enabled them to use the money for additional social events so they can enjoy some quality time doing things away from the centre

Two new members have joined this year, sadly we also lost one.

Relevant figures:

8 – 10 people are meeting weekly with many still in contact through facebook page and telephone calls .

Risks/Threats:

None discernible, this is a low cost project funded by Age UK Oldham and managed by existing staff member.

LIFE STORY

Funding amount and source:
Oldham Clinical Commissioning Group: £17,905

Service Objective:
To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Short description of service:
Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered housing and in their own homes. We are funded to provide the life story information for the individual in book format.
The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

Activity / improvements in last 12 months:

Due to continued COVID restrictions in care homes and sheltered housing we continued to deliver the service by contacting people over the phone and by Facebook portal / facetime for the first part of the year. When restrictions began to ease, visiting rules varied between care homes so we had to deal with visits on a case by case basis. Some outdoor visits were made to people living in their own homes, but the majority of work

continued to be done over the phone. The new equipment purchased with Infection control funding was invaluable to us as volunteers continued to work remotely.

We issued visiting volunteers with boxes containing hand sanitiser, masks, gloves, COVID tests, etc. for them to use when visiting.

Once the Care Home Liaison Team went back into the care homes we re-established our connection so that staff could complete life story templates for our volunteers to then take over the process, complete the book and fill in any gaps or information with families and/or care staff. This also ensures that we reach some of the most vulnerable people.

We continued volunteer weekly get-togethers on Zoom as we were unable to resume our typing sessions at head office due to COVID restrictions. When restrictions allowed we held an outdoor face-to-face volunteer get-together at Chadderton over 60s centre. This was held following the extensive work to the centre to make it COVID-safe.

Our volunteers continued to produce their monthly Life Story newsletter which is sent out to all Care Homes in Oldham, sheltered housing, Oldham Prevention Alliance contact lists, etc. We received excellent feedback from the newsletters and reports of people sharing it further among their own networks. One of our volunteers who lives in a Housing 21 property had an article featured in the Housing 21 newsletter about her volunteer role for the life story project.

8 of our volunteers were still assisting with other Age UK Oldham essential services, in particular the Daily Call service and shopping.

Relevant figures (should comply with funder's reporting requirements):

Volunteers:	17
Target:	48 life stories
Achieved:	33

Risks/Threats:

- Increase in complexity of referrals. We are receiving referrals from a wide range of agencies since the pandemic and some of these have provided additional challenges, e.g. not understanding what the project is, starting to engage with the project but changing their mind, being erratic regarding arranging visits/phone calls, being difficult to get hold of, requiring more than one person to visit. This increases the time taken to fully complete the life story book.
- Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness. Several volunteers have retired during lockdown due to deteriorating health.
- Difficulty recruiting new volunteers due to lack of community events, people unable and later in the year reluctant to go into people's homes/care homes.
- Complexity of measures during periods of increased infection rates was off-putting for volunteers. Some volunteers don't want to visit while there are any measures in place. Some volunteers didn't want to undergo any kind of COVID testing.

MEN IN SHEDS

Funding amount and source:

£10,144 income generation from subscriptions and sales

£38,988 funding from Age UK Oldham

Service Objective:

The core element of a Men in Sheds provision is providing hands-on activities for men over 50. The 'Sheds' provide the space for older men to meet, socialise, learn new skills and take part in activities with other men.

Men in Sheds tries to address the public health challenge of older men's health.

Men in Sheds aims to:

- enhance self-esteem and increase confidence
- support men with long term health conditions
- improve physical and mental health/emotional wellbeing
- reduce the risk of social isolation and resultant poor health
- facilitate friendship and companionship
- provide an environment conducive to men's learning and sharing of skills
- offer respite opportunities for carers
- improve access to services/activities and benefits for participants

It's well documented those men do not make friends easily, tending instead to gather acquaintances, many of whom fall away when there is a life changing event such as

- retirement - redundancy
- deterioration in health- diagnosis of a long-term health condition
- divorce or bereavement.
- Isolation

Many men unlike women find it difficult to regenerate a social life following these life altering events

There is a strong emphasis on mental health and the Men in Sheds Service tries to increase the awareness of and reduce the stigma of depression and anxiety whilst also providing support for men with physical disabilities following strokes etc.

The covert plan is also to get men in one place to target them with health messages. Men, particularly those over 60, tend to be slower at going to the doctor for problems that might turn out to be serious. AT MIS men are encouraged to adopt a positive approach to good physical and mental health and we explain that maintaining one's health warrants more than just a visit to their local GP when they are sick. Having a

regular check-up to maintain a good quality of life, engaging in good health practices to lower the risk of developing chronic disease, and building rewarding emotional relationships with their family and friends is key.

Short description of service:

The Failsworth Men in Sheds service currently operates for two days each week on Tuesday and Wednesday whilst the Greenfield service operates for two days each week on Thursday and Friday and also has an allotment facility. Each shed provides two sessions a day, with eight places in each session.

There are two full-time staff supporting the service, assisted by a team of volunteers. (buddies)

There are several different referral routes into the service, with a large numbers of referrals coming from the mental health team and the PIP (social prescribing) team with the remainder from families and self-referrals.

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either an am or a pm session - this needs to be carefully balanced for safety reasons as some men have complex needs and need more help to join in activities and projects.

Each shed member is assessed as to their individual capabilities and skills. Everyone has a purpose and contribute at various levels; the Buddy scheme helps people who are physically challenged to complete projects.

Ideally men attending the Men in Sheds service should move on from the service after six months. However, it has proved difficult in some cases for men to leave the service as we have not identified anywhere else that could meet their needs.

Activity / improvements in last 12 months:

During periods of Covid closure both staff members worked in other front-line services, whilst maintaining weekly contact with all 57 men including volunteers. Some men started a WhatsApp chat and used Men in Sheds Facebook page to keep in touch.

Relevant figures (should comply with funder's reporting requirements):

56 men have been supported over the past 12 months - as Covid restrictions began to lift we started to reopen the sheds in the last week of June in bubbles of 5 men at each session.

We closed again in January as cases spiked again for two weeks with men being supported by phone WhatsApp and Facebook.

From the middle of January we reopened and slowly began to increase the bubbles week by week adhering to strict covid rules and cleaning rotas. We adapted the building with screens and marked out safe zones around work benches. All the men were encouraged to use hand gel and wash hands when moving round the building. Staff tested every day and men were encouraged to do the same. All attendees received the covid vaccination. Temperatures were taken on arrival and questions asked with regard to any symptoms in the household.

Risks/Threats:

Despite this being a valued service by referrers we have not been able to secure full funding and it is currently financed by the Charity

MINOR /MAJOR ADAPTATIONS

Funding amount and source:

Total Income £159,207

This is a spot contract with two providers:

Oldham Council

Housing 21

Service Objective:

We continue to provide the service without any contract or service level agreement.

All jobs are requested by the Occupational Therapist and these are carried out by our internal Handyperson who is a Trusted Assessor and a range of contractors for the internal and external work to properties.

This work is carried out in private properties across Oldham and Housing 21 properties.

It's an all-ages service.

Short description of service:

The majority of our internal work is bespoke joinery - stair rails, internal wooden steps, or jobs that are complex and cannot be provided by the contract holder Ross Care. We also (through a range of our trusted contractors) deliver major adaptations such as doors , windows, steps, paths external metal rails, door systems and bio bidets.

The administrator collates the estimates if required for jobs up to a thousand pounds .

Some jobs require a site visit and the Trusted Asser will meet the contractors to provide and seek the best options for the client.

This work provides a steady income for AUKO and sits well with the Handyvan service.

We are constantly seeking the right price, and this is reflective in our sales. We continually review material prices and the labour charge yearly. There has been a significant rise in the price of materials which we have reflected in our pricing structure.

Activity / improvements in last 12 months:

COVID-19 continued to disrupt the service . Many Community Occupational Therapist worked from home and most of the work was prescribed over the phone. This has resulted in longer waits for people to be

assessed in the home. AUKO continued to provide urgent adaptations in the home to those people most vulnerable. These have been carried out by both our internal staff member and by the contractors.

We always send a rigorous questionnaire to all clients both before booking the visit and again on the day the work is carried out. The patient and families are also requested to follow the terms of the risk assessment for the work to be carried out safely.

Despite Covid restrictions we still completed 563 jobs in the year which has contributed to people not being readmitted to hospital and keeping them safe and independent at home

Risks/Threats:

There is always a concern with the continuation of this work as it is funded on a spot contract.

However, we do know that other providers are unable at this time to do the work that is bespoke.

Despite competition we continue to achieve larger building works

However, it would have staff implications if the work was withdrawn.

NUTRITION AND HYDRATION

Funding Source:
No external funding

Service Objective:
The 2-year Greater Manchester Nutrition and Hydration Project was designed to tackle dehydration and malnutrition among people aged over 65 in Greater Manchester. It uses a specially designed 'paperweight armband' tool to find out if people are at risk and provides resources to help professionals identify people at risk within their services. No further funding was available locally to continue to fund staff time to deliver the project. The skills and knowledge developed through the project continued to be used in our day to day work.

The project aims to raise awareness about the risks of malnutrition and dehydration in later life. It takes a positive 'food first' approach, encouraging older people to eat and drink well, giving tips and advice about increasing calorie intake for people who need help to put weight on. It also links with other local schemes that improve self-care, improve oral health, reduce social isolation and improve mental and physical health.

Activity / in last 12 months:
Additional printed resources were provided by the GM project for us to continue using within our services (leaflets, paperweight armbands, etc.) We continued to distribute information and raise awareness by including nutrition and hydration when working with older people throughout our services. Older people also continued to have access to healthy nutritious food by our safe at Home and Shopping service, Emergency shopping deliveries and our Cooked Meals and deliveries.

OLDHAM PREVENTION ALLIANCE

Funding Source:

Oldham Prevention Alliance has been co-ordinated and funded by Age UK Oldham since February 2012.

Service Objective:

- To bring together local services, including statutory, voluntary, private sector and social enterprise organisations, community groups, faith groups, any group or individual supporting the over 50s to live well and independently in their own homes.
- To raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.
- To improve communication, signposting and information-sharing between services
- To provide a forum for services to share information and expertise.
- To provide a forum to identify and report gaps in service and more generally feed into decision-making structures within the borough as appropriate e.g. Health & Wellbeing Board. Link with strategic fora and use link organisations, e.g. Action Together, to feed in information as appropriate.
- To promote the referral systems and protocols of members.
- To promote training and funding opportunities and opportunities for joint working.

Description of Service:

Oldham Prevention Alliance was established following consultation in 2006 with older people who identified a number of problems with communication and cross-referral between organisations in the borough. The project was funded initially by Oldham Partnership and Oldham Council.

Oldham Prevention Alliance aims to bring together local services, including statutory, voluntary and private sector organisations and community groups which provide support to the over 50s to keep people living independently in their own homes

Oldham Prevention Alliance is a multi-agency group of professionals who are linked with or have an interest in services for the over 50s. The group meets bi-monthly, co-ordinated and chaired by Age UK Oldham. We raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.

Activity / in last 12 months:

Due to Covid restrictions there was no face to face activity this year – we continued to share and distribute information packs/leaflets campaign material, etc. by email and post..

Risks/Threats:

Lack of external funding to support the service.

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Funded by Northern Care Alliance £150,000 (PIP) and CCG £30,000 (ICET)

Since May 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. £52,250

Service Objective:

The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

The aim of the project is:

- To address the social aspects of a patient presenting at the surgery for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed hospital discharges and reduce the frequent GP attendees for non-medical reasons.
- Social prescribing provides a strength-based, person-centred response to issues-either practical or emotional- which may be affecting a person's wellbeing.

Description of Service:

Age UK Oldham's PIP advisors are linked to the 5 Adult health and Social Care clusters in the borough of Oldham working with and taking referrals from the integrated care teams. Referrals are also received directly from clients, family members, internally from other Age UK Oldham services as well as from a wide range of other external organisations.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence. The focus is on sustainability, flexibility and taking back control

PIP's link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, Get Going Together Activities, walking groups, craft sessions to counselling, support groups, community groups etc.

CLUSTERS-Prior to the covid lockdowns, PIP Advisors were based in each of the 5 Clusters as part of Integrated Health and Social Care Community teams. Clusters are aligned to location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers and an Age UK Oldham PIP Advisor, working

together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved and the client support is much more complex from when the service first started.

ICET-A PIP Advisor continues to have a daily presence in the ICET (Integrated Crisis Enablement Team), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. The team support patients for up to 5 days after hospital discharge. The PIP Advisor will carry out a home visit and refer to Age UK and other external services (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred into the long-term PIP service for more prolonged support.

SOCIAL PRESCRIBING-Since July 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in their area. This service uses the Elemental digital platform of referring into the service, recording work undertaken and sharing outcomes. This platform is directly linked to the GP EMIS system so it can advise GPs of the work being undertaken by the service to support their patients.

Activity / improvements in last 12 months:

The Cluster model has not returned to operating in its pre-pandemic format. Social Care cluster colleagues are still widely working remotely. Rather than being based in the cluster building when there are less staff there to receive referral from, the PIP workers now operate a hybrid working model in order to maximise the amount of home visits they can carry out when receiving referrals from a range of sources.

Social Prescribing PIP advisors attend weekly allocation meetings and also attend a fortnightly full Social Prescribing team meeting alongside other social prescribers from TOGMIND, Positive Steps and Action. Rather than hold joint PIP and Social Prescribing caseloads, as this was becoming difficult for staff to manage, 2 PIP workers now hold a fully Social Prescribing Caseload and do not hold PIP caseloads. This has allowed for a smoother transition of social prescribing referrals to move into the core PIP service where appropriate. It has also allowed for better time management so the PIP workers can focus on cluster meetings and social prescribers can focus on attending specific social prescribing allocation meetings. Making this change was also influenced by the fact that the Social Prescribing service is aligned to the Council's district teams rather than the Community Health and Social Care Cluster teams which operate over a different footprint.

The Integrated Crisis Enablement Team (ICET) is based at Whitney Court with MioCare staff who provide Helpline and Enablement services and a PIP worker is also based there as part of the wider team. The PIP role within the team has become even more vital following the worker's daily presence especially during the covid lockdowns when so many other services were operating remotely. The PIP worker's role within the

ICET has become cemented as it is flexible and responsive to the urgent needs of patients supported through the crisis team.

We continue to produce evidence of effectiveness and cost savings in local health and social care by regularly reporting to commissioners.

Relevant figures:

Number of people supported: 1,020 -resulting in 482 home visits and 5,836 contacts with or on behalf of clients.

PIP Manager and Age UK CEO, meet with funders Quarterly, to present Reports/KPI's, which comply with funder's requirements.

PIP Manager reports monthly to CCG on ICET PIP service activity

PIP manager and CEO attend quarterly strategic Social Prescribing consortium meetings. Fortnightly management meetings are also attended by Age UK Oldham, TOGMIND, Positive Steps and Action Tother social prescribing managers for the operational management of the full social prescribing service.

Risks/Threats:

Continued funding

Demand can overstretch capacity at times

The nature of the work being undertaken by PIP advisors to support older people in the community has become complex. A great deal of time is spent in acquiring the most appropriate support for vulnerable older people. The timescales and complexity of the work can have an impact on waiting times for new referrals to be dealt with.

SAFE AT HOME AND SHOPPING SERVICE

Funding amount and source: £49,854

Funded by Age UK Oldham £31,573 and Client income £18,281

Service Objective:

The Home Shopping Service is based at the Co-Op store in Lees and has been run by Age UK Oldham since July 2006.

This service continues to operate Tuesday to Friday delivering across the borough Wednesday to Friday.

Staffed by 1 Co-ordinator, 1 admin assistant and 1 driver delivering both Shopping and Meals.

Short description of service: To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

As the Shopping Service moved onto online shopping it came with it lots of problems in that the Co-op store system often didn't have goods requested on the Click and Collect site but were present in the store. Orders would have items missing for customers that were essential groceries. Staff had to then supplement the online shop by shopping in store and paying by the works debit card. The card had its own set of problems that was addressed later in the year.

Although we had only 1 driver of 15 hrs and 1 staff member of 25 hrs, we had to put in extra admin to deal with the phone orders when the staff member was in the supermarket shopping for missing items.

Throughout the pandemic we continued with doorstep deliveries following our own Covid Risk Assessment both instore and for the driver. However, we had some very vulnerable older people who also needed our extra support of taking the shopping into the home and putting it away.

Activity / improvements in last 12 months:

Over the year we delivered over 2,400 shops to older people.

We continued to use Winter Pressures funding to provide shopping free or no delivery charge to people of all ages who had been discharged from hospital with low income/fuel poverty or no means to shop.

At the end of the year, we had a data base of 65 clients. With deliveries averaging 45-50 a week.

We also made several emergency shop for Hospital discharge and older people in Crisis we only charged for food in some circumstances but discounted the delivery charge.

Despite the previous demand on the service, we are aiming for and on track to keep the numbers of clients using the service to around 60 per week. (3,000 deliveries over the year)

The new click and collect system has been time consuming and frustrating. There is still a need to adapt and streamline this service.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 3 days.

Relevant figures

2,400 shopping deliveries were carried out

Risks/Threats:

Future funding uncertain

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project

Service Objective: Teach older people how to use technology

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

Description of Service:

IT classes are held every Chadderton over 60s – we also support people with mobile phones , digital cameras who may also need a quick lesson to help them

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

Activity / improvements in last 12 months:

Numbers of people attending have increased between 4 – 6 people are attending weekly , one gentleman comes all the way from Bolton as his local Age UK couldn't help him , he now comes every week and loves the social aspect too

Relevant figures:

On average 4 – 6 people attend with occasional home visits

Risks/Threats:

Reduced numbers due to not being able to pay this winter with increased fuel bills

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: support all AUKO services with volunteer help

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services.

We recognise the importance of well trained volunteers so we also deliver a Welcome to Age UK Day induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

Description of Service:

Our volunteers help us be there for the people who need us most , from direct service delivery to helping us raise money through our charity shops. Volunteers are our strength

Activity / improvements in last 12 months:

With things getting back to normal after the pandemic , volunteer help has been difficult to find. Recruitment of volunteers during the last year has never been as low despite actively working to attract people to volunteer. Luckily with the additional support of current volunteers ,we have continued to provide our services throughout the organisation. Everyone has worked harder and increased their personal volunteer hours to ensure services have not been affected by this drop in volunteers coming forward.

I have spoken to other voluntary organisations in Oldham and this seems to be the same with those too. Maybe this next year people will begin to come back and want to volunteer again.

Relevant figures:

New Volunteers:

New volunteers befrienders	4
Chapel volunteers	4
Shop volunteers	5

Risks/Threats:

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development

WINTER PRESSURES

Age UK – NHSE Winter Pressures fund

An amount of £20,017 underspend from NHSE funding in 20/21 was carried over into 21/22 with an agreement to spend this amount on a range of measures related to hospital discharge.

The services provided included

- Emergency Shopping
- Meals Delivery at home
- Crisis Response
- Minor Adaptations emergency deliveries
- Vaccine Appointments
- Welfare Calls and Wellbeing checks
- Adapted transport journeys

CHARITY SHOPS

Income Generation: £719,114

To raise funds for the charity we started the year 2021/22 operating eight charity shops.

We sell donated goods at Lees, Failsworth (2), Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road and Boutique.

Due to Covid 19, and lockdowns, the shops did not re-open until the 11th of April 2021

Our shops generate income providing low priced household goods, clothing, and furniture to the local community.

The shop sales (excluding gift aid) during 2021/22 was £604,748

We also raised funds by selling on our eBay shop, raising £24,182

Recycling of rags £29,222

Gift aid: £60,962

Totalling £719,114

This equates to £48,000 above predicted sales budget.

Service Objective:

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 90 volunteers across all sites.

We have expanded our Boutique shop to incorporate a furniture department which has increased the revenue at this location.

We aim to provide a welcoming, safe environment for staff, volunteers, and customers.

Short description of service:

Eight retail shops selling a wide variety of donated goods whilst acting as a link in the community to our local services. All sites have a supply of our service guides and useful information leaflets for customer's needs.

Researching and valuing items which have been donated and then to sell on eBay. We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

Activity / improvements in last 12 months:

We utilise a large part of our Barn St site to store furniture and this is also where our small appliance electrical donations are tested. Donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill continues to help us gain a substantial profit from Gift Aid and helps us to analyse our takings with ease, identifying key areas for us to focus our efforts.

We have decided to discontinue the purchase of brand new plastic carrier bags and only recycle and re-use donated bags which we charge for. This is a small effort to help the environment.

Going forward, we are actively seeking new sites to increase the profits for our charity.

Risks/Threats

We face a high turnover of volunteers who continually need training, inducting, and managing. Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

Kathryn our Sales Manager and one of our volunteers were invited to advertise for new volunteers on our local radio station, Oldham Community Radio.

Joanne, our Operations Manager, also participated in a local job fair at The Queen Elizabeth Hall.

We are utilising the new influx of Duke of Edinburgh volunteers.

During Covid 19 we installed safety screens around our till areas, we have kept these in place.

Even more customers are now shopping online and the increase of cheaper competitors on the high street mean that our prices and stock quality need to be more competitive than ever.

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2021.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

OUR ORGANISATION

Age UK Oldham is a local autonomous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.

Age UK Oldham has an operational trading subsidiary which generates income to funds the charities work.

Age UK Oldham and its subsidiary employs around 90 staff, and benefit from the support of 350/400 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status generally considered to be vulnerable to modern slavery in this country. We are not complacent, and have robust policies and procedures in place.

POLICIES

Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.
2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

In the 2022/23 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.
- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2019 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long term reserves is to generate an increase in value in excess of inflation over the long term. A small proportion of the charity's long term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

BORROWING POLICY

Age UK Oldham when possible uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £621,619.

The Trustees consider that in the event of a significant drop in funding, this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

PLANS FOR FUTURE PERIODS

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops
- Establish a warm space and social wellbeing hub at Over 60's Centre to ensure that older people have access to information, advice and practical support to help them through a challenging winter
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers.
- The Social Care climate is changing and we must now continue to explore opportunities to amalgamate charged for places for those people needing care but who are ineligible for statutory financial support and understand the Direct Payment process to enable staff to assist service users who are eligible under these parameters
- Further increase in catering provision both in service and trading areas. Consolidate and grow meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue
- Build on previous success with local schools with whom we have built relationships within our heritage project, and develop more diverse intergenerational projects;
- Increased involvement with the Asian communities both in services and trading
- Continue to be involved in the GM agenda
- Continue to develop and grow our partnerships with health, supporting older people to experience safe, timely hospital discharges and prevent avoidable readmissions.

RESTRICTED FUNDS

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

FINANCIAL REVIEW

As we emerge from the Covid period the year has seen the Charity put back in place the services and activities for the future. We continue to operate in a difficult and uncertain environment as the Covid era morphs into other difficulties around the cost of living "crisis" and further constraints on public funds which are critical to some of our service offerings.

We continue to take a conservative approach to ensure the longevity of the organisation while providing many quality activities to our stakeholders funded internally and externally, discussed in detail elsewhere in this report. It is pleasing to note that we have continued delivery of these services and maintained a surplus in the year which helps secure the organisation for the long term.

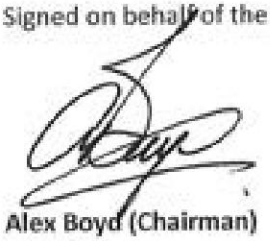
Our policy to designate funds to meet any possible wind down of activities should it be required remains in place, which the Trustees consider to be good stewardship.

Thanks is due to all of the staff and volunteers of the Charity for their efforts in the year keeping the organisation successful in difficult circumstances over the last year.

EQUALITIES AND DIVERSITY

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees



Alex Boyd (Chairman)
Trustee
Dated: 12 December 2022

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiaries for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, 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 Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 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 annual report other than the 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 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 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 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 our audit:

- the information given in the trustees' report, which includes 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 directors' report included within the trustees' 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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 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; or
- the trustees 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' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

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, is detailed below.

- At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Group and how management seek to comply with them. This helps us to make appropriate risk assessments.
- During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Trustees Minutes and other documentation.
- We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
    I. Review of controls set in place by management
    II. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
    III. Challenge of management assumptions with regard to accounting estimates
    IV. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

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 regulations. 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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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. 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 auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.

Michael Royle

Michael Royle BA(Hons)FCA (Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited

Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

13 December 2022

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds general £	Unrestricted funds designated £	Restricted funds £	Total 2022 £	Total 2021 £
Income and endowments from:						
Donations and legacies	3	38,493	-	-	38,493	312,082
Charitable activities	4	445,167	-	1,089,450	1,534,617	1,607,143
Activities for generating funds	5	807,649	-	-	807,649	426,516
Investments	6	2,758	-	-	2,758	2,025
Trading compensation		-	-	-	-	79,187
Total income and endowments		1,294,067	-	1,089,450	2,383,517	2,426,953
Expenditure on:						
Raising funds	7	-	-	-	-	216
Charitable activities	8	496,311	-	1,152,652	1,648,963	1,525,901
Other	5	634,984	-	-	634,984	624,644
Total resources expended		1,131,295	-	1,152,652	2,283,947	2,150,761
Net gains/(losses) on investments	14	14,445	-	-	14,445	33,937
Net incoming/(outgoing) resources before transfers		177,217	-	(63,202)	114,015	310,129
Gross transfers between funds		20,024	(20,024)	-	-	-
Net movement in funds		197,241	(20,024)	(63,202)	114,015	310,129
Fund balances at 1 April 2021		1,675,692	641,643	69,049	2,386,384	2,076,255
Fund balances at 31 March 2022		1,872,933	621,619	5,847	2,500,399	2,386,384

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 Group £	2021 Group £	2022 Company £	2021 Company £
Fixed assets					
Tangible assets	15	1,011,028	1,015,045	1,011,028	1,015,045
Investments	16	305,201	290,755	305,206	290,760
		1,316,229	1,305,800	1,316,234	1,305,805
Current assets					
Stocks	17	833	2,500	-	2,500
Debtors	18	159,709	147,580	242,997	217,226
Cash at bank and in hand	19	1,164,908	1,147,751	1,079,750	1,057,079
		1,325,450	1,297,831	1,322,747	1,276,805
Creditors: amounts falling due within one year	20	141,280	217,247	138,582	196,226
Net current assets		1,184,170	1,080,584	1,184,165	1,080,579
Total assets less current liabilities		2,500,399	2,386,384	2,500,399	2,386,384
Income funds					
Restricted funds	21	5,847	69,048	5,847	69,048
Designated funds	22	621,619	641,643	621,619	641,643
Unrestricted funds	22	1,872,933	1,675,693	1,872,933	1,675,693
		2,500,399	2,386,384	2,500,399	2,386,384

The accounts were approved by the Trustees on 12 December 2022

A Boyd (Chairman)
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Cash generated from operations	27		52,041		575,694
Investing activities					
Purchase of tangible fixed assets		(42,686)		(2,000)	
Proceeds on disposal of tangible fixed assets		5,044		-	
Interest received		2,758		2,025	
Net cash (used in)/generated from investing activities			(34,884)		25
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			17,157		575,719
Cash and cash equivalents at beginning of year			1,147,751		572,032
Cash and cash equivalents at end of year			1,164,908		1,147,751

1 Accounting policies

1.1 Company information

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

1.2 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

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

1.4 Charitable funds

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

1 Accounting policies (Continued)

1.5 Incoming resources

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

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

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

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Investment income, including associated income tax recoveries, is recognised when receivable.

1.6 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

1 Accounting policies (Continued)

1.7 Tangible fixed assets

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

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

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & day care equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

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

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Stocks

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

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

1.10 Cash and cash equivalents

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

1 Accounting policies (Continued)

1.11 Financial instruments

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

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

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

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

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

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

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

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

1.14 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

1 Accounting policies (Continued)

1.15 Support costs

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	2022	2021
	£	£
Donations and gifts	8,860	9,581
Coronavirus job retention scheme	29,633	302,501
	38,493	312,082

4 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2022	Total 2021
	£	£	£	£	£	£	£	£
Sales within charitable activities	264,282	652,653	113,383	266,254	153,202	84,843	1,534,617	1,607,143
Analysis by fund								
Unrestricted funds	211,525	173,285	3,375	34,004	1,530	21,448	445,167	
Restricted funds	52,757	479,368	110,008	232,250	151,672	63,395	1,089,450	
	264,282	652,653	113,383	266,254	153,202	84,843	1,534,617	
For the year ended 31 March 2021								
Unrestricted funds	148,709	189,405	50	26,763	160	12,365		377,452
Restricted funds	39,873	511,828	204,764	320,565	96,352	56,309		1,229,691
	188,582	701,233	204,814	347,328	96,512	68,674		1,607,143

5 Activities for generating funds

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Shop income	740,562	-	740,562	395,617
Trading subsidiaries income	67,087	-	67,087	30,899
Activities for generating funds	807,649	-	807,649	426,516
For the year ended 31 March 2021	426,516	-		426,516

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Net (profit)/loss on disposal of tangible fixed assets	(5,044)	-	(5,044)	5,912
Shop expenditure	585,391	-	585,391	587,777
Community cafe	-	-	-	56
Trading subsidiaries expenditure	54,637	-	54,637	30,899
	634,984	-	634,984	624,644
For the year ended 31 March 2021	624,644	-		624,644

5 Activities for generating funds (Continued)

Subsidiaries income and expenses

	George Street Chapel Ltd	Total 2022	Total 2021
	£	£	£
Turnover from commissions/sales	67,087	67,087	30,899
Bank plus other interest	-	-	-
Total income	67,087	67,087	30,899
Total expenditure	(54,637)	(54,637)	(30,899)
Net income before gift aid	12,450	12,450	-

The profits of George Street Chapel Limited are gift aided to the charity so there is no liability to corporation tax for those entities.

6 Investments

	2022	2021
	£	£
Income from listed investments	2,515	1,167
Interest receivable	243	858
	2,758	2,025

7 Raising funds

	2022	2021
	£	£
Fundraising and publicity		
Fundraising agents	-	216
	-	216

8 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2022	Total 2021
	£	£	£	£	£	£	£	£
Administration & support costs	255,303	624,067	121,805	325,891	170,202	137,695	1,634,963	1,511,901
Share of governance costs (see note 9)	1,183	6,901	1,183	3,155	592	986	14,000	14,000
	256,486	630,968	122,988	329,046	170,794	138,681	1,648,963	1,525,901
Analysis by fund								
Unrestricted funds	203,729	151,600	12,980	49,110	19,122	59,770	496,311	
Restricted funds	52,757	479,368	110,008	279,936	151,672	78,911	1,152,652	
	256,486	630,968	122,988	329,046	170,794	138,681	1,648,963	
For the year ended 31 March 2021								
Unrestricted funds	139,955	71,012	1,565	36,967	1,055	53,536		304,090
Restricted funds	39,873	513,490	207,571	282,879	111,096	66,902		1,221,811
	179,828	584,502	209,136	319,846	112,151	120,438		1,525,901

9 Support costs

	Governance costs	2022	2021
	£	£	£
Audit fees	14,000	14,000	14,000
	14,000	14,000	14,000
Analysed between			
Charitable activities	14,000	14,000	14,000

10 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2022	2021
	£	£
Audit of the charity's annual accounts	14,000	14,000

11 Trustees

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

12 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Operational programmes	79	80
Management and administration	8	10
	87	90

Employment costs	2022 £	2021 £
Wages and salaries	1,362,925	1,398,729
Social security costs	89,856	87,426
Other pension costs	38,910	44,355
	1,491,691	1,530,510

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

13 Pension Costs

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme.

The pension cost charge represents total contributions payable by the company to pension funds during the period amounting to £6,934 (2021: £12,546).

14 Net gains/(losses) on investments

	2022	2021
	£	£
Revaluation of investments	14,445	33,937

15 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2021	751,061	418,562	171,762	85,783	217,685	1,644,853
Additions	-	-	4,656	5,030	33,000	42,686
Disposals	-	-	-	-	(29,275)	(29,275)
At 31 March 2022	751,061	418,562	176,418	90,813	221,410	1,658,264
Depreciation and impairment						
At 1 April 2021	96,114	83,746	160,657	76,268	213,020	629,805
Depreciation charged in the year	13,698	8,371	8,529	7,528	8,580	46,706
Eliminated in respect of disposals	-	-	-	-	(29,275)	(29,275)
At 31 March 2022	109,812	92,117	169,186	83,796	192,325	647,236
Carrying amount						
At 31 March 2022	641,249	326,445	7,232	7,017	29,085	1,011,028
At 31 March 2021	654,947	334,816	11,106	9,512	4,664	1,015,045

15 Tangible fixed assets (Continued)

COMPANY	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2021	751,061	418,562	171,762	85,783	217,685	1,644,853
Additions	-	-	4,656	5,030	33,000	42,686
Disposals	-	-	-	-	(29,275)	(29,275)
At 31 March 2022	751,061	418,562	176,418	90,813	221,410	1,658,264
Depreciation and impairment						
At 1 April 2021	96,114	83,746	160,657	76,268	213,020	629,805
Depreciation charged in the year	13,698	8,371	8,529	7,528	8,580	46,706
Eliminated in respect of disposals	-	-	-	-	(29,275)	(29,275)
At 31 March 2022	109,812	92,117	169,186	83,796	192,325	647,236
Carrying amount						
At 31 March 2022	641,249	326,445	7,232	7,017	29,085	1,011,028
At 31 March 2021	654,947	334,816	11,106	9,512	4,664	1,015,045

16 Fixed asset investments

	Shares in subsidiaries	UK quoted investments	Total
	£	£	£
Cost or valuation			
At 1 April 2021	5	290,755	290,760
Valuation changes	-	14,446	14,446
At 31 March 2022	5	305,201	305,206
Fair value			
At 31 March 2022	5	305,201	305,206
At 31 March 2021	5	290,755	290,760

The Trustees seek professional advice with respect to its investment policy ensuring the portfolio of investments have a risk profile consistent with that considered appropriate by the Trustees.

The Charity has three subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited, whose country of registration, incorporation and operation is England. Age UK Oldham Trading Limited and More Mobile Limited are no longer trading and have started the formal liquidation process. The principal activity of George Street Chapel Limited is a venue for functions and an educational resource for school groups and members of the public respectively.

17 Stocks

	2022 Group	2021 Group	2022 Company	2021 Company
	£	£	£	£
Finished goods and goods for resale	833	2,500	-	2,500
	833	2,500	-	2,500

18 Debtors

Amounts falling due within one year:	2022 Group £	2021 Group £	2022 Company £	2021 Company £
Trade debtors	98,562	68,140	96,613	64,258
Amounts due from subsidiary undertakings	-	-	85,262	75,872
Prepayments and accrued income	61,147	79,439	61,122	77,096
	159,709	147,579	242,997	217,226

19 Cash at bank and in hand

	2022 Group £	2021 Group £	2022 Company £	2021 Company £
Short term deposits	168,632	168,604	168,632	168,604
Cash and bank balances	996,276	979,147	911,118	888,475
	1,164,908	1,147,751	1,079,750	1,057,079

20 Creditors: amounts falling due within one year

	2022 Group £	2021 Group £	2022 Company £	2021 Company £
Other taxation and social security	4,938	37,928	4,838	37,928
Trade creditors	40,276	63,596	39,618	63,348
Other creditors	7,144	12,179	6,644	7,897
Accruals and deferred income	88,922	103,544	87,482	87,053
	141,280	217,247	138,582	196,226

21 Restricted funds

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

		Movement in funds		
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£
Day care	-	356,804	(356,804)	-
Lunch clubs	-	122,564	(122,564)	-
Life story	-	17,905	(17,905)	-
Winter pressure	-	20,017	(20,017)	-
Ambition for Ageing	21,363	150	(21,513)	-
Falls programme	-	80,201	(80,201)	-
Chadderton over 60's centre	-	1,990	(1,990)	-
Steps to home / living well	-	23,333	(17,486)	5,847
Choosing the right care	-	30,000	(30,000)	-
Dementia carer assessments and care & support	-	63,252	(63,252)	-
Information & advice	-	6,000	(6,000)	-
Care home reviews	-	10,757	(10,757)	-
PIP project	-	232,250	(232,250)	-
HandyVan / warm homes / E-On	-	52,757	(52,757)	-
Infection control	-	71,471	(71,471)	-
Men in sheds	47,686	-	(47,686)	-
	69,049	1,089,451	(1,152,653)	5,847

The restricted funds are for particular projects specified by the donor as follows:

Day care - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Winter pressure - funding received via Age UK from NHS England to provide additional capacity in our existing services to support older people throughout the winter period from November 2021 to March 2022.

Ambition for ageing - Lottery funded project delivered in partnership with Action Together (a local voluntary sector organisation). It is aimed at three wards in Oldham working to increase community involvement and resilience.

21 Restricted funds (Continued)

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

Chadderton Over 60's Centre - funded by Age UK National to provide social and community activities for the benefit of older people.

Steps to Home / Living Well - delivered in partnership with Tameside, Oldham and Glossop MIND who are the lead organisation. It targets older people with mental / health problems, including dementia, to support them to experience a safe and timely discharge following a spell in hospital. It also aims to assist them both practically and emotionally for a number of weeks to reduce readmission.

Choosing the Right care - funded on contract by Oldham Local Authority, this is an independent information and practical support service to help older people and their carers to find the right care and support and where possible to stay living independently in their own home for as long as is possible.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks. This fund heading includes Choosing the right care which is information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability. Some short term funding from Eon is also received to carry out benefit checks.

Information and Advice - this service provides free, independent information & advice for people over 50 and their carers, covering general advice, local community services, money & age related benefits. It is funded by Age UK Oldham.

Care home reviews - commissioned by Oldham Adult Social Care to provide the Annual Monitoring and Review Service to ensure the quality of care received by people living in care homes.

PIP project - funded by Pennine Care Foundation NHS Trust. Age UK staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

Handyvan / Warm Homes / E-On - Handyvan is part funded by Oldham council and is a chargeable service. Our handyman and registered contractors provide low level maintenance to older peoples property to keep them safe and independent at home. Warm Homes is a spot contract with Oldham council we provide people/families of all ages with a range of services including beds, bedding, emergency heating, furniture and repairs to the home for people living in fuel poverty. E-On funds a 4 month project, and we deliver around 120 home energy assessments in the property for older people, providing them with information to keep well and warm during winter, fitting energy saving measures within the home and signposting people for benefits checks and other services when a need has been identified.

21 Restricted funds (Continued)

Infection control - funded via OMBC during the COVID epidemic to assist us in carrying out strict infection control measures when delivering essential services to older vulnerable people, e.g. day care, essential shopping services, handyvan home repairs and fitting of adaptations, face to face welfare check calls etc.

Men in sheds - a fully equipped workshop project to reduce isolation in older men and create a sense of belonging to improve general health and wellbeing. Refurbishing furniture and making bespoke items whilst being able to access information on finance, health and other services. This is funded by OMBC.

The transfers between funds relate to the following:

The transfers from restricted to unrestricted funds represents the level of unexpended resources that Age UK Oldham Limited is permitted to retain under the agreement with the donor.

The transfers from unrestricted to restricted funds are made where the restricted funds are in deficit and there is no likelihood of this being covered by future income.

22 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds			
	Balance at 1 April 2021	Surplus for year	Transfers between funds	Investments gains/losses	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted funds	1,675,693	162,772	20,024	14,445	1,872,934
Designated funds	641,643	-	(20,024)	-	621,619
	2,317,336	162,772	-	14,445	2,494,553

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

23 Analysis of net assets between funds

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:					
Tangible assets	1,011,028	-	-	1,011,028	1,015,045
Investments	305,202	-	-	305,202	290,755
Current assets/(liabilities)	556,703	621,619	5,847	1,184,169	1,080,583
	1,872,933	621,619	5,847	2,500,399	2,386,383

24 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	29,136	27,046
Between two and five years	78,050	111,214
In over five years	1,045	-
	108,231	138,260

25 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2022 £	2021 £
Aggregate compensation	252,366	225,702

25 Related party transactions (Continued)

During the year the Charity used the services of North Ainley LLP, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £300 (2021: £nil) for the year and the amount outstanding at the year end was £nil (2021: £nil).

At the year end the Charity owed £2 (2021: £2) representing share capital from Age UK Oldham Trading Limited, a 100% owned subsidiary.

At the year end the Charity owed £1 (2021: £1) representing share capital from More Mobile Limited, a 100% owned subsidiary.

For the year ended 31 March 2022 gift aid of £12,450 (2021: £nil) was payable by George Street Chapel Limited, a 100% owned subsidiary. and at the year end the Company owed the Charity £85,265 (2021: £75,875).

26 Subsidiaries

Details of the charity's subsidiaries at 31 March 2022 are as follows:

Name of undertaking and country of incorporation or residency		Nature of business	Shares held Class	%
Age UK Oldham Trading Limited	England	Liquidation	Ordinary	100.00
George Street Chapel Limited	England	Events & tours	Ordinary	100.00
More Mobile Limited	England	Liquidation	Ordinary	100.00

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/ (Loss) £	Capital and Reserves £
Age UK Oldham Trading Limited	-	2
George Street Chapel Limited	-	2
More Mobile Limited	-	1

More Mobile Limited and Age UK Oldham Trading Limited are undergoing a voluntary liquidation process. As at the balance sheet date this remains ongoing.

27 Cash generated from operations	2022	2021
	£	£
Surplus for the year	114,015	310,129
Adjustments for:		
Investment income recognised in profit or loss	(2,758)	(2,025)
(Gain)/loss on disposal of tangible fixed assets	(5,044)	5,913
Fair value gains and losses on investments	(14,445)	(33,937)
Depreciation and impairment of tangible fixed assets	46,706	57,357
Movements in working capital:		
Decrease in stocks	1,667	1,000
(Increase)/decrease in debtors	(12,129)	208,911
(Decrease)/increase in creditors	(75,971)	28,345
Cash generated from operations	52,041	575,693

AGE UK OLDHAM LIMITED

England & Wales - Charity number 1145196

Accounts

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONTENTS

	Page
Group trustees' / directors' report	1 - 53
Independent auditor's report	54 - 57
Consolidated statement of financial activities	58
Consolidated balance sheet	59
Consolidated statement of cash flows	60
Notes to the financial statements	61 - 81

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

Registered Charity No:	1145196
Company Registration No:	07267880
Head Office:	10 Church Lane Oldham OL1 3AN
Trustees / Directors:	Alexander Boyd (Chairman) Zoe Ashton (Vice Chairman) Stuart Bailey (Treasurer) Jill Read Clint Elliott John Thomson
Chief Executive:	Yvonne Lee
Company Secretary:	James Richardson
Principal & Registered Office:	10 Church Lane Oldham OL1 3AN
Auditors:	Chadwick and Company Chartered Accountants Statutory Auditors Capital House 272 Manchester Road Droylsden Manchester M43 6PW
Solicitors:	North Ainley 34-36 Clegg Street Oldham OL1 1PS

The directors present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

Chairman's Report

This last twelve months has not been an easy period for most Charities and regrettably we have seen many good causes face the trauma of closing their operations down, some on a temporary basis and sadly quite a few more permanently. The UK wide network of AGE UK operations have also suffered the impact and severity of the necessary pandemic lockdowns and we have seen AGE UKs across the country close with the loss of their services to their respective communities.

No part of our Borough has been unaffected by the upheaval that the Pandemic has wrought. The whole of Oldham has suffered directly, just like many other places.

At AGE UK Oldham it has been our wonderful, loyal hard-working staff and volunteers who have made all the difference. All have rallied round to maintain and, in some cases, increase the essential services that we have continued to provide to the over 55 age group across the Borough: even during the very difficult days of the prolonged lockdown periods.

Many vulnerable people were provided with food, comfort, and a friendly contact during these difficult periods. Without our fantastic staff and volunteers needy Oldham people may well have suffered extreme hardships.

Having your groceries delivered, ensuring essential repairs were carried out, receiving cooked meals, staffing our day care centres, making sure all donations were processed and all other activities; it is our fantastic people who have made the difference.

The Trustees wish to place on record our heartfelt gratitude to all our staff and volunteers not only for doing their day-to-day tasks with the added burden of increased pressure but for going the extra mile when it was needed. Thank you.

All that hard work has once again delivered a sound financial performance for our Charity. I am pleased to confirm that our commitment to re-invest into our communities remains in the forefront of what we plan for and wish to make happen in this next year or so.

From a sound financial base and with our staff and volunteers we can make good progress in the year ahead to ensure that the over 55 population of Oldham can rely on our services to make their day-to-day lives a little better.

Structure, Governance & Management

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chairman, treasurer and five other members. The chairman cannot serve more than two consecutive terms of three years.

Directors

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

Statement of Trustees' Responsibilities

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;

- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on 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 charity and the 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 auditors are unaware, and
- 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 auditors are 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.

Induction / Training

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day to day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

Relationships with Related Parties

The charity is currently a brand partner of Age UK and works with Age UK branches in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers collaborative and also a member of the

Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

Organisational Structure / Decision Making Process

A board of management consisting of a chairman and six directors directs the general conduct of the charity's activities. In addition to the AGM the board meets at least six times throughout the year.

The board works with the chief executive who makes decisions on the day to day operation supported by a senior management team.

Regular reports on financial performance are submitted by the finance manager and considered by the board. These accounts are used by the directors for their monitoring of the charity's activities and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 100 staff members and 330 volunteers. She makes decisions on the day to day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

The administration and finance teams and project officers are based at our head office at 10 Church Lane, Oldham where our Information, Advice and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, Men in Sheds outlets, community equipment shop and showroom, HandyVan/adaptations workshop and offices, community café and catering department are all dispersed at various locations throughout the borough with separate management teams covering these areas.

Wider Network

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination. She also co-chairs the OSAB Prevention sub-group whose members work together exploring lessons learned, positive engagement and prevention.

She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive. She represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness, gives her time and expertise to Pennine Care Foundation Trust's Charitable Fund Committee and Oldham United Charities Board and is a Trustee of West Pennine Citizens Advice where she also sits on the HR and Finance sub-group.

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE investment opportunities.

The local integrated care organization entitled, Oldham Cares brings together Oldham Council. NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As a board member of Healthwatch Oldham she contributes to their work as an independent "consumer champion" for health and social care in Oldham.

Risk Management
A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities we have undertaken a full risk assessment which is monitored continually and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all of our premises;
- Risk assessments are also undertaken on our clients, staff and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out

Objectives & Activities

The constitution states that:
'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.'

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham's Clinical Commissioning Group, Lottery funding and Age UK funding.

Capital is generated at present through our ten retail outlets, catering outlets and our at Events centre George Street Chapel.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people but the charity has now expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.
Across the Oldham Borough, the range of innovative projects we deliver seeks to 'fill the gaps' which statutory services may not provide, and offer choice to both frail older people and the more active, whilst our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Café, Leisure Outlets, Falls Exercise scheme, Supporting people to choose Care options, Promoting Independence using holistic assessments and support to live their lives with confidence whilst compilation of Life Story books for Care Home residents etc. serves to maintain their health and well-being and enhance their quality of life.

Additions to our portfolio include "Men in Sheds" funded by the Local Authority until 31st March 2021, "Promoting Independent People" a social prescribing initiative contracted by Pennine Care Foundation NHS Trust whilst one off grants contributed to introducing digital technology skills to older people.

Full details of all of our services during the year are appended as follows:

AMBITION FOR AGEING

Funding amount and source:
£27,968
National Lottery Community Fund

Service Objective:
To support age-friendly work in Oldham as a legacy of the Ambition for Ageing project.

Short description of service:
Involved in follow-up work from Ambition for Ageing, working with GMCVO and wider partners.
Continued support and information for local groups during the pandemic.
Engaging with opportunities from GMCVO as Oldham's key contact. Distributing information, contributing to research.
Providing expertise from our experience as Oldham's local delivery lead.

Activity / improvements in last 12 months:
Providing expertise to panels, events, online recordings about co-production, co-ordinating micro-funding.
Co-ordinating volunteer involvement from Oldham for online events, workshops, panels and recordings.
We have distributed information and provided feedback about the small projects funded by Ambition for Ageing Oldham.
We have carried out welfare calls to the groups we continue to support and shared opportunities, e.g. offering allocations of creative care kits to traditionally underrepresented groups that we have supported through the project.
Involvement in the follow-up work to the Age-friendly communities awards co-ordinated through GMCVO and the Greater Manchester Mayor and the Ageing in Place work taking place in Oldham.

Risks/Threats:
Lack of resources to ensure we can continue beyond the lifetime of the Greater Manchester Ambition for Ageing project.
Lottery funding bid came to a halt due to the pandemic and we have been advised to restart the process taking into account the effects of the pandemic on older people.

BEFRIENDING

Short description of service:

At the start of the pandemic we knew quickly that supporting older people , especially those without family would be a massive task.

We quickly adapted our Befriending service to focus on Daily calls – checking the welfare of those people who had no one else to help.

The number of people needing our support was huge and grew day by day. With a massive recruitment of new volunteers we set up the biggest service calling over 200 people every single day. Our befriending call service was the only service available in Oldham that dealt solely with the isolation and loneliness of lockdown and was a lifeline.

During the daily calls we picked up lots of problems that we needed to help people with from emergency shopping, medication collection and others.

One of our callers and emergency shoppers Sam Goodwin, has been chosen by Prima Magazine to feature in their Christmas Edition this year which celebrates women who work tirelessly to help others through charity work. So along with a glamourous makeover Sam will also highlight her volunteering here at AUKO and she has a double page spread with lots of pictures, new clothes, hair nails and makeup done professionally she is super excited.

The call service continues, not daily in a majority of cases but now weekly with some people meeting face to face with the person they have spoken to for the last months.

Relevant figures:

Befrienders 73

Risks/Threats:

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development

CARE HOME REVIEWS

Funding Source: Oldham Cares

OMBC £89,000 per annum.

Staffing levels 1.49 FTE plus 0.49 Manager

Service Objective:

To carry out individual annual statutory care home reviews for people living in residential care including those people who receive dementia and mental health premiums. The service's main priority is to ensure the appropriate level of care is being provided by care homes for individual residents assessed needs.

This includes checking that each resident's care & support plan and risk assessments are up to date and operationally correct to meet the individual resident's assessed needs. The review process includes checking resident's weight, personal care, skin integrity, emotional well-being, DNARs in place and advanced care planning, stimulation on offer, finances in place, podiatrist, optician, district nurse input, dietician, MUST, BMI and audiology input, falls / incidents and mobility, Waterlow scores and that all preventative equipment and professionals referrals are in place where necessary.

The service carries out Capacity Assessments for all residents who do not have a Lasting Power of Attorney Deputy in place and where necessary, completes a Best Interest Decision regarding the completion of NHS Continuing Health Care Funding for individual residents.

The service completes the NHS Continuing Health Care Checklist during each review as part of the process. Where necessary the officers provide additional written evidence when checklists are positive and going forward for further assessment by CCG to the Decision Support Tool Level -

usually known as the DST. The service supports CCG at the DST assessment by attending and taking part on the resident's behalf.

The service continued to support Oldham Cares (OMBC / CCG) with safeguarding issues raised in the care homes. Attending and take part in individual case conferences, where concerns have been raised for individual residents and where necessary may carry out specific number of reviews in care settings where the safeguarding issue has affected more than one resident.

Description of Service:

The service carries out individual scheduled statutory care and support reviews and completes the NHS Continuing Health Care Screenings for adults and older people living in care homes in the borough of Oldham and surrounding Association of Greater Manchester Authorities (AGMA), in addition to this we undertake a number of unscheduled safeguarding reviews and protection plans for those service users where concerns have been reported to Oldham Adult Services.

The team continues to work well with the local care management teams regarding placements in care homes, and where contracts have been suspended due to poor practice. We have provided assistance along with our colleagues from the Care Quality Commission, OMBC Procurement and Safeguarding to support the care home to address and rectify issues where possible and offer training in specific areas.

Activity in the last 12 months

The onset of the Covid Pandemic meant that our visits to Care Homes to carry out reviews were suspended from April 2021 and recommenced in mid-July albeit being completed remotely and digitally via 'Teams' or by telephone with care home managers and only where possible included the resident and their families. Care plans / risk assessments and associated paperwork which needed to be checked was emailed, scanned to us or checked in care home 'designated safe places'.

This method of reviewing was not ideal – our usual practice of going in to visit the person, seeing how the home is operating / meeting with staff and family provides such an all-round holistic picture. However, we tried to temporarily adapt the service to meet current climate and to continue with care reviews the best way we could. This method is not as time efficient as our usual practice as we are usually able to read the resident care plan / records in the care home as well as meeting the resident / family and staff all in one session. The current method we have had to adapt can take more time to gather all the relevant details and in most cases we were unable to communicate with the residents themselves – which is really difficult. .

We introduced weekly Covid testing for all review staff.
We had all relevant PPE in place.
We completed individual staff risk assessments.
We worked with Senior Oldham Care Leads to draw up a risk / pathway for essential care home visits which would be linked to safeguarding / issues.

In addition to recommencing the care home review in July we made contact with 177 resident's families who were in the work flow for reviews to be completed from mid-March - July when we had to suspend annual reviews. Well-being calls were made to reassure family, initiate communication

with the care homes or to assist family members who were shielding themselves. 50 of those calls were made in June and early July.

Relevant figures:

The service completed scheduled annual reviews 324.

The service completed well-being checks with residents / families / care homes. 227

In March 2021 due to 1 staff resignation and 1 retirement the difficult decision was made to return the contract to the Local Authority. As the contract was due for renewal in April 2021 it was not possible to go out to recruitment and offer a sufficiently attractive length of employment contract.

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire

Service Objective:

Chadderton over 60s centre is home to a variety of Age UK Oldham led activities: IT Classes, Just4Men, Craft group, Friendship Group, Lunch Club, OLGBT group & Befriending & interactors Support meetings.

Description of Service:

Chadderton over 60's is a self-contained building providing a range of activities for older people.

To ensure sufficient costs are met to run the building we let out room space to other organisations and groups for a hire fee.

Activity / improvements in last 12 months:

Since covid lockdowns we have slowly started to bring groups back to the centre. Currently we have opened the following Age UK Oldham sessions Craft Group, Just4 Men, Computer classes, Intergenerational volunteer meetings, lunch club and friendship club.

The following groups have failed to return to the centre : weight watchers, budgie club and martial arts.

Thankfully the following groups have returned Ballestra Dance, Zumba, Sunday church group

New groups hired the centre Falls Prevention 1 session per week and Sewing Classes – 3 sessions each week

As we have fantastic outdoor space we hope to commence a gardening club ready for next year along with Friday community market and occasional Car boot sales too.

Risks/Threats:

Loss of groups = Loss of revenue

We have limited capacity at Chadderton for space or group hire due to the groups already using the building. Should those groups leave then we are confident new organisations or groups would take their place.

The centre is a polling station and is also hired out for parties

CHARITY SHOPS

Funding amount and source:

To raise funds for the charity we started the year operating ten charity shops. During the year 2020/21, due to financial constraints, we closed Uppermill Globe and Hollins Road shops during the first covid lockdown

We sell donated goods at Lees, Failsworth (2), Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road and Boutique.

Due to Covid 19, and the onset of lockdowns, we had a staggered re-opening of the shops starting tentatively middle of June. Closed again after the first week in November. With all shops re-opening in December, only to be closed again at the end of that month, and not opening again until April 2021.

Our shops generate income providing low priced household goods, clothing, and furniture to the local community.

The shop sales (excluding gift aid) during 2020/21 was £171,805

We also raised funds by selling on our eBay shop, raising £8,599

Recycling of rags £7,209

Gift aid. £16,706

We also received government funding for our retail shops totalling £210,184.40

Staff were furloughed for between 5 months and 11 months, dependent on their shop opening dates.

Service Objective:

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 103 volunteers across all sites.

We are in the process of expanding our Boutique shop to incorporate a furniture department.

We aim to provide a welcoming, safe environment for staff, volunteers, and customers.

Short description of service:

Eight retail shops selling a wide variety of donated goods whilst acting as a link in the community to our local services. Researching and valuing items which have been donated and then to sell on eBay. We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

Activity / improvements in last 12 months:

We utilised a large part of our Barn St site during lockdown and continue to do so still. During lockdown we overcame the many issues around quarantining donated goods for 72 hours by storing and sorting goods at Barn Street. After a slow start, donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill continues to help us gain a substantial profit from Gift Aid and helps us to analyse our takings with ease, identifying key areas for us to focus our efforts.

During lockdown all shops had to be made safe, socially distanced environments for customers, volunteers and staff. They were all turned into shops with one-way systems around them, with till areas all moved to nearer the exits. Some of our shop managers even decided to paint and decorate their shops, taking advantage of the forced closures. Some managers also helped at Barn Street, sorting through donations which were still being dropped at closed shops and others helped with the very quickly set up Go Local shopping service. All together they pulled together like the great team we know they are.

Relevant figures (should comply with funder's reporting requirements):

Shops £171,805 + rags £7,209

eBay £8,599

Gift Aid £16,706

Risks/Threats:

We have faced staffing issues since not all volumeters have returned. We face a high turnover of volunteers who continually need training, inducting and managing. Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

Covid is still playing a large part of our day-to-day roles. The risk of a further lockdown and the monitoring of all shops still trying to adhere to safe environments for both staff, volunteers and customers to feel safe and comfortable.

Even more customers are now shopping online and the increase of cheaper competitors on the high street mean that our prices and stock quality need to be more competitive than ever.

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available.

Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice. This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

Description of Service:

The service helps older people and their carers to understand the care system by providing a range of advice, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

The staff's experience and knowledge enables Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who are in need of one to one support and practical help either at a time of crisis or to make important changes in their life.

In addition to one to one support we facilitate a drop-in service for family members or more active service users who can visit our office. Choosing the Right Care is widely used and respected by professional staff and service users alike.

Over the years, funding for this service has been reduced, although demand for the service has remainedhigh. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one to one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written guidance, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

The scope of the project has been much broader over the past years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community.

Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements

The service is responsible for providing web based data to social services teams and managers and in the past had developed the bed vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves are given passwords to enter their own bed vacancies on a daily basis.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority

The onset of the pandemic prevented our carrying out face to face visits within the hosp[tal and suspend our drop in facilities both in the Hospital discharge lounge and at our Head office/

Activity / improvements in last 12 months:

Telephone contacts/advice provided with clients /services:	**3,988**
Unique clients:	**720**
Information packs issued / written guides including factsheets etc.:	**2,130**
Website hits to service site:	**4,180**

Risks/Threats:

- Changes in social and health care directives.
- Pandemic began in March 2020 – Discharge Ward / Care Home Visits / home visits /drop in service had to be moved to digital contact only which has limitations in the support older people require.
- Still high demand for service – on occasions difficult to manage with one worker.

DAY CARE SERVICES

Funding amount and source:

2020/21: funding source OMBC on a contractual basis 428,578

Service Objective:

The aim of the service is to for older people to remain in their own homes, providing a safe environment for people living with dementia. Day Care provides respite for families and carers

Age UK Oldham is committed to developing services and works closely with Adult and Community Services. We continue to work with a large number of clients (over 80%) who are suffering with cognitive impairment. We have worked towards ensuring that both our day centres have a dementia friendly environment, reviewed all of our working processes and purchased new activity material which enables us to deliver a tailored service to clients living with dementia.

The 3 year contract came to an end in JUNE 2021 discussions taken place to extend the contract until JUNE 2022. The tender for this contract will go out in December 2021

Short description of service:

The contract provides 157 places per week at two locations. Selina House in Oldham Town Centre and Bluebells in Moorside. Overall provision of 8,164 places

The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical and is funded by social services on a contractual basis.

We presently employ 10 staff working across both sites.

Activity / improvements in last 12 months:

In March 2020 day care services closed due to Covid 19 and did not re-open until September 2020. During this time staff completed welfare checks daily on clients and their families and supported them both practically and emotionally.. Staff were redeployed into emergency services set up by the Organisation during the pandemic.

With strident Risk Assessments and full support of the L/A we reopened day care in September 2020 with reduced capacity, clients and staff worked in bubbles working hard to provide a meaningful service and keeping safe.

Plans are in place in the future to purchase a bungalow and relocate the service from Selina House..

Due to the pandemic and closure of the service day care during the period of September 2020 - March 2021 Day Care operated at 50% Capacity

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: Clinical Commissioning Group / Oldham Cares.

OMBC / CCG: £23,223 per annum

Service Objective:

- To provide a wide range of dementia related information & emotional support for people who have a formal diagnosis of dementia and also to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.
- To provide dementia related information in assessable formats including audio versions and large print.
- To link, where possible, people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may be in need of additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a really valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

Access to the service can be by self- referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners and other professionals.

Both home / hospital visits or drop in at our information centre for up to date guidance and one to one support were offered prior to the pandemic. The bulk of our contact during covid restrictions were digitally or via telephone.

With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board, where we have representation on the Dementia Partnership Steering Group and other staff members that are active with discussion and dementia forum groups in Oldham which feed into the local Dementia Strategy.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with the Choosing the Right Care / Money & Benefits and General Advice team and other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer. We are also working more closely with AUKO PIP service and the Oldham Social Prescribing Service.

Responsibility for the production and ongoing management of Oldham's Key Services for People with Dementia continues to be managed by our team. We have carried out evaluations regarding the existing profile of this guide and all the feedback has given the opportunity this year for the future development of the guide to be more 'service user friendly' handbook. Alongside this we have developed a set of information sheets on relevant subjects within the guide, where people can just have access to the section of the guide they have a specific interest or need for at a particular time. This will cut down the amount of paperwork people with dementia may need to look through to get to the information they are really needing at that time. The new version was launched in September 2019. This handbook is a guide which navigates people through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support. The draft version of the handbook has been well received by other members of the Dementia Partnership. Last year we developed the audio version of the existing in line with NHS Accessible Information guidelines in both English and Urdu. We hope that the new format will be easy for people to use and more cost effective to produce.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

Prior to lockdown, we had been involved in GP engagement participation days as part of the wider Enhanced Memory Service Agenda which have been aimed at GPs gaining a better understanding of what the voluntary sector is contributing towards achieving the Dementia Strategy in Oldham. This has been one of the ways in which our service has been able to forge closer links with GPs by giving them a support and information service in this particular area whilst patients are awaiting clinic / test appointments.

Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. Limited funding for this service has budgetary restrictions for purchasing publications required and the Clinical Commissioning Group have stepped in to provide financial support to purchase a range of resources from Stirling University. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator who is supported by the Care & Support Services Manager for development of the service and the Triage Officer on a day to day basis. Each have longstanding experience of working with dementia and have been trained to a high level in advocacy, community care, legal issues and who have good local knowledge of local services.

The Memory Clinic practitioners continue to have a good working relationship the service.

Activity / improvements in last 12 months:

- Continued contact with cluster teams despite cluster staff working remotely.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Loss of experienced staff member from the organisation. However, she has been successfully replaced by an experienced member of the PIP service which ensured a smooth handover and continuing of service. To date the transition has been successful. Continued good working relations have been maintained with all key stakeholders.
- Regular contact with at Springboard and the Saddleworth Carers Groups has been maintained despite covid restrictions. Attendance at groups likely in the near future as groups are now beginning to meet face-to face.

Relevant figures:

Activity achieved April 2020 – March 2021

Unique clients receiving telephone or face to face advice & support:	768
Total number of times telephone / face to face advice provided:	1,385
Connecting people to other dementia ongoing support services:	768
Total number of website views AUKO only:	1,385
Evaluations carried out with service users:	80

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 100 % of people who used our service reported decreased anxiety.
- 75% of people using our service were connected to other services which could be of mutual long term benefit and support them to continue to live well with dementia.
- 100% of service users reported that they would be likely or extremely likely to recommend our service to others.

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped due to the pandemic.
- Demand can overstretch capacity on occasions.

SPECIALIST DEMENTIA CARERS ASSESSMENT

Funding Source: Oldham Clinical Commissioning Group / Oldham Cares.
Oldham CCG £38,514 per annum

Service Objective:

To ensure that all unpaid carers of people with dementia or who have a memory loss have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Cares (the new name for OMBC Adult Care) or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

Description of Service:

The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Cares (the new name for OMBC Adult Care) or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day to day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychological and social needs and how they are continuing to manage their day to day living tasks.

Our staff carry out the statutory assessment and where possible, identity any interventions and develop a support plan to address any specific needs which are highlighted.

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Cares Health & Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Cares. All carers are entitled to a reassessment of their needs annually. The service we manage now has the capacity to undertake both the initial assessment and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

The service will also carry out initial overview benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on to our Information & Advice Service for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model we work alongside our partners to develop awareness, offer training and support peer / post diagnostic groups / GP training days and contribute to the annual Dementia Conference and the Dementia Strategy.

Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

Activity / improvements in last 12 months:

- Continued contact with cluster teams despite cluster staff working remotely.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Loss of experienced staff member from the organisation. However, she has been successfully replaced by an experienced member of the PIP service which ensured a smooth handover and continuing of service. To date the transition has been successful. Continued good working relations have been maintained with all key stakeholders.
- Regular contact with at Springboard and the Saddleworth Carers Groups has been maintained despite covid restrictions. Attendance at groups likely in the near future as groups are now beginning to meet face-to face.

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken:	343
Number of carers support plans generated by the service:	343
Number of individual budgets applied for by the service:	343

All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing exceptional ongoing support for both carers and people with dementia.

Number of talks given to peer support groups by the service: 2 (due to covid restrictions)

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped due to the pandemic.
- Demand can overstretch capacity on occasions.
- Covid restrictions had an impact on home visits / drop in visits and carers regular groups we attended. Most assessments and contacts were carried out remotely. Homevisits have started to recommence where necessary.

LUNCH CLUBS

Funding amount and source:

Local Authority contract £122,569 supplemented by Age UK Oldham:

Service Objective:

The aim of our Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal.

Short description of service:

Enhanced Lunch Club Service - Provision of 266 places per week between 9 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda. With additional funding awarded within the contract for April 2019, the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service, we signpost and refer clients to other appropriate services that may benefit the client.

Activity / improvements in last 12 months:

All lunch clubs closed in March 2020 due to the ongoing coronavirus pandemic. They remained closed throughout the whole financial year of 20/21. Due the closure of lunch clubs and the continued funding for lunch club services we felt there was a need to provide meals to the most vulnerable people, so on the 1st of April 2020 we set up our freshly cooked frozen meal service.

Fresh Meals are cooked in our kitchen, then frozen down and delivered direct to people's doors, as a 7-day meal pack. Referrals come through themselves, family, friends, carers, Age UK Oldham staff and outside agencies. This service was greatly received and greatly needed by the people who received them. in the first month of setting, it up we sent out 280 meal packs. And throughout the whole of the 12 months these numbers have grown and as of end of March 2021 we had sent out 4100 meal packs, which is approximately 29,000 individual meals

As lunch clubs were closed, staff were called upon to do welfare phone calls to all lunch club attendees. This was done on a weekly basis and was a welcome distraction for people who where often very lonely, isolated, and scared with the covid pandemic. Staff assisted them to access food shopping befrienders if needed and highlighted any issues they may be struggling with. Lunch club staff were also redeployed to other emergency services set up in light of the covid pandemic.

At the end of March 2021 all lunch clubs are still closed and have been for 12 months now.

Going forward for the next 12 months, as soon as government covid restrictions are lifted, we plan to reopen all lunch clubs as safely as we possibly can, we will reduce number, keep social distancing in place and follow all government guidelines on the safe reopening of social groups.

Relevant figures

Throughout 20/21 lunch club provisions were set at 13,832 places per annum.

Due to the ongoing coronavirus pandemic all lunch clubs were closed but 29,000 meals were prepared, cooked, chilled/frozen and delivered to older people in their own homes.

Risks/Threats:

Re-funding

EON PROJECT

Funding amount and source:

Funding Source – Age UK Oldham in Partnership with EON
£10k expected
Received £3,330 due to COVID-19 19 restrictions
However total funding from extra assessments paid in from previous year £5,883
Total funding £9,213

Service Objective:

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness. In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general

practices, hospitals and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating. We offer information and practical advice on how to save money on heating during the winter months, also offering benefits checks through Information & Advice, and to housebound people, home benefits visits. Referrals have been from a range of health and social care professionals along with self-referral.

COVID-19 19 had some implications on delivery - we managed to complete most of our targets, but due to lock down some assessments had to be made over the phone and equipment was either left with the client or fitted when it was safe to do so. This reduced the funding slightly.

Short description of service:

Warm Home Discount Scheme	-6
Council Warm Homes for new boiler	-5
Numbers of people referred to Age UK Oldham's other services:	38
Information leaflets	63
Emergency Heating	20
Referral to Handyman for heating repairs	15
Free equipment supplied by E-on and fitted in homes amounted to	£2,250

Activity / improvements in last 12 months:
Relevant figures (should comply with funder's reporting requirements):
Full energy checks conducted in the home 19 = 1,350 only 12%
Partial checks 44 = 1,980 only 91%
Total 3,300

Risks/Threats:
Funding has to be applied for each year from Age UK England

FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group

£85,552

Service Objective:

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls

• Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls

• Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated

Short description of service:

As part of the falls pathway Age UK Oldham work in partnership with Oldham Community Leisure to provide a tailored, evidence based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling.

Aim - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

Process - Physiotherapists complete a multifactorial assessment with all clients, commence them on OTAGO exercises at home and then refer appropriate people to our weekly falls exercise prevention classes.

Transport - Door to door accessible transport is offered and arranged and provided to bring the clients to the group sessions. A range of transport options are utilised including Ring and Ride, Age UK Oldham transport, approved taxis and Volunteer drivers. There is no charge for the first 8 weeks for the transport. The classes are free.

Evaluation - The progress of each individual is monitored against the initial tests completed by physiotherapists.

Reporting - The comprehensive report is completed quarterly for the Council and CCG with an annual case study also compiled. Prior to the pandemic we held 10 classes per week at 8 different locations throughout Oldham. During the pandemic we held 4 zoom classes per week, 3 radio sessions per week and trialled conference call exercise sessions.

Falls Awareness

In addition to our classes we hold falls prevention awareness activities each year. This year we focused on this during October as part of our work to highlight International Older People's Day. A complete package for Falls Prevention Awareness was produced with Exercise booklets and material in different formats. Contacts were made with 5 retirement housing schemes. There were 10 full packs distributed to the sheltered schemes for the staff and managers. There were a further 12 packs tailored specifically for each individual.

Relevant figures (should comply with funder's reporting requirements):

As the face-to-face classes couldn't take place during the pandemic we have been reporting on what we have delivered which was different to our usual targets.

- 191 people were on our contact list as participants or on our waiting list.
- 3,094 welfare calls were made.

- 122 zoom sessions took place.
- 1,442 zoom attendances.
- 105 radio sessions were broadcast.
- 50 conference call exercise sessions took place.
- 771 activity exercise booklets and newsletters were delivered.
- 269 pieces of equipment were delivered.
- 2 referrals were received.
- 44 re-referrals were made to the Community Physiotherapy Team.
- 38 referrals were made to other professionals, e.g. Occupation Therapy, sensory team, etc.
- 181 falls were recorded, with 79 people falling and 31 people having 1 fall.

Risks/Threats:

Our volunteer driver has retired during the pandemic as he had to give up his driving licence. Risk that other volunteers will not be able to return to the classes as they resume. There has been difficulty in the past recruiting volunteers for the service.

Unavailability of previous free venues.

We continue to receive clients onto the programme solely from falls physiotherapy team, so the number of people registered is dependent upon their referrals to the service. Deconditioning of older people during the pandemic could result in an increase in referrals.

As with many services transport continues to be critical to the success of the project.

Change of staffing with changes both at Age UK Oldham and Oldham Community Leisure.

FORUM4AGE, ENGAGEMENT & CAMPAIGNING

Funding Source:

Age UK Oldham

Service Objective:

To work with and for older people ensuring they have a voice locally and their interests are represented in local developments.

Description of Service:

Our staff are involved in a wide range of campaigning and influencing groups and events across Oldham. Our aim is to raise awareness of issues affecting older people to have an influence on

services and activities locally and provide a voice for older people. We usually attend a wide range of community events to promote our services to public and professionals.

Forum4Age is our over 50s forum open to anyone living in the Oldham borough. The forum is free to join and we work in partnership with Oldham Community Leisure and Oldham Council. When funding opportunities allow we hold events and consultation sessions throughout the year. We currently send out regular information updates to a e-network of forum members.

Activity / improvements in last 12 months:

Due to Covid restrictions there was no face to face activity this year – we continued to share and distribute information packs/leaflets campaign material etc.by email and post.

Relevant figures:

Forum4Age activities were not held due to Covid restrictions

Risks/Threats:

Lack of external funding to support activities. No dedicated staff resource to look for funding or organise forum activities.

Opportunities:

Partnership work with the Marketing and Research Team could be beneficial in future.

GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

Funding Source:

No specific funding allocated to this Service to date. The Service relies on applying and receiving the annual EON funding each year and the annual brand partner retaining fee of £15,000 per annum. For the year 2020/2021 we were successful in receiving EON funding of £13,950 to complete 225 sessions. This however, only covers form completion and full benefit check work and not any of the local services and general advice we deliver in addition. Despite being unable to carry out home visits this year, cases were carried out virtually, mainly by telephone and greatly reducing staffing resources required.

Service Objective:

- To provide independent general information, advice and support for older people and their carers on a wide range of social care, housing issues, local services and benefits and money.
- To maximise income for older people and their carers and explain and to complete relevant claim forms.
- To act as a gateway for Age UK Oldham's services and ensure that people are connected to the correct services both in house and the wider local community.

Referral to the service via Adult Services, CCG, Community Matrons, GPs, Carers Groups, Alcohol and Drug Teams, other Age UK Oldham Services including PIP workers, and self- referrals .

Description of Service:

The service offers help, advice and practical support for everyone over 50, and their carers. We offer a wide range of advice / support including:

- Pension Age Related Benefits and Money
- Community Care
- Housing Issues
- Care Services
- Local Services

We carry out full benefits checks completing the relevant claim forms for age related benefits or carers.

We act on older people's behalf to resolve I and A issues.

This service is free and confidential.

Staff at Age UK Oldham have undertaken relevant training from the Department of Work and Pensions and have achieved Alternative Office status allowing our staff to process claims in the same way as DWP staff with the authority to sign off identification and double date application forms - this speeds the process up for our client group.

I and A staff continue to take annual training in line with EON funding requirements

All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team as they receive local authority funding for this element and we have no capacity to take up this role.

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers and the experience and skill of staff with this client group has shown, not only the financial results clients have been able to realise, but the opportunities for them to further engage with other Age UK Oldham services - which on many occasions they may have been unaware of existing.

Activity / improvements in last 12 months:

We have been successful in receiving E ON Benefit Awareness Funding. Meeting and exceeding targets given and assisting older people to maximise their income particularly those with long term health condition in hard to reach groups.

Continue to act as a gateway for other AUKO services – including those services which bring in addition income to the organisation.

Continue to connect older people and their carers to the help and support they required.

Continue to act on behalf of older people to resolve issues.

I and A staff have created a useful power point presentation dispelling the myths and promoting the advantages for older people claiming benefits. Good feedback from social care colleagues who have copies when visiting clients to assist with identifying those people who would be entitled to claim benefits.

Positives outcomes arise not only from the extra money but also from the role of the I and A Advisors. Feedback received from people who have used the service includes in summary:

- Reducing feelings of anxiety by receiving support from a friendly, knowledgeable and locally well connected professional who could help them to navigate unfamiliar territory and make things happen to support them.
- Legitimise older people's need to claim unclaimed benefits by explaining benefits and allowances in terms of financial and social contribution that older people have made to society over their life time.
- Established a relationship of trust and respect which older people felt was important. Advisors were 'on their side' and independent of official agencies.

In terms of the extra money AUKO achieved for older people and the impact on their day to day life:

- They had more money to cover essentials such as food, fuel and clothing.
- It helps them with their disability or chronic health conditions to continue to live in their own home with support.
- It helps with depression and frustration arising from health conditions, low income and isolation by enabling older people to:
    - Become more mobile, for example, to do their shopping etc. Additional money may help with taxi fares or paying a personal assistant to help them engage with outside community and retain independence / choice.
    - Prior to Covid19 to renew some of their social life through visits to friends, family and attending lunch clubs and social events.
    - To be able to treat grandchildren or those who help them so they feel they have a reciprocal rather than a dependent relationship.

Relevant figures:

General Information and Advice Service assisted:

- **1,324** individual people with general advice.
- **1,565** telephone contacts made on behalf of people to various organisations to resolve issues or make alternative follow up appointments.

- **5,865** individual subject issues were recorded. This details the amount of specific issues per client on the database.
- In addition a further **432** individual people were given full benefit checks and relevant benefit claims forms completed - including Attendance Allowance / Carers Allowance, Personal Independent Payment, Pension Credit and Blue Badge applications. As a result of the benefit claim forms submitted by the I and A Team the additional annual income accrued for vulnerable older people is over a million pounds per annum - **£1,014,834.47**.

Risks/Threats:

The AUKO Information & Advice Service is still meeting the Age UK brand partnership's contractual agreement, as laid out by Age UK nationally. Leads from AUK nationally and AUKO I and A team have revisited the original development plan from 2011/2012 to ensure that we are still fully compliant with the re written brand requirements in place.

Other risks:

- Loss of EON funding.
- Loss of other organisation funding which would directly affect the I and A.
- The service is widely used and we are not always able to meet demand with our staffing levels.

Retaining funding from EON for the service involves the staff capacity majorly concentrated on fulfilling EON funding requirements resulting in reduced time available for general I and A / drop in and other necessary work including work on the Information & Advice Quality Accreditation.

GEORGE STREET CHAPEL

Funding amount and source:

£20K OMBC Covid business closurefunding
£4K OMBC Recovery fund

Service Objective:

To generate an income to support the charity. It's a local service of history, education and events for local people to come together.
Our plans sustainability centred around income from weddings, celebration parties, events, meetings, conferences and schools.

Short description of service:

We host many Holiday & Seasonal Activity events for all ages, introducing more family events to school holiday timetables. School Educational visits and heritage tours.

The Chapel has been used by various charities, businesses, Oldham Council for meetings, AGMs and Award Ceremonies. We are now being recognised nationally taking bookings from government funded companies that carry out training countrywide.

Activity / improvements in last 12 months:

The restrictions due to COVID meant that the Chapel was CLOSED FROM MARCH 2020 as we went into lockdown. We had to cancel our planned Mother's Day event, so quickly rearranging, we offered it as a delivery service using minimal staff to provide a safe service and it made local TV news.

Prior to Christmas and in partnership with our neighbour, (Occasions florist) we delivered wreath making kits (with instructions and online link) to make at home, some people shared the experience on zoom with their loved ones. This was a huge success selling over 70 kits.

Risks/Threats:

Covid transmission with large groups coming together again at risk of spread / rise of covid. Covid risk assessment and measures in place
Prolonged future lock down
Significant Price rises in stock and food impacting on profits.
Regular meetings now done via zoom /team etc reducing the number of bookings for the future.

HANDYVAN

Funding amount and source:

Oldham Council £31,500

Oldham Council Warm Homes £10,000

Service Objective:

The aim of the service is to undertake tasks that aim to deliver preventative and practical support to vulnerable older people that will enable them to live independently and safe within their own homes.

To ensure that those that are most vulnerable are getting quality job for fair price for the work undertaken.

Warm Homes is a yearly payment from Oldham Council to help provide all ages/families who are in fuel poverty or hardship with beds and bedding, repairs to the home following the installation of a heating system. To provide emergency heating in the form of oil filled radiators.

Short description of service:

We have a range of trusted contractors providing repairs at a fixed hourly rate which we quote to the customer at the time of enquiry. Our in-house handyperson charges 30 per hour. The contractor will always give a free no obligation quote which is also passed to the administrator. When a job is over

£500, we will encourage them to obtain a second quote or for those unable to do so we will advocate this on their behalf.

We cover a range of tasks from Gas, electrical work, alarms, joinery, building work to the smaller work of gardening, key safes , small joinery work etc.

Any jobs undertaken for Warm Homes are undertaken at the same hourly rate and deducted from the funding.

All the contractors are trained in spotting any areas of concern and will report back their findings to the administrator to take action.

Our handyperson will signpost to a range of our internal services and offer a service guide and leaflets as required.

Activity / improvements in last 12 months:

The procedures for Handyvan has a clear pathway from dealing with the customer from the initial call, to the quote to following up the completed job, invoicing and taking payments to the quality questionnaires. We have a complex data base that alerts us to follow up any outstanding invoices and late payments and this is working well will a new Financial Procedure. This has resulted in a reduction in unpaid invoices at year end.

COVID-19 1 started at the start of this year. However, both the internal and external contractors safely carried out 865 jobs to those most at risk and living on their own with no family support. This was conducted with rigorous questionnaires and risk assessments put into place for both safety of the customer and the person carrying out the work.

Relevant figures (should comply with funder's reporting requirements):

Enquires to service 1,015

Completed jobs 865

Internal 284

Contractors 581

Warm Homes 49 jobs completed

Risks/Threats:

Always the risk of contract not being renewed for Both Handyvan and both Warm Homes and the E-on project which are co-existent.

INTERGENERATIONAL PROJECTS

Funding Source:

Radclyffe School £1,000

Service Objective:

Link older people with the younger generation through a variety of intergenerational projects to share experiences and learn from each other.

Description of Service:

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories with younger people, as well as being a positive role model to the younger generation too. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

Activity / improvements in last 12 months:

No activity during the last 12 months

Oldham college have written a song for Christmas 21 – it will be filmed in the next few weeks and released this year . The song features Terrence and Sophie (the young student who came forward as a volunteer when they went to sing at his door in Dec 2019) Money raised from the song will go to AUKO. The BBC are interested in featuring it again this Christmas too , so hopefully more people downloading the song will mean more cash for AUKO.

Risks/Threats:

School are unable to fund Age Exchange / GSC experience tours due to cut backs

LGBT (Lesbian Gay Bisexual Transgender) GROUP - 'OUT AND ABOUT'

Funding Source: Self-funding

Service Objective:

A group for older lesbian gay bisexual and transgender to meet and socialise.

Description of Service:

Out & About is based on the last Friday of each month for the older LGBTQ community

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having a support peer group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. Having this group AUKO has increased its awareness of the needs of older LGBT people helping us progress and plan effectively for the future

Activity / improvements in last 12 months:

During lockdown the OLGBT group kept in touch with each other through Facebook page and messenger, but nothing could replace face to face friendship , especially for this group who have no family or extended family

With the help of phone calls to each other they helped break the anxiety and boredom of lockdowns and stronger friendships where forged.

Since the lockdown lifting the group now meet every Friday for a drop in , after such a long time living at home alone they really needed a focus and an activity each week rather than just monthly.

Having the outdoor space at Chadderton allowed the group to start meeting in May 21 which for a number of members was a godsend.

Our OLGBT Group where also featured on a BBC news report about older LGBT community moving into sheltered accommodation and the new LGBTQ+ sheltered support unit they have built in Walley Range. It was a long day filming but the four members that took part really enjoyed the experience and felt it was portrayed very well on the BBC.

Relevant figures:

6 – 8 people are meeting weekly with many still in contact through facebook page and telephone calls . Four members have had serious health problems so feel too vulnerable to attend group yet and sadly we have lost 2 members during the pandemic too

Risks/Threats:

None discernible, this is a low cost project funded by Age UK Oldham and managed by existing staff member.

Due to covid lockdowns the school has not booked the project this year , hopefully next year things will be back on track.

LIFE STORY

Funding amount and source:
Oldham Clinical Commissioning Group £22,439

Service Objective:
To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Short description of service:
Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered

housing and in their own homes. We are funded to provide the life story information for the individual in book format.

The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

Activity / improvements in last 12 months:
Home visits were suspended at the start of the pandemic so we looked at how we could adapt our methods of working. We applied for additional funding from the CCG to purchase new equipment including technology to help us work remotely. This funding enabled us to buy:

- Facebook Portals x 4
- Doro Smartphones x 6
- Laptops x 3 Asus AMD A9-9425 4GB SSD 15.6 inch full HD Windows 10 laptop (laptops direct)
- Dell laptops Inspiron 15 3000 series x 5
- Dell professional sleeve 15 x 5
- Dell optical mouse MS116 – Black x 5
- 3 x mouses + 3 x laptop bags (Amazon)
- 5 x document holders + 5 x mousemats
- Amazon order – 3 x mouse mats, 4 x keyboards, 4 x risers, 8 x wrist supports, 2 x cleaning kits, 2 x screen cleaner

Total purchased: £4,580.82

We supported typing volunteers with new equipment to work from home. Some typing volunteers and visiting volunteers started to carry out life story work by phone and facetime. Some of our Life Story volunteers also supported the daily call service.

We carried out welfare calls to our volunteers and clients to offer support during the pandemic with emergency shopping, meals, activity packs, etc.

We set up volunteer get-togethers on Zoom.

Our volunteers co-ordinated a monthly Life Story newsletter which is sent out to all Care Homes in Oldham, sheltered housing, Oldham Prevention Alliance contact lists, etc.

We contributed to WWII VJ Day exhibition in Town Centre providing excerpts from life story books of residents who had been involved in WWII and copies of photographs.

Relevant figures (should comply with funder's reporting requirements):

Target: 48 life stories
Achieved: 25

Risks/Threats:
Frailty of clients in the care homes means visits are taking longer to complete or that we are unable to complete the finished product.

Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness. Several volunteers have retired during lockdown due to deteriorating health. Complexity of measures required to enable volunteers to visit. Off-putting for volunteers. Some volunteers don't want to visit while there are any measures in place. Some volunteers don't want to undergo any kind of COVID testing.

MEN IN SHEDS

Funding amount and source:

£52,373 Better Care Fund

Service Objective:

The core element of a Men in Sheds provision is providing hands-on activities for men over 50. The 'Sheds' provide the space for older men to meet, socialise, learn new skills and take part in activities with other men.

Men in Sheds tries to address the public health challenge of older men's health. Men in Sheds aims to:

- enhance self-esteem and increase confidence
- support men with long term health conditions
- improve physical and mental health/emotional wellbeing
- reduce the risk of social isolation and resultant poor health
- facilitate friendship and companionship
- provide an environment conducive to men's learning and sharing of skills
- offer respite opportunities for carers
- improve access to services/activities and benefits for participants

It's well documented that men do not make friends easily, tending instead to gather acquaintances, many of whom fall away when there is a life changing event such as

- retirement - redundancy
- deterioration in health- diagnosis of a long-term health condition
- divorce or bereavement
- Isolation

Many men unlike women find it difficult to regenerate a social life following these life altering events

There is a strong emphasis on mental health and the Men in Sheds Service tries to increase the awareness of and reduce the stigma of depression and anxiety whilst also providing support for men with physical disabilities following strokes etc.

The covert plan is also to get men in one place to target them with health messages. Men, particularly those over 60, tend to be slower at going to the doctor for problems that might turn out to be serious. AT MIS men are encouraged to adopt a positive approach to good physical and mental health and we explain that maintaining one's health warrants more than just a visit to their local GP when they are sick. Having a regular check-up to maintain a good quality of life, engaging in good health practices to lower the risk of developing chronic disease, and building rewarding emotional relationships with their family and friends is key.

Short description of service:

The Failsworth Men in Sheds service currently operates for two days a week between Tuesday and Wednesday. It provides two sessions a day, with eight places in each session. The Greenfield Men in Sheds Service operates for two days a week on a Thursday and Friday. Along with an allotment.

There are two full-time staff supporting the service, who are helped by a team of volunteers. (buddies)

There are several different referral routes into the service, with the large numbers of referrals coming from the mental health team, the PIP (social prescribing) team and self-referral.

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either am or a pm session this needs to carefully balanced for safety reasons as some men have complex needs and need more help to join in activities and projects.

Each shed member is assessed as to their individual capabilities and skills. Everyone has a purpose and feel they can contribute at various levels, the Buddy scheme helps people who are physically challenged to complete projects.

Ideally men attending the Men in Sheds service should move on from the service after six months. However, it has proved difficult in some cases for men to leave the service as they have not identified anywhere else that could meet their needs.

Activity / improvements in last 12 months:

The last day of Men in Sheds was the 20th March 2020 due to Covid 19.

Both staff members worked in other front line services, whilst maintaining weekly contact with all 57 men including volunteers. Some men started a WhatsApp chat and used Men in Sheds Facebook page to keep in touch.

Relevant figures (should comply with funder's reporting requirements):

57 men supported over the past 12 months by telephone, and doorstep visits.

Risks/Threats:

In February 2021 despite our attempts to present our case in the proposed funding cuts consultation. Funding for the service 21-22 has been withdrawn.

MINOR / MAJOR ADAPTATIONS

Funding amount and source:

This is a spot contract with two providers

Oldham Council

Housing 21

Service Objective:

We continue to provide the service without any contract or service level agreement.

All jobs are requested by the Occupational Therapist and these are carried out by our internal Handyperson who is a Trusted Assessor and a range of contractors for the internal and external work to properties.

This work is carried out in private properties across Oldham and Housing 21 properties.

It's an all-ages service.

Short description of service:

The majority of our internal work is bespoke joinery stair rails, internal wooden steps, or jobs that are complex and cannot be provided by the contract holder Ross Care. We also through a range of our trusted contractors deliver major adaptations such as doors , windows, steps, paths external metal rails, door systems and bio bidets.

The administrator collates the estimates if required for jobs over a thousand pounds or jobs that may need a site visit he will meet the contractors to provide and seek the best options for the client.

This work provides a steady income for AUKO and sits well with the Handyvan service.

We are constantly seeking the right price, and this is reflective in our sales. We continually review material prices and the labour charge yearly.

Activity / improvements in last 12 months:

Then came COVID-19 at the start of the financial year. AUKO continued to provide urgent adaptation in the home to those people most vulnerable. This was carried out by both our internal staff member and by the contractors.

We implemented a rigorous questionnaire for the client which we carried out before booking the visit and again on the day. They had to agree to the terms of the risk assessment for the work to be carried out safely.

We still managed to complete 416 jobs, which has contributed to people not being readmitted to hospital and keeping them safe and independent at home

Relevant figures 420 jobs completed during the year

Risks/Threats:

There is always a concern with this work as it is funded on a spot contract.

However, we do know that the other provider is unable at this time to do the work that is bespoke.

Despite competition we continue to achieve larger building works

However, it would have staff implications if the work was withdrawn.

NUTRITION AND HYDRATION

Funding Source:
Age UK Salford - £10,800

Service Objective:
The 2 year Greater Manchester Nutrition and Hydration Project was designed to tackle dehydration and malnutrition among people aged over 65 in Greater Manchester. It uses a specially designed 'paperweight armband' tool to find out if people are at risk and provides resources to help professionals identify people at risk within their services.

The project aims to raise awareness about the risks of malnutrition and dehydration in later life. It takes a positive 'food first' approach, encouraging older people to eat and drink well, giving tips and advice about increasing calorie intake for people who need help to put weight on. It also links with other local schemes that improve self-care, improve oral health, reduce social isolation and improve mental and physical health.

Activity / in last 12 months:During the pandemic we have continued to distribute information and raise awareness by including nutrition and Hydration packs in our mailouts and ensuring that older people have access to healthy nutritious food by our safe at Home and Shopping service, Emergency shopping deliveries and our Cooked Meals and deliveries.

OLDHAM PREVENTION ALLIANCE

Funding Source:

Oldham Prevention Alliance has been co-ordinated and funded by Age UK Oldham since February 2012.

Service Objective:

- To bring together local services, including statutory, voluntary, private sector and social enterprise organisations, community groups, faith groups, any group or individual supporting the over 50s to live well and independently in their own homes.
- To raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.
- To improve communication, signposting and information-sharing between services
- To provide a forum for services to share information and expertise.
- To provide a forum to identify and report gaps in service and more generally feed into decision-making structures within the borough as appropriate e.g. Health & Wellbeing Board. Link with strategic fora and use link organisations, e.g. Action Together, to feed in information as appropriate.
- To promote the referral systems and protocols of members.
- To promote training and funding opportunities and opportunities for joint working.

Description of Service:

Oldham Prevention Alliance was established following consultation in 2006 with older people who identified a number of problems with communication and cross-referral between organisations in the borough. The project was funded initially by Oldham Partnership and Oldham Council.

Oldham Prevention Alliance aims to bring together local services, including statutory, voluntary and private sector organisations and community groups which provide support to the over 50s to keep people living independently in their own homes

Oldham Prevention Alliance is a multi-agency group of professionals who are linked with or have an interest in services for the over 50s. The group meets bi-monthly, co-ordinated and chaired by Age UK Oldham. We raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.

Activity / in last 12 months:

Due to Covid restrictions there was no face to face activity this year – we continued to share and distribute information packs/leaflets campaign material etc.by email and post..

Risks/Threats:

Lack of external funding to support the service.

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Funded by Pennine Care Foundation Trust (this has changed to Salford Royal Foundation Trust SRFT when Oldham Cares was formed) £150K (PIP) and CCG £30K (ORCAT)

Since May 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. £47,896

Service Objective:

The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

The aim of the project is:

- To address the social aspects of a patient presenting at the surgery for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed discharge and reduce the frequent attendees in the GP practise.
- Social prescribing provides an opportunity to respond effectively and at an early stage to address presenting symptoms of anxiety depression and distress.

Description of Service:

This service was commissioned based on the pilot project, Home from Hospital. After an initial 3 years funding, the service was given a further 2 years funding, confirmed until 31st March 2019.

Age UK Oldham's PIP advisors are linked to the new 5 GP clusters in the borough of Oldham working with and taking referrals from the integrated care teams.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence. The focus is on sustainability, flexibility and taking back control

PIP's link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, Get Going Together Activities, walking groups, craft sessions to counselling, support groups, community groups etc.

CLUSTERS

September 2018 - PIP Advisors are now based in each of the 5 Clusters as part of the Integrated teams. Different parts of Oldham Council, the NHS and the voluntary sector have come together and formed Oldham Cares. Clusters are decided by the location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers, Senior Practitioners and an Age UK PIP Advisor, working together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved and the client support is much more complex to when the service first started out.

ORCAT

A PIP Advisor continues to have a daily presence in the ORCAT (Oldham Rapid Community Assessment team), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. The team support patients for up to 5 days after hospital discharge. The PIP Advisor will carry out a home visit and refer to Age UK and other external services (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred to long-term PIP.

SOCIAL PRESCRIBING

Since July 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in their area. As part of the COVID response, the management of the Oldham Cares Social Prescribing service has been shared between the PIP service, Early Help and Action Together. We have been involved in engagement work with wider stakeholders and referrer agencies to continue to develop the service despite lockdown restrictions. We are about to roll-out the Elemental digital platform for ease of referring into the service, recoding work undertaken and sharing outcomes.

Activity / improvements in last 12 months:

PIP Advisors are now part of the Integrated teams in Cluster as part of Oldham Cares. Most cluster staff have been working remotely due to Covid restrictions including the social care team. PIP advisors continue to work alongside cluster colleagues but remotely.

Social Prescribing PIP advisors attend weekly allocation meetings and also attend a fortnightly full Social prescribing team meeting alongside other social prescribers from TOGMIND, Positive Steps and Action Together.

A PIP advisor has moved into the Dementia Information, Support & Carers Assessment role so we are recruiting replacement staff.

As part of the Covid response, the ORCAT service was renamed as the Integrated Crisis Enablement Team (ICET) and worked alongside a newly formed Integrated Discharge Hub to facilitate timely discharges during the pandemic. ORCAT (ICET) funding secured to continue to March 2022. ORCAT PIP worker has not worked remotely during the Covid crisis. As part of the crisis team, the PIP advisor has carried out homevisits throughout the pandemic and had a daily presence on the team.

We need to continue to produce evidence of effectiveness and cost savings in local health and social care.

Relevant figures:

Number of people supported: 2,421 (including welfare checks during the pandemic)

PIP Manager and Age UK CEO, meet with funders Quarterly, to present Reports/KPI's, which comply with funder's requirements.

PIP Manager reports monthly to CCG on ORCAT (ICET) PIP service activity

PIP manager attends the Oldham Cares Thriving Communities Group meetings on a quarterly basis to provide feedback on the Social Prescribing service. Weekly management meetings are also attended for the day-to-day management of the full social prescribing service.

Risks/Threats:

Continued funding

Staff shortages due to Covid self-isolation rules

Demand can overstretch capacity at times

The nature of the work being undertaken by PIP advisors to support older people in the community has become complex. A great deal of time is spent in acquiring the most appropriate support for vulnerable older people. The timescales and complexity of the work can have an impact on waiting times for new referrals to be dealt with.

SAFE AT HOME AND SHOPPING SERVICE

Funding amount and source:

Funding from Trustees and income from deliveries before Pandemic

Funding given due to the pandemic £37,500 grant funding from OMBC plus £18,750 from

Customer charges Total £56,250

Service Objective:

The Home Shopping Service is based at the Co-Op store in Lees and has been run by Age UK Oldham since July 2006.

This service continues to operate Tuesday to Friday delivering across the borough Wednesday to Friday.

Staffed by 1 Co-ordinator - 1 driver with additional staff as required. From December 2020

To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern

Short description of service:

As the Shopping service has always struggled to gain funding it was decided to scale down the staffing and try a new way of delivering the service. In December 2020 after consultation with staff the service started to move away from staff shopping in the store to using the

Co-Ops online service. The resulted in two staff members being made redundant as they didn't want to take up any of the vacant posts within AUKO. This change came in the middle of the COVID-19 pandemic and a second lock down. There was a deluge of extra older people wanting the service, which we managed to fulfil due to extra resources available of staff that we re-deploy from other services that had to shut down. The challenges of COVID-19 meant it was difficult to enter properties and risk assessments had to be put in place for the most vulnerable of our clients who couldn't take the shopping from the driver at the door.

Activity / improvements in last 12 months:

Over the year we have delivered to over 5,000 older people.

We also used Winter Pressures funding to provide shopping free of delivery charge to people of all ages who had been discharge from hospital with low income or no means to shop.

In July 2020 we conducted a comprehensive review of 97% of the clients who had been registered with us pre covid to establish the need of the service. It was clear that they had no other means to shop due to the levels of frailty ,long term chronic conditions and terminal illness. None of the clients had family members living within the area, most were in receipt of a care package. All of those receiving the service did not leave the property other than hospital appointments. Those who we did not included in the review had some form of cognitive impairment.

Despite the demand on the service, by the end of lock down we are aiming and on track to keep the numbers of clients using the service to around 60 per week. (3,000 deliveries over the year)

The new system hasn't come without it challenges, which have been time consuming and frustrating. There is still a need to adapt and streamline this service.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 3 days.

Relevant figures

20/21 5,000+ shopping deliveries were carried out

Risks/Threats:

Future funding uncertain

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project

Service Objective:

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

Description of Service:

IT classes are held every Chadderton over 60s – we also support people with mobile phones , digital cameras who may also need a quick lesson to help them

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

Activity / improvements in last 12 months:

Classes are now only held one day a week due to staffing but we have recruited two new volunteers who support the group which helps us with those people new to IT who need more one to one help.

Applied for funding for two new IT Projects waiting to hear if we have been successful Oct 21 and Nov21

Our Computer Classes were featured on BBC Breakfast too , with two members Terrence and Doreen explaining how the tuition they had received before covid had allowed them to keep in touch with family through skype, zoom and facetime and they encouraged other older people to come forward and join the classes. This again was a very uplifiting , positive image of older people.

Relevant figures:

On average 2-4 people attend each week since we returned after lockdow

Risks/Threats:

Classes or day offered not being as popular – numbers falling

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective:

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services.

We recognise the importance of well trained volunteers so we also deliver a Welcome to Age UK Day induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

Description of Service:

Our volunteers help us be there for the people who need us most , from direct service delivery to helping us raise money through our charity shops. Volunteers are our strength.

Activity / improvements in last 12 months:

We hit the ground running at the start of the pandemic with a new daily call (welfare check) service. We recruited an amazing 73 new crisis volunteers who supplemented our befriending service. Many of them where on furlough from work (teachers, staff from OCLL) but we also recruited volunteers through our facebook and twitter appeals for help.

FCHO where a great asset and we had 16 staff members calling up to 4 people every day and helping with emergency shopping . Vans and drivers from FCHO also helped with deliveries of shopping too.

People needing our support was massive it was wonderful that we were able to help everyone , and those people without family we could call and check on them everyday which was a lifeline.

One of our callers and emergency shoppers Sam Goodwin, has been chosen by Prima Magazine to feature in their Christmas Edition this year which celebrates women who work tirelessly to help others through charity work. So along with a glamourous makeover Sam will also highlight her volunteering here at AUKO and she has a double page spread with lots of pictures, new clothes, hair, nails and makeup done professionally she is super excited.

Relevant figures:

New Volunteers

Befrienders 73

Risks/Threats:

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development

VSNBF (Veterans should not be forgotten) £20,000

Age UK Oldham received £20K from the Armed Forces Covenant Fund Trust to contribute to the direct costs of Emergency Services to Veterans already in receipt of our services throughout the current Pandemic. These include

- Deliveries – transport and insurance
- Volunteers expenses
- Staff time
- Welfare calls
- Equipment for new food service
- Rental of building for food preparation and administration
- Food
- PPE
- VE Day at Home Celebration – food and Commemorative bag delivered to all veterans known to our services.

WINTER PRESSURES

Age UK – NHSE Winter Pressures fund

An amount of £33,870 was received via Age UK from NHSE to provide additional capacity in our services to support older people throughout the winter period from November 2020 to March 2021

The services provided included

- Emergency Shopping
- Meals Delivery at home
- Crisis Response
- Minor Adaptations emergency deliveries
- Vaccine Appointments
- Welfare Calls and Wellbeing checks
- Adapted transport journeys

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2021.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

Our organisation
Age UK Oldham is a local autominous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.

Age UK Oldham has an operational trading subsidiary which generates income to funds the charities work.

Age UK Oldham and its subsidiary employs around 100 staff, and benefit from the support of 350/400 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status generally considered to be vulnerable to modern slavery in this country. We are not complacent, and have robust policies and procedures in place.

Policies
Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.
2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

Plans for 2021/22

In the 2021/22 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.

- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2021 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long term reserves is to generate an increase in value in excess of inflation over the long term. A small proportion of the charity's long term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

BORROWING POLICY

Age UK Oldham when possible uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £641,643

The Trustees consider that in the event of a significant drop in funding, this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

STRATEGIC REPORT

COVID IMPACT from March 2020

For years we've struggled to get funding for our **supermarket-based shopping service** for vulnerable housebound people and used our precious resources to keep it on the road, despite facing rejection at every turn.

Then came lockdown on 23rd March 2020. At Age UK Oldham, we quickly redeployed additional staff to respond to the deluge of calls from the local authority's emergency hotline by upping the shopping service and doubling the number of home deliveries.

The calls didn't stop, so using what we already knew of people's shopping patterns, we approached a second local store and designed a new model offering a fixed fortnightly grocery and household package. This sped up ordering and packing, helping us to reach more people who were unable to leave their home. At the time of writing, we've made **3,570 shopping deliveries** – and counting. But we haven't stopped there.

Practical support
After liaising with environmental health, our lunch club's catering team transformed into a production line producing and delivering fresh meals for those unable to cook for themselves. We found funding to buy extra equipment (such as fridges, freezers, oven-proof containers, a heat sealing machine and other bits) and to date we have already delivered **19,313 meals.**

Volunteers who shopped during the protected hour for older people enabled us to introduce a same-day emergency response, meaning we could also deliver up to five items, such as bread, milk, sanitary items, emergency prescriptions, to help fill the need gap.

We were able to recruit new volunteers and fast-track disclosure and barring service (DBS) checks and references, which enabled us to man a telephone befriending service. As a result, 162 vulnerable people (previously unknown to us) are now able to hear a friendly voice every day. In total we are now making over 2000 telephone calls each week to check on the welfare of isolated older people and have a friendly chat.

Quite early on we closed our central office, but staff working from home covered our switchboard, Information and Advice, Dementia Support, Choosing the Right Care services over seven days each week. This meant we could also respond to emergency handyman calls for joiners, electricians,

plumbers and occupational therapy requests for emergency home adaptations which helped people to stay safe at home. Opening our stores to deliver disability equipment, beds and mattresses helped avert crises and accelerated some hospital discharges.

We supplied **160** people from our Falls Preventionservice with information packs, activities and videos and telephoned them weekly to encourage them to carry out exercises.We obtained funding from the CCG for IT equipment and over 40 people can now access the classes on line whilst others can now tune in to Oldham community radio and follow the class instructor.

Library books, activity packs, jigsaws, indoor gardening packs and small 'shed' projects are just some of the parcels we deliver on a weekly basis to helppeople to remain active and interested.

A shoulder to cry on
People living with dementia and their carers have been disproportionately affected by the rules imposed by lockdown, and the closure of our day-care service was a huge blow. Changes in their routine, unable to leave the house, no respite for carers and families and the trials and tribulations of even a simple shopping trip made life difficult.

To help with the inevitable isolation and try to prevent carer breakdown our staff made daily calls – they were a shoulder to cry on, a friendly listening ear and sometimes a distraction for the person with dementia to talk to a familiar voice. Our dementia support service devised strategies for carers to deal with challenging situations and averted crises on more than one occasion.

Better together
The admission to residential care for eight of our service users was disappointing for staff, of concern to relatives and an added financial cost to the local authority (one person was admitted out of borough where their needs could be better managed) but also an ironic indication of the preventative value of day care, which is sometimes viewed as an outdated service.

In partnership with the local authority, clinical commissioning group and the fire service, we shared our three adapted minibuses and drivers/escorts to provide an **additional hospital discharge service** for both COVID-19 and non-COVID-19 patients. Working together to a tight deadline, we cut through the red tape and launched a new service in less than three weeks – an achievement we all agreed would normally have taken far longer. A lesson learned.

A double whammy
At the start of the crisis we made the decision to do everything we could to help – after all, that's why we exist, but it has been at a cost. The pandemic has delivered a double whammy for small local charities like ours. As we rose to the challenge, dug deep into our financial reserves and upped our game, the independent income we have worked so hard for has disappeared.

Our ten charity shops closed their doors as did our events centre, with all wedding bookings postponed for a year. Our community venues lie silent and, together with other buildings we lease for a myriad of activities, are still a drain on our purse.

Prevention is our byword
Prevention is what we in the voluntary sector have always practised – it is our byword. And though it is discussed and revered at conferences, in plans and is promised, it is rarely commissioned and funded.

All of the services we have put in place are lifelines for many older people who are restricted because of the lockdown. But they will still be needed post-pandemic by many of those who still face restrictions every day because of their health conditions and disabilities. Our shopping service has always been a lifeline, keeping people independent and one of many preventative services that we and others deliver but struggle to fund.

As we enter the next phase of the pandemic, please don't forget about the value of prevention and about all these people as life returns to normal for the majority. They, and we, will need support more than ever.

Plans for Future Periods:

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops lost due to the pandemic closure.
- Establish Community market and social well being hub at Over 60's centre to build confidence in older people following lockdown restrictions.
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers and we must now
    1. When a vaccine is available, concentrate on rebuilding capacity lost due to infection control restrictions.
    2. Continue to explore opportunities to amalgamate charged for places for those people ineligible for statutory financial support
- Explore and implement more opportunities for charged for services in other areas to replace lost income e.g. Foot care, LPOA's
- Further increase in catering provision both in service and trading areas and consolidatencouraging meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue.
- Continue Involvement in raising standards of good practice in Care Homes;
- Building on previous success with local schools, creating more diverse intergenerational projects;
- Increased involvement with the Asian communities both in service and trading.
- Review ISO quality system and explore alternatives.
- Prepare for and be involved in the future GM agenda

Restricted Funds

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

Financial Review

As commented in the past, the environment the charity operates in is increasingly difficult, particularly with local authority budgets remaining tight. Once again it is pleasing to report another year in which the Charity has made a surplus of £310,129. Much of the focus of the year under review has been to protect the Charity's long term future while providing services to the community and enhancing those services to meet needs that arose from the Covid crisis. The Charity's strong financial position has enabled this to be the case and the crisis has underlined the needs for

sufficient reserves to be held to meet unforseen critical events. The Charity has continued to provide high quality services and innovative programmes, some of which have been specific response to the Covid crisis, to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

With the ongoing Covid 19 crisis the Trustees have monitored the impact on the business closely by having prepared rolling cash flow forecasts and monitoring them regularly. Having reviewed these and the impacts on the business we have concluded that the going concern assumption is appropriate on approving these financial statements.

Equalities and Diversity

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees

Alex Boyd (Chairman)
Trustee
Dated: 24 January 2022

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiaries for the year ended 31 March 2021 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, 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 Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 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 annual report other than the 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 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 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 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 our audit:

- the information given in the trustees' report, which includes 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 directors' report included within the trustees' 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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 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; or
- the trustees 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' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

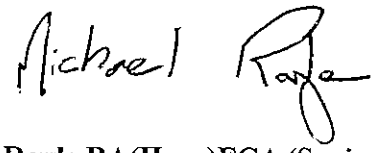
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Group and how management seek to comply with them. This helps us to make appropriate risk assessments.
- During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Trustees Minutes and other documentation.
- We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
    I. Review of controls set in place by management
    II. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
    III. Challenge of management assumptions with regard to accounting estimates
    IV. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

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 regulations. 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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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. 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 auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.



Michael Royle BA(Hons)FCA (Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited

Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

24 January 2022

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds general £	Unrestricted funds designated £	Restricted funds £	Total 2021 £	Total 2020 £
Income and endowments from:						
Donations and legacies	3	312,082	-	-	312,082	11,893
Charitable activities	4	377,452	-	1,229,691	1,607,143	1,766,442
Activities for generating funds	5	426,516	-	-	426,516	848,465
Investments	6	2,025	-	-	2,025	3,898
Trading compensation		79,187	-	-	79,187	11,945
Total income and endowments		1,197,262	-	1,229,691	2,426,953	2,642,643
Expenditure on:						
Raising funds	7	216	-	-	216	726
Charitable activities	8	304,090	-	1,221,811	1,525,901	1,817,217
Other	5	624,644	-	-	624,644	705,352
Total resources expended		928,950	-	1,221,811	2,150,761	2,523,295
Net gains/(losses) on investments	14	33,937	-	-	33,937	(27,389)
Net incoming resources before transfers		302,249	-	7,880	310,129	91,959
Gross transfers between funds		23,251	(37,916)	14,665	-	-
Net movement in funds		325,500	(37,916)	22,545	310,129	91,959
Fund balances at 1 April 2020		1,350,193	679,559	46,503	2,076,255	1,984,296
Fund balances at 31 March 2021		1,675,693	641,643	69,048	2,386,384	2,076,255

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 Group £	2020 Group £	2021 Company £	2020 Company £
Fixed assets					
Tangible assets	15	1,015,045	1,076,315	1,015,045	1,076,315
Investments	16	290,755	256,819	290,760	256,824
		1,305,800	1,333,134	1,305,805	1,333,139
Current assets					
Stocks	17	2,500	3,500	2,500	2,500
Debtors	18	147,580	356,490	217,226	377,268
Cash at bank and in hand	19	1,147,751	572,032	1,057,079	545,730
		1,297,831	932,022	1,276,805	925,498
Creditors: amounts falling due within one year	20	217,247	188,901	196,226	182,381
Net current assets		1,080,584	743,121	1,080,579	743,116
Total assets less current liabilities		2,386,384	2,076,255	2,386,384	2,076,255
Income funds					
Restricted funds	21	69,048	46,503	69,048	46,503
Designated funds	22	641,643	679,559	641,643	679,559
Unrestricted funds	22	1,675,693	1,350,193	1,675,693	1,350,193
		2,386,384	2,076,255	2,386,384	2,076,255

The accounts were approved by the Trustees on 24 January 2022

A Boyd (Chairman)
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	27		575,694		4,782
Investing activities					
Purchase of tangible fixed assets		(2,000)		(18,783)	
Interest received		2,025		3,898	
Net cash generated from/(used in) investing activities			25		(14,885)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			575,719		(10,103)
Cash and cash equivalents at beginning of year			572,032		582,135
Cash and cash equivalents at end of year			1,147,751		572,032

1 Accounting policies

1.1 Company information

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

1.2 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

On 11 March 2020, Covid-19 was designated a pandemic by the World Health Organisation (WHO). The directors continue to review the impact on the business, ensuring provisions are put in place to mitigate any risk to the company's ability to trade as a going concern. At the date of signing the financial statements, in the opinion of the directors, Covid-19 will not impact on the company's ability to trade as a going concern. Consequently, the company continues to adopt the going concern basis in preparing the financial statements.

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

1.4 Charitable funds

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

1 Accounting policies (Continued)

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

1.5 Incoming resources

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

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

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

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Investment income, including associated income tax recoveries, is recognised when receivable.

1.6 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

1 Accounting policies (Continued)

1.7 Tangible fixed assets

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

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

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & daycare equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

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

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Stocks

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

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

1.10 Cash and cash equivalents

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

1 Accounting policies (Continued)

1.11 Financial instruments

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

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

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

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

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

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

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

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

1.14 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

1 Accounting policies (Continued)

1.15 Support costs

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	2021	2020
	£	£
Donations and gifts	9,581	11,893
Coronavirus job retention scheme	302,501	-
	312,082	11,893

4 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2021	Total 2020
	£	£	£	£	£	£	£	£
Sales within charitable activities	188,582	701,233	204,814	347,328	96,512	68,674	1,607,143	1,766,442
Analysis by fund								
Unrestricted funds	148,709	189,405	50	26,763	160	12,365	377,452	
Restricted funds	39,873	511,828	204,764	320,565	96,352	56,309	1,229,691	
	188,582	701,233	204,814	347,328	96,512	68,674	1,607,143	
For the year ended 31 March 2020								
Unrestricted funds	309,764	120,876	405	37,913	10,514	26,175		505,647
Restricted funds	41,432	491,868	217,437	289,172	88,345	132,541		1,260,795
	351,196	612,744	217,842	327,085	98,859	158,716		1,766,442

5 Activities for generating funds

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Shop income	395,617	-	395,617	773,798
Trading subsidiaries income	30,899	-	30,899	74,667
Activities for generating funds	426,516	-	426,516	848,465
For the year ended 31 March 2020	848,465	-		848,465

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Net loss on disposal of tangible fixed assets	5,912	-	5,912	-
Shop expenditure	587,777	-	587,777	630,764
Community cafe	56	-	56	2,044
Trading subsidiaries expenditure	30,899	-	30,899	72,544
	624,644	-	624,644	705,352
For the year ended 31 March 2020	705,352	-		705,352

5 Activities for generating funds (Continued)

Subsidiaries income and expenses

	Age UK Oldham Trading Ltd	George Street Chapel Ltd	More Mobile Ltd	Total 2021	Total 2020
	£	£	£	£	£
Turnover from commissions/sales	-	30,899	-	30,899	74,667
Bank plus other interest	-	-	-	-	-
Total income	-	30,899	-	30,899	74,667
Total expenditure	-	(30,899)	-	(30,899)	(72,544)
Net income before gift aid	-	-	-	-	2,123

The profits of Age UK Oldham Trading Limited, George Street Chapel Limited and More Mobile Limited are gift aided to the charity so there is no liability to corporation tax for those entities.

6 Investments

	2021	2020
	£	£
Income from listed investments	1,167	2,791
Interest receivable	858	1,107
	2,025	3,898

7 Raising funds

	2021	2020
	£	£
Fundraising and publicity		
Fundraising agents	216	726
	216	726

8 Charitable activities

	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2021	Total 2020
	£	£	£	£	£	£	£	£
Administration & support costs	179,078	580,912	207,571	317,731	111,701	114,908	1,511,901	1,803,217
Share of governance costs (see note 9)	750	3,590	1,565	2,115	450	5,530	14,000	14,000
	179,828	584,502	209,136	319,846	112,151	120,438	1,525,901	1,817,217
Analysis by fund								
Unrestricted funds	139,955	71,012	1,565	36,967	1,055	53,536	304,090	
Restricted funds	39,873	513,490	207,571	282,879	111,096	66,902	1,221,811	
	179,828	584,502	209,136	319,846	112,151	120,438	1,525,901	
For the year ended 31 March 2020								
Unrestricted funds	205,021	4,305	-	64,366	4,366	35,028		313,086
Restricted funds	140,359	580,964	224,101	287,503	103,522	167,682		1,504,131
	345,380	585,269	224,101	351,869	107,888	202,710		1,817,217

9 Support costs

	Governance costs	2021	2020
	£	£	£
Audit fees	14,000	14,000	14,000
	14,000	14,000	14,000
Analysed between			
Charitable activities	14,000	14,000	14,000

10 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2021	2020
	£	£
Audit of the charity's annual accounts	14,000	14,000

11 Trustees

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

12 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Operational programmes	80	86
Management and administration	10	10
	90	96

Employment costs

	2021 £	2020 £
Wages and salaries	1,398,729	1,482,653
Social security costs	87,426	96,228
Other pension costs	44,355	45,903
	1,530,510	1,624,784

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

13 Pension Costs

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme.

The pension cost charge represents total contributions payable by the company to pension funds during the period amounting to £12,546 (2020: £9,306).

14 Net gains/(losses) on investments

	2021	2020
	£	£
Revaluation of investments	33,937	(27,389)

15 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & daycare equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2020	751,061	418,562	171,762	92,032	217,685	1,651,102
Additions	-	-	-	2,000	-	2,000
Disposals	-	-	-	(8,250)	-	(8,250)
At 31 March 2021	751,061	418,562	171,762	85,782	217,685	1,644,852
Depreciation and impairment						
At 1 April 2020	82,416	75,375	155,049	65,037	196,910	574,787
Depreciation charged in the year	13,698	8,371	5,608	13,569	16,111	57,357
Eliminated in respect of disposals	-	-	-	(2,337)	-	(2,337)
At 31 March 2021	96,114	83,746	160,657	76,269	213,021	629,807
Carrying amount						
At 31 March 2021	654,947	334,816	11,105	9,513	4,664	1,015,045
At 31 March 2020	668,645	343,187	16,713	26,995	20,775	1,076,315

15 Tangible fixed assets

(Continued)

COMPANY	Freehold property	Long leasehold property	Office & daycare equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2020	751,061	418,562	171,762	92,032	217,685	1,651,102
Additions	-	-	-	2,000	-	2,000
Disposals	-	-	-	(8,250)	-	(8,250)
At 31 March 2021	751,061	418,562	171,762	85,782	217,685	1,644,852
Depreciation and impairment						
At 1 April 2020	82,416	75,375	155,049	65,037	196,910	574,787
Depreciation charged in the year	13,698	8,371	5,608	13,569	16,111	57,357
Eliminated in respect of disposals	-	-	-	(2,337)	-	(2,337)
At 31 March 2021	96,114	83,746	160,657	76,269	213,021	629,807
Carrying amount						
At 31 March 2021	654,947	334,816	11,105	9,513	4,664	1,015,045
At 31 March 2020	668,645	343,187	16,713	26,995	20,775	1,076,315

16 Fixed asset investments

	Shares in subsidiaries	UK quoted investments	Total
	£	£	£
Cost or valuation			
At 1 April 2020	5	256,818	256,823
Valuation changes	-	33,937	33,937
At 31 March 2021	5	290,755	290,760
Fair value			
At 31 March 2021	5	290,755	290,760
At 31 March 2020	5	256,818	256,823

The Trustees seek professional advice with respect to its investment policy ensuring the portfolio of investments have a risk profile consistent with that considered appropriate by the Trustees.

The Charity has three subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited, whose country of registration, incorporation and operation is England. Age UK Oldham Trading Limited and More Mobile Limited are no longer trading and have started the formal liquidation process. The principal activity of George Street Chapel Limited is a venue for functions and an educational resource for school groups and members of the public respectively.

17 Stocks

	2021 Group	2020 Group	2021 Company	2020 Company
	£	£	£	£
Finished goods and goods for resale	2,500	3,500	2,500	2,500
	2,500	3,500	2,500	2,500

18 Debtors

Amounts falling due within one year:	2021 Group £	2020 Group £	2021 Company £	2020 Company £
Trade debtors	68,140	196,218	64,258	186,014
Amounts due from subsidiary undertakings	-	-	75,872	33,415
Prepayments and accrued income	79,440	160,272	77,096	157,839
	147,580	356,490	217,226	377,268

19 Cash at bank and in hand

	2021 Group £	2020 Group £	2021 Company £	2020 Company £
Short term deposits	168,604	74,576	168,604	74,576
Cash and bank balances	979,147	497,456	888,475	471,154
	1,147,751	572,032	1,057,079	545,730

20 Creditors: amounts falling due within one year

	2021 Group £	2020 Group £	2021 Company £	2020 Company £
Other taxation and social security	37,928	37,830	37,928	37,780
Trade creditors	63,596	62,149	63,348	60,420
Other creditors	12,179	14,344	7,897	11,844
Accruals and deferred income	103,544	74,578	87,053	72,338
	217,247	188,901	196,226	182,382

21 Restricted funds

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

		Movement in funds			
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers between funds	Balance at 31 March 2021
	£	£	£	£	£
Veterans should not be forgotten	-	20,000	(20,000)	-	-
Daycare	-	369,265	(369,265)	-	-
Lunch clubs	-	122,564	(124,226)	1,662	-
Life story	-	22,439	(25,963)	3,524	-
Winter pressure	-	33,870	(33,870)	-	-
Ambition for Ageing	27,810	-	(6,447)	-	21,363
Falls programme	-	85,552	(93,257)	7,705	-
Talking about my generation	5,040	-	(5,040)	-	-
Nutrition & hydration	1,981	10,800	(12,799)	18	-
Choosing the right care	-	31,154	(32,911)	1,757	-
Dementia care & support	-	59,737	(59,737)	-	-
Forum for age	1,050	-	(1,050)	-	-
Community development	361	-	(361)	-	-
Out & about	261	-	(261)	-	-
Information & advice	-	21,450	(21,450)	-	-
Care home reviews	-	92,423	(92,423)	-	-
PIP project	-	230,691	(230,691)	-	-
HandyVan / EON	-	39,873	(39,873)	-	-
Shopping services	-	37,500	(37,500)	-	-
Men in sheds	10,000	52,373	(14,687)	-	47,686
	46,503	1,229,691	(1,221,811)	14,666	69,048

21 Restricted funds

(Continued)

The restricted funds are for particular projects specified by the donor as follows:

Veterans should not be forgotten - funding received from the Armed Forces Covenant Fund Trust to contribute to the direct costs of emergency services to veterans already in receipt of our services throughout the current pandemic

Day care - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Winter pressure - funding received via Age UK from NHS England to provide additional capacity in our existing services to support older people throughout the winter period from November 2020 to March 2021.

Ambition for ageing - Lottery funded project delivered in partnership with Action Together (a local voluntary sector organisation). It is aimed at three wards in Oldham working to increase community involvement and resilience.

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

Talking about my generation - this project is trying to challenge stereotypes about aging by producing a media campaign led by people aged 50+.

Nutrition & hydration - this project aims to reduce dehydration & malnutrition among people aged over 65 by finding those at risk and encouraging them to eat and drink well.

Choosing the Right care - funded on contract by Oldham Local Authority, this is an independent information and practical support service to help older people and their carers to find the right care and support and where possible to stay living independently in their own home for as long as is possible.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks. This fund heading includes Choosing the right care which is information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability. Some short term funding from Eon is also received to carry out benefit checks.

21 Restricted funds

(Continued)

Forum for age - forum for people aged 50 and over living in the Oldham borough whose activities include events, training, consultation, engagement & campaigns. Funded this year by Age UK.

Community development - funded by Age UK National to provide social and community activities for the benefit of older people.

Out & about - this is a programme for the OLGBT community to offer peer support and reduce isolation and loneliness. It has received funding from the Tony Lloyd Foundation.

Information and Advice - this service provides free, independent information & advice for people over 50 and their carers, covering general advice, local community services, money & age related benefits. It is funded by Age UK Oldham.

Care home reviews - commissioned by Oldham Adult Social Care to provide the Annual Monitoring and Review Service to ensure the quality of care received by people living in care homes.

PIP project - funded by Pennine Care Foundation NHS Trust. Age UK staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

HandyVan/EON - is funded by Eon and is where over 120 bags containing energy efficient measures including light bulbs, fleece blankets, thermal gloves, mugs, cuppa soups were supplied to older people in need. Additional electric blankets were purchased for people identified as living in cold homes through Eon energy assessments.

Shopping services - to deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

Men in sheds - a fully equipped workshop project to reduce isolation in older men and create a sense of belonging to improve general health and wellbeing. Refurbishing furniture and making bespoke items whilst being able to access information on finance, health and other services. This is funded by OMBC.

The transfers between funds relate to the following:

The transfers from restricted to unrestricted funds represents the level of unexpended resources that Age UK Oldham Limited is permitted to retain under the agreement with the donor.

The transfers from unrestricted to restricted funds are made where the restricted funds are in deficit and there is no likelihood of this being covered by future income.

22 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

		Movement in funds			
	Balance at 1 April 2020	Surplus for year	Transfer to restricted funds	Transfers between funds	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	1,350,193	302,249	(14,665)	37,916	1,675,693
Designated funds	679,559	-	-	(37,916)	641,643
	2,029,752	302,249	(14,665)	-	2,317,336

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

23 Analysis of net assets between funds

	Unrestricted funds 2021	Designated funds 2021	Restricted funds 2021	Total 2021	Total 2020
	£	£	£	£	£
Fund balances at 31 March 2021 are represented by:					
Tangible assets	1,015,045	-	-	1,015,045	1,076,315
Investments	290,756	-	-	290,756	256,818
Current assets/(liabilities)	369,892	641,643	69,048	1,080,583	743,121
	1,675,693	641,643	69,048	2,386,384	2,076,254

24 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021	2020
	£	£
Within one year	27,046	27,227
Between two and five years	111,214	97,484
In over five years	-	88,976
	138,260	213,687

25 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2021	2020
	£	£
Aggregate compensation	225,702	249,883

During the year the Charity used the services of North Ainley, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £nil (2020: £376) for the year and the amount outstanding at the year end was £nil (2020: £nil).

During the year the Charity used the services of Thomson Associates, a Chartered Surveying Company, in which John Thomson is one of the partners. Purchases from the company amounted to £nil (2020: £nil) for the year and the amount outstanding at the year end was £nil (2020: £nil).

At the year end the Charity owed £2 (2020: £2) representing share capital from Age UK Oldham Trading Limited, a 100% owned subsidiary.

At the year end the Charity owed £1 (2020: £1) representing share capital from More Mobile Limited, a 100% owned subsidiary.

For the year ended 31 March 2021 gift aid of £nil (2020: £2,123) was payable by George Street Chapel Limited, a 100% owned subsidiary. and at the year end the Company owed the Charity £75,875 (2020: £33,418).

26 Subsidiaries

Details of the charity's subsidiaries at 31 March 2021 are as follows:

Name of undertaking and country of incorporation or residency		Nature of business	Shares held Class	%
Age UK Oldham Trading Limited	England	Liquidation	Ordinary	100.00
George Street Chapel Limited	England	Events & tours	Ordinary	100.00
More Mobile Limited	England	Liquidation	Ordinary	100.00

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/ (Loss) £	Capital and Reserves £
Age UK Oldham Trading Limited	-	2
George Street Chapel Limited	-	2
More Mobile Limited	-	1

During the previous year More Mobile and Age UK Oldham Trading Limited started the formal liquidation process. As at the balance sheet date this process is ongoing.

27 Cash generated from operations

	2021 £	2020 £
Surplus for the year	310,129	91,959
Adjustments for:		
Investment income recognised in profit or loss	(2,025)	(3,898)
Loss on disposal of tangible fixed assets	5,913	-
Fair value gains and losses on investments	(33,937)	27,389
Depreciation and impairment of tangible fixed assets	57,357	61,227
Movements in working capital:		
Decrease in stocks	1,000	1,434
Decrease/(increase) in debtors	208,911	(182,393)
Increase in creditors	28,346	9,064
Cash generated from operations	575,694	4,782