

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)

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**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

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

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.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

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;

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

- 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.

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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.



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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;

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- 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:

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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.

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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

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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.

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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.

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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.



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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

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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

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- 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.

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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, identify 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

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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 through 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.

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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.

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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

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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:

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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.

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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

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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

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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.

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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

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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:

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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:

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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

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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.

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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

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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

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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 Fallsworth 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.

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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 Assessor 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

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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.

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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.

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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

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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

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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.

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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

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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

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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, Falisworth (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.

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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 LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

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.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

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.

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

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

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.

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

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

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.

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

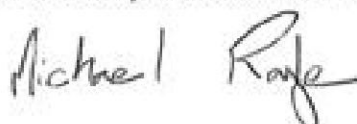
INDEPENDENT AUDITOR'S REPORT (CONTINUED)

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

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**

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

		Unrestricted funds		Restricted funds	Total 2022	Total 2021
	Notes	general	designated			
		£	£	£	£	£
<u>Income and endowments from:</u>						
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		<u>1,294,067</u>	<u>-</u>	<u>1,089,450</u>	<u>2,383,517</u>	<u>2,426,953</u>
<u>Expenditure on:</u>						
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		<u>1,131,295</u>	<u>-</u>	<u>1,152,652</u>	<u>2,283,947</u>	<u>2,150,761</u>
Net gains/(losses) on investments	14	14,445	-	-	14,445	33,937
Net incoming/(outgoing) resources before transfers		<u>177,217</u>	<u>-</u>	<u>(63,202)</u>	<u>114,015</u>	<u>310,129</u>
Gross transfers between funds		20,024	(20,024)	-	-	-
Net movement in funds		<u>197,241</u>	<u>(20,024)</u>	<u>(63,202)</u>	<u>114,015</u>	<u>310,129</u>
Fund balances at 1 April 2021		<u>1,675,692</u>	<u>641,643</u>	<u>69,049</u>	<u>2,386,384</u>	<u>2,076,255</u>
Fund balances at 31 March 2022		<u><u>1,872,933</u></u>	<u><u>621,619</u></u>	<u><u>5,847</u></u>	<u><u>2,500,399</u></u>	<u><u>2,386,384</u></u>

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

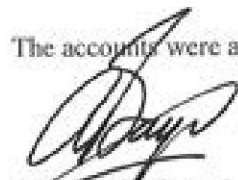
AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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
		<u>1,316,229</u>	<u>1,305,800</u>	<u>1,316,234</u>	<u>1,305,805</u>
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
		<u>1,325,450</u>	<u>1,297,831</u>	<u>1,322,747</u>	<u>1,276,805</u>
Creditors: amounts falling due within one year	20	<u>141,280</u>	<u>217,247</u>	<u>138,582</u>	<u>196,226</u>
Net current assets		<u>1,184,170</u>	<u>1,080,584</u>	<u>1,184,165</u>	<u>1,080,579</u>
Total assets less current liabilities		<u>2,500,399</u>	<u>2,386,384</u>	<u>2,500,399</u>	<u>2,386,384</u>
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
		<u>2,500,399</u>	<u>2,386,384</u>	<u>2,500,399</u>	<u>2,386,384</u>

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 £	£	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

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>38,493</u>	<u>312,082</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

4 Charitable activities	Preventative services	Care services	Care view, advice & independence support	Health & Community wellbeing development/ actions	Total 2022	Total 2021
	£	£	£	£	£	£
Sales within charitable activities	264,282	652,653	113,383	153,202	1,534,617	1,607,143
Analysis by fund						
Unrestricted funds	211,525	173,285	3,375	1,530	445,167	
Restricted funds	52,757	479,368	110,008	151,672	1,089,450	
	264,282	652,653	113,383	153,202	1,534,617	
For the year ended 31 March 2021						
Unrestricted funds	148,709	189,405	50	160	12,365	377,452
Restricted funds	39,873	511,828	204,764	96,352	56,309	1,229,691
	188,582	701,233	204,814	96,512	68,674	1,607,143

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>807,649</u>	<u>-</u>	<u>807,649</u>	<u>426,516</u>
Activities for generating funds	<u>807,649</u>	<u>-</u>	<u>807,649</u>	<u>426,516</u>
For the year ended 31 March 2021	<u>426,516</u>	<u>-</u>		<u>426,516</u>

	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
	<u>634,984</u>	<u>-</u>	<u>634,984</u>	<u>624,644</u>
For the year ended 31 March 2021	<u>624,644</u>	<u>-</u>		<u>624,644</u>

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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	-	-	-
	<u>67,087</u>	<u>67,087</u>	<u>30,899</u>
Total income			
	<u>67,087</u>	<u>67,087</u>	<u>30,899</u>
Total expenditure	(54,637)	(54,637)	(30,899)
	<u>(54,637)</u>	<u>(54,637)</u>	<u>(30,899)</u>
Net income before gift aid	12,450	12,450	-
	<u>12,450</u>	<u>12,450</u>	<u>-</u>

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
	<u>2,758</u>	<u>2,025</u>

7 Raising funds

	2022	2021
	£	£
Fundraising and publicity	-	216
Fundraising agents	-	216
	<u>-</u>	<u>216</u>

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Charitable activities	Preventative services	Care services	Care view, advice & independence support	Promoting independence	Health & wellbeing development/	Community 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	

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

9 Support costs

	Governance costs	2022	2021
	£	£	£
Audit fees	14,000	14,000	14,000
	<u>14,000</u>	<u>14,000</u>	<u>14,000</u>
Analysed between Charitable activities	14,000	14,000	14,000
	<u>14,000</u>	<u>14,000</u>	<u>14,000</u>

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
	<u>14,000</u>	<u>14,000</u>

11 Trustees

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

12 Employees

Number of employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Operational programmes	79	80
Management and administration	8	10
	<u>87</u>	<u>90</u>

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
	<u>1,491,691</u>	<u>1,530,510</u>

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).

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>5</u>	<u>305,201</u>	<u>305,206</u>
At 31 March 2022	5	305,201	305,206
Fair value			
At 31 March 2022	5	305,201	305,206
	<u>5</u>	<u>305,201</u>	<u>305,206</u>
At 31 March 2021	5	290,755	290,760
	<u>5</u>	<u>290,755</u>	<u>290,760</u>

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
	<u>833</u>	<u>2,500</u>	<u>-</u>	<u>2,500</u>

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

18 Debtors

	2022	2021	2022	2021
	Group	Group	Company	Company
	£	£	£	£
Amounts falling due within one year:				
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
	<u>159,709</u>	<u>147,579</u>	<u>242,997</u>	<u>217,226</u>

19 Cash at bank and in hand

	2022	2021	2022	2021
	Group	Group	Company	Company
	£	£	£	£
Short term deposits	168,632	168,604	168,632	168,604
Cash and bank balances	996,276	979,147	911,118	888,475
	<u>1,164,908</u>	<u>1,147,751</u>	<u>1,079,750</u>	<u>1,057,079</u>

20 Creditors: amounts falling due within one year

	2022	2021	2022	2021
	Group	Group	Company	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
	<u>141,280</u>	<u>217,247</u>	<u>138,582</u>	<u>196,226</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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:

	Balance at 1 April 2021	Movement in funds		Balance at 31 March 2022
		Incoming resources	Resources expended	
	£	£	£	£
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.

**AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>2,317,336</u>	<u>162,772</u>	<u>-</u>	<u>14,445</u>	<u>2,494,553</u>

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.

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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
	<u>1,872,933</u>	<u>621,619</u>	<u>5,847</u>	<u>2,500,399</u>	<u>2,386,383</u>

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	-
	<u>108,231</u>	<u>138,260</u>

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	<u>252,366</u>	<u>225,702</u>

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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.

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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