

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

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

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023



AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Registered Charity No: 1145196

Company Registration No: 07267880

Head Office: 10 Church Lane
Oldham
OL1 3AN

Trustees / Directors: Alexander Boyd (Chair)
Zoe Ashton (Vice Chair)
Stuart Bailey (Treasurer)
Jill Read retired 24.4.23
Clint Elliott
John Thomson
Dr Phil McEvoy
Nazrin Azad

Chief Executive: Yvonne Lee

Company Secretary: James Richardson

Principal & Registered Office: 10 Church Lane
Oldham
OL1 3AN

Auditors: Chadwick and Company
Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

Solicitors: North Ainley
34-36 Clegg Street
Oldham
OL1 1PS

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FOR THE YEAR ENDED 31 MARCH 2023

The directors present their report and financial statements for the year ended 31 March 2023.

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

CHAIRMAN'S REPORT

I am pleased to report that in the year 2022/2023 Age UK Oldham successfully achieved its aims and goals.

We did this through our day-to-day operational tasks and activities; meeting these aims enables us to ensure that collectively we were able to meet our overall constitutional charitable goal of promoting the relief of elderly people in any manner which now or hereafter may be deemed by law to be a charitable action, in and around the metropolitan district of Oldham.

Now the paragraph above although very true and accurate is rather formal and in my opinion vastly understates the combined effort of our staff and volunteers who work tirelessly throughout the year come rain, shine or as in the recent pandemic working to ensure that our income and the services we provide meet the everyday needs of the mainly vulnerable people who receive our support and assistance across the Borough.

We can provide this much needed support by ensuring our income streams provide the funding to operate. We do this by receiving and sorting donations in our shops and by selling pre-loved items to the thousands of customers who visit our very welcoming shops.

We support people indirectly through our successful and growing in demand School support sessions at George Street Chapel where the children of today can learn about the Borough of Oldham as it was in the past. These are real live interactive sessions between the children and our incredibly talented volunteer actors who bring the past back to life for the children.

We support our vulnerable and isolated older people directly and in person by welcoming them to our Luncheon Clubs across the Borough, likewise our current two excellent day care centres provide social and stimulating day care helping to provide families and carers with much needed respite from their loved ones. We also run two very sought-after Men-in-Sheds schemes where men can drop in to socialise and take part in craft-based skills; creating and making various articles from new or repairing items from home.

Our Handyman scheme is in constant demand, this is where we can assist in helping with the essential maintenance jobs that go some way to ensure a reasonable quality of life for older and vulnerable adults. This is direct contact and support for people who have been struggling for example in the dark because they cannot change a light bulb or who have a dripping tap or a faulty door lock. Everyday simple jobs that younger adults take for granted but are beyond the abilities of older and more vulnerable people.

We support people when being discharged from Hospital, without this new service at The Royal Oldham Hospital these vulnerable adults may have to remain in hospital even though their treatment could be done at home and by doing so take up a bed space for another patient in-need.

I have mentioned just a few of the services amongst the many that we provide on an almost daily basis, usually we are in the background bringing everything together to make life more comfortable for those in need.

My personal thanks and those of my fellow Trustee Directors must go to all volunteers and members of staff who are always first in line to go the extra mile to make things happen. Thank you.

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This will be my last report as Chair of AUKO. Since 1999 I have been a volunteer Trustee, Director and latterly Chair of this fine organisation. In December 2023 I shall step down from all positions to concentrate on family matters and to hopefully travel more extensively. The last 24 years has seen the organisation mature and become a beacon of charitable support across the Borough. I am very confident that our progress will continue apace and for the people who need us I am sure that we will continue to be there for them.

STRUCTURE, GOVERNANCE & MANAGEMENT

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

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

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

DIRECTORS

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

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

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

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

As far as the Trustees are aware:

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

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

INDUCTION / TRAINING

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

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

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

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

RELATIONSHIPS WITH RELATED PARTIES

The charity is currently a brand partner of Age UK and works with Age UK branches in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham.

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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 chair and six directors directs the general conduct of the charity's activities. In addition to the AGM (Annual General Meeting) the board meets at least six times throughout the year.

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

Regular reports on financial performance are submitted by the finance manager and considered by the board. These accounts are used by the directors for their monitoring of the charity's activities and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 90 staff members and 300 volunteers. She makes decisions on the day to day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

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

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

WIDER NETWORK

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

The well-being of older people is at the heart of everything we strive to achieve, and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination.

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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 (Voluntary, Community, Faith and Social Enterprise) investment opportunities.

She was a member of Oldham's Equality Advisory group for Covid 19 which met weekly with Public Health, the Council and other statutory and VCSE partners during the pandemic, collaborating on dissemination of critical advice and updates. Along with other AUO colleagues she contributes to Oldham's Living Well collaborative, creating new ways of supporting the mental health of people living in the community.

She plays a part each year in fundraising for local charities as a member of the Oldham Mayoral Appeal Committee.

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

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

RISK MANAGEMENT

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

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities, we have undertaken a full risk assessment which is monitored continually, and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all our premises;

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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 grant contributed to introducing digital technology skills to older people.

Launched as an answer to the self-isolation of older people during Covid, this year we have built on our freshly cooked Meals Delivery service which grows from strength to strength.

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

BEFRIENDING

Short description of service:

Demand for our befriending service has increased again this year I feel due to increased living costs. Enquiries from professionals such as social workers as well as relatives looking for a free service to replace a 'paid for' service such as a home care companion which can carry a charge of between £20 to £30 per hour has been a regular ask this year. I have had to adopt a filtering out method to ensure our befriending service is not used as a free replacement by families trying to cut costs.

All enquiries are initially offered a group befriending service such as Just 4 men, craft group or lunch club rather than one to one befriending.

Referrals are readily accepted from those older people living alone without any support. (i.e. no family or friends)

Telephone befriending is offered initially when a volunteer is linked, and the face-to-face support follows once both are happy to meet up. This takes place either in the home of the befriended or a mutual meeting place like a library or café.

Recruiting volunteers has also been difficult again this year across our organisation. Previous years we have relied on 'older' newly retired people coming forward to help us. I feel the increase in the retirement age has had a huge effect as people are working longer and the pressure of 'grandchildren' care has also impacted on the 'spare time' people previously had.

Younger people are not attracted to volunteering as a befriender, they would rather do 'fun' stuff than one to one support. However, we have recruited two volunteers aged 35 and 38 this year which has been a significant step forward for us. Both have health problems that prevent them from working full time, but each has found befriending rewarding.

The group especially enjoy the Christmas Dinner event and look forward to it every year. For many this is the ONLY party/celebration they attend during the festivities.

Relevant figures:

New befrienders recruited 4

Risks/Threats:

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

Funded by Age UK Oldham and dependent on surplus monies.

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire: £16,526

Service Objective:

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

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Description of Service:

Chadderton over 60's is a self-contained building providing a range of activities for older people.

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

Activity / improvements in last 12 months:

It has been a difficult year with the loss of group income playing a major impact. Our tabletop sales which were really popular and busy during the autumn and winter have been less successful during the summer months. We have eight more booked between August and December 2023, so we are hoping the popularity we had last year will replicate again.

We have an area dedicated to a shop at the centre where we are selling bric a brac, clothing, books, dvds and small pieces of furniture which is donated, every penny counts and helps boost our tabletop sale income.

We have a Facebook page for the centre which has driven new traffic to us and we have increased members in many of our groups.

We have another church hiring the centre every week starting on 5th August, which means we will have two church groups hiring every week.

Our numbers have grown in our craft group, we now have between 18 – 22 people attending every week. Our Just4men has grown to 10 – 12 each week and our OLGBT group now has 10 – 14 members each week too.

One off hire has increased too with children parties, birthday celebrations and meetings.

Risks/Threats:

Loss of groups = Loss of revenue

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

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

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

Description of Service:

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

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

In addition to one-to-one support and Home Visits we facilitate a drop-in service, both at the office and now on the new discharge lounge at Royal Oldham hospital for patients, family members or more active service users. Choosing the Right Care is widely used and respected by professional staff and service users alike.

Over the years, funding for this service has been reduced, although demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one-to-one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written guidance, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

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

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

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

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

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

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Activity / improvements in last 12 months:

Telephone contacts/advice provided with clients /services:	4,347
Unique clients:	1,054
Information packs issued / written Guides including factsheets etc.:	2,291
Website hits to service site:	6,801
Evaluations carried out with service users:	80

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 99 % of people who used our service reported decreased anxiety.
- 97% of people reported feeling more in control of the situation they were dealing with.
- 81 % of people went on to use other services as a result of using The Choosing the right care service.

Risks/Threats:

- Changes in social and health care directives.
- Still high demand for service – on occasions difficult to manage with one worker.

DAY CARE

Funding amount and source:

Funding £425,828 per annum

Service Objective:

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

Short description of service:

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

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

Activity / improvements in last 12 months:

After ongoing meetings with Commissioners in regard to proposed changes in funding of day care places it was agreed that individual Service Funds (ISF's) would not work for older people and discussions continued with regards to an alternative process including possible Individual Budgets - this is ongoing. We received written confirmation that block contract funding would cease on 31st December 2022.

From 1st January 2023 payment would be made for Adult Care services registered client places on a utilisation basis only until the end of the contract September 2023. Due to the frailty of clients, absences are frequent and this resulted in a financial loss which could not be sustained. During this period talks between commissioners have taken place regarding the future funding of day care and how as a business Age UK Oldham are able to

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sustain the service. After looking at several possible options a decision could not be reached between both parties with regards to a suitable model and discussions are continuing to date.

A decision was made by the commissioners that, as previously discussed, Individual Service funds would not be a suitable model for older people. The contract was due to end in June 2022 and a decision was made by OMBC not to tender the service. Discussions between both parties commenced in Feb 2022 with regards to looking at other funding streams i.e. Individual budgets or Individual Service Funds.

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

We presently employ 19 staff working across both sites.

Our business plan in 2022/23 was to develop a number of Day Care places for self-funding people who are eligible for the service but either

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

Whilst continuing to have discussions with Commissioners we searched for a suitable bungalow during 2022/2023 and were hopeful the right property could be secured to expand our service as we are confident of the demand.

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

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

Utilisation figures for Day Care have fluctuated during this period and the main concern is the lack of social services referrals however we have seen a rise in private funders.

Risks/Threats:

The risk identified is the loss of the block Day Care contract going forward which will impact significantly on Day Care users and subsequently on Age UK Oldham Day Care staff, catering services and transport.

Work continues to generate further privately funded places at both sites

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: CCG: £24,915 per annum

Service Objective:

- To provide a wide range of dementia related information & emotional support for people who have a formal diagnosis of dementia and to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.

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- To provide dementia related information in accessible formats including audio versions and large print.
- To link people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

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

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

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

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

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

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board, where we have representation on the Dementia Partnership Steering Group and other staff members that are active with discussion and dementia forum groups in Oldham which feed into the local Dementia Strategy. We have also worked closely with Dr. Kershaw's Hospice who have now set up a weekly dementia hub which offers drop-in support and access to memory service staff to people with dementia and their carers.

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

The service continues to work integrally with the Choosing the Right Care / Money & Benefits and General Advice team and other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer. We are also working more closely with AUKO PIP service.

Responsibility for the production and ongoing management of Oldham's Key Services for People with Dementia continues to be managed by our staff. We have carried out evaluations regarding the existing profile of this guide and all the feedback has given the opportunity this year for the future development of the guide to be more 'service user friendly' handbook. Alongside this we have developed a set of information sheets on relevant subjects within the guide, where people can just have access to the section of the guide, they have a specific interest or need for at a particular time. This will cut down the amount of paperwork people with dementia may need to look through to get to the information they are really needing at that time. The latest

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version was published in February 2022 which has been useful in identifying the support available following the covid pandemic. This handbook is a guide which navigates people through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support.

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

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

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

Activity / improvements in last 12 months:

- Continued good working relations have been maintained with all key stakeholders via a hybrid working model.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Promotional work has recommenced as events have started again and new services have been developed including new memory café at Oldham library delivered by Dementia UK and Dr. Kershaw's dementia hub. New working relationships have developed with this organisation as a result of this partnership working.
- Regular in-person contact with at Springboard, Dr Kershaw's dementia hub and the Memory Service CST group have progressed following the lifting of covid restrictions. Carers groups are now meeting again in a face-to-face manner are well attended.

Relevant figures:

Activity achieved April 2022 - March 2023

Unique clients receiving telephone or face to face advice & support: 1,704

Total number of contacts provided to or on behalf of clients: 8,691

Connecting clients to other support services: 3,245

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

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Risks/Threats:

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

DEMENTIA CARERS ASSESSMENT SERVICE

Funding Source: Oldham CCG £40,509 per annum

Service Objective:

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

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

Description of Service:

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

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day-to-day life and the issues which have arisen from their unpaid carers' role, including any emotional, 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.

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

The service will also carry out initial overview benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on to our Information & Advice Service for benefit form completion for specific benefits.

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

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

Activity / improvements in last 12 months:

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

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken: 383

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

Number of talks given to peer support groups by the service: 12

Risks/Threats:

- Loss of contract.
- Drop-in service at Church Lane has stopped following the covid pandemic. Follow-up appointments now arranged for clients who call into the office
- Demand can overstretch capacity on occasions.
- Covid restrictions had an impact on home visits / drop in visits and carers regular groups we attended. Assessments now carried out in a hybrid fashion offering either home visits or telephone appointments.
- Increased demand for staff attendance at carers groups now that they have re-commenced meeting in person.
- Changes to the model at OMBC Carers Centre have seen increased contact with personnel from that team resulting in increased referrals and demand on AUKO Dementia Carers Service.

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DEMENTIA PHYSICAL ACTIVITY TRAINER

Funding amount and source: £16,387

Service Objective:

- to develop the role of a Physical Health Trainer (PHT) who will be commissioned through Age UK / Greater Manchester Moving to work with people living with dementia or who have a cognitive impairment.

Short description of service:

- the PHT will work with service users who need support to get out into the community and take mild physical exercise to those people who have lost confidence in leaving their home after lockdown.
- 8-week blocks of sessions to be trialled in different settings and with slightly different target groups: group activities within 2 Age UK Oldham day centres (which provide specialist dementia support) incorporating smaller and larger groups, trial within lunch club setting (activity during lunch club), approach to Springboard to hold sessions as part of group meeting, explore possibility of one-to-one sessions.

Activity / improvements in last 12 months:

Sessions were delivered at Bluebells Day Centre and Selina House Day Centre, as well as in several lunch club locations.

Phil Brooke (PSI Level 4 trained) delivered sessions supported by Age UK Oldham staff. The response in the day centres was excellent from both staff and clients.

We will target Springboard during the next year along with developing a pathway for one-to-one clients.

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

Target: 44 individuals supported.

Achieved: Approx 100 individuals supported to date.

Risks/Threats:

Ongoing cost of delivery of sessions. There is the possibility of training for day care staff in order to give them the skills and confidence to deliver exercises safely, particularly with the use of therabands.

DISCHARGE TRANSFER OF CARE

Funding amount and source:

£49,167 – TOG MIND

Service Objective:

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

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

Brief description of service:

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

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

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

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

Activity / improvements in last 12 months:

Meeting with Oldham cares to discuss ongoing discharges for Female patients who reside in Oldham but are in other hospitals.

Meeting help with new OT on rowan and cedars wards to introduce the service.

Meeting held with new trainee clinical psychologist working on the older peoples MH wards at ROH to introduce the service.

Emails and information sent to 13 Home care providers to promote service and give information for them to distribute to staff.

Contact made with Royal Oldham Hospital – Mental health nurse working alongside the Transfer of care team who supports discharges for those with a mental Health diagnosis, info discussed and emailed to her.

Drop in hub set up on C1 discharge ward, meetings with discharge hub staff to promote service, service due to start in April.

Meeting with new patient liaison worker on Cedars ward to discuss service and support available

Specific mental health Training arranged and provided to staff to support in this area.

Relevant figures

(should comply with funder's reporting requirements):

Number of clients supported during this period:	53
Number of contacts linked to those clients:	1,683
Number of signposts during this period for those clients:	149
Number of client cases closed, and wellbeing outcome assessments completed during this period:	45
Number of case studies completed during this period:	4

Risks/Threats:

Change to Rowan and Cedars wards becoming male only has meant all Oldham females are now placed out of borough limiting contact available to them.

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DOMESTIC ABUSE AND OLDER ADULTS

Funding amount and source: Oldham Safeguarding Adults Board obtained £40,000 from the Ministry of Justice

Service Objective: to improve local insight, policies and operational practice regarding older people and domestic abuse.

Short description of service:

This was a multi-agency project involving members of Oldham Safeguarding Adults Board and other partners designed to gather information and case studies about older adults experiencing domestic abuse, development of a training programme working with Dewys

Activity / improvements in last 12 months:

- Better understanding and response to older people's needs across all partners services.
- Improved data collection providing a more in depth understanding of this group.
- Production of multi-agency policy and practice documents to ensure a consistent domestic abuse framework for this group.
- Improved awareness, recognition, and workforce capabilities to manage cases because of multi-agency training and resources.
- Evaluation of the training and resources by the partnership before being shared as a resource across Greater Manchester.

Age UK Oldham's role within the project was as part of the steering group and various task and finish groups.

We also were actively involved in getting input from community organisations who we had relationships with during the Ambition for Ageing project. This ensured that the experiences of people from under-represented communities were included in the research. We facilitated focus groups and provided reports from the focus groups.

We carried out one-to-one interviews with people who had volunteered to provide more in-depth information about their personal experience of abuse via the online survey developed as part of the project. We carried out the interviews and provided anonymised transcripts of the interviews for inclusion in the research.

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

Production of training programme and train the trainer sessions held for a variety of agencies across Oldham.

Production of short film

Distribution of online survey for professionals and victim-survivors

One-to-one interviews with victim-survivors

Focus groups with under-represented groups

Risks/Threats:

Capacity to cascade training to volunteers. We were also unsure of how appropriate the level of training was for staff and volunteers. A simplified version of the training was not actioned due to the time constraints and funding for the project.

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ENHANCED LUNCH CLUBS

Funding amount and source:

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

Service Objective:

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

Short description of service:

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

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

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

Activity / improvements in last 12 months:

Following COVID All lunch clubs have now reopened and remained open in 22/23 Numbers steadily increased throughout 2022 and by March 2023 we were running at 95% capacity (people on the registers) We are still seeing the effects of COVID and at times have had higher than normal absence rates when there have been outbreaks. Lunch clubs are getting a regular flow of new clients, through PIPs, social prescribing, and word of mouth.

We successfully took over a new group in April 2022 which had been run by a group of volunteers who no longer wanted to continue, and they approached Age UK to see if it was feasible for us to take over the group to prevent it from closing to date, we have doubled the attendances since taking.

Relevant figures

Throughout 22/23 lunch club provisions were set at 13832 places per annum.

Risks/Threats: funding ceases at end of September 2023

Threats to staff jobs – possible redundancies

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

Impact on drivers with loss of deliveries to lunch club sites

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EON PROJECT

Funding amount and source:

Funding Source – Age UK Oldham in Partnership with EON

Received £10,670

Service Objective:

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness. In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general practices, hospitals, and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating.

Short description of service:

We offer information and practical advice on how to save money on heating during the winter months, also offering benefits checks through Information & Advice, and to housebound people, home benefits visits. Referrals have been from a range of health and social care professionals along with self-referral.

COVID-19 had implications on delivery during times of lock down and peaks in cases within the borough of Oldham - we managed to complete most of our targets, but due to lock down some assessments had to be made over the phone and equipment was either left with the client or fitted when it was safe to do so. This reduced the funding slightly.

Activity / improvements in last 12 months:

Warm Home Discount Scheme	5
Numbers of people referred to Age UK Oldham's other services	25
Information leaflets	110
Emergency Heating	16 x 2 oil filled radiators
Referral to Handyman for heating repairs and other urgent work	25
Free equipment supplied by E-on and fitted in homes amounted to	£3,100

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

Full energy checks conducted in the home	110
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Risks/Threats:

Funding has to be applied for each year from Age UK England - Funding approved April 23.

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FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group £99,713

Service Objective:

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

The aim is to:

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

Short description of service:

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

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

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

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

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

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

Falls Awareness

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

Activity / improvements in last 12 months:

At the start of the financial year, reduced COVID restrictions had enabled us to re-open 10 face-to-face community classes. We maintained a cautious approach using infection control measures and were building up numbers in the classes gradually as referrals from CRAFT started to increase slowly. We continued to keep in

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touch with the wider group of people, including previous participants through welfare calls. Capacity to produce newsletters reduced but we continued with our hybrid approach offering zoom classes.

We provided falls prevention advice and other useful information throughout the year to those attending classes.

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

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

Chadderton – 2 classes: one at Chadderton over 60s Centre and one at Chadderton Wellbeing Centre. We had to re-locate the class from Chadderton Wellbeing Centre to St Herbert's Parish Centre at the start of February 2023.

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

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

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

New classes:

Lees – 2 new classes were introduced at Springlees Court – these classes covered the referrals received from Glodwick and other areas closer to central Oldham. Age UK Oldham transport is provided for one of these new classes.

Safety measures:

- Continued to adhere to infection control measures – sanitiser, using our own cups for refreshments, individual therabands provided.
- Risk assessment of venues – ensuring that class numbers are appropriate for the new layouts of some of the venues following the pandemic.
- Wearing face coverings as appropriate.

Transport:

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

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

We know the recipients lose the benefit of their exercise rapidly if they do not continue to do exercise, which increases fall risk, fall incidence and use of NHS services. We provided copies of exercise guides, therabands and other equipment to encourage people to continue exercising.

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

Volunteers – 3 volunteers support the service.

Greater Manchester FLEXI study

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In May 2022 we submitted an application to take part in the GM FLEXI study proposing to look at Falls service across Greater Manchester. We were one of the areas chosen to take part in the first cohort of research. This study will provide an updated cost-benefit analysis and report about the falls service.

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

Face-to-face contacts at classes

Month	Number of classes	No. of attendances
April 2022	22	167
May 2022	50	186
June 2022	48	194
July 2022	44	185
August 2022	54	204
September 2022	50	225
October 2022	50	212
November 2022	50	205
December 2022	40	167
January 2023	46	176
February 2023	48	257
March 2023	52	288

Contacts are also made in different ways including telephone and zoom sessions. In some cases, we are also still in touch with people through deliveries by other Age UK Oldham services, e.g. shopping, meals delivery and library book deliveries.

Telephone Calls x 718

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

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

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

Contacts Type	Q1	Q2	Q3	Q4
Total Number of individuals on contact list	177	200	199	197

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Number of client calls	156	191	144	227
Number of zoom sessions	45	41	36	38
Number of Zoom attendances	157	155	124	131

Recorded falls for April 2022 – March 2023

The number of recorded falls for people during this period (April 22 – March 23): 28

Recorded falls of clients

Number of falls	Number of clients having had falls.	Number of clients having 1 fall
28	22	20

Re-Referral to Physio	Referral to other professionals and services, e.g. O/T, sensory team, Blue Badge, etc.
21	75

Risks/Threats:

Fewer volunteers supporting the service. This has meant that staff have had to support the face-to-face sessions. However, this also has the benefit of being able to offer more additional support and information about other services.

Fewer participants in classes makes it more difficult to arrange transport when people can't make their own way to a class. This is because Ring & Ride require 6 people in the same area in order to set up a block booking and if people do not regularly attend the block booking is cancelled and participants must be booked on individually each week. This is more time-consuming and requires work outside of contracted hours for staff to arrange. As with many services transport continues to be critical to the success of the project.

We continue to receive clients onto the programme solely from falls physiotherapy team, so the number of people registered is dependent upon their referrals to the service. Referral numbers are still lower than pre-pandemic but are gradually starting to increase. We agreed with the funders to keep people on at the classes (where appropriate), introducing a small charge, in order to ensure that places are filled.

Reduced provision of community classes to move people on to. Oldham Community Leisure's community provision has reduced greatly post-pandemic. This makes it more difficult to refer people on after the programme is completed.

Costs have increased across the budget. Instructor costs increased in January 2023 as there had been no price increase for a number of years. Transport costs and even items such as milk and biscuits have increased in cost. This could potentially have an impact on the outputs of the service (e.g. number of classes) or require the introduction of charges.

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GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

No specific funding apart from £10k Brand Partnership annual payment.

Service Objective:

- To provide independent general information, advice and support for older people and their carers regarding benefits and money.
- To maximise income for older people and their carers and explain and support to complete relevant claim forms.
- To act as a gateway both for Age UK Oldham's services and others ensuring that people are connected to the correct services both in house and the wider local community.

Description of Service:

The service offers help, advice, and practical support for anyone over 50, and their carers. We can support completion of claims for Pension Age Related Benefits and Money, and we can carry out full benefits checks completing the relevant claim forms for age related benefits or carers. We also carry out home visits for people who are unable to travel to our office or take part in an in-depth lengthy telephone conversation.

This service is free and confidential.

I and A staff continue to take annual training

All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers and the experience and skill of staff with this client group has shown, not only the financial results clients have been able to realise, but the opportunities for them to further engage with other Age UK Oldham services - which on many occasions they may have been unaware of.

Activity / improvements in last 12 months:

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

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

Relevant figures:

General Information and Advice Service assisted:

- Referrals dealt with and completed: **1,071**
- Contacts: **1,949**

Risks/Threats:

- Loss of other organisation funding which would directly affect the I and A.

The service is widely used and we are not always able to meet demand with our staffing levels.

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GEORGE STREET CHAPEL

Funding amount and source: Income generated £31,123

Service Objective:

To preserve and showcase to the community, a grade 2 star listed chapel, built by its members between 1815 and 1816 and which played a significant role in the history of the town. It now plays an important part in showcasing the history of Oldham whilst generating an income to support our charity. It's a local service for history, education, and events in a warm friendly venue for people to come together to celebrate weddings, celebration parties, community events, meetings, conferences and school education trips etc.

Short description of service:

We host many holiday & seasonal activities which usually include food for all ages. School educational visits and heritage tours.

The Chapel has been used by various charities, businesses, Oldham Council for meetings, Award Ceremonies and we are now being recognised nationally attracting schools from outside the borough.

Activity / improvements in last 12 months:

This year we were pleased to experience a significant increase in educational visits resulting in fantastic feedback. We have recruited additional volunteers to accommodate the rise in educational visits.

Risks/Threats:

- Significant price rises in energy, supplies and food impacting on profits.
- Cost of living crisis impacting on fewer bookings in the future
- Regular meetings now done via zoom /team etc reducing the number of bookings.
- Loss of other organisations funding impacting on fewer events
- Major road works and improvements in the area resulting in closed roads and unsightly construction putting visitors off.

HANDYVAN

Funding amount and source:

Oldham Council £31,000

Oldham Council Warm Homes £20,103 spot contract

Service Objective:

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

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

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

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Short description of Handyvan service:

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

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

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

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

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

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

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

Activity / improvements in last 12 months:

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

We have also been able to help people this year with Household support monies from the council for people in crisis.

We carried out both internal and external jobs - contractors safely carried out 1001 jobs to those most at risk and living on their own with no family support. This was conducted with rigorous questionnaires and risk assessments put into place for both safety of the customer and the person carrying out the work. By January 2022 restrictions began to lift however we continue to adhere to safe working practices.

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

Enquires to service	1,385
Completed jobs	883
Internal	309
Contractors	524
Warm Homes	125

Risks/Threats:

Always the risk of contract not being renewed for Handyvan, Warm Homes and the E-on project which are co-existent.

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HOME FIRST SUPPORT SERVICE

Funding NHS GMICB: £9,552 p.a

Since mid-November 2022 we have been working with Greater Manchester Integrated Care partnership together with the GM VCSE Alliance to provide discharge support to older Oldham residents who are being discharged from any hospital in Greater Manchester.

Description of Service:

The Home First Service offers discharge support to older adults who are returning home from a hospital admission, presentation at A&E, or following a spell of in-patient intermediate care. The service also aims to support older people in the community identified to be at risk of a hospitalisation. A PIP worker visits a patient within a day of discharge to ensure adequate support is in place and continues to offer support as required over the first week of discharge. We also operate a drop-in facility in the discharge lounge at Royal Oldham Hospital 3 afternoons a week to raise awareness of the service and the wider support Age UK can offer. The drop-in sessions help to identify vulnerable patients on discharge who may benefit from the additional support this service offers. We work closely with the hospital social work team, therapy teams at A&E, ward staff and the frailty team in the Royal Oldham Hospital as well as staff based at Butler Green and Medlock Court Intermediate Care Units. We operate this service as part of a wider Greater Manchester Hospital Discharge Alliance providing this support to any older Oldham resident being discharged from any GM hospital back to their Oldham home.

Service Objectives:

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

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

Service activity:

In the first 4 months of service, we have provided the service to 82 older people by either supporting a discharge from a hospital or residential enablement facility or by preventing an acute hospital admission by ensuring timely and appropriate support is put in place to avoid an unnecessary hospitalisation. 61 of these clients were referred onto additional support services following intervention from the Home First Support Service in the hope of lowering hospital readmission rates.

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

Risk/threats:

Continued funding-presently funded for 12 months under NHS Additional Capacity Scheme.

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

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

HOUSEHOLD SUPPORT FUND

The Household Support Funding is provided by Department for Work and Pensions (DWP) to Local Authorities directly to help those people who are facing hardship or crisis and are on a low income.

It has been awarded to Age UK Oldham who work closely with older individuals and households in Oldham who are at risk due to the adverse impact of the cost-of-living crisis. Our support offered is advertised as part of the wider Oldham Cost of Living Support offer on Oldham Council's We Can Help webpage so that individuals can be signposted to us for support.

We can assist with

1. Emergency food /shopping and frozen meals – (cash, vouchers and/or food items directly)
2. Emergency energy or water bills / costs / oil filled radiators / electric blankets etc
3. Mobility equipment/ small repairs
4. Help with energy top ups
5. Warm clothing and shoes
6. Beds and bedding
7. Household furniture and white goods
8. Emergency non-energy related household bills (phone credit/data etc)
9. Transport costs (e.g. bus passes to attend medical or public service appointments)

INTERGENERATIONAL PROJECTS

Funding Source: Nil

Service Objective: Intergenerational Project with local schools

Link older people with the younger generation through a variety of intergenerational projects to share experiences and learn from each other.

Description of Service:

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories with younger people, as well as being a positive role model to the younger generation too. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

Activity / improvements in last 12 months:

Due to funding restrictions now within education , the criteria for spend within local schools has restricted their ability to commission Age Exchange as an out of hours learning project, so we have had no booking this year.

Increased visits to Victorian experience days at the chapel has been huge this year , with out of borough schools and Local schools making us a first choice for their school trip.

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Risks/Threats:

Schools are unable to fund Age Exchange / GSC experience tours due to cutbacks.

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

Funding Source: £5,000 Mayors Appeal Fund

Service Objective: Provide a social support network for older lesbian, gay bisexual community

A group for older lesbian gay bisexual and transgender to meet and socialise. Out & About group meet on the last Friday of each month for the older LGBTQ community

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

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

Having a support peer group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. Having this group AUKO has increased its awareness of the needs of older LGBT people helping us to progress and plan effectively for the future. Group now meet weekly on a Friday, for a considerable number this is the only social outing they have all week.

As many other Older LGBT people, they do not have extended family so as they age the need for groups such as this is paramount. During the last year we have supported members with bereavement, sexual transition, cancer and homelessness. Without the peer support this group has provided im not too sure how things would have gone for these people. As one member repeatedly says, this is her 'family' not a social group.

Activity / improvements in last 12 months:

This group have received funding from the Mayors Appeal last year and are still using this money to support rent and activities so they can enjoy some quality time doing things away from the centre.

Four new members have joined this year, sadly though one member has passed away.

Relevant figures:

10 - 14 people are meeting weekly with many still in contact through facebook page and telephone calls.

Risks/Threats:

None discernible, this is a low-cost project funded by Age UK Oldham and managed by existing staff member.

LIFE STORY

Funding amount and source:

Oldham Clinical Commissioning Group: £18,630

Service Objective:

To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families

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involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Short description of service:

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

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

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

Activity / improvements in last 12 months:

As COVID restrictions were eased we reintroduced home visits (in Care Homes, retirement housing and in people's own homes). As contacting people over the phone / facetime had been a successful approach with some people we continued to offer this. Some people were still very anxious about having people visit them at home.

Typing volunteers have continued to work remotely which has increased the volunteer time spent on the project. We still offer Fridays as a 'typing day' at our Church Lane office and this is also an opportunity for visiting volunteers to come in, drop off notes or photographs for scanning and meet the typing volunteers.

We continue to offer visiting volunteers a supply of hand sanitiser and tests while we still have a supply of these (and other PPE (Personal Protective Equipment) if they would like it).

We held 2 volunteer get-togethers to offer volunteers chance to socialise and get to know each other.

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

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

Volunteers:	17
Target:	48 life stories
Achieved:	40

Risks/Threats:

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

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LIVING WELL

Service started 1st Sept 2022 / Part time role 17.5hrs weekly

Funding amount and source:

£25,000 - TOG MIND

Service Objective:

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

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

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

Short description of service:

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

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

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

Activity / improvements in last 12 months:

Workload and meetings involved in setting up a new service.

Meetings held with older people community mental health team to promote and give info on the service. Specific mental health Training arranged and provided to staff to support in this area.

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

Number of clients supported during this period:	34
Number of contacts linked to those clients:	967
Number of signposts during this period for those clients:	160
Number of client cases closed and wellbeing outcome assessments completed during this period:	17
Number of case studies completed during this period:	2

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Risks/Threats:

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

MEALS DELIVERY SERVICE

Funding amount and source: Income generated: £75,831

Service Objective:

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

Short description of service:

Established at the start of COVID. It was designed to provide a nutritional home cooked meal to some of the most vulnerable people in society, when they were unable to venture out due to COVID restrictions and shielding due to illness and age. the service provides home cooked meals, soups and desserts that are frozen down then delivered direct to the persons door.

Activity / improvements in last 12 months:

Although life is now getting back to some normality after COVID, the meal service has continued to grow month on month. In the year 21/22 we provided approximately 2,820 packs which equated to around 15,000 individual meals.

Compare that to this year 22/23 we have provided 3,220 packs which is around 19,000 meals. this has provided meals to approximately 300 unique people over the 12-month period and we currently have around 130 people that we deliver to on a regular basis. This shows that although people have more freedom to socialise and go out, there is still a need for the service. Some of this continued growth is possibly down to the cost-of-living crisis - people know they are getting a good nutritional meal for a set price; this helps them with budgeting their finances.

We also provide regular weekly meals to Age UK Stockport; they have on average 70/75 meals per week which are picked up by Age UK Stockport staff for them to use in their daycentre.

Relevant figures

In the last 12 months we have provided approximately 3,220 meal packs most people have 6 meals a week. This equates to around 19,000 for the year 22/23

We have provided Age UK Stockport with around 70 meal per week which is 3,640 meals for the year 22/23

Risks/Threats:

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

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MEN IN SHEDS

Funding amount and source:

£14,967 income generation from subscriptions and sales

£41,468 funding from Age UK Oldham

Service Objective:

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

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

Men in Sheds aims to:

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

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

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

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

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

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

Short description of service:

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

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

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

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either 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:

The Co-ordinator has worked hard to build up the numbers following covid. He worked hard to ensure that men returning to the shed felt safe as many have a chronic illness. He worked hard with staff to revamp the workspace and declutter all areas at both sheds. We engaged a Health and Safety inspection to ensure all our Risk assessments met the standard and we worked hard to cover the few recommendations.

The coordinator is supported by two skilled staff members. We have improved the income stream by making bespoke items for individual, schools and the local community and refurbishing items for resale.

The outdoor space has been well used this past year and we have a healthy allotment at Greenfield that the men will work on both days the shed is open and when closed. They have created a wildlife pond and garden.

Relevant figures

The shed has seen an increase over the last 12 months of men attending the sessions with an average of 41/45 individuals attending over 4 days. Plus, a team of 6 volunteers (Buddies).

Risks/Threats:

Despite this being a valued service by referrers we have not been able to secure full funding and it is currently financed by the Charity

MINOR /MAJOR ADAPTATIONS

Funding amount and source: Total turnover £225,800

This is a spot contract with two providers:

Oldham Council

Housing 21

Service Objective:

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

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

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

It's an all-age service.

Short description of service:

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

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

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

This work provides a steady income for AUKO.

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

Activity / improvements in last 12 months:

There continues to be a long wait for people to have an assessment which is around 12 weeks plus. This has resulted in longer waits for equipment to be fitted in the home. AUKO have had more referrals for urgent adaptations in the home to those people most vulnerable. These have been carried out by both our internal staff member and by the contractors.

We always send a rigorous questionnaire to all clients both before booking the visit and again on the day the work is carried out. The patient and families are also requested to follow the terms of the risk assessment for the work to be carried out safely. we have completed 747 jobs in the year which has contributed to people not being readmitted to hospital and keeping them safe and independent at home.

We have also fitted adaptations for people who have chosen to pay rather than wait.

Risks/Threats:

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

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

Despite competition we continue to achieve larger building works

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

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Funded by Northern Care Alliance £150,000 (PIP) and CCG £31,168 (UCRT)

Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. £52,250

Service Objective:

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The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

Service Aims:

- To address the social aspects of a patient presenting at the surgery for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed hospital discharges and reduce the frequent GP attendees for non-medical reasons.
- To provide a strength-based, person-centred response to issues-either practical or emotional- which may be affecting a person's wellbeing.

Description of Service:

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

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

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

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

CLUSTERS-Prior to the covid lockdowns, PIP Advisors were based in each of the 5 Clusters as part of Integrated Health and Social Care Community teams. Clusters are aligned to location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers and an Age UK Oldham PIP Advisor, working together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved, and the client support is much more complex from when the service first started.

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

SOCIAL PRESCRIBING-Since July 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in

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their area. This service uses the Elemental digital platform of referring into the service, recording work undertaken and sharing outcomes. This platform is linked to the GP EMIS system so it can advise GPs of the work being undertaken by the service to support their patients.

Activity / improvements in last 12 months:

The Cluster model has not returned to operating in its pre-pandemic format. Adult Social Care (ASC) cluster colleagues are still widely working remotely. As a result of changes withing the Adult Social Care delivery model, the PIP service now receives most of its referrals from ASC via ARCC (Assessment Referral Contact Centre)-the “new front door” of Oldham’s Adult Social Care service. The ARCC screens and triages ASC referrals and will send referrals at this earlier stage to the PIP service to action. Rather than being based in the cluster building when there are less staff there to receive referrals from the PIP team now operate a hybrid working day and spend their time either office or home-based with the majority of their time out in the community undertaking home visits or escorting clients, as way of introduction, to social activities.

Social Prescribing PIP advisors attended weekly allocation meetings and as well as a fortnightly full Social Prescribing team meeting alongside other social prescribers from TOGMIND, Positive Steps and Action. 2 PIP workers held solely a Social Prescribing caseload. The Social Prescribing service is aligned to the Council’s district teams rather than the Community Health and Social Care Cluster teams which operate over a different footprint.

The Urgent Care response Team (UCRT) is based at Whitney Court with MioCare staff who provide Helpline and Enablement services and a PIP worker is also based there as part of the wider team. The PIP role within the team has become even more vital following the worker’s daily presence especially during the covid lockdowns when so many other services were operating remotely. The PIP worker’s role within the UCRT has become cemented as it is flexible and responsive to the urgent needs of patients supported through the crisis team. Our worker has been nominated an Employee of the Month on several occasions by this integrated team.

We continue to produce evidence of effectiveness and cost savings in local health and social care by regularly reporting to commissioners.

Relevant figures:

Number of people supported 1,223 - resulting in 1,469 home visits and 9,220 contacts with or on behalf of clients.

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

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

PIP manager and CEO attend quarterly strategic Social Prescribing consortium meetings. Fortnightly management meetings are also attended by Age UK Oldham, TOGMIND, Positive Steps and Action Together social prescribing managers for the operational management of the full social prescribing service. This activity happened up until Dec 2022. Following the loss Age UK Oldham Social Prescribing staff to employment directly by Action Together in continuance of their roles a decision was made that, as current funding expired in March 2023, there would not be sufficient time to recruit and train replacement staff into the Social Prescribing role.

Risks/Threats:

Continued funding

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

TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Demand can overstretch capacity at times

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

SAFE AT HOME AND SHOPPING SERVICE

Funded by Age UK Oldham £29,608 and Client charges £15,500

Service Objective:

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

This service operates deliveries Tuesday Wednesday Thursday.

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

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

Following Covid we are now back to delivering inside customers home and offering the extra support of putting shopping away. We continue to closely monitor the most vulnerable older people.

Activity / improvements in last 12 months:

Over the year we delivered over 2,500 shops to older people.

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

We have only had to manually shop for three days when the national system crashed.

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

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

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

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

At the end of the year, we had a data base of 63 clients with deliveries averaging 40-55 a week.

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

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FOR THE YEAR ENDED 31 MARCH 2023

Relevant figures

2,640 shopping deliveries were carried out

Risks/Threats:

Future funding uncertain

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project

Service Objective: Teach older people how to use technology

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

Description of Service:

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

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable.

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

Activity / improvements in last 12 months:

Numbers of people attending have increased between 4 – 6 people are attending weekly, one gentleman continues to come all the way from Bolton as his local Age UK couldn't help him. This regular group on a Friday morning has become a 'friendship' circle more than an IT class. They all pay £6 and come armed with questions every week , so it keeps us busy.

We also have people coming for short one week visits too, for those a simple question being answered or a quick lesson in how to do something is all they need.

Relevant figures:

On average 4 – 6 people attend with occasional home visits

Risks/Threats:

Reduced numbers due to not being able to pay this winter with increased fuel bills

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: support all AUKO services with volunteer help

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services.

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

Our annual Volunteer Award ceremony is a popular event, with volunteers constantly working towards their next milestone of 5, 10, 15, 20+ years' service.

Description of Service:

Our volunteers help us be there for the people who need us most, from direct service delivery to helping us raise money through our table top sales and chapel experiences

Activity / improvements in last 12 months:

Relevant figures:

New Volunteers:

New volunteers befrienders	4
Chapel volunteers	4
Chadderton over 60s	1 (gardening volunteer)
Chadderton over 60s	2 (table top sales)

Risks/Threats:

Unable to recruit enough volunteers to support ongoing services and prevent future development. As volunteers retire, pass away, or have family commitments, new volunteers are not coming forward to meet the demand.

CHARITY SHOPS

Income Generation: £782,746

To raise funds for the charity we started the year 2022/23 operating eight charity shops.

We sell donated goods at Lees, Failsworth (2), Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road and Boutique and eBay.

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

The shop sales (excluding gift aid) during 2022/23 was £646,103 which is £31,963 up on last year.

We also raised funds by selling on our eBay shop, raising £12,869. This is unfortunately down £11,000 on last year due to our eBay seller having other commitments and not being able to dedicate as much time as he had done previously. We are looking into recruiting alternative resources.

Recycling of rags £33,729

Gift aid: £90,045 which is up £30,000 on last year.

Totalling £782,746

This equates to £51,000 above predicted sales budget.

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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Service Objective:

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 100 volunteers across all sites.

We have expanded our Boutique shop to incorporate a furniture department which has increased the revenue at this location.

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

Short description of service:

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

Researching and valuing items which have been donated and then to sell on eBay. We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

Activity / improvements in last 12 months:

Our rags and waste income has declined as we move more of our stock to the pound shop and boutique than in previous years. Stock is moved 5 times per week. We utilise a large part of our Barn St site to store furniture and this is also where our small appliance electrical donations are tested. Donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill continues to help us gain a substantial profit from Gift Aid and helps us to analyse our takings with ease, identifying key areas for us to focus our efforts.

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

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

Risks/Threats

We face a high turnover of volunteers who continually need training, inducting, and managing. Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

We are utilising the new influx of Duke of Edinburgh volunteers and work experience from the job centre, Prince's Trust and North Lancashire Training Group.

During Covid 19 we installed safety screens around our till areas, we have kept these in place.

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

Our eBay co-ordinator has decided to leave as he could not dedicate as much time as was needed. We are looking to replace him, to bring our revenue back to previous year's figures.

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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2023.

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

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

OUR ORGANISATION

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

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

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

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

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

POLICIES

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

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

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

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FOR THE YEAR ENDED 31 MARCH 2023

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

In the 2023/24 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

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

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2023 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

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

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

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

BORROWING POLICY

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

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £655,829.

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

PLANS FOR FUTURE PERIODS

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops
- Establish a warm space and social wellbeing hub at Over 60's Centre to ensure that older people have access to information, advice and practical support to help them through a challenging winter
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers.

AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

- The Social Care climate is changing and we must now continue to explore opportunities to amalgamate charged for places for those people needing care but who are ineligible for statutory financial support and understand the Direct Payment process to enable staff to assist service users who are eligible under these parameters
- Further increase in catering provision both in service and trading areas. Consolidate and grow the meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue
- Build on previous success with local schools with whom we have built relationships within our heritage project, and develop more diverse intergenerational projects;
- Increased involvement with the Asian communities both in services and trading
- Continue to be involved in the GM agenda
- Continue to develop and grow our partnerships with health, supporting older people to experience safe, timely hospital discharges and prevent avoidable readmissions.

RESTRICTED FUNDS

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

FINANCIAL REVIEW

The environment the charity operates in continues to be difficult as local authority and health budgets continue to be under heavy pressure and scrutiny. Our services when looked at holistically provide great value for money in preventative care and early identification of issues for users of our services. This is an area which the charity should be proud, although it can be hard not to be guided into becoming financially responsible for the obligations of other parties. Notwithstanding this is pleasing to report a year in which the Charity has made a small surplus of £37,536 which is critical to the ongoing longevity of our services. The Charity has continued to provide high quality services and innovative programmes to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

EQUALITIES AND DIVERSITY

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

Signed on behalf of the board of Trustees

Alex Boyd (Chairman)

Trustee

Dated: 5 December 2023

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

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

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiaries for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

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
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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**

6 December 2023

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds		Restricted funds	Total 2023	Total 2022
	Notes	general	designated			
		£	£	£	£	£
<u>Income and endowments from:</u>						
Donations and legacies	2	34,863	-	-	34,863	38,493
Charitable activities	3	626,593	-	1,104,039	1,730,632	1,534,617
Activities for generating funds	4	813,991	-	-	813,991	807,649
Investments	5	12,753	-	-	12,753	2,758
Total income and endowments		1,488,200	-	1,104,039	2,592,239	2,383,517
<u>Expenditure on:</u>						
Charitable activities	6	787,805	-	1,061,564	1,849,369	1,648,963
Other	4	685,986	-	-	685,986	634,984
Total resources expended		1,473,791	-	1,061,564	2,535,355	2,283,947
Net gains/(losses) on investments	12	(19,348)	-	-	(19,348)	14,445
Net (outgoing)/incoming resources before transfers		(4,939)	-	42,475	37,536	114,015
Gross transfers between funds		(34,210)	34,210	-	-	-
Net movement in funds		(39,149)	34,210	42,475	37,536	114,015
Fund balances at 1 April 2022		1,872,933	621,619	5,847	2,500,399	2,386,384
Fund balances at 31 March 2023		1,833,784	655,829	48,322	2,537,935	2,500,399

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 Group £	2022 Group £	2023 Company £	2022 Company £
Fixed assets					
Tangible assets	13	1,004,993	1,011,028	1,004,993	1,011,028
Investments	14	285,853	305,201	285,855	305,206
		<u>1,290,846</u>	<u>1,316,229</u>	<u>1,290,848</u>	<u>1,316,234</u>
Current assets					
Stocks	15	587	833	-	-
Debtors	16	183,006	159,709	264,317	242,997
Cash at bank and in hand	17	1,284,835	1,164,908	1,197,026	1,079,750
		<u>1,468,428</u>	<u>1,325,450</u>	<u>1,461,343</u>	<u>1,322,747</u>
Creditors: amounts falling due within one year	18	<u>221,339</u>	<u>141,280</u>	<u>214,256</u>	<u>138,582</u>
Net current assets		<u>1,247,089</u>	<u>1,184,170</u>	<u>1,247,087</u>	<u>1,184,165</u>
Total assets less current liabilities		<u><u>2,537,935</u></u>	<u><u>2,500,399</u></u>	<u><u>2,537,935</u></u>	<u><u>2,500,399</u></u>
Income funds					
Restricted funds	19	48,322	5,847	48,322	5,847
Designated funds	20	655,829	621,619	655,829	621,619
Unrestricted funds	20	1,833,784	1,872,933	1,833,784	1,872,933
		<u><u>2,537,935</u></u>	<u><u>2,500,399</u></u>	<u><u>2,537,935</u></u>	<u><u>2,500,399</u></u>

The accounts were approved by the Trustees on 5 December 2023

A Boyd (Chairman)
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash generated from operations	25		139,670		52,041
Investing activities					
Purchase of tangible fixed assets		(35,745)		(42,686)	
Proceeds on disposal of tangible fixed assets		3,249		5,044	
Interest received		12,753		2,758	
Net cash used in investing activities			(19,743)		(34,884)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			119,927		17,157
Cash and cash equivalents at beginning of year			1,164,908		1,147,751
Cash and cash equivalents at end of year			1,284,835		1,164,908

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

1.1 Company information

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

1.2 Accounting convention

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

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

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

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

1.3 Going concern

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

1.4 Charitable funds

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

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

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.5 Incoming resources

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

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

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

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

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

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

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

1.6 Resources expended

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

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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 2023

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 2023

1 Accounting policies (Continued)

1.15 Support costs

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

2 Donations and legacies

	2023	2022
	£	£
Donations and gifts	34,863	8,860
Coronavirus job retention scheme	-	29,633
	<hr/>	<hr/>
	34,863	38,493
	<hr/>	<hr/>

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

3 Charitable activities	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2023	Total 2022
	£	£	£	£	£	£	£	£
Sales within charitable activities	320,923	800,738	95,424	262,816	104,777	145,954	1,730,632	1,534,617
Analysis by fund								
Unrestricted funds	264,970	298,087	-	29,398	5,064	29,074	626,593	
Restricted funds	55,953	502,651	95,424	233,418	99,713	116,880	1,104,039	
	320,923	800,738	95,424	262,816	104,777	145,954	1,730,632	
For the year ended 31 March 2022								
Unrestricted funds	211,525	173,285	3,375	34,004	1,530	21,448		445,167
Restricted funds	52,757	479,368	110,008	232,250	151,672	63,395		1,089,450
	264,282	652,653	113,383	266,254	153,202	84,843		1,534,617

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4 Activities for generating funds

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Shop income	782,746	-	782,746	740,562
Trading subsidiaries income	31,245	-	31,245	67,087
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Activities for generating funds	813,991	-	813,991	807,649
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
For the year ended 31 March 2022	807,649	-		807,649
	<u> </u>	<u> </u>		<u> </u>
	Unrestricted funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Net (profit)/loss on disposal of tangible fixed assets	(3,249)	-	(3,249)	(5,044)
Shop expenditure	657,990	-	657,990	585,391
Community cafe	-	-	-	-
Trading subsidiaries expenditure	31,245	-	31,245	54,637
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	685,986	-	685,986	634,984
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
For the year ended 31 March 2022	634,984	-		634,984
	<u> </u>	<u> </u>		<u> </u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4 Activities for generating funds (Continued)

Subsidiaries income and expenses

	George Street Chapel Ltd	Total 2023	Total 2022
	£	£	£
Turnover from commissions/sales	31,245	31,245	67,087
Bank plus other interest	-	-	-
	<hr/>	<hr/>	<hr/>
Total income	31,245	31,245	67,087
	<hr/>	<hr/>	<hr/>
Total expenditure	(31,245)	(31,245)	(54,637)
	<hr/>	<hr/>	<hr/>
Net income before gift aid	-	-	12,450
	<hr/>	<hr/>	<hr/>

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

5 Investments

	2023	2022
	£	£
Income from listed investments	2,802	2,515
Interest receivable	9,951	243
	<hr/>	<hr/>
	12,753	2,758
	<hr/>	<hr/>

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Charitable activities	Preventative services		Care services		Care view, advice & independence support		Promoting wellbeing & independence		Health & wellbeing development/ actions		Total 2023		Total 2022	
	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Administration & support costs	306,559		822,720		115,818		352,818		104,960		1,835,369		1,634,963	
Share of governance costs (see note 7)	800		6,600		1,200		4,000		600		14,000		14,000	
	307,359		829,320		117,018		356,818		105,560		1,849,369		1,648,963	
Analysis by fund														
Unrestricted funds	251,406		320,822		21,594		123,400		5,847		787,805			
Restricted funds	55,953		508,498		95,424		233,418		99,713		1,061,564			
	307,359		829,320		117,018		356,818		105,560		1,849,369			
For the year ended 31 March 2022														
Unrestricted funds	203,729		151,600		12,980		49,110		19,122		496,311			
Restricted funds	52,757		479,368		110,008		279,936		151,672		1,152,652			
	256,486		630,968		122,988		329,046		170,794		1,648,963			

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Support costs

	Governance costs £	2023 £	2022 £
Audit fees	14,000	14,000	14,000
	14,000	14,000	14,000
Analysed between Charitable activities	14,000	14,000	14,000

8 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2023 £	2022 £
Audit of the charity's annual accounts	14,000	14,000

9 Trustees

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
Operational programmes	73	79
Management and administration	8	8
	<u>81</u>	<u>87</u>

Employment costs

	2023	2022
	£	£
Wages and salaries	1,501,785	1,362,925
Social security costs	111,088	89,856
Other pension costs	41,017	38,910
	<u>1,653,890</u>	<u>1,491,691</u>

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

11 Pension Costs

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

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

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

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme. Contributions payable by the company to this pension fund during the period amounted to £7,487 (2022: £6,934).

The pension cost charge represents total pension contributions payable totalling £41,017 (2022: £38,910).

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

12 Net gains/(losses) on investments

	2023	2022
	£	£
Revaluation of investments	(19,348)	14,445

13 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2022	751,061	418,562	176,418	90,813	221,410	1,658,264
Additions	-	-	7,686	-	28,059	35,745
Disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Depreciation and impairment						
At 1 April 2022	109,812	92,118	169,186	83,796	192,326	647,238
Depreciation charged in the year	13,698	8,371	3,852	2,367	13,490	41,778
Eliminated in respect of disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	123,510	100,489	173,038	86,163	184,500	667,700
Carrying amount						
At 31 March 2023	627,551	318,073	11,066	4,650	43,653	1,004,993
At 31 March 2022	641,249	326,445	7,233	7,016	29,085	1,011,028

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

13 Tangible fixed assets

(Continued)

COMPANY	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2022	751,061	418,562	176,418	90,813	221,410	1,658,264
Additions	-	-	7,686	-	28,059	35,745
Disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Depreciation and impairment						
At 1 April 2022	109,812	92,118	169,186	83,796	192,326	647,238
Depreciation charged in the year	13,698	8,371	3,852	2,367	13,490	41,778
Eliminated in respect of disposals	-	-	-	-	(21,316)	(21,316)
At 31 March 2023	123,510	100,489	173,038	86,163	184,500	667,700
Carrying amount						
At 31 March 2023	627,551	318,073	11,066	4,650	43,653	1,004,993
At 31 March 2022	641,249	326,445	7,233	7,016	29,085	1,011,028

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Fixed asset investments

	Shares in subsidiaries £	UK quoted investments £	Total £
Cost or valuation			
At 1 April 2022	5	305,201	305,206
Valuation changes	-	(19,348)	(19,348)
Disposals	(3)	-	(3)
At 31 March 2023	2	285,853	285,855
Fair value			
At 31 March 2023	2	285,853	285,855
At 31 March 2022	5	305,201	305,206

15 Stocks	2023 Group £	2022 Group £	2023 Company £	2022 Company £
Finished goods and goods for resale	587	833	-	-

16 Debtors	2023 Group £	2022 Group £	2023 Company £	2022 Company £
Amounts falling due within one year:				
Trade debtors	101,626	98,562	98,981	96,613
Amounts due from subsidiary undertakings	-	-	83,956	85,262
Prepayments and accrued income	81,380	61,146	81,380	61,122
	183,006	159,708	264,317	242,997

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Cash at bank and in hand

	2023	2022	2023	2022
	Group	Group	Company	Company
	£	£	£	£
Short term deposits	169,775	168,632	169,775	168,632
Cash and bank balances	1,115,060	996,276	1,027,251	911,118
	<u>1,284,835</u>	<u>1,164,908</u>	<u>1,197,026</u>	<u>1,079,750</u>

18 Creditors: amounts falling due within one year

	2023	2022	2023	2022
	Group	Group	Company	Company
	£	£	£	£
Other taxation and social security	39,970	4,938	39,380	4,838
Trade creditors	67,858	40,276	66,602	39,618
Other creditors	22,642	7,144	18,845	6,644
Accruals and deferred income	90,869	88,922	89,429	87,482
	<u>221,339</u>	<u>141,280</u>	<u>214,256</u>	<u>138,582</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Restricted funds

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

	Movement in funds		
	Balance at 1	Incoming	Resources
	April 2022	resources	expended
	£	£	£
			Balance at 31
			March 2023
			£
Day care service	-	296,368	(296,368)
Lunch clubs	-	122,564	(122,564)
Life story	-	18,630	(18,630)
Household Support Fund	-	98,250	(49,928)
Falls programme	-	99,713	(99,713)
Choosing the right care	-	30,000	(30,000)
Dementia carer assessments and care & support	-	65,424	(65,424)
Home first	-	9,552	(9,552)
PIP / ORCAT / Social Prescribing	-	233,418	(233,418)
Handyvan / Eon / Warm homes	-	55,953	(55,953)
Steps to home / Living well	5,847	74,167	(80,014)
	<u>5,847</u>	<u>1,104,039</u>	<u>(1,061,564)</u>
	<u><u>5,847</u></u>	<u><u>1,104,039</u></u>	<u><u>(1,061,564)</u></u>
			<u><u>48,322</u></u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Restricted funds

(Continued)

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

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

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

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

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

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

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Restricted funds

(Continued)

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

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

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

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

20 Designated funds

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

	Movement in funds				
	Balance at	Surplus for	Transfers	Investments	Balance at
	1 April 2022	year	between	gains/losses	31 March
			funds		2023
	£	£	£	£	£
Unrestricted funds	1,872,933	14,409	(34,210)	(19,348)	1,833,784
Designated funds	621,619	-	34,210	-	655,829
	<u>2,494,552</u>	<u>14,409</u>	<u>-</u>	<u>(19,348)</u>	<u>2,489,613</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
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

21 Analysis of net assets between funds

	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:					
Tangible assets	1,004,993	-	-	1,004,993	1,011,028
Investments	285,854	-	-	285,854	305,201
Current assets/(liabilities)	542,937	655,829	48,322	1,247,088	1,184,169
	<u>1,833,784</u>	<u>655,829</u>	<u>48,322</u>	<u>2,537,935</u>	<u>2,500,398</u>

22 Operating lease commitments

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

	2023 £	2022 £
Within one year	45,783	29,136
Between two and five years	81,408	78,050
In over five years	-	1,045
	<u>127,191</u>	<u>108,231</u>

23 Related party transactions

Remuneration of key management personnel

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

	2023 £	2022 £
Aggregate compensation	<u>277,782</u>	<u>252,366</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

23 Related party transactions (Continued)

During the year the Charity used the services of North Ainley LLP, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £440 (2022: £300) for the year and the amount outstanding at the year end was £nil (2022: £nil).

At the year end the Charity owed £nil (2022: £2) representing share capital from Age UK Oldham Trading Limited, a 100% owned subsidiary. The company was dissolved 12 March 2023.

At the year end the Charity owed £nil (2022: £1) representing share capital from More Mobile Limited, a 100% owned subsidiary. The company was dissolved 5 March 2023.

For the year ended 31 March 2023 gift aid of £nil (2022: £12,450) was payable by George Street Chapel Limited, a 100% owned subsidiary. and at the year end the Company owed the Charity £83,956 (2022: £85,265).

24 Subsidiaries

Details of the charity's subsidiaries at 31 March 2023 are as follows:

Name of undertaking and country of incorporation or residency	Nature of business	Shares held	
		Class	%
George Street Chapel Limited England	Events & tours	Ordinary	100.00

25 Cash generated from operations	2023	2022
	£	£
Surplus for the year	37,536	114,015
Adjustments for:		
Investment income recognised in profit or loss	(12,753)	(2,758)
Gain on disposal of tangible fixed assets	(3,249)	(5,044)
Fair value gains and losses on investments	19,348	(14,445)
Depreciation and impairment of tangible fixed assets	41,778	46,706
Movements in working capital:		
Decrease in stocks	246	1,667
(Increase) in debtors	(23,297)	(12,129)
Increase/(decrease) in creditors	80,061	(75,972)
Cash generated from operations	139,670	52,040