

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

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

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024



AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONTENTS

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

Registered Charity No: 1145196

Company Registration No: 07267880

Head Office: 10 Church Lane
Oldham
OL1 3AN

Trustees / Directors: Alexander Boyd (Chair) retired 5.12.23
Clint Elliott (Chair) appointed Chair 22.1.24
Zoe Ashton (Vice Chair)
Stuart Bailey (Treasurer)
Jill Read retired 24.4.23
John Thomson
Dr Phil McEvoy
Nazrin Azad

Chief Executive: Yvonne Lee

Company Secretary: James Richardson

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

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

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

AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

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

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

CHAIRMAN'S REPORT

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

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

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

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

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

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

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

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

STRUCTURE, GOVERNANCE & MANAGEMENT

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

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

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

DIRECTORS

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

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

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

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

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

As far as the Trustees are aware:

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

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

- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

INDUCTION / TRAINING

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

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

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

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

RELATIONSHIPS WITH RELATED PARTIES

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

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

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

ORGANISATIONAL STRUCTURE / DECISION MAKING PROCESS

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

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

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

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

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

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

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

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

WIDER NETWORK

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

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

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

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

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

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

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

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

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

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

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

RISK MANAGEMENT

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

In addition:

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

OBJECTIVES & ACTIVITIES

The constitution states that:

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

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

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

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

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

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

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

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

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

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

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

BEFRIENDING

Service Objective:

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

Short description of service:

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

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

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

Activity / improvements in last 12 months:

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

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

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

Relevant figures:

Volunteers currently befriending 18

Volunteers inactive 4

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

11 people referred have joined groups (just4men / craft)

AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

32 people on the waiting list

Risks/Threats:

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

Funded by Age UK Oldham and dependent on surplus monies.

Increased waiting list

CHADDERTON OVER 60s CENTRE

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

Service Objective:

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

Description of Service:

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

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

Activity / improvements in last 12 months:

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

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

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

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

Risks/Threats:

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

Loss of rental income

Increased running costs

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

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

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

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

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

Description of Service:

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

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

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

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

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

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

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

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

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

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

Activity / improvements in last 12 months:

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

- 98% of people reported improved awareness of services as a result of consulting with our team.
- 99 % of people who used our service reported decreased anxiety.
- 100% of people reported feeling more in control of the situation they were dealing with.
- 84 % of people went on to use other services as a result of using The Choosing the right care service.

Risks/Threats:

- Changes in social and health care directives.

DAY CARE

Funding amount and source:

Funding OMBC £216,251 (Registered places)

Private Funding £216,506

Total £432,757

Service Objective:

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

Short description of service:

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

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

Activity / improvements in last 12 months:

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

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

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

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

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

Relevant figures:

We presently employ 19 staff working across both sites.

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

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

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

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

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

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

Risks/Threats:

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

Work continues to generate further privately funded places at both sites

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: CCG: £24,915 per annum

Service Objective:

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

Description of Service:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Activity / improvements in last 12 months:

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

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

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

Relevant figures:

Activity achieved April 2023 – March 2024

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

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

Connecting clients to other support services: 5,339

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

Risks/Threats:

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

DEMENTIA CARERS ASSESSMENT SERVICE

Funding Source: Oldham CCG £40,509 per annum

Service Objective:

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

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

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

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.

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

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

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

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

Activity / improvements in last 12 months:

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

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken: 473

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

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

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

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

Risks/Threats:

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

DISCHARGE TRANSFER OF CARE

Funding amount and source:

£49,167 – TOG MIND

Service Objective:

To support the transition from Hospital Mental Health wards and medical wards to home for patients who reside in the Oldham area who have a mental health diagnosis or Cognitive impairment by reducing barriers 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.

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 up to 12 weeks to embed them back into the community hopefully reducing the risk of rehospitalisation

Activity / improvements in last 12 months:

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

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

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

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

Relevant figures

Number of clients supported during this period	174
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AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Number of contacts linked to those clients	1486
Number of signposts during this period for those clients	146
Number of client cases closed, and wellbeing outcome assessments completed during this period	51
Number of case studies completed during this period	4

Risks/Threats:

Contract Funding for Service ceased on 31.03.24

ENHANCED LUNCH CLUBS

Funding amount and source:

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

Generated income £42,823

Service Objective:

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

Brief description of service:

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

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

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

Activity / improvements in last 12 months:

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

Relevant figures:

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

266 places per week in 8 establishments

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

Threats to staff jobs – possible redundancies

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

Impact on drivers with loss of deliveries to lunch club sites

AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING GROUP DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

EON PROJECT

Funding amount and source:

Age UK Oldham in Partnership with EON

Received £11,640

Service Objective:

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

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

Short description of service:

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

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

Activity / improvements in last 12 months:

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

Relevant figures:

Full energy checks conducted in the home	120
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Risks/Threats:

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

FALLS PREVENTION SERVICE

Funding amount and source:

Oldham Clinical Commissioning Group

£83,615

Service Objective:

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

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

The aim is to:

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

Short description of service:

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

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

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

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

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

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

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

Falls Awareness

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

Activity / improvements in last 12 months:

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

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

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

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

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

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

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

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

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

Transport

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

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

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

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

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

Volunteers – 3 volunteers support the service.

Greater Manchester FLEXI study

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

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

Face-to-face contacts at classes

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

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

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

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

Telephone Calls x 639

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

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

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

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

Recorded falls for April 2023 – March 2024

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

Recorded falls of clients

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

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

Risks/Threats:

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

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

Fewer participants in classes and that we are unable to oversubscribe places because we can't fit people in safely when everyone attends. This also makes it more difficult to arrange transport when people can't make their own way to a class. This is because Ring & Ride require 6 people in the same area in order to set

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

up a block booking and if people do not regularly attend the block booking is cancelled and participants must be booked on individually each week. This is more time-consuming and requires work outside of contracted hours for staff to arrange. As with many services transport continues to be critical to the success of the project.

We continue to receive clients onto the programme solely from the Community Rehab and Falls Team (CRAFT), so the number of people registered is dependent upon their referrals to the service. Referral numbers are still lower than pre-pandemic but are increasing slowly. We keep people on at the classes (where appropriate), introducing a small charge, in order to ensure that places are filled.

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

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

Teresa Griffiths retired at the end of February and we did not have the resources available to recruit a replacement. This has affected the capacity of the service, with two part-time staff members (one full-time equivalent) now covering the service. This has had an impact on the capacity and outputs of the service.

FRONTRUNNER

Funding Source: NHSE via Northern Care Alliance: day care cost for 33 dementia patients

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

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

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

SERVICE OBJECTIVES

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

SERVICE DESCRIPTION

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

SERVICE ACTIVITY

From August 2023- March 2024 the Age UK Oldham Dementia Front Runner programme has supported 33 patients to remain at home with the support of, but not exclusively, Age UK Oldham's day care provision as well as provision of a range of internal Age UK Oldham services.

GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

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

Service Objective:

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

Description of Service:

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

The Benefits Advice element of our service is commissioned from our local Citizens Advice service and funded by ourselves – meaning that we can support completion of claims for Pension Age Related Benefits and Money, carry out full benefits checks completing the relevant claim forms for age related benefits or carers and also carry out home visits for people who are unable to travel to our office or take part in an in-depth lengthy telephone conversation.

This service is free and confidential.

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

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers. The experience and skill of staff has realised much needed financial gains and clients have also been able to access opportunities to further engage with other Age UK Oldham services – which, in many instances they have been unaware of.

Activity / improvements in last 12 months:

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

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

Relevant figures:

General Information and Advice Service assisted:

- Referrals dealt with and completed: **556**
- Contacts: **1340**

GEORGE STREET CHAPEL

Funding amount and source: Income generated £29,235

Service Objective:

Our goal at George Street Chapel is to preserve and highlight this historically significant Grade II* listed building, constructed by its members between 1815 and 1816. The Chapel has played a key role in the town's history and continues to serve as a cultural hub for the local community. Today, it not only preserves the rich heritage of Oldham, but also generates vital income to support our charitable work.

The Chapel provides a welcoming, warm venue for a wide variety of activities, including weddings, celebrations, community events, meetings, conferences, and school educational trips. It offers a local space for history, education, and social gatherings.

Short description of service:

We host a range of seasonal and holiday activities, often featuring food for all ages, alongside educational school visits and heritage tours. The Chapel has become a key venue for local charities, businesses, and Oldham Council, hosting meetings, award ceremonies, and other events. Over the past year, we have gained national recognition and are now attracting schools from beyond the borough.

Activities and Improvements Over the Past 12 Months:

In the last year, we have observed a significant increase in educational visits, receiving excellent feedback from both students and teachers.

Furthermore, we have secured a number of weekly venues hire bookings, which have contributed to covering our ongoing operational costs.

We are also proud to celebrate 10year milestone that underscores our commitment to community support. We have introduced and hosted service events that have had a positive impact on the local community, that continue to foster connection and support among attendees as well as the establishment of a weekly coffee morning.

Risks and Threats:

- Competition from local authorities / community events which are subsidised.
- Following Covid, failure to attract and secure bookings for weddings, celebration parties etc. has seriously affected our income stream. As at least a further six other local venues have been forced to close we feel that the present financial climate may be the main cause.
- Rising Operational Costs: Increasing costs for staffing, energy, supplies, and food are exerting significant pressure on overall profitability, potentially affecting financial sustainability.
- Decline in Local Area Appeal: A reduction in the local area's appeal, whether due to economic or environmental factors, may have negatively impacted attendance and interest in events.
- Disruptions from Local Construction Projects: Ongoing infrastructure developments, including roadworks and area improvements, have led to traffic disruptions and unsightly construction, which may deter potential visitors and event attendees.
- Volunteer Shortage: A lack of available volunteers poses a challenge to staffing and support for events, affecting operational efficiency and the quality of service. Volunteers are the backbone of our events. Without sufficient volunteers, it becomes increasingly difficult to effectively staff and manage these activities, leading to decreased operational efficiency and reduced service quality. Another key factor influencing volunteer availability is the changing pension age. The older volunteer demographic brings invaluable skills, expertise, and experience especially to the chapel roles of acting and history.
- Impact of Cost-of-Living Crisis: The ongoing cost of living challenges may lead to reduced consumer spending, resulting in fewer bookings and lower attendance at events in the future.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

- **Shift to Virtual Platforms:** The growing preference for virtual meetings (e.g., Zoom, Teams) has contributed to a decline in demand for in-person meetings and conferences, impacting event bookings.
- **Reduction in External Funding:** Decreased financial support from external organisations is limiting our ability to host a wide range of events, potentially affecting program diversity and scale.

Relevant figures:

Weddings	1
Heritage experience	6
Sunday service	16
Room hire	30
Schools	23
Internal	4
Seasonal	8
Party	1
Wake	0
Catering	1

HANDYVAN

Funding amount and source:

Oldham Council £31,000

Oldham Council Warm Homes £15k spot contract

Service Objective:

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

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

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

Short description of service:

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

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

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

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

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

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

Activity / improvements in last 12 months:

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

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

Relevant figures:

Enquires to service 1052

Completed jobs 899

Internal 324

Contractors 575

Warm Homes jobs completed 82

Risks/Threats:

Always the risk of contract not being renewed for Handyvan

Spot contract for Warm Homes at Risk each year

HOME FIRST SUPPORT SERVICE

Funding NHS GMICB: £32,133 p.a

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

Description of Service:

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

A PIP worker visits a patient within a day of discharge to ensure adequate support is in place and continues to offer support as required over the first week of discharge. We also have a presence at the Integrated Discharge Hub in the Royal Oldham Hospital 3 afternoons a week to raise awareness of the service, and the wider support Age UK can offer.

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

Service Objectives:

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

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

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

Service activity:

Over the last 12 months, we have provided the service to 334 older people -303 were supported on discharge from a hospital or residential enablement facility while we supported 31 people in preventing an acute hospital admission by ensuring timely and appropriate support is put in place to avoid an unnecessary hospitalisation. 240 of these clients were referred onto additional support services following intervention from the Home First Support Service in the hope of lowering hospital readmission rates.

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

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

Risk/threats:

Continued funding-currently for 12 months.

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

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

HOUSEHOLD SUPPORT FUND

The Household Support Funding is provided by Department for Work and Pensions (DWP) to Local Authorities directly to help those people who are facing hardship or crisis and are on a low income - £25,000

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

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

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

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

We can assist with

1. Emergency food /shopping and frozen meals – (cash, vouchers and/or food items directly)

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

2. Emergency energy or water bills / costs / oil filled radiators / electric blankets etc
3. Incontinence aids/ personal hygiene goods
4. Help with energy top ups
5. Warm clothing and shoes
6. Beds and bedding
7. Household furniture and white goods
8. Emergency non-energy related household bills (phone credit/data etc)
9. Transport costs (e.g. bus passes to attend medical or public service appointments)

Relevant figures:

Over 300 people helped

Intergenerational at George Street Chapel

Funding amount and source:

Age UK Oldham and school tour charges

Service Objective:

Working in line with the National curriculum we provide a 'Victorian experience' to KS1, KS2 and KS3 students

Supported by volunteers this unique learning experience is a popular school trip for both Oldham schools and out of borough schools

Charge has increased to £11.50 per student

Brief description of service:

George Street Chapel is Oldham's Grade II* listed former Independent Methodist Chapel; a stunning and unique building full of history and tales of the past - hidden in the hustle and bustle of Oldham's town centre!

Our volunteer interactors provide tours and tales of Oldham past along with the rich history of George Street chapel and the surrounding area.

Activities are provided to support the learning in the main chapel area

Activity / improvements in last 12 months:

Popularity with schools has grown again this year, to the point we had to refuse visits from schools as we did not have capacity to deliver. This is mainly down to volunteers – as older people themselves we are mindful that asking them to be available more may have a negative impact in the future.

Recruitment event for volunteers – 2 new volunteers recruited

Relevant figures:

888 students visited George Street Chapel for a Victorian experience

323 of those students came from schools outside of Oldham borough

Risks/Threats:

School numbers decline and booking drop

We fail to deliver learning in line with national curriculum

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

Funding Source: Self-funding and surplus income carried over from 2022/3 of £1096 Mayors Appeal Fund

Service Objective:

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

Brief description of service:

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

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

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

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

Activity / improvements in last 12 months:

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

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

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

Relevant figures:

Between 8 – 12 people attend every week

Risks/Threats:

Loss of venue for meetings

LIFE STORY

Funding amount and source:

Oldham Clinical Commissioning Group: £18,696

Service Objective:

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

Short description of service:

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

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

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

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

Activity / improvements in last 12 months:

We reintroduced home visits (in Care Homes, retirement housing and in people's own homes). As contacting people over the phone / facetime had been a successful approach with some people we continued to offer this.

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

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

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

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

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

Volunteers: 16

Target: 48 people

Achieved: 41 people

Risks/Threats:

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

LIVING WELL

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

Funding amount and source:

£25,000 - TOG MIND

Service Objective:

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

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

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

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

Short description of service:

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

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

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

Activity / improvements in last 12 months:

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

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

Number of clients supported during this period	182
Number of contacts linked to those clients	2105
Number of signposts during this period for those clients	326
Number of client cases closed and wellbeing outcome assessments completed during this period	56
Number of case studies completed during this period	4

Risks/Threats:

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

MEALS DELIVERY SERVICE

Funding amount and source:

Income generated: £104,475

Service Objective:

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

Brief description of service:

The meal service provides home cooked meals, soups and desserts that are frozen down then delivered direct to the persons door. They can have them weekly, fortnightly or had hoc. They are priced at £4.50 each, soups and desserts are priced at £2.00 and there is a £2.50 delivery charge.

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

Activity / improvements in last 12 months:

In the year 22/23 we provide approximately 3220 packs which equated to around 15,000 individual meals.

Compare that to this year 23/24 we have provided 3820 packs which is around 22,000 meals. this has provided meals to approximately 320 unique people over the 12-month period and we currently have around 130 people that we deliver to on a regular basis. The service has increased year on year. Some of this is continued growth is possibly down to the cost-of-living crisis - people know they are getting a good nutritional meal for a set price; this helps them with budgeting their finances.

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

Relevant figures:

In the year 23/24 we have provided approximately 3820 meal packs most people have 6 meals a week. This equates to around 22,000 individual meals for the year

We have provided Age UK Stockport with around 70 meal per week which is 3,640 meals for the year 23/24

Risks/Threats:

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

MEN IN SHEDS

Funding amount and source:

£14,507 income generation from subscriptions and sales

£55k funding from Age UK Oldham

Service Objective:

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

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

Men in Sheds aims to:

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

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

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

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

- isolation

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

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

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

Short description of service:

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

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

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

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either 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 140 individual men attending the sessions over 5 days. Plus, a team of 5 volunteers (Buddies).

Risks/Threats:

Despite this being a valued service by referrers it is a very costly service due to rent and salaries. We have not been able to secure full funding and it is currently financed by the Charity.

MINOR /MAJOR ADAPTATIONS

Funding amount and source:

Total turnover £308,500

This is a spot contract with two providers. However this year we have done work for Tameside Council as they lost their contractor for external work.

Oldham Council

Housing 21

Service Objective:

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

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

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

It's an all-age service.

Short description of service:

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

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

Some jobs require a site visit, and the Trusted 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 911 jobs in the year which has contributed to people not being readmitted to hospital and keeping them safe and independent at home.

We completed some external work for Tameside as they had been let down by a contractor which was an extra boost to our income

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

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

Risks/Threats:

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

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

Despite competition we continue to achieve larger building works

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

MA'S REFERRED FROM APRIL 23 TO MARCH	994
MA'S COMPLETED	911
MA'S CANCELLED	71
MA'S ON HOLD	0
MA'S OUTSTANDING	12
MA'S COMPLETED FOR TAMESIDE	96

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

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

Service Objective:

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

Service Aims:

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

Description of Service:

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

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

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

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. In March 2024 the team moved into the new Oldham Council offices at the Spindles. The Urgent Care Team PIP Advisor will carry out a home visit and refer to internal Age UK Oldham services as well as external service providers (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred into the long-term PIP service for more prolonged support.

Activity / improvements in last 12 months:

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

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

Following our withdrawal of Age UK Oldham Social Prescribing staff due to employment directly by Action Together (in continuance of their roles) a decision was made that, as current funding expired in March 2023, there would not be sufficient time to recruit and train replacement staff into the Social Prescribing role and the future threat of staff migration to AT due to lack of parity.

Relevant figures:

Number of people supported 1232 - resulting in 10,060 contacts with or on behalf of clients.

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

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

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

Risks/Threats:

Continued funding

Demand can overstretch capacity at times

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

SAFE AT HOME AND SHOPPING SERVICE

Funded by Age UK Oldham 37K and Client charges £14,118

Service Objective:

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

This service operates deliveries Monday Tuesday Wednesday Thursday.

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

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

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

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

Activity / improvements in last 12 months:

Over the year we delivered over 2,100 shops to older people.

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

However, we have to pay for the slots which has reduced the income as this is deducted from the £8 charge this varies from free to up to £2 a slot depending on capacity at Tesco.

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

This service operates deliveries Monday, Tuesday Wednesday Thursday this works well with the meals service as some clients have both.

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

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

Activity / improvements in last 12 months:

Over the year we delivered over 2,100 shops to older people.

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

We have only had to manually shop for one day when the national system crashed.

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

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

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

The charge remains at £8. However, we must pay Tesco for the slot and to pick and pack this ranges from £1 to £2 usually £2 and up to £5 over the Christmas /Easter period, which reduces our income depending on slot charge. We also have to pre-book slots at busy times of the year in advance.

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

At the end of the year, we had a data base of 60 clients with deliveries averaging 45 a week.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 4 days.

Relevant figures

2,040 shopping deliveries were carried out

Risks/Threats:

Future funding uncertain due to funding by the Charity

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project: £669

Service Objective:

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

Technical support / repairs is also available at an additional charge

Short description of service:

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

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

All classes & home visits are chargeable

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

Activity / improvements in last 12 months:

Classes held each Friday morning with staffing of IT tutor and centre manager as support

Three people come every week, not for tuition anymore but because they have formed friendships with each other so use the opportunity to meet every week.

Actively looking for a volunteer to support these sessions

Relevant figures:

Numbers fluctuate between 4 – 9 each week

With PIP staff bringing people for one off support in between

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

Sessions are chargeable at £6 each

Home visits are £15 per hour

Risks/Threats:

Loss of numbers

Loss of venue

Loss of staff

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: support all AUKO services with volunteer help

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

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

Short description of service:

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

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

Activity / improvements in last 12 months:

As the need for our services have grown so too have our volunteers, we have recruited more throughout all our services and existing volunteers have taken on new and different roles to help us in our work. Also service users from the craft group have now registered as intergenerational volunteers and help with craft activities at our Chapel. Loss of our lunch clubs has also given us an access of volunteers who we are looking to place elsewhere

Relevant figures:

Befriending: 18

Intergenerational: 2

Just4Men: 1

Day Care: 3

Men In Sheds: 6

Shops: 90

Falls: 8

Lifestory: 16

Older Together : 15

Chadderton Over 60's: 6

George St Chapel: 16

Risks/Threats:

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

CHARITY SHOPS

Income Generation: £775,425

To raise funds for the charity we started the year 2023/24 operating eight charity shops.

We sell donated goods at Lees, Failsworth Precinct, Lord Lane Failsworth, Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road, Boutique and eBay.

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

The shop sales (excluding gift aid) during 2023/24 were £655,195, which is £9,092 up on last year.

We also raised funds by selling on our eBay shop, raising £16,138. This is an improvement on the previous year by £3,269 year. We have given one of our Shop Managers, Gaynor Robinson, the responsibility of eBay which she has embraced with vigour.

Recycling of rags £29,085 which is down £4,640. This is due to the market rate price per kilo being reduced. This has happened across the charity sector nationally.

Gift aid: £75,007, which is down £15,038 on last year. This has been addressed and a new system of gift aid management has been implemented.

Totalling £775,425

This is £7,320 down on last year, due to lower Rags and Gift Aid income.

Service Objective:

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 95 volunteers across all sites.

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

Short description of service:

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

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

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

Activity / improvements in the last 12 months:

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

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

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

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

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

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

Risks/Threats

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

We are still utilising the new influx of Duke of Edinburgh volunteers.

During Covid 19 we installed safety screens around our till areas, we are slowly removing these.

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

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

We will not accept shop complacency around Gift Aid. We have implemented weekly calls to every shop requesting feedback on their weekly Gift Aid figures. This highlights training needs for volunteers and managers.

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2024.

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

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

OUR ORGANISATION

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

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

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

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

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

POLICIES

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

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

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

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

In the 2024/25 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

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

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2024 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

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

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

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

BORROWING POLICY

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

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £723,652.

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

PLANS FOR FUTURE PERIODS

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops
- Establish a warm space and social wellbeing hub at Over 60's Centre to ensure that older people have access to information, advice and practical support to help them through a challenging winter
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers.
- The Social Care climate is changing and we must now continue to explore opportunities to amalgamate charged for places for those people needing care but who are ineligible for statutory financial support and understand the Direct Payment process to enable staff to assist service users who are eligible under these parameters
- Further increase in catering provision both in service and trading areas. Consolidate and grow the meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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

- Build on previous success with local schools with whom we have built relationships within our heritage project, and develop more diverse intergenerational projects;
- Increased involvement with the Asian communities both in services and trading
- Continue to be involved in the GM agenda
- Continue to develop and grow our partnerships with health, supporting older people to experience safe, timely hospital discharges and prevent avoidable readmissions.

RESTRICTED FUNDS

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

FINANCIAL REVIEW

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

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

Given the headwinds, the charity has made a deficit in the year of £91,474 in its own funds. Reserves are adequate for this however, going forward, the budgeting process for the coming year will be more difficult as funding budgets are increasingly tight, and we also have to absorb the employers NI rises. One key event is the Charity in the year has expended £448,663 on property assets securing facilities for Day Care for the future.

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

EQUALITIES AND DIVERSITY

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

Signed on behalf of the board of Trustees

.....
Clinton Elliott (Chairman)

Trustee

Dated:

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

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

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiary for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

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 for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

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

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulations. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**(Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited**

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

9 December 2024

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds		Restricted funds	Total 2024	Total 2023
	Notes	general £	designated £	£	£	£
<u>Income and endowments from:</u>						
Donations and legacies	2	12,582	-	-	12,582	34,863
Charitable activities	3	841,691	-	1,014,285	1,855,976	1,730,632
Activities for generating funds	4	804,659	-	-	804,659	813,991
Investments	5	16,533	-	-	16,533	12,753
Total income and endowments		1,675,465	-	1,014,285	2,689,750	2,592,239
<u>Expenditure on:</u>						
Charitable activities	6	1,097,661	-	988,192	2,085,853	1,849,369
Other	4	699,162	-	-	699,162	685,986
Total resources expended		1,796,823	-	988,192	2,785,015	2,535,355
Net gains/(losses) on investments	13	14,884	-	-	14,884	(19,348)
Net (outgoing)/incoming resources before transfers		(106,474)	-	26,093	(80,381)	37,536
Gross transfers between funds		(52,823)	67,823	(15,000)	-	-
Net movement in funds		(159,297)	67,823	11,093	(80,381)	37,536
Fund balances at 1 April 2023		1,833,784	655,829	48,322	2,537,935	2,500,399
Fund balances at 31 March 2024		1,674,487	723,652	59,415	2,457,554	2,537,935

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 Group £	2023 Group £	2024 Company £	2023 Company £
Fixed assets					
Tangible assets	15	1,459,082	1,004,993	1,459,082	1,004,993
Investments	16	300,737	285,853	300,739	285,855
		<u>1,759,819</u>	<u>1,290,846</u>	<u>1,759,821</u>	<u>1,290,848</u>
Current assets					
Stocks	17	539	587	-	-
Debtors	18	370,395	183,006	462,215	264,317
Cash at bank and in hand	19	477,071	1,284,835	383,378	1,197,026
		<u>848,005</u>	<u>1,468,428</u>	<u>845,593</u>	<u>1,461,343</u>
Creditors: amounts falling due within one year	20	150,270	221,339	147,860	214,256
Net current assets		<u>697,735</u>	<u>1,247,089</u>	<u>697,733</u>	<u>1,247,087</u>
Total assets less current liabilities		<u><u>2,457,554</u></u>	<u><u>2,537,935</u></u>	<u><u>2,457,554</u></u>	<u><u>2,537,935</u></u>
Income funds					
Restricted funds	23	59,415	48,322	59,415	48,322
Designated funds	21	723,652	655,829	723,652	655,829
Unrestricted funds	21	1,674,487	1,833,784	1,674,487	1,833,784
		<u><u>2,457,554</u></u>	<u><u>2,537,935</u></u>	<u><u>2,457,554</u></u>	<u><u>2,537,935</u></u>

The accounts were approved by the Trustees on 9 December 2024

C E Elliott
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	28	(318,434)		139,670	
Investing activities					
Purchase of tangible fixed assets		(505,863)		(35,745)	
Proceeds on disposal of tangible fixed assets		-		3,249	
Interest received		16,533		12,753	
Net cash used in investing activities		(489,330)		(19,743)	
Net cash used in financing activities		-		-	
Net (decrease)/increase in cash and cash equivalents		(807,764)		119,927	
Cash and cash equivalents at beginning of year		1,284,835		1,164,908	
Cash and cash equivalents at end of year		477,071		1,284,835	

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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 2024

1 Accounting policies

(Continued)

1.5 Incoming resources

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

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

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

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

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

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

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

1.6 Resources expended

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies **(Continued)**

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

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

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

1.7 Tangible fixed assets

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

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

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

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

1.8 Fixed asset investments

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

1.9 Stocks

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.10 Cash and cash equivalents

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

1.11 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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

1.12 Employee benefits

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies **(Continued)**

1.13 Retirement benefits

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

1.14 Legal status of the charity

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

1.15 Support costs

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

2 Donations and legacies

	2024	2023
	£	£
Donations and gifts	12,582	34,863
	<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 2024

3 Charitable activities	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2024	Total 2023
	£	£	£	£	£	£	£	£
Sales within charitable activities	407,611	921,401	110,491	208,811	90,820	116,842	1,855,976	1,730,632
Analysis by fund								
Unrestricted funds	343,575	432,866	14,864	27,534	7,205	15,647	841,691	
Restricted funds	64,036	488,535	95,627	181,277	83,615	101,195	1,014,285	
	407,611	921,401	110,491	208,811	90,820	116,842	1,855,976	
For the year ended 31 March 2023								
Unrestricted funds - general	264,970	298,087	-	29,398	5,064	29,074		626,593
Restricted funds	55,953	502,651	95,424	233,418	99,713	116,880		1,104,039
	320,923	800,738	95,424	262,816	104,777	145,954		1,730,632

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

4 Activities for generating funds

	Unrestricted funds general £	Restricted funds £	Total 2024 £	Total 2023 £
Shop income	775,425	-	775,425	782,746
Trading subsidiaries income	29,234	-	29,234	31,245
	<u>804,659</u>	<u>-</u>	<u>804,659</u>	<u>813,991</u>
For the year ended 31 March 2023	<u>813,991</u>	<u>-</u>		<u>813,991</u>
	£	£	£	£
Net (profit)/loss on disposal of tangible fixed assets	-	-	-	(3,249)
Shop expenditure	669,928	-	669,928	657,990
Trading subsidiaries expenditure	29,234	-	29,234	31,245
	<u>699,162</u>	<u>-</u>	<u>699,162</u>	<u>685,986</u>
For the year ended 31 March 2023	<u>685,986</u>	<u>-</u>		<u>685,986</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

4 Activities for generating funds (Continued)

Subsidiaries income and expenses

	George Street Chapel Ltd	Total 2024	Total 2023
	£	£	£
Turnover from commissions/sales	29,234	29,234	31,245
Bank plus other interest	-	-	-
	<u> </u>	<u> </u>	<u> </u>
Total income	29,234	29,234	31,245
	<u> </u>	<u> </u>	<u> </u>
Total expenditure	(29,234)	(29,234)	(31,245)
	<u> </u>	<u> </u>	<u> </u>
Net income before gift aid	-	-	-
	<u> </u>	<u> </u>	<u> </u>

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

5 Investments

	2024	2023
	£	£
Income from listed investments	2,887	2,802
Interest receivable	13,646	9,951
	<u> </u>	<u> </u>
	16,533	12,753
	<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 2024

6 Charitable activities	Preventative services		Care services		Care view, advice & independence support		Promoting wellbeing & independence		Health & wellbeing development/ actions		Total 2024		Total 2023	
	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Administration & support costs	371,277		933,486	124,132	373,612	121,500	147,846	2,071,853	1,835,369					
Share of governance costs (see note 8)	979		6,896	1,102	3,608	731	684	14,000	14,000					
	372,256		940,382	125,234	377,220	122,231	148,530	2,085,853	1,849,369					
Analysis by fund														
Unrestricted funds - general	305,424		491,051	26,457	185,636	36,527	52,566	1,097,661	1,097,661					
Restricted funds	66,832		449,331	98,777	191,584	85,704	95,964	988,192	988,192					
	372,256		940,382	125,234	377,220	122,231	148,530	2,085,853	2,085,853					
For the year ended 31 March 2023														
Unrestricted funds - general	251,406		320,822	21,594	123,400	5,847	64,736	787,805	787,805					
Restricted funds	55,953		508,498	95,424	233,418	99,713	68,558	1,061,564	1,061,564					
	307,359		829,320	117,018	356,818	105,560	133,294	1,849,369	1,849,369					

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7	Net movement in funds	2024	2023
		£	£
	The net movement in funds is stated after charging/(crediting):		
	Fees payable for the audit of the charity's financial statements	14,000	14,000
	Depreciation of owned tangible fixed assets	51,774	41,778
	Loss/(profit) on disposal of tangible fixed assets	-	(3,249)
		<u> </u>	<u> </u>

8	Support costs	Governance costs	2024	2023
		£	£	£
	Audit fees	14,000	14,000	14,000
		<u> </u>	<u> </u>	<u> </u>
		14,000	14,000	14,000
		<u> </u>	<u> </u>	<u> </u>
	Analysed between			
	Charitable activities	14,000	14,000	14,000
		<u> </u>	<u> </u>	<u> </u>

9 Trustees

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

10 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2024	2023
	£	£
Audit of the charity's annual accounts	14,000	14,000
	<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 2024

11 Pension Costs

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

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

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

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme. Contributions payable by the company to this pension fund during the period amounted to £7,686 (2023: £7,487).

The pension cost charge represents total pension contributions payable totalling £46,160 (2023: £41,017).

12 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Operational programmes	79	73
Management and administration	8	8
	<hr/>	<hr/>
Total	87	81
	<hr/>	<hr/>

Employment costs	2024	2023
	£	£
Wages and salaries	1,661,414	1,501,785
Social security costs	127,543	111,088
Other pension costs	46,170	41,017
	<hr/>	<hr/>
	1,835,127	1,653,890
	<hr/>	<hr/>

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

12 Employees **(Continued)**

Remuneration of key management personnel

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

	2024	2023
	£	£
Aggregate compensation	297,741	277,782
	<u> </u>	<u> </u>

13 Net gains/(losses) on investments

	2024	2023
	£	£
Revaluation of investments	14,884	(19,348)
	<u> </u>	<u> </u>

14 Taxation

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & day care equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Additions	448,443	-	-	10,932	46,488	505,863
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	1,199,504	418,562	184,104	101,745	274,641	2,178,556
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Depreciation and impairment						
At 1 April 2023	123,510	100,489	173,038	86,163	184,500	667,700
Depreciation charged in the year	20,183	8,371	4,231	2,756	16,233	51,774
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	143,693	108,860	177,269	88,919	200,733	719,474
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Carrying amount						
At 31 March 2024	1,055,811	309,702	6,835	12,826	73,908	1,459,082
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2023	627,551	318,073	11,067	4,649	43,653	1,004,993
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Tangible fixed assets (Continued)

COMPANY	Freehold property £	Long leasehold property £	Office & day care equipment £	Fixtures & fittings £	Motor vehicles £	Total £
Cost						
At 1 April 2023	751,061	418,562	184,104	90,813	228,153	1,672,693
Additions	448,443	-	-	10,932	46,488	505,863
At 31 March 2024	1,199,504	418,562	184,104	101,745	274,641	2,178,556
Depreciation and impairment						
At 1 April 2023	123,510	100,489	173,038	86,163	184,500	667,700
Depreciation charged in the year	20,183	8,371	4,231	2,756	16,233	51,774
At 31 March 2024	143,693	108,860	177,269	88,919	200,733	719,474
Carrying amount						
At 31 March 2024	1,055,811	309,702	6,835	12,826	73,908	1,459,082
At 31 March 2023	627,551	318,073	11,067	4,649	43,653	1,004,993

16 Fixed asset investments

	Shares in subsidiaries £	UK quoted investments £	Total £
Cost or valuation			
At 1 April 2023	2	285,853	285,855
Valuation changes	-	14,884	14,884
At 31 March 2024	2	300,737	300,739
Fair value			
At 31 March 2024	2	300,737	300,739
At 31 March 2023	2	285,853	285,855

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Stocks	2024	2023	2024	2023
	Group	Group	Company	Company
	£	£	£	£
Finished goods and goods for resale	539	587	-	-
18 Debtors	2024	2023	2024	2023
	Group	Group	Company	Company
	£	£	£	£
Amounts falling due within one year:				
Trade debtors	255,646	101,626	253,803	98,981
Amounts due from subsidiary undertakings	-	-	93,663	83,956
Prepayments and accrued income	114,749	81,379	114,749	81,380
	370,395	183,005	462,215	264,317
19 Cash at bank and in hand	2024	2023	2024	2023
	Group	Group	Company	Company
	£	£	£	£
Short term deposits	52,121	169,775	52,121	169,775
Cash and bank balances	424,950	1,115,060	331,257	1,027,251
	477,071	1,284,835	383,378	1,197,026
20 Creditors: amounts falling due within one year	2024	2023	2024	2023
	Group	Group	Company	Company
	£	£	£	£
Other taxation and social security	36,616	39,970	36,486	39,380
Trade creditors	49,005	67,858	48,815	66,602
Other creditors	18,589	22,642	17,939	18,845
Accruals and deferred income	46,060	90,869	44,620	89,429
	150,270	221,339	147,860	214,256

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

21 Unrestricted funds

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

	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
Unrestricted funds	1,833,784	1,675,465	(1,796,823)	(52,823)	14,884	1,674,487
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2023
	£	£	£	£	£	£
Unrestricted funds	1,872,933	1,488,200	(1,473,791)	(34,210)	(19,348)	1,833,784
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

22 Designated funds

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

	At 1 April 2023	Transfers	At 31 March 2024
	£	£	£
Designated funds	655,829	67,823	723,652
	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 April 2022	Transfers	At 31 March 2023
	£	£	£
Designated funds	621,619	34,210	655,829
	<u> </u>	<u> </u>	<u> </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 2024

23 Restricted funds

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

23 Restricted funds (Continued)

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

23 Restricted funds

(Continued)

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

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

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

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

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

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

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

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

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

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

23 Restricted funds

(Continued)

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

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

Cost of living response - The Cost of Living fund was awarded to local brand partners by Age UK National to enhance the delivery of interventions to those older people who were most vulnerable and most likely to be adversely affected by the rising cost of living. It can be used to increase resources in existing Age UK services which are facing a significant increase in demand, namely:-

- Information and Advice (particularly benefit checks)
- Handyvan – essential home repairs
- Befriending, Social Prescribing (PIP service) Luncheon clubs etc. addressing loneliness and isolation.

Funding received could be allocated to finance Direct Costs, Direct Support costs and Indirect costs.

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

24 Analysis of net assets between funds

	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:					
Tangible assets	1,459,082	-	-	1,459,082	1,004,993
Investments	300,738	-	-	300,738	285,853
Current assets/(liabilities)	(85,333)	723,652	59,415	697,734	1,247,088
	<u>1,674,487</u>	<u>723,652</u>	<u>59,415</u>	<u>2,457,554</u>	<u>2,537,934</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

25 Operating lease commitments

Lessee

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

	2024	2023
	£	£
Within one year	29,308	45,783
Between two and five years	121,071	81,408
	<u>150,379</u>	<u>127,191</u>

26 Related party transactions

During the year the Charity used the services of North Ainley LLP, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £2,110 (2023: £440) for the year and the amount outstanding at the year end was £nil (2023: £nil).

For the year ended 31 March 2024 gift aid of £nil (2023: £nil) was payable by George Street Chapel Limited, a 100% owned subsidiary, and at the year end the Company owed the Charity £93,663 (2023: £83,956).

27 Subsidiaries

Details of the charity's subsidiaries at 31 March 2024 are as follows:

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

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

28 Cash generated from operations	2024	2023
	£	£
(Deficit)/surplus for the year	(80,381)	37,536
Adjustments for:		
Investment income recognised in profit or loss	(16,533)	(12,753)
Gain on disposal of tangible fixed assets	-	(3,249)
Fair value gains and losses on investments	(14,884)	19,348
Depreciation and impairment of tangible fixed assets	51,774	41,778
Movements in working capital:		
Decrease in stocks	48	246
(Increase) in debtors	(187,389)	(23,297)
(Decrease)/increase in creditors	(71,069)	80,060
Cash (absorbed by)/generated from operations	(318,434)	139,669