



Introduction

Age UK Lindsey is an independent charity based in Horncastle, Lincolnshire. We are a Brand Partner of Age UK, but all funds raised by us stay in our area.

Age UK Lindsey provides services in the Lincolnshire district council areas of East Lindsey, West Lindsey and North Lincolnshire, covering an area of **3766km²**, more than half of the total area of the whole county.

The trustees, staff and volunteers work together to deliver a range of services vital to the older population, their families, and carers.

Our Seven Key Priorities

- Provide older people with information and advice on a range of important topics such as benefits, care, housing, local services and support in retirement.
- Support older people to remain living independently at home.
- Develop our community activities and engagement to achieve greater social inclusion for older people.
- Offer support to older people and their families both during a terminal illness and following the death of a loved one.
- Ensure Age UK Lindsey remains an inclusive and independent voice for older people in the area. Driving change on their behalf and ensuring their contribution is listened to and valued.
- Support older people who are isolated and vulnerable by providing companionship, practical support and signposting to other services.
- Support older people in our area to continue learning, both for their own personal development and because it helps them to continue to play an active part in society.



Mission Statement

To promote the well-being of older people and help make later life a fulfilling and enjoyable experience for all.

Chief Executive's Foreword



This has been a significant and challenging year for Age UK Lindsey, as we have aspired to improve and extend services for our beneficiaries in what are very difficult times for charities.

We have taken decisive action upon the challenges we faced in order to maintain the growth of the charity. This has included our merger with Age UK North Lincolnshire; with our charity now covering a larger area and providing services in East Lindsey, West Lindsey and North Lincolnshire. Our

charity operates in a geographically large and mainly rural area with the key urban settlements of Skegness, Mablethorpe, Horncastle and Louth in the east, Gainsborough, Market Rasen and Caistor in the west and Scunthorpe, Brigg, Epworth and Barton upon Humber in the north, covering a total area of 3766km². We have above national average levels of older residents, and this is expected to rise substantially over the next 20 years. By 2039 over half the population in our area is estimated to be 65 and over, and having the capacity to continue to deliver services at our current level is a real and difficult challenge.

However, despite these challenges, we have continued to see an increase in our service delivery. There has been an increase in the number of volunteers working for the charity and our charity shops have also continued to perform well, although we have seen how poor publicity within the charity sector, such as the Oxfam crisis, can impact charities at a local level, especially in regards to trading, as the general public lose confidence. It is worth noting that Age UK Lindsey has a very robust safeguarding policy in place, protecting both vulnerable adults and children.

Our charity continues to respond to the challenging landscape we face, but there is no doubt that we will need to find new income sources over the next year as minimum wage and utility costs rise, whilst income becomes ever harder to secure.

Fundraising is becoming ever more important as the changing economic climate, Brexit and the changing and growing needs of our beneficiaries mean that we need to adapt, innovate, work in partnership and get better at identifying and securing new income sources. We have done this over the past twelve months but it has been difficult and will be even more difficult over the coming year, as we look to stabilise our charity finances and secure our future.

This year's Annual Report shows the range of our work and illustrates the tremendous services we deliver and as Chief Executive Officer of Age UK Lindsey, I would once again like to take this opportunity to thank our Trustees and everyone involved in the governance of our charity as well as the executive and wider management team and all staff and volunteers working across East and West Lindsey and North Lincolnshire. Your commitment to our charity and the people we serve is incredible.

As a team, we are dedicated to serving older people across our area, in what remains a challenging and uncertain time for the charity sector. I am sure that it will be another busy year and I am confident that by having our beneficiaries at the heart of everything we do, we will continue to grow as a charity and continue to deliver the best services possible for older people.

Andy Storer

CEO, Age UK Lindsey

Chairman's Foreword

I am very proud to be Chairman of Age UK Lindsey and have had the pleasure over the past twelve months to get 'out and about' and see the services and activities we deliver as a charity.

I have attended our Annual Summer Festival in Woodhall Spa and our Christmas Carol Concert in Horncastle. I have also visited the Lifestyle Centre in Scunthorpe sampling the excellent food provided by Lucy's Kitchen and also seen the range of activities provided by staff and volunteers. In October I attended a fantastic Staff and Volunteer Gala, where we celebrated the achievements of our staff and volunteers and recognised the commitment they give to our charity.

I see at first hand the work of our charity and I can also see the commitment and dedication our staff and volunteers have shown in providing services and support for older people.

The past twelve months have been challenging with our merger with North Lincolnshire and a difficult financial picture for the charity. It is absolutely crucial that we find new income sources so we can continue to deliver the work of the charity. It is clear that within the health and social care arena that resources are tight and this means even more demand on the services our charity offers.

Our Executive and wider Management team, led by our Chief Executive Andy Storer, have worked tirelessly to secure funding for the charity as well as improving the services we offer. Although there are many challenges ahead, I am once again incredibly grateful for all the hard work and commitment shown by our staff and volunteers. I would like to take this opportunity on behalf of the Board to express our thanks to all those who contribute to the work of both the charity and our trading activities.

I would also like to thank all those who support our charity through donations and legacies; grants; partner funding; using our shops and trading products; inviting us to join groups, working parties and committees, and positively engaging and supporting us.

As we move forward towards 2019 and beyond, I am proud of what Age UK Lindsey has accomplished and excited about the future. Our charity is strong and vibrant, and together we will continue our efforts to support vulnerable and lonely older people; uphold our mission and values and ensure we continue to offer services to older people across Lindsey and North Lincolnshire. Many, many thanks.

Hugh Thomson

Chairman, Age UK Lindsey



Summary

Community Activities New lunch club launched in Skegness
2,296 freshly-prepared meals served across 3 lunch clubs

Volunteering 24,584 volunteering hours
£184,380 added value to charity

Independence at Home Delivered 33,260 hours of service
Catered to the needs of 402 clients, on average, each month
Employed 87 Home Support Assistants, Gardeners and Handy Helpers

Shops Total turnover of £551,205
Additional £31,048 received through Gift Aid

Information & Advice Supported over 1,900 older people to claim much needed income
Secured £6,064,804 in unclaimed benefits
Dealt with 12,995 telephone enquiries

Befriending More than 3000 hours of befriending support
57 volunteer Befrienders across the region

Fundraising £2,468 raised by the Big Knit campaign
£2,758 raised through events
£658 raised through sales of Christmas cards

Lifestyle Centre 500 activity attendees
2,000 meals served in Lucy's Kitchen

Transport Approximately 10,000 passenger journeys

Community Activities

Lunch Clubs

The T.E.D. (Talk, Eat, Drink, in East Lindsey) supported Out For Lunch project in East Lindsey has continued its successful journey, offering two elements of service: supporting individuals to join their local lunch club; and advising lunch clubs on best practice. Funding from T.E.D. has enabled us to establish a new lunch club in Skegness, helping us to reach new clients in the coastal area.

Our weekly Woodhall Spa lunch club continues to thrive, helped by our close working partnership with Call Connect; ensuring safe, free transport to those who need it most.

In West Lindsey, Age UK Lindsey took on the running of the Fiskerton lunch club. Many of the club's existing volunteers stayed with us, showing its popularity within the community.

All of our lunch clubs offer good value, freshly prepared lunches in a warm and friendly atmosphere, and are a valuable asset to the community.

Horncastle Coffee Morning

Our weekly coffee morning remains a popular destination on market day for delicious homemade cakes and refreshments. We have a regular clientele who particularly enjoy the opportunity to meet with friends of all ages.

"For me volunteering is a way of **giving** something back into the community. I wanted to give something back to a charity that really makes a **difference** to older people." **Gill**




Volunteering

The No One Should Have No One Campaign

This three-month national campaign was promoted locally through our website, social media and the press, to help increase awareness of how volunteering can help end loneliness and social isolation for older people. We had a huge response to the campaign, resulting in increased interest in volunteering opportunities for our Befriending service.

Staff and Volunteer Gala

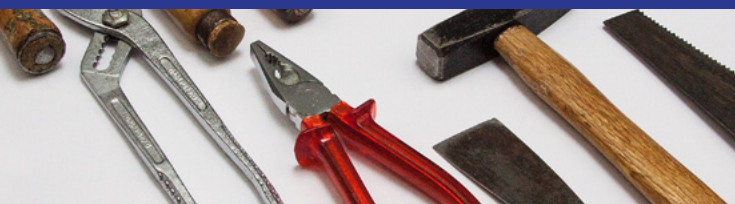
To thank all of our amazing staff and volunteers, an evening of fun, entertainment and celebration was held in September 2017 in Horncastle. Awards were presented to those who had made a special contribution to the charity, or had given us ten years of continuous service.



"I really **enjoy** volunteering for Age UK Lindsey because first and foremost it is a real pleasure to be able to help older people to the best of my ability."

Sharon

Independence at Home



Services

The Independence at Home team continued to provide a variety of support services, enabling more people to remain independent in their own homes. Restructuring within the department has helped to ensure that we have responded to the changing economic climate whilst continuing to meet the needs of our clients.

All office and field staff have received ongoing training and support, and had enhanced DBS checks to enable clients to receive a trustworthy and reliable service.

Home Support Assistants provided a wide range of domestic services, including cleaning, ironing, shopping and respite for carers.

Gardening and Handy Help again proved to be very popular with our regular clients, who benefited from the enjoyment of their garden spaces. An increased number of key safes were also supplied and fitted, bringing peace of mind to those more isolated, vulnerable or recently discharged from hospital.

Over the course of the reporting year, our staff travelled 7,155 miles and delivered 33,260 hours of service.

E.ON

During the winter months we worked in partnership with E.ON to provide home energy warmth assessments. Benefits included free advice and energy saving devices, helping 103 households to keep warmer throughout the particularly cold winter.

Louth and District Hospice

Age UK Lindsey has continued its partnership with Louth and District Hospice to provide home support services to clients with life limiting illnesses. Requests for our support saw an increase of 29%, resulting in 1,676 hours of service.

Shops

Our nine shops are a vital resource for the charity, enabling us to raise unrestricted income to fund core charity services, such as Information and Advice, and Befriending. Being situated in the heart of our communities, our shops also provide a means for us to promote the work that we do, enable volunteering opportunities and support the local economy.

As a result of the North Lincolnshire merger, Age UK Lindsey was able to increase its portfolio of shops, and therefore reach a wider market. Taking on an existing shop in Barton upon Humber and opening a brand new flagship shop in Brigg has opened the charity up to new customers, clients and donors.

Staff and volunteers have continued to work hard, resulting in an 8.5% increase in turnover, from £504,216 to £551,205. Efficiency has improved though the introduction of new tills.

Gift Aid

Continued staff and volunteer training has seen another increase in Gift Aid contributions, up 32% from £20,919 to £31,048. This continues to be an essential part of the shops' contribution to the charity.

Stock Collection

Throughout the reporting period, donations have continued to rise, particularly with items of furniture. In order to meet this demand, Age UK Lindsey appointed a second stock collector who has also qualified as a PAT tester. This has enabled the shops to process more stock, and sales of electrical products have increased by 18%.



Information & Advice

Service Provision

The Information and Advice service has experienced a number of significant changes over the past year which have impacted on provision and delivery. Following the merger with Age UK North Lincolnshire, the service increased its reach to encompass a greater number of clients across a much larger area. A review of how services are delivered has resulted in the implementation of three new outreach hubs across East and West Lindsey, helping more people to access the service in their local community. Our dedicated team of advisers also offer home visits, manage telephone enquiries and provide drop-in advice at our Access Centres in Louth and Horncastle. We deal with a wide range of enquiries, including benefits checks, social care, and blue badge applications. The team dealt with 12,995 telephone calls, 4,940 new referrals and completed 2,334 home visits.

Achievements

We have achieved a record benefits take-up over the past year, supporting over 1,900 older people to claim £6,064,804 in previously unclaimed benefits. The additional income can make a huge difference, from 'just about managing' to being able to live independently in their own homes. This benefits total is the highest achieved across all Age UK Brand Partners in the Midlands area.

"Excellent and caring service, I would highly recommend. The extra money makes life easier, I never knew the benefit existed." **Access Centre Client**



Befriending

Over the year, the Befriending Service has gone from strength to strength. The biggest changes have resulted from receiving TED support to commission a new Befriending and Friendship Hub in East Lindsey and we have also expanded our services into West Lindsey and will be looking to develop into the north.

The TED project has enabled us to recruit two new Lead Befrienders, resulting in increased service capacity, greater client support and an improved profile within the community.

Recruitment of more volunteers in the West Lindsey district has enabled us to improve our service and increase links with community and church groups.

Over the year we have delivered over 3000 volunteering hours and at the end of March, had 57 volunteers delivering the service.



Fundraising & Events



Summer Festival 2017

Petwood Hotel
Woodhall Spa
Tuesday 11th July
10am to 3pm

@ageuklindsey
ageuk.org.uk/lindsey
01507 524242

CRAFT STALLS
ENTERTAINMENT
INFORMATION & ADVICE
GUEST SPEAKERS
POP-UP SHOP
FREE ADMISSION

Lindsey ageUK

The Big Knit

The innocent Big Knit campaign once again helped to raise vital funds for the charity and engage the community in an fundraising project. Our little hats raised an incredible £2,468.

10K Run

A team of mostly willing members of staff pledged to run in the Woodhall Spa 10K run. Hours of training were rewarded with funds raised for the charity.

Summer Festival

Our annual Summer Festival proved to be as popular as ever, despite the inclement weather. This fun-packed event was kindly sponsored by local businesses Streets Accountants and Wilkin Chapman.



Age UK Lindsey & Lincs Fashion
Fashion Show
The Abbey Lodge Inn // Woodhall Spa
21st September 7pm

Brand new high street labels at discounted prices. Sizes 8-24, all at least half price. Big name brands including Wallis. Next, Austin Reed, M&S & White Stuff. All items sold and paid for on the night.

Tickets only £5
Available from the Age UK Lindsey shop or The Book Fayre, both in Woodhall Spa.

All proceeds to go to the Age UK Lindsey Lunch Club in Woodhall Spa.

ageuk.org.uk/lindsey

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REG. CHARITY NO. 1079091

Lindsey ageUK

Fashion Show

Held in September, the Age UK Lindsey Fashion Show was a great opportunity for guests to purchase high-street fashion at discounted prices. Proceeds from the event helped support our lunch club in Woodhall Spa.

Pamper Evening

Age UK Lindsey was joined by a number of local health and beauty practitioners to provide an evening of pampering and relaxing therapies. The event raised £716.

York Coach Trip

In November, guests joined us on a day trip to historic York, sampling the delights of the Christmas Market and a memorable shopping experience.

Louth Christmas Craft Fayre

Age UK Lindsey joined forces with a number of local crafts people and entertainers to host a craft fayre in Louth. Funds raised from this, and sales of our Christmas cards helped to support our Befriending Service.

Carol Concert

Funds raised from the concert held at St Mary's Church in Horncastle helped to support our No One Should Have No One Campaign, and increase awareness of loneliness and social isolation in older people.



All proceeds to support our 'No One Should Have No One' campaign

Carol Concert

19th December 2017
7.00pm to 8.30pm
St. Mary's Church, Horncastle

FEATURING
Banoavallum Brass

Tickets £5 - includes refreshments
available from our shop in Horncastle or by calling
01507 524242
ageuk.org.uk/lindsey
info@ageuklindsey.co.uk

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REG. CHARITY NO. 1079091

The Lifestyle Centre

About The Lifestyle Centre

The Lifestyle Centre in Scunthorpe joined the Age UK Lindsey fold as part of the merger with Age UK North Lincolnshire in October 2017. The six months from the merger to the end of the financial year were a period of transition and for developing new strategies for delivery within this vibrant centre.

Lucy's Kitchen

Lucy's Kitchen was originally part of Age UK North Lincolnshire, situated within the Lifestyle Centre at Scunthorpe. A new catering manager, Lucy, was recruited around the time of the merger, and tasked with developing a new and vibrant meeting place for the community. The Kitchen was brought to life with its own identity, and has become the focal point of events and activities within the centre. During the reporting period, more than 2,000 meals have been served by the staff and volunteers at Lucy's Kitchen, with a further 1,000 people in North Lincolnshire benefiting from the Kitchen's outside catering service.

Transport

Work got underway within the Transport Service to audit processes and procedures with the longstanding volunteers continuing to support the service. Over the six month period following the merger, the Transport Service undertook approximately 10,000 passenger journeys, taking about 200 passengers to a variety of destinations, including social trips, day care, health and dental appointments, lunch clubs and shopping trips.

Social Clubs

Post-merger, the Lifestyle Centre has continued to host and run a number of social activity groups, providing a vital resource for older people in the community. Men in Sheds is a particularly popular group, bringing together like-minded men to learn new skills, chat, and build new relationships.

Local residents can also visit the centre to play games, join a reading group and benefit from free computer lessons.



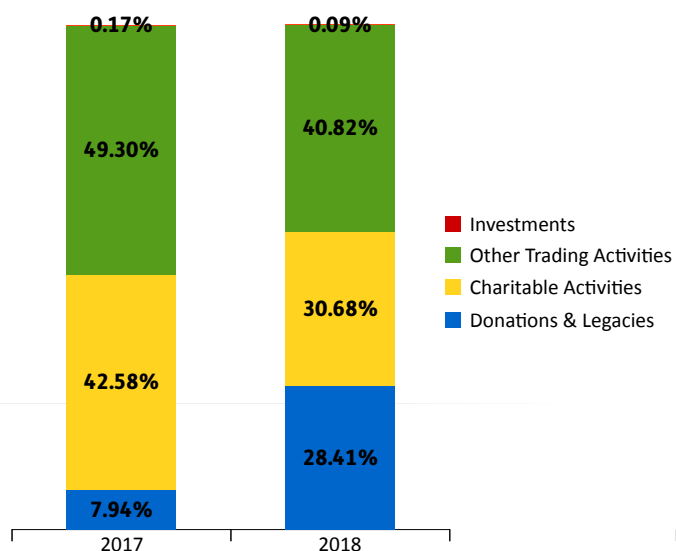
Financial Summary

AGE UK LINDSEY
(A Company Limited by Guarantee)

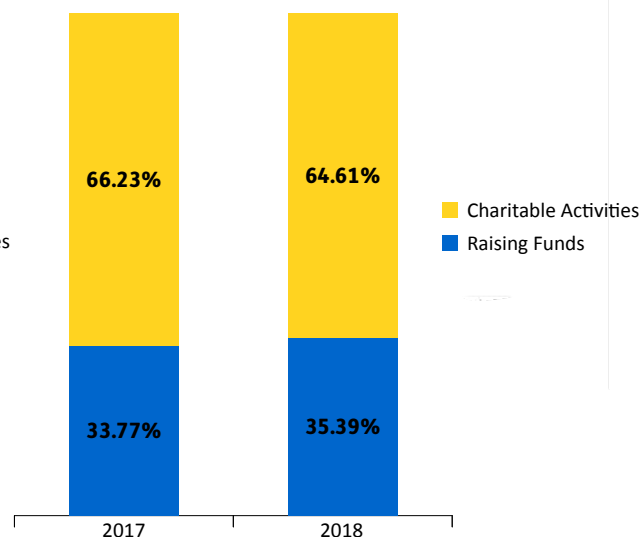
STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2018

	Note	Restricted funds 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	Total funds 2017 £
INCOME FROM:					
Donations & legacies:					
Transfer assets and liabilities from Age UK North Lincolnshire	2	121,417	37,844	159,261	-
Other donations and legacies	2	160,707	116,277	276,984	90,545
Charitable activities	6	6,000	465,111	471,111	485,336
Other trading activities	3,4	-	626,914	626,914	561,962
Investments	5	170	1,202	1,372	1,934
TOTAL INCOME		288,294	1,247,348	1,535,642	1,139,777
EXPENDITURE ON:					
Raising funds	4	40	543,393	543,433	399,849
Charitable activities		182,082	810,071	992,153	784,193
TOTAL EXPENDITURE	7	182,122	1,353,464	1,535,586	1,184,042
NET BEFORE OTHER RECOGNISED GAINS AND LOSSES		106,172	(106,116)	56	(44,265)
NET MOVEMENT IN FUNDS		106,172	(106,116)	56	(44,265)
RECONCILIATION OF FUNDS:					
Total funds brought forward		31,239	603,881	635,120	679,385
TOTAL FUNDS CARRIED FORWARD		137,411	497,765	635,176	635,120

Income



Expenditure



Financial Summary


AGE UK LINDSEY
(A Company Limited by Guarantee)
REGISTERED NUMBER: 03917990


BALANCE SHEET AS AT 31 MARCH 2018

	Note	£	2018 £	£	2017 £
FIXED ASSETS					
Tangible assets	12		151,080		27,045
Investments	13		2		-
			<u>151,082</u>		<u>27,045</u>
CURRENT ASSETS					
Stocks	14	-		71	
Debtors	15	155,323		95,420	
Cash at bank and in hand		460,422		589,404	
			<u>615,745</u>	<u>684,895</u>	
CREDITORS: amounts falling due within one year	16	(131,651)		(76,820)	
NET CURRENT ASSETS			<u>484,094</u>		<u>608,075</u>
NET ASSETS			<u>635,176</u>		<u>635,120</u>
CHARITY FUNDS					
Restricted funds	17		137,411		31,239
Unrestricted funds	17		497,765		603,881
TOTAL FUNDS			<u>635,176</u>		<u>635,120</u>

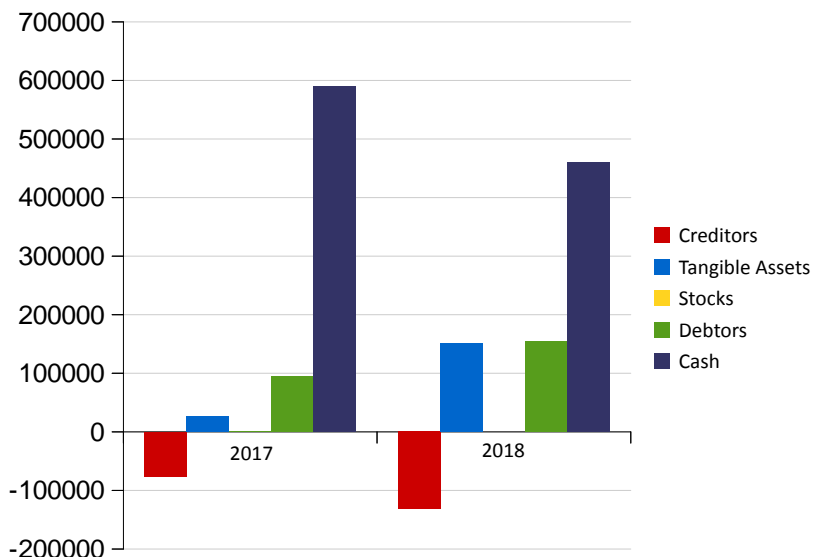
The company's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 26TH September and signed on their behalf, by:

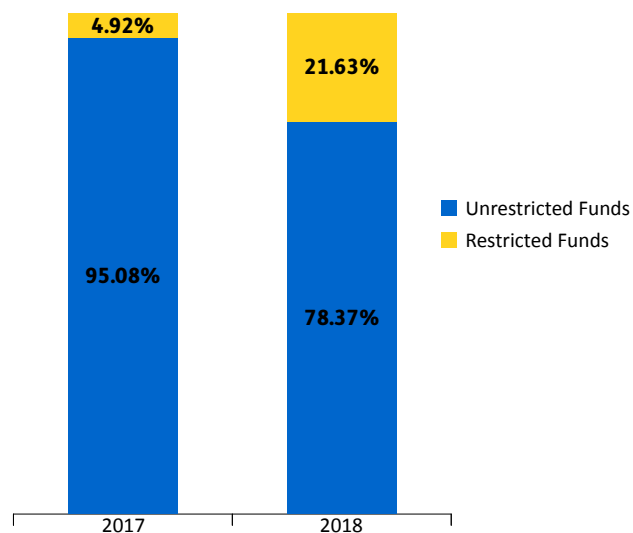

Mr H E M Thomson, Chairman


Cllr O. Bierley, Treasurer

Assets



Charity Funds





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**Registered Charity N° 1079691
Company N° 3917990**

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