



ANNUAL REPORT

for year ended 31st March 2024



Company no.3455485
Registered charity no.1067881



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FOREWARD

The past 12 months were filled with many positives and equally, many challenges and it doesn't seem like 5 minutes since I wrote the Foreword for 2022-2023 Report.

This 2023-2024 Annual Report represents the hard work and significant effort from everyone involved within the charity over 12 dynamic months. This continued dedication and teamwork allowed older or vulnerable people within our communities to access vital services at a time when they were needed most which almost certainly made a positive difference.

It seems more than appropriate to start this Report writing about the successful Charity Quality Standard (CQS) audit which happened in February 2024. Taking place every 3 years, the inspection looked at all areas of the charity including Governance, Leadership, Strategy, Financial Management, and Safeguarding. The assessor spoke to older or vulnerable people, staff, volunteers, leaders and Trustees. The successful assessment repaid the many hours of effort put into, preparing for and completing the process and it was noted that the positive culture and 'togetherness' of the organisation was evident – a further reason to feel very proud of our charity.

The charity grew considerably over the past 12 months especially because of the new Connect service beginning in October 2023. This increased our staff numbers by one-third. We welcomed our new team members and look forward to developing those productive relationships further in the next reporting period.

The Sybil Levin Specialist Dementia Day Service continued to go from strength to strength offering support to those with dementia and their carers. During my own visit there I saw how the staff at the centre added value to the lives of people with dementia through personalised support and I really enjoyed the experience – it was a great opportunity to develop my flower arranging skills and see this amazing work for myself! The Day Service featured in the Journal of Dementia Care (Jan/Feb 2024).

Our Board of Trustees continued to build strong and effective relationships enabling us to make the most of the vast repository of knowledge, skills and expertise provided by members. We began the process of building up our formal review mechanisms and I look forward to that work paying greater dividends in the future.

There is no doubt that funding changes during this reporting period will create acute challenges for the future. The cost of living crisis and overall economic situation continued to drive demand for our services and older or vulnerable people very much felt the closure of or reduction in other community services. Our goal going forward will be to do our utmost to make life better for local people.

FOREWARD cont.

Age UK Nottingham & Nottinghamshire remained financially sound but the challenge of finding funding for services was ever-present. There was a fine balancing act between managing our immediate priorities and developing those of the future. Difficult decisions were required during this reporting period and we fully expect that to continue over the next 12 months.

Everyone within the charity remains extremely grateful for and proud of long-standing and new volunteers and my thanks go to them and all our staff who, once again, pulled out all the stops and faced new and existing challenges with enthusiasm and energy. Every one of us should be proud to have played our part in supporting older or vulnerable people all over the city and county over the last 12 months which made life a little easier for them.

Without financial help we simply could not have provided our full range of services to help local people. We were grateful to our wonderful corporate partners and Charitable Trusts who provided much needed funding and support for long-standing and new services. Additionally, I extend thanks to individuals who made personal donations and to community fundraisers giving time and finding ways to generate income, and especially to those who left legacies. Without these incredibly generous donations I fear many of our most important services would have been at risk making our community a worse place to live.

We were very sorry to learn of the death of our much-valued and longstanding Trustee, Brian Burdus, in June 2024. Staff (past and present) who knew him had only good things to say about his sense of honour, commitment, dedication and immersion into the work of our charity. He was very concerned with the impact of our work on older people but also on staff welfare and was always willing to help where he could.

We were one of a number of charities that Brian supported during his retirement from the Police Force in 2005 and I am sure that all will miss his knowledge, experience and wisdom. That followed a long career in law enforcement where his commitment to fellow officers in service and retired was undimmed. Brian made a profound commitment to the success of our charity and his impact will remain with us into the future.

As ever, I wish to express gratitude to our joint Chief Executives, Michelle Elliott & Di Trinder who, with the help of their teams, guided us through another 12 months without hesitation. The future landscape will be challenging but alongside that there will be opportunity for us to help more older or vulnerable people. There is no doubt that every single person representing our charity is making a real difference to those in need and I encourage us all to continue to push forward to achieve our goals.



Chris Dorkes
Chair of Trustees

A handwritten signature in blue ink, appearing to read 'Chris Dorkes', written over a light blue horizontal line.

OBJECTIVES AND KEY MESSAGES

Our Mission

Age UK Nottingham & Nottinghamshire (Age UK Notts) enhances the quality of life and promotes the health and wellbeing of all older people.

Our Vision

To enable older people to flourish within their communities.

We are the largest, local, independent charity providing a wide range of services for older people from all communities and backgrounds within the City and County.

Our Values

Everything we do we do to make a make a positive difference to everybody with whom we interacted. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community.

We continued to work on embedding our Values during the reporting period. We expanded membership of the Pay and Benefits Committee to include 2 staff members, held a successful staff conference exploring our Kindness and Compassion Value and expanded membership of our Older People's Advisory Panel to enhance the voices of older people across our charity. We further developed our 10-Year Strategy and tied it more closely to the operational plans for delivery teams. We began work on reviewing our supervision processes to create a Values-based process rather than a purely task-based process.

We made some major changes to our Befriending Service ready to re-launch as the Companion Service in the next reporting period. This consultative process was not without its challenges, but the overall reception was positive and potential members were clear about their enthusiasm for the new opportunity. The process was underpinned by our Values – we consulted, responded to and considered all feedback from stakeholders during the decision making process.

Our Sybil Levin Specialist Dementia Day Service continued to build attendance numbers and offered transformative experiences for the Friends who used the service. We focussed on quality in quarter 4 with the successful reaccreditation of our Charity Quality Standard – a testament to the hard work of all staff to ensure our services are the best they can be.

OBJECTIVES AND KEY MESSAGES cont.

The Trustees are pleased to present their Annual Trustee Directors' Report together with the consolidated financial statements of the charity and its subsidiaries for the year ended 31st March 2024 (which are prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes).

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and Articles of Association for the Charity.

The accounts are prepared under the historical cost convention and are in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP (FR102)) and their applicable accounting policies.

OBJECTIVES AND KEY MESSAGES cont.

The Object of the Charity is:

To promote the relief of older people in any manner which may be deemed to be charitable in and around Nottingham and Nottinghamshire.

Age UK Nottingham & Nottinghamshire is a local independent charity and social enterprise.

Our Values are:

- **Respect**
- **Integrity**
- **Kindness and Compassion**
- **Inclusion**



These Values will remain at the heart of everything we do, every relationship we have and everything we stand for.

We believe that:

- **Ageism is unacceptable**
- **Individuals, in all their diversity, should be valued**
- **Everyone has the right to exercise choice and control in their lives**
- **People should have the support they need when it is needed**
- **Everyone must be treated with dignity and respect**

OUR STRATEGIC AIMS ARE:

Aim 1: Working in local communities

We will involve and engage older people in developing a diverse range of activities which promote positive health and create safe, inclusive, and sustainable communities in which each individual is valued.

Aim 2: Delivering quality services

We will design and deliver high quality effective and efficient services that are person-centred, give choice and enhance wellbeing and quality of life.

Aim 3: Lobbying and influencing

We will lobby and influence for change on the issues that matter to older people.

Aim 4: Raising our profile

We will seek to make our charity the first choice for local older people, their families and carers. We will seek to engage other like-minded organisations to work with us.

To realise our Mission, Vision and Values, we will:

For our beneficiaries:

- Ensure we are person centred in everything we do
- Ensure our Values are active throughout all decision and delivery processes
- Develop appropriate partnerships between our charity and others that benefit older people
- Generate sufficient resources to help fund the work of the charity
- Focus on local priorities to support local people
- Work effectively within the local and national funding and political environment
- Have a culture of continuous improvement

For our staff and volunteers:

- Encourage and develop high performing, well-motivated, adaptable and valued staff and volunteers
- Identify and celebrate our Values in action
- Have effective and efficient communication and support systems
- Utilise good planning strategies across all areas of the charity (based on a continuous improvement cycle)

OUR STRATEGIC AIMS ARE: cont.

Our activities are predicated on the Charity Commission's Guidance on Public Benefit (including the guidance 'Public Benefit: Running a Charity (PB2)'). In view of our Trustees, delivering our services does not cause harm to others.

We are part of a larger family of over 120 other local and independent Age UK brand partner charities which deliver services to older people, their families and carers in other geographical areas. These relationships and that with Age UK are governed by a Brand Partner agreement and we are also members of the Age England Association.

ACHIEVEMENTS AND PERFORMANCE 2023-24

| | | |
|--|---|---|
| Patient's Representative Service (NUH) | | Increase in referral rates and build up service presence |
| Patient's Representative Service (LBH) | | Deliver more support for patients and their carers through increased ward presence and promotion of service to hospital teams |
| Residents' Representative Service | 1 | Further reinstate Worry Catcher provision in targeted number of care homes identified with CityCare partners |
| | 2 | Build on relationships with learning disability homes to ensure better access |
| | 3 | Focus promotional work on care homes where referrals are lower |
| Worry Catcher (*MHSOP) | | Develop a special focus on relatives of those on dementia wards |
| MHSOP Support Service | 1 | Increase carer referral rates from MHSOP dementia wards |
| | 2 | Increase overall numbers of referrals from patients and carers |
| MHSOP Carers Support Service | 1 | Embed the service in mid-Notts and Bassetlaw |
| | 2 | Encourage referrals from the Broxtowe mental health teams |
| Wellbeing at Home | | Maintain volunteer numbers to deliver in-person services to support ICS mental health and social care strategy |
| Digital Inclusion | 1 | Reach 300 participants |
| | 2 | Provide 60 tablet loans |
| | 3 | Deliver outreach to 2400 people |
| | 4 | Recruit additional volunteers |

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

| | | |
|-------------------------------------|---|--|
| Befriending | | Complete a strategic review to establish future sustainability |
| Best Foot Forward (BFF) | 1 | Launch wellbeing walks in April 2023 through local GP partnerships for people below current levels of recommended activity |
| | 2 | Re-establish City Parks walks |
| | 3 | Increase numbers attending Veterans Camaraderie walks |
| | 4 | Develop a sustainability plan for the BFF service |
| One Step at a Time (OSAAT) | | Develop at least 5 new OSAAT groups through active involvement with OSAAT Development Group |
| Men in Sheds | 1 | Increase member attendance |
| | 2 | Increase number of sessions offered and shed opening hours |
| | 3 | Further develop / roll out mixed sessions |
| | 4 | Meet all planned sales targets |
| Information, Signposting and Advice | 1 | Deliver 1600 Warm Homes project sessions |
| | 2 | Deliver Phase 4 of City Council Household Support Fund |
| | 3 | Deliver benefits and signposting for frail older people as part of 12 month trial with Bestwood and Sherwood PCN |
| Social Prescribing | | Continue to develop partnership working with PCNs to enhance integrated working practices and data sharing |

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

| | | |
|---|---|---|
| Safe and Sound | 1 | Increase referral numbers to boiler, heating and insulation schemes by 50% |
| | 2 | Continue to deliver in-house personalised support via Home Energy Checks and Warm and Wise |
| | 3 | Increase numbers of individuals supported through funding streams such as Gas Safe, Skerritt and other charitable funds by at least 25% |
| | 4 | Establish a Home Improvement Service within the City |
| Sybil Levin Specialist Dementia Day Service | | Fill 85 places per week through additional recruitment of older/vulnerable people |
| Finance | 1 | Senior Operational Manager to submit VAT returns |
| | 2 | Complete banking review to minimise costs and maximise income |
| Data Protection / ICT | | Continue to monitor and raise staff awareness of ICT issues |
| HR | 1 | Embed RIKI values and complete review into recruitment and induction |
| | 2 | Explore ADP capabilities with new recruitment and performance modules, and reports |
| | 3 | Complete annual review of all policies and forms (including compliance with upcoming employment law legislation) |
| | 4 | Participate in Age UK Quality Audit |
| | 5 | Identify and implement Manager Training |

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

| | | |
|---------------------------------|----|--|
| HR | 6 | Review Employee Benefits and Employee Welfare Benefits |
| | 7 | Produce HR and Volunteering analytics |
| | 8 | Develop 10-year strategy, CSR, environmental sustainability and bank staff |
| | 9 | Implement 360-degree reviews |
| | 10 | Explore bank staff for short term contracts |
| Volunteering | 1 | Research cost and viability of using automated SMS messaging service to improve volunteer communications |
| | 2 | Develop a volunteer support training module to induct new staff who will manage volunteers |
| | 3 | Implement volunteer meet-ups in response to survey results |
| | 4 | Establish Age UK Notts Social Media pages to boost communication and the building of peer support networks |
| | 5 | Develop and implement a Volunteer Impact Survey across all aspects – charity, older/vulnerable people and volunteers |
| Communications | 1 | Complete Age UK-led website transition |
| | 2 | Grow social media followers and improve engagement |
| | 3 | Expand YouTube channel to support recruitment and awareness of services |
| Fundraising / Income Generation | 1 | Recruit Income Generator Co-ordinator |
| | 2 | Re-run Feel Good for a Fiver |

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

| | | |
|---------------------------|---|---|
| Age UK Business Directory | 1 | Ensure key trades are represented with good geographical coverage for all areas of Nottinghamshire |
| | 2 | Increase membership by 1% |
| | 3 | Increase use of newsletters to communicate with members and build newsletter customer recipient list |
| | 4 | Develop engaging social media content (such as video) to create better connections |
| | 5 | Explore ways to communicate with members for feedback about experiences of membership and opportunities for improvement |
| | 6 | Produce 'Introducing the Team' issue now the team is fully staffed |
| Training | 1 | Evaluate online training prior to Essential Skillz contract renewal date (March 2025) |
| | 2 | Undertake Training Needs Analysis with all staff to identify gaps in training and/or knowledge |
| | 3 | Research other potential training providers |
| | 4 | Review practicalities of designing and delivering more in-house staff training |
| Charity Retail | 1 | Launch collection and delivery service |
| | 2 | Develop plans to extend Re:Store trading days |
| | 3 | Introduce smaller furniture to West Bridgford shop |

ACHIEVEMENTS AND PERFORMANCE 2023-24 cont.

| | | |
|--------------------------------------|---|---|
| Older People's Advisory Panel (OPAP) | | Recruit new members |
| Equality, Diversity and Inclusion | 1 | Roll out data capture processes |
| | 2 | Deliver Staff Conference Compassion Training |
| Estates, Compliance and Resources | 1 | Implement Environmental Impact actions |
| | 2 | Install new signage at sites to increase efficiency |
| | 3 | Continue to oversee improvement works at Sybil Levin Centre |
| Men in Sheds CIC | | Dormancy process completed |

*MHSOP = Mental health Service for Older People

SERVICES REVIEW

Housing Services

Safe and Sound

This team delivered on multiple contracts - Warm Homes (Home Energy Checks), Warm & Wise, Scams Awareness, Affordable Warmth (Priority Services Register), Winter Warmth, and Warm Homes on Prescription. Designed to ensure older people can remain independent and safe in their home for as long as possible, the service had a busy year. 107 Home Energy Checks were completed, 742 Warm and Wise home visits took place and a further 1,440 households received home energy advice.

A particular focus was our Scams Awareness project to help older people combat scams and fraud. 107 people benefitted from a personalised face to face interview and 895 people attended one of the many group awareness talks across the county.

425 people received Affordable Warmth services and were signed up to the Priority Services Register. 400 Winter Warmth Packs were distributed to help people cope with the coldest months of the year and 1 Warm Homes on Prescription project was carried out.

Services were facilitated by the recruitment of a Housing Services Manager after a long recruitment period.

Advice Services

Pro-active Care

This service ran from July 2023 to March 2024. 35 referrals for frail older people were made to ensure they could access all benefits available to them in Bestwood and Sherwood. A total of £1704 was identified and people also received information to help them in the future.

Digital Inclusion

This 18-month funded project came to an end in November 2023 and made a positive contribution to the people who used it. It offered 6-8 weeks of support to learn or develop digital skills and included a tablet loan scheme for those without the required technology. 745 people attended group events and 118 people benefitted from one-to-one sessions during the reporting period. Digital Inclusion will become part of the Companion Service in the next reporting period.

SERVICES REVIEW cont.

Advice Services cont.

Information, Signposting and Advice (ISA)

Our much-valued ISA service continued to support people by providing advice and information about a range of topics including benefits checks, later life planning, care and support, access to legal and financial services (137 referrals), tackling loneliness and social isolation.

Comprising 11 staff members and 11 volunteers, the service dealt with 18,458 telephone calls and 5,222 emails and 250 face to face appointments in the last reporting period and generated £2,133,148 in benefit gains for local people. We partnered Nottingham City Council on the Household Support Fund to ensure financial support made it into the hands of those who needed it – we distributed vouchers worth £393,953 to 1,266 households throughout the reporting period.

The national Age UK Advice Line tool 2,183 enquiries from people in Nottinghamshire. 26% of calls were about benefits, 15% about community care and 14% about Age UK services. 62% of callers were female. 6,993 information sheets and advice booklets were posted out as a result of the calls.

We celebrated 2 notable volunteer achievements last year – Ashwin celebrated his 15th anniversary of volunteering and Joan was chosen as the worthy winner of the Longstanding Volunteer Award (supported by Room to Reward).

Advocacy Services

Operating in Queen's Medical Centre, Lings Bar Hospital and City Hospitals, the Patients' Representatives offered advocacy, representation, information and support to older people, their carers and family during the reporting period.

Patient Representative Service (Nottingham University Hospitals)

358 patients and families raised around 540 issues relating to discharge, understanding hospital processes, accessing services, access to tradespeople and social activities in the community, carer's support and help to access carers assessments, financial and legal matters, as well as support to access befriending services and providing an independent, listening ear high on the list. The contract will be out for tender in the next reporting period.

SERVICES REVIEW cont.

Advocacy Services cont.

Patient Representative Service – Lings Bar Hospital

Our Lings Bar Patients' Representative worked in a part-time capacity (18.5 hours per week) within the hospital and community settings and also provided telephone and email support. 82 people dealing with 647 different issues benefitted from the service.

The role also involved reporting on the number of patients still at home at 91 days post-discharge. This was not a target within the contract but contributed crucial understanding of the factors which affected early intervention on successful discharge practices to prevent a readmission. Carer support was essential in a successful discharge as was helping people to maintain or maximise their independence and ensure they had access to the information and services to enable short and long term planning. Examples include supporting 29% of patients with general issues, 39% with assistance in relation to removal of furniture to enable a downstairs existence; and 24% to obtain a deep clean of their property prior to discharge.

The Lings Bar Service was recommissioned for a further year until end March 2025.

Residents' Representative Service – City Care Homes

The service has 2 dedicated staff members and provided independent, non-statutory advocacy, support, guidance and representation to people living in City Care Homes, their families and carers. The service was also available to those living outside the City but registered with a City GP.

402 Care Home visits were carried out covering 626 issues (an 8% increase on the previous reporting period). We supported residents to manage the process of 2 care home closures (including attending operational meetings with the Local Authority), financial matters pertaining to entering care (such as benefit checks for Attendance Allowance), long-term care plans and ensuring residents had a voice in decisions around future planning. Help to access specialist care such as Occupational Therapy and Dementia Outreach Services was also provided where relevant.

Worry Catcher sessions were held in 2 new locations and 10 homes benefitted from support to facilitate resident/relative meetings. We reported on the numbers of care home visits, total number of visits and the number of referrals into the service although there were no stipulated targets within the contract.

SERVICES REVIEW cont.

Advocacy Services cont.

MHSOP Support Service

Providing short-term support for patients and relatives to offer a 'bridge' between MHSOP wards and returning to the community (or care home for the first time), our service supported 140 people during the reporting period (84 patients and 56 carers). Referrals from Community Mental Health and Intensive Home Treatment Teams increased as did the number of carers accessing the service. The service was well received from its 2021 commissioning and supported 400 people but fully closed at the end of the reporting period.

Worry Catcher (MHSOP) Service

Our independent advocates 'caught' issues and concerns from ward-based patients in Highbury and Millbrook (in the process of being renamed Blossomwood) hospitals. Support was provided across all wards on a weekly basis and was mostly face to face although virtual sessions were implemented to support infection control protocols.

160 sessions were provided during the reporting period involving 1246 direct contacts with patients, relatives and staff covering 156 issues (including 93 complex advocacy cases). The service was commissioned for a further year with a potential additional year. Issues included personal / ward matters (56 cases), medical and health matters (33 cases), MHSOP Support Service (for patients and carers) (20 cases), discharge matters (16 cases) and legal matters (10 cases). Complex cases increased by 16% and the number of issues addressed rose by 12% against previous performance.

SERVICES REVIEW cont.

Health & Wellbeing Services

Wellbeing at Home

The Wellbeing at Home Service delivered up to 6 weeks of support for those aged 18+, who live in Nottingham City and who were referred through any local authority route, but most frequently through Social Care Reablement and Health and Care Point. The purpose of this support was to help prevent a deterioration in health and wellbeing that could lead to a hospital admission or move into residential or nursing care, or a readmission following a period in hospital and to give people choice and control to live independent lives and make community connections. Low level interventions such as shopping, light cleaning, welfare checks, and confidence building were key elements of the service but, increasingly, complex cases were referred into the service for people requiring help to liaise with financial institutions, setting up direct debits, managing debts, dealing with correspondence and other support. The increase in complex referrals reflected the reduction in non-statutory services and the pressure on those that remain. We exceeded target by 70% - 578 actual referrals against 340. We could not have delivered the service without the dedication of our 35 volunteers, and we continued to recruit new volunteers to this key contract.

Footcare

The community footcare service operated until the end May 2023 when the contract was closed by City Care. Recognised as an asset to the provision of podiatry services within the City, 140 people had footcare services in 38 clinics and 6 locations during the reporting period. We ensured that all those who had used our service within the preceding 6 months were aware of other available providers to ensure they could continue to access beneficial footcare that did so much to enable them to live independent lives.

Sybil Levin Specialist Day Service

Our Sybil Levin Centre continued to provide a much-valued service for people living with dementia informed by the innovative SPECAL method. 61 people received support during the reporting period. Some people attend once a week, with the majority attending between 2-5 sessions a week. 64 immersive visits were arranged of which 41 began attending Sybils following their visit.

The service was featured in the Journal of Dementia Care (Jan/Feb 2024 issue).

SERVICES REVIEW cont.

Health & Wellbeing Services cont.

Best Foot Forward

Our Best Foot Forward walking groups continued to go from strength to strength in the reporting period. 421 separate walks took place with 3683 attendances supported by 28 fully trained walk leaders. Members took an active part in fundraising and raised over £1500 in their October 2023 fundraising week. All walks continued to be recognised by the Ramblers Association. We also had a successful Gentle Walk and Talk project until the end of December 2023 with shorter and easier walks for those with a higher level of mobility issues. These walks attracted 53 members against a project target of 24 and 618 individual attendances were enjoyed. Many members had built up their strength and confidence during this project and were able to transition to the wider range of walks offered by the Best Foot Forward team – a great result.

Befriending Service

Our Befriending Service underwent a fundamental review in the reporting period and was ready to make the change to the Companion Service from April 2024. 149 people benefitted from a home visit or a telephone befriending session delivered by 111 volunteers during the period. All volunteers and older/vulnerable people were provided with information about the new service and invited to ask questions.

The transition period did cause some ripples of concern and over 48 volunteers stopped volunteering at this stage and we thank all those dedicated volunteers for their countless hours of service. Many came to a private arrangement with the person they had befriended which ensured those people continued to benefit from valuable support. 39 volunteers moved across to the new service and 9 new volunteers were recruited during the period ready for the new Companion Service.

MHSOP Carer Support

The service offered support for carers of people with moderate to severe dementia or mental health issues (and being supported by DMHT or IHTT) and was dedicated to supporting the physical and mental well-being of carers.

Expanding to 3 staff members, the team dealt with 115 referrals during the reporting period up until the contract end in mid-December 2023. Those referrals covered 70 different issues, with the most common being emotional support (133 cases), 107 carer support assessments via TuVida (107 cases), financial benefits (including Attendance Allowance) (91 cases), in addition to signposting to day centres and befriending services, home adaptations, legal services, sitting services and support for care packages.

SERVICES REVIEW cont.

Health & Wellbeing Services cont.

Men in Sheds

This service supported 149 people across the 3 sheds during the reporting period. Community involvement continued to be a feature and sales improved in the Sheds initiated by local communities – a signal of the local value enjoyed by Members. The Blidworth Shed worked with their local councils, Daybrook members worked with local schools and Worksop members worked with a local nature reserve on commissions. The Sutton in Ashfield Community Hub hosted a display case of handmade items which attracted sales and interest in potential membership.

Gedling Borough Council advised that the Daybrook site was to be redeveloped so the search for a new venue began which will be completed within the next reporting period and plans are being developed to retain membership wherever possible. We thank Gedling Borough Council for their long-term support of the Daybrook Shed.

One Step at a Time

This exciting project closed in December 2023 and was instrumental in supporting the set up of 8 new groups to respond to local community need. The project enabled communities to come together to solve their own issues and build their own assets related to disconnection, loneliness and social isolation by bringing together all local stakeholders. There were opportunities for signposting, helping to find funding, raising awareness of existing local provision.

Building on what already existed helped create longer term sustainability and connect different groups with the local community, public sector and health provision to build trust and confidence which will pay dividends into the future.

Community Response Service

A total of 351 people were supported by this service during the reporting period against a target of 480 (73% achievement rate). There were some challenging recruitment issues but the service was very well received by those who used it.

Co-ordinators worked within NHS Team Hubs and supported the development of integrated services to benefit patients with issues, such as finance and benefits, shopping services and social isolation.

SERVICES REVIEW cont.

Health & Wellbeing Services cont.

Social Prescribing

We ran 2 different projects during the reporting period aimed at ensuring people got timely support for their issues outside of those related to their medical conditions. Our Social Prescribing contract covered Primary Care Networks (PCN) in Byron, Synergy, Arnold and Calverton and operated until December 2023. An average of 33 referrals were made monthly in each PCN area with most referrals concerned with mental health and wellbeing.

Our work in Social Prescribing (Emergency Department) was concerned with catching people otherwise 'falling through the net' and this contract operated until July 23 in conjunction with Framework and Redthread. 493 referrals were made (with the oldest user aged 98) and onwards referrals and signposting were made to statutory and voluntary sector organisations to meet the needs of the individual. Most commonly, people wanted to support to tackle loneliness and social isolation, support to retain independent living and to manage their mental health.

Connect

Connect offers short term interventions for people aged 18+ in the County. There were 2 Connect contracts in operation during the reporting period – the contract first awarded in January 2016 which ran until 30th September 2024, and the new contract which became operational on 1st October 2024 following our successful tendering exercise.

Existing contract:

The team completed work on 1,273 referrals. 10% of those referrals came from other Age UK Notts' services and 43% were focussed on benefits claims, financial support and issues with the cost of living crisis. Benefit gains of £404,000 were achieved during this period. The team also dealt with 53 complex hospital discharges.

New contract:

The new contract covered two of the lot areas available in the contract tender – Mid Notts and South Notts. The combined referral target for both areas was 3,180 and we achieved 1,920 – 60.4% of the target. We planned for phased performance gains given that the team greatly expanded via a TUPE process and there was an expected settling process - commissioners were content with progress. Within the referrals, 139 (7.2%) came from other Age UK Notts internal services, 242 people were assisted with benefit claims gaining a confirmed £285,423 in annualised benefits (and a predicted overall gain of £451,406). 217 people were supported to apply for or renew a Blue Badge parking permit during the reporting period.

SERVICES REVIEW cont.

Core Services

Human Resources

Our HR team was incredibly busy during the reporting period.

30 vacancies resulted in 3,711 application requests, 398 processed applications, and 27 interview days involving 79 applicants (either in person or via online platforms). The number of vacancies was lower than the previous reporting period but there were 1,311 more applicants and 134 completed applications shortlisted.

57 new starters joined within the reporting period (7 more than the previous period) – the highest number of new starters in 11 years. 21 of those new starters joined us via a TUPE process on the new Connect service following a successful tendering exercise.

38 leavers were processed, 77 contract changes actioned and 59 DBS checks and rechecks completed.

Volunteering

This ever-busy department was at the heart of our activities in the reporting period. We finished the year with 179 volunteers. 54 joined and 136 left during the period (largely as a result of the switch to the Companion Service in April 2024).

We enhanced our processes for valuing volunteers by sending out 164 Christmas thank you gifts but also allowed volunteers to opt out (70 chose this option). Thank You and Birthday cards were sent out and 2, 5 and 10 year anniversaries were celebrated in our Loop e-newsletters and recognised with badges and certificates. Induction and support materials were updated to include the new Values and all policies received their annual review. We calculate that our volunteers contributed an equivalent value of £543,294 at prevailing National Minimum Wage rates during the reporting year and we remain deeply grateful for that donation of time.

Our Senior Operational Manager was involved in an exciting pilot project with Age UK Brighton and Hove to deliver a peer support network for volunteer managers from 12 other Brand Partners who will be able to develop and share best practice ideas nationally. This pilot led to the formation of the Voluntary Advisory Panel funded by Age UK.

SERVICES REVIEW cont.

Core Services cont.

Finance

Another demanding year in the finance department was met with resolve resulting in 3729 invoice interactions, the production of 1466 payslips, the processing of 922 travel claims (a rise of 113% on the previous reporting period) and 47,632 data inputs into our accounting system.

A variety of staff training activities took place to ensure that each finance-related task could be completed by more than one person and the Senior Operational Manager became competent to submit VAT returns.

Our staff base rose by 20% in the reporting period and our thanks go to the team for ensuring all necessary information was processed and everyone paid on time.

Data Protection / ICT

Data breaches increased by 400% with 21 discovered throughout the year (3 caused externally and no harm came to the data subjects). The majority were low risk and not reportable to the ICO. One breach was reported to the ICO and Charity Commission as a Serious Incident and we are pleased to report no harm came to any individual as a consequence of the breach. Both the ICO and the Charity Commission were satisfied with our actions upon discovering the breach.

Our work to improve awareness of data security was timely with a special autumn Data Security Inside Loop e-newsletter to all staff (which will be repeated annually henceforth). The issue included information on the protection of work and personal data and was well received by staff. We also used desk top messages to reinforce learning.

The ICT team quickly sourced, built and distributed ICT equipment for the 21 Connect Service new starters in the first week of October 2023. A new monitoring system for the IT Helpdesk was developed in Quarter 4 which will support the production of key data in the next reporting period.

SERVICES REVIEW cont.

Core Services cont.

Estates, Compliance and Resources (ECR)

Throughout the year, site visits and Health and Safety checks were maintained according to schedule and insurance processes managed effectively. Upgrades to our Sybil Levin Centre were achieved during the reporting period – a windows installation plan was devised (for implementation in the next reporting period), changes were made to the parking system to enhance user safety, security upgrades to lighting were completed and internal safety measures installed.

Our ECR manager spearheaded our Christmas Hamper collection and delivery programme which remained as popular and welcome as ever. Easter treats were also distributed so older people knew they had not been forgotten.

Equality, Diversity and Inclusion (EDI)

The roll-out of staff welfare benefits such as the Blue Light card and BUPA services membership supported our commitment to the health and wellbeing of staff and were well-received. Our Conference in June 2023 centred on living our Kindness and Compassion Value and was enjoyed by all.

We appointed a new Senior and Deputy Lead to oversee EDI throughout the Charity and gathered evidence to meet the obligations of the Charity Quality Audit in February 2024. We monitor protected characteristics amongst our staff base by taking a census point in October. Our representation across different ethnic groups increased to 26% in 2023 from 13% in 2021 and the number of staff with disabilities rose to 12% in 2023 from 8% in 2021 (which reflects our commitment to 'Positive About Disability' in our recruitment practice). 65% of our staff base are in the 45-64 age groups and 8% are in the 65-74 age group. 28% identify as male.

Upgrades to data collection are planned for the next reporting period to enable us to monitor performance with our older/vulnerable people.

SERVICES REVIEW cont.

Core Services cont.

Older People's Advisory Panel (OPAP)

Throughout the reporting period we implemented changes to the governance structure of the charity which removed the non-Trustee Member role (following an initial vote in June 2022). We followed guidance from Age UK to update our Memorandum and Articles and the Charity Commission confirmed acceptance at the end of the reporting period.

That enabled us to review the purpose and goals of OPAP and we successfully recruited 3 new members to take forward a revised role of building connections throughout the county with different communities of older people.

Employee Consultation and Engagement – Living our Values

Employee Council

The Employee Council was fully reviewed and revitalised during the reporting period. Terms of Reference were agreed and implemented and the Council assumed a more dynamic representative role within the Charity. Members chose the Room to Reward Volunteer winners and began to collate examples of our Values in action which will be used to generate a deeper understanding of how we can all deliver on agreed Values in the future.

Pay and Benefits Committee

To further our Values of Integrity and Inclusion, we set up a Pay and Benefits Committee to deepen understanding of the budget setting, recruitment and salary setting processes amongst the staff teams. We appointed 2 members to consider and feed into proposals before submitting them to Trustees for decisions.

Complaints and Compliments

4 compliments and 3 complaints were received during the reporting period. 2 complaints were investigated to the complainant's satisfaction with one complaint progressing into the next reporting period. Compliments centred around Advocacy, HR and the Community Response Service.

SERVICES REVIEW cont.

Core Services cont.

PR and Communication

It was an active press year with 12 stories appearing covering loneliness and social isolation, ageing stereotypes, our Sutton shop official opening, and Men in Sheds. Coverage was achieved mainly via Radio Nottingham, BBC East Midlands Today, Notts TV and press outlets.

We continued to benefit from inclusion in the Octagon magazine.

We suggested a joint campaign with BBC Radio Nottingham and were active participants in the 'Ay Up campaign' in January 2024 which encouraged people across the City and County simply to say hello to each other. Consideration is being given to running it again in the next reporting period.

The process of planning the implementation of the new Companion Service caused negative publicity following an article in the local press and via a letter to a national newspaper. We benefitted from the support of the Age UK Media Team when responding to questions raised. Although a challenging time, there was no impact on plans for service transition and no discernible negative impact on the charity.

We had a busy and successful year with social media improvements across all platforms. Site structure improvements (led by Age UK) began to be implemented (although it affected metrics and analytics for reporting purposes). Facebook and Instagram remained popular with Facebook engagement up by 11% and Instagram up by a huge 166%. X (formerly Twitter) saw a much more modest 1% increase in engagement although reporting was impacted by analytics changes implemented by X. From January onwards we added impact information to the HR elements of Linked In and look forward to monitoring the impact in the next reporting period. 3 new videos were added to our YouTube channel and more videos were created ready for publication in the next reporting period. Videos were also a popular way of sharing messages internally by our Joint Chief Executives.

Our e-newsletters (Inside Loop and Local Loop) continued to be published and we maintained our internal Oracle resource library and Viva Engage (formerly Yammer) as a dynamic platform for staff to communicate with each other.

INCOME GENERATION AND FUNDRAISING

Fundraising Governance

We did not engage in any direct marketing campaigns outside of service delivery during the reporting period. We solicited donations (where applicable) through our social media campaigns and were pleased to acknowledge donations unless anonymity was requested.

Service departments within the Charity sent out information about their services and invited beneficiaries to make donations to help others if they felt able to do so. It was explicitly clear that access to services was not dependent upon donations as they were made on a voluntary basis. Any charges within services were made clear before commencement of the service.

Income Generation Activities

Our capacity to raise much-needed funds was boosted by the appointment of 2 part-time staff – 1 x 22.5 hours to focus on corporate relationships and 1 x 7 hours to focus on building community connections. This additional investment will pay dividends in the next reporting period and both staff have settled in well with meaningful activity developed ready to launch from April 2024 onwards.

Applications to local and national grant making trusts were successfully made during the reporting period and we are thankful to those who supported our Charity. We developed a Corporate Connections information pack to be used in the future and developed a target list of grants for future applications.

A new relationship with Dunelm developed at the end of the reporting period based on the new 3-year partnership between them and Age UK as a national brand. We will benefit from local opportunities in future reporting periods and from distribution of funds raised through the partnership.

Legacies continued to be a valuable source of income and we remain deeply grateful to those who felt able to support us at the end of their lives. In total, legacies accounted for £326,238 during the reporting period. We are also grateful for the donations made by mourners both in lieu of and in addition to flowers at the funerals themselves.

Donations income came from a variety of sources – individual donations, Easyfundraising (online shopping donations), PayPal, Just Text Giving, Friends and Supporters and dormant accounts. We are thankful to every donation made to fund our services during this reporting period.

Our HR staff team raised a magnificent total of £970 from their annual Advent Raffle and we thank all those who bought tickets and provided beautifully wrapped prizes (especially Margaret Gaskell who, once again, provided numerous prizes alongside Boots).

INCOME GENERATION AND FUNDRAISING cont.

Charity Retail

Our Sutton in Ashfield store celebrated its official opening and first birthday during the reporting period, and we increased our trading hours, expanded our operation to include collection and delivery by creating 2 additional part-time jobs and carried out some limited house clearance activities. We recruited 2 volunteers, 2 of whom became operational during the reporting period. Performance grew steadily but remained below target at -57% due to the tough trading environment.

Our Sutton shop hosted an Advantage Mobility concession which operated during the reporting period. The concession sold new and pre-loved items and also donated pre-loved items for sale through our usual trading mechanisms which provided much needed and cost effective support for local people.

Our West Bridgford store performed steadily, and we benefitted from the recruitment of additional volunteers but challenges continued in terms of the volume and quality of donations. Average weekly takings fell slightly, and the average transaction value also dropped – indicative of the impact of the Cost of Living on local shoppers. Overall performance was 26% below target. A review of the future of the shop will be made in the next reporting period.

We began a positive donor relationship with Amazon towards the end of the reporting period which brought in new customers to both shops and this will continue into the next financial year.

Gift Aid donor recruitment matched the previous period and the value of donations increased by 28% to £2,601. We completed a reconciliation exercise to confirm the list of active donors, wrote to every live donor to confirm the new HMRC guidelines and provided more information about Gift Aid in our shops.

Training

A comprehensive staff evaluation of our online training platform took place with 90% feeling the training was pitched well and 57% felt the training courses improved their knowledge and skills required for their job roles.

Research work was carried out on other potential providers which will be actioned in the next reporting period. Contracts to provide training via our platform to other local Brand Partners contributed £1,431 to our charity.

Positive improvements were noted in training compliance for staff and volunteers. We began discussions to develop a pre-retirement training programme for external organisations which will be rolled out during the next reporting period.

INCOME GENERATION AND FUNDRAISING cont.

Age UK Business Directory (AUBD) Ltd

Our Business Directory continued to provide access to reputable traders across multiple areas to support (mostly) older people to avoid scams and rogue traders. The trades landscape remained challenging throughout the reporting period and impacted on overall performance. In total, the year finished on 66 members and throughout the year we responded to 781 enquiries for reputable traders and took 51 enquiries for membership to the Notts Directory.

There was a strong focus on communication with well-received improvements to our social media content and the continued use of newsletters to encourage a sense of connection between the trader and the charity brand. We explored the process and costs involved in upgrading the AUBD website for consideration in the next reporting period. Overall, the Age UK Business Directory made a surplus of £3,294 which was paid to the Charity towards the long term loan which as at 31st March 2024 stood at £127,775

The Lifestyle Centre

The Lifestyle Centre continued to host our Southern Office Hub and remained the home of Advantage Mobility which provided mobility and living aids to help its customers enjoy a better quality of life.

Mutual referrals benefitted customers and people who used our services alike – we were able to refer potential customers for advice and information about products suitable to meet a range of needs and Advantage Mobility hosted our Information, Signposting and Advice sessions on Mondays which helped local people access a range of support services such as benefits assessments and legal advice.

DEVELOPMENT PLANS FOR 24-25

| | |
|---|--|
| Safe and Sound Housing Services | <ul style="list-style-type: none"> • Source continuation funding for Warm & Wise • Increase WHOOP cases by at least 500% • Establish a Home Improvement Service within the City |
| Connect | <ul style="list-style-type: none"> • Broaden data sets to capture richer qualitative and quantitative information • Create a multi-skilled workforce for agile working • Create peer to peer support groups/volunteer led groups |
| Information, Signposting and Advice | <ul style="list-style-type: none"> • Complete regular audits to maintain Quality Assurance Standards • Develop and implement feedback and evaluation processes • Build strategic relationships with key partners in our region • Deliver more face to face services in the community |
| Residents' Representative Service | <ul style="list-style-type: none"> • Expand the reach of the Worry Catcher Service through direct engagement with the homes and discussions with CityCare • Explore contact with the GP's supporting city care homes as a source of referrals |
| Worry Catcher (MHSOP) | <ul style="list-style-type: none"> • Identify ways of increasing referrals and engagement from carers of patients and support available • Quickly familiarise with the new Blossomwood venue to facilitate an excellent service for patients |
| Wellbeing at Home | <ul style="list-style-type: none"> • Increase volunteer numbers |
| Digital Inclusion | <ul style="list-style-type: none"> • Integrate digital inclusion outcomes into Companion Service provision |
| Sybil Levin Specialist Dementia Day Service | <ul style="list-style-type: none"> • Attract 18 Friends per day (over a 5-day week) • Recruit 4 volunteers and 6 Bank staff • Deliver 6 charged-for training courses • Develop 1 new day service provision • Find additional funding to support the service |
| Men in Sheds | <ul style="list-style-type: none"> • Increase number of sessions offered and shed opening hours at Worksop shed • Increase number of volunteers across all sheds by 10% • Source new venue for Daybrook Shed |
| Companion Service | <ul style="list-style-type: none"> • Launch new Companion Service • Increase Companion Service users by 50% • Increase Companion Service volunteers by 25% |

DEVELOPMENT PLANS FOR 24-25 cont.

| | |
|---------------------------|---|
| Finance | <ul style="list-style-type: none"> • Complete the banking review and switch to the most cost effective & efficient solution • Ensure robust finance processes are in place for the new charged-for Companion Service, enabling payments to be collected monthly |
| Best Foot Forward | <ul style="list-style-type: none"> • Launch new BFF walk in Carlton |
| Data Protection/ICT | <ul style="list-style-type: none"> • Achieve the NHS Data Security and Protection Toolkit self-assessment • Achieve the Cyber Essentials accreditation |
| HR | <ul style="list-style-type: none"> • Build performance management structure within ADP system |
| Volunteering | <ul style="list-style-type: none"> • Develop Connect Volunteer cohort to aid social/support groups within the Connect contract • Explore corporate volunteering activities • Devise and implement a structured volunteer review process • Introduce and deliver support for volunteer wellbeing |
| PR and Communications | <ul style="list-style-type: none"> • Expand the use of videos across social media |
| Age UK Business Directory | <ul style="list-style-type: none"> • Ensure that key trades are represented on the Directory with a good geographical coverage for all areas of Nottinghamshire |
| Fundraising | <ul style="list-style-type: none"> • Meet income generation targets in Corporate and Community sectors • Develop new ideas for annual fundraising campaign activity • Relaunch Will Writing Service and build local relationships with legal service providers |
| Retail | <ul style="list-style-type: none"> • Review sustainability of the West Bridgford Shop • Expand House Clearance Services • Expand opening hours in Sutton in Ashfield to increase revenue |
| EDI | <ul style="list-style-type: none"> • Develop our datasets to support monitoring across all charity activities |
| OPAP | <ul style="list-style-type: none"> • Recruit 4 new members |

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees' Responsibilities in Relation to the Financial Statements

Charity Governance Code

The Trustees continued to review governance of the charity and Group in accordance with the Charity Governance Code for larger charities. Trustees continued to believe that good governance is fundamental to our success as a charity. They continued to champion organisational purpose, leadership, integrity, decision-making, risk and control measures, Board effectiveness, diversity, openness and accountability.

Pay Policy for Staff

The pay of all staff is reviewed annually. The Board of Trustees (who are also the Charity Directors) and the Executive Management Team comprise the key management personnel of the charity (listed under our Directors, Trustees and Officers section).

All Charity Trustees and Directors gave of their time freely and none received remuneration in the reporting period. Details of expenses and related party transactions are disclosed in notes 7 and 9 of the accounts.

No Director of AUBD Ltd or Age UK Notts Men in Sheds C.I.C. received remuneration from the company during the reporting period.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustees' Responsibilities in Relation to the Financial Statements

Statement of responsibilities of the Trustees

The trustees (who are also directors of Age UK Nottingham & Nottinghamshire for the purposes of company law) are responsible for preparing the trustees' annual 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 group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company or group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- 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 auditor is 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.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees on 31st March 2024 was 6 (2023:12). The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Risk Management

All risks to the charity were considered during the reporting period in line with our Risk Management protocols. We looked at each risk for probability and impact and graded from 1 (very unlikely, low impact) to 5 (very likely, high impact). Multiplying the scores in likelihood and impact gave us the overall risk rating. The maximum score was 25.

Individual risks were allocated to specific members of the Senior Leadership Team and reviewed and amended (where appropriate) throughout the year and the full management team reviewed the whole Risk Register during the period.

In the reporting period, 116 risks were considered (2022: 121). 16 highest risks were identified in 8 of those areas (2022: 18):

| Area containing highest risk | Number of highest risks |
|--|-------------------------|
| External risk | 5 |
| Finance | 1 |
| Fundraising | 1 |
| Health and Safety | 1 |
| Human Resources | 1 |
| Information and Communication Technology | 2 |
| Quality Standards | 1 |
| Services | 4 |

The 3 highest risks in the reporting period were government policy and economic climate (risk score 25), deregulation as a result of exiting the EU and the likelihood of recession (both scoring 20).

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Mitigations for risk included:

- Participating in audits and quality assurance processes
- Creating system guardrails and process protocols
- Communications, training and awareness raising issues (such as a special ICT / GDPR issue of our Inside Loop)
- Creating working groups to focus on particular issues
- Monitoring relevant data to identify trends and track improvements
- Developing relevant relationships with relevant stakeholders

Trustees reviewed the Risk Register at quarterly intervals and concentrated their discussions on those with a risk score of 18 and above.

Fraud

The yearly fraud risk assessment was carried out by the Senior Leadership team covering corruption, income generation (retail, fundraising, legacies and grants), expenditure, accounting, ICT, payroll and recruitment).

A total of 82 fraud risks were identified with mitigations identified to reduce or eliminate the risk. Each residual risk was given a risk score out of 25. The 2 highest risks were the potential for shop thefts (risk score 11) and attempted cyber-crime (risk score 10).

Upon review, the Trustees decided whether the residual risk could be tolerated (after mitigating factors were applied), treated (additional mitigations put in place to reduce exposure), transfer (using contractual terms to transfer some or all of the risk impact) or terminate (a system or process redesign to completely eliminate the risk).

The Trustees also decided to continue to publicise our zero tolerance approach to fraud via our website and the review shop processes to reduce risks (stock layout, process training and review for example).

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Key Governance Actions – Review and Update

| | | |
|---|------------------------------------|--|
| 1 | Organisational purpose | <ul style="list-style-type: none"> • Our Values (particularly Kindness and Compassion) were explored and celebrated at our June 23 staff conference • Our Employee Council began to gather and celebrate examples of the Values in action • Our supervision paperwork was amended to seek positive reinforcement examples of our Values in action • Service departments began the process of developing their Operational Strategies upon which core functions will build theirs in the next reporting period |
| 2 | Leadership | <ul style="list-style-type: none"> • Trustees gave feedback regarding visits to services at each Board meeting • During the reporting period the Trustee Quality Champion plus two other Trustees took part in the assessment for the Charity Quality Standard for local Age UKs in England which was reaccredited in February 2024 • Work began on a quality framework to bring together various quality mechanisms (Age UK QAF, contractual quality requirements, etc) and the culture of quality and continual improvement |
| 3 | Integrity | <ul style="list-style-type: none"> • To ensure transparency we have shared the Age UK Notts 10 year Strategy with all staff and we will display the completed version on our website • Our Older People’s Advisory Panel (OPAP) was revitalised, and new members were recruited to broaden our knowledge of local concerns (recruitment will continue into the next reporting period) |
| 4 | Decision-making, risk, and control | <ul style="list-style-type: none"> • The Charity Commission accepted our proposed changes to our Memorandum and Articles which resulted in the removal of the Non-Trustee Members roles |
| 5 | Board effectiveness | <ul style="list-style-type: none"> • A Trustee Skills Audit was carried out which identified gaps in experience with Digital, PR & Marketing and our future recruitment of at least 2 new Trustees will be informed by this analysis |

STRUCTURE, GOVERNANCE AND MANAGEMENT cont.

Key Governance Actions – Review and Update

| | | |
|---|-----------------------------------|---|
| 6 | Equality, Diversity and Inclusion | <ul style="list-style-type: none"> • Our OPAP recruitment process posed explicit questions about EDI. We aim to recruit a diverse range of new OPAP members in the next reporting period • We will develop a new local demographic report to underpin our 10-Year Strategic goals and annual services plans |
| 7 | Openness and Accountability | <ul style="list-style-type: none"> • 3 new members for OPAP recruited during the reporting period. • 2 staff members appointed to the Pay and Benefits Committee to support understanding of the decision-making process. • OPAP members will be invited to attend our AGM in the next reporting period (although there is no governance obligation to do so). |

FINANCIAL REVIEW

The Consolidated Statement of Financial Activities (SOFA) on page 54 shows that income was higher this year with total incoming resources for the year of £3.35m compared with £2.57m for the previous year, an increase of 30%. The change from last year can be broken down as follows:

- Donations increased by £132k, (48%) due to higher legacy income received during the year
- Income from charitable activities which includes grants & service agreements and fee income increased by £614k, (30%) – the majority of this increase was within Health & Wellbeing services with £469k extra funding being awarded for the new Connect contract which started in October 2023 after our successful tendering process. Fee income increased by £63k, (28%) – due to the SPECAL day service numbers increasing.
- Fundraising, Shops and Trading income fell by £0.5k with shop income increasing by £27k, (50%) due to 12 months trading at the new Sutton shop, however the Business Directory income fell by £23k, (19%) due to traders not renewing their membership.
- Investment income increased by £36k due to taking advantage of high interest rates within the Flagstone platform giving interest of £41k during the year and £12k dividend income from the Brewin Dolphin investment.

Within resources expended charitable expenditure increased from £2.52m in 2022/23 to £3.1m in 2023/24 mainly due to the new Connect contract with an extra £486k expenditure from October 2023. The number of employees employed by the charity increased from 92 to 122 during the year also related to the new Connect contract.

Despite the downturn in business directory sales AUBD Ltd made a profit of £3.3k which will enable a further repayment to be made within one year to the charity towards the long term loan.

Of the £1.1m designated funds at the start of the year £94k were spent as planned. See note 20a of the accounts for full details of all the designated funds which total £1m at 31st March 2024.

The deficit for 2023/24 was £13k with an increase in free reserves to £1.2m see note 19a of the accounts which is in line with our reserves policy.

Cash & investments remain very healthy at £1.8m versus £2m last year.

FINANCIAL REVIEW cont.

George Henry Francis Payling's Charity

The work of the George Henry Francis Payling's Charity is governed by the Trustees of Age UK Nottingham & Nottinghamshire under a scheme dated 26th June 2009 and the total net assets on 31st March 2024 were £52.6k of which £52.4k were permanent endowments and £0.2k were expendable endowments. The charity received £2k in the form of bank and dividend interest during the year and made 62 (50 last year) grants to individuals who were resident in the District of Mansfield costing £1.6k (£1.38k during 2022/23).

How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. We would like to thank the following for their support:

Actons Solicitors

Active Partners Trust

Advantage Social Enterprise C.I.C.

Age England Association

Age UK

Age UK Leicester Shire & Rutland – Warm & Wise

Age UK Lincoln & South Lincolnshire- Warm & Wise

Argos - Arnold Branch

Bassetlaw Community & Voluntary Service

Boots UK Ltd

Broxtowe Borough Council

Business in the Community

Capital One

Department of Health

E.ON

Energy Saving Trust

Experian

Freeths

Gas Safe Foundations Independent Living Trust

Gedling Borough Council

Geoff Ball (Stationary suppliers)

George Henry Francis Payling's

George Square Financial Management

Hudson Wealth Management Ltd

J N Derbyshire Trust (The)

Jani King Cleaning

Lindhurst Windfarm Trust (The)

M&G Securities

National Grid Community Matters Fund

Newark & Sherwood District Council

NHS Nottingham and Nottinghamshire

Nelsons Solicitors

Nottingham CityCare Partnership

Nottingham City Council

Nottingham Energy Partnership

Nottingham Trent University

Nottingham University Hospitals NHS Trust

Nottinghamshire County Council

Nottinghamshire Healthcare NHS Foundation Trust

PAPET (The Forman Hardy Holdings)

PCN 5

Rotheras

Sainsburys - Arnold Branch

Santander UK

Screwfix Foundation (The)

Skerritt Trust (The)

Sky Community Fund

St. James's Place Foundation

St. James's Place Wealth Management Ltd

Thomas Farr Trust (The)

Nottinghamshire Healthcare NHS Trust

Veolia Group

We also benefit from individuals who make donations & legacy income to the Charity and we have worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Brain Dinsmore

Finance Trustee

RECURRING FINANCIAL POLICIES AND PROCEDURES

Our Charging Policy

Age UK Nottingham & Nottinghamshire believes that charges for certain services are appropriate and that any charges should be related to the ability of an individual to pay them. Certain services should be provided free of charge and when charges do apply, discretion is important to ensure older or vulnerable people are not denied a service because of their inability to pay.

We sought to minimise the cost of paid-for services in the reporting period whenever we could. Applicable charges were made clear in advance of delivering the service. A discretionary fund was set aside to top up payments on charges where people had been offered discounts to enable access to services. Free services were available to all and discounts were usually available to those in receipt of means-tested benefits.

It remained our policy to review all charges during the annual budget setting process. Where free services were available, users were offered the option to make a voluntary donation.

Investment Powers and Policy

Under the Memorandum and Articles of Association the Charity has the power to make any investment which the Board sees fit, provided it shall seek (where appropriate) proper professional advice. The total £924,353 held within the Flagstone platform was invested in 13 banks each giving up to the maximum £85,000 protection. £40,790 of total interest was accrued during the reporting period via these accounts as the charity benefitted from increases in prevailing UK rates.

The Investment Committee continued to review the investments with RBC Brewin Dolphin within their lower medium risk portfolio in line with the Investment Policy. During the year £12,109 was received in dividend income which was reinvested, management fees of £4,674 were charged with a gain on the initial £450,000 investment of £29,174 giving the final portfolio value at 31st March 2024 of £488,237 after taking into account £102 held as shares in trading subsidiaries.

Reserves Policy and Going Concern

The Trustees reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees also completed a financial risk assessment that examined potential liabilities (staff, contracts and leases) and assets (both current and fixed).

The Trustees decided to build a free reserve of unrestricted current assets of between 2 and 5 months' running costs.

RECURRING FINANCIAL POLICIES AND PROCEDURES cont.

(The levels of reserves exclude the capital payments associated with the Housing Service, depreciation or other capital projects agreed by the Board of Trustees).

The reserves will be used to safeguard our service commitment in the event of delays in receipt of grants, lower than anticipated levels of donations, reduced income generation activity or unexpected expenditure. The Trustees believe that reserves should be at least to this level to ensure the Charity can run efficiently and meet the needs of local, older and vulnerable people.

Based on the 2024-25 budget (excluding capital payments associated with the Housing Service, depreciation and other capital projects agreed by the Board) the total amount required for:

2 months' running costs = £535,222

5 months' running costs = £1,338,055

Free reserves are calculated as follows:

Total funds Less Restricted and Endowment Funds Less Fixed Assets Less Designated Funds = Free Reserves.

Free Reserves as at 31st March 2024 = £1,208,692 which is within the reserve policy parameters identified above.

The Trustees consider that adequate resources continue to be available to fund the activities of the Charity and Group for the foreseeable future. The Trustees are of the opinion that the Charity and Group are a going concern.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office:



The Sybil Levin Centre
577a Nuthall Road
Cinderhill
Nottingham
NG8 6AD



www.ageuknotts.org.uk



[linkedin.com/company/age-uk-nottingham-&-nottinghamshire](https://www.linkedin.com/company/age-uk-nottingham-&-nottinghamshire)



[Twitter.com/ageuknotts](https://twitter.com/ageuknotts)



info@ageuknotts.org.uk



[Instagram.com/ageuknotts](https://www.instagram.com/ageuknotts)



0115 8440011



[Facebook.com/ageuknotts](https://www.facebook.com/ageuknotts)



0115 841 4460

Age UK Nottingham & Nottinghamshire is a registered charity number 1067881, registered in England & Wales and a Company limited by guarantee incorporated in the United Kingdom (registered company number 3455485).

Our Advisors

Group auditor

Sayer Vincent LLP, 110 Golden Lane, London. EC1Y 0TG

Group Solicitors

Freeths LLP, Cumberland Court, Mount Street, Nottingham. NG1 6HH

Group Bankers

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4TA

Honorary Offices

Royal Patron

HRH King Charles III KG KT GCB

President

Commander Peter Moore RD, RNR, DL

Life Vice-Presidents

Sandra Warzynska

Len Simmonds

Anil Ghelani

Terry Brown (until 28.9.23)

REFERENCE AND ADMINISTRATIVE DETAILS **cont.**

DIRECTORS, TRUSTEES AND OFFICERS

The Directors of the Charitable Company (the Charity), Age UK Nottingham & Nottinghamshire, are its Trustees for the purpose of charity law.

The Trustees and officers serving during the year (and since year-end) were as follows:

| | |
|-----------------------------|----------------------------------|
| Chris Dorkes (Chair) | Graham Cox (Vice Chair) |
| Brian Dinsmore (Finance) | Steve Hambleton (Vice Finance) |
| Gemma Hopper | Brian Burdus (until 25.06.24) |
| Diane Deacon (until 8.9.23) | Malgorzata Faras (until 14.4.23) |

In attendance

Michelle Elliott – Joint Chief Executive

Di Trinder – Joint Chief Executive and Company Secretary

Non-Trustee Members (until 28.2.24)

Commander Peter Moore RD RNR DL

Anil Ghelani

Len Simmonds

Maxi-Leigh Robinson (until 23.7.23)

Our Memorandum and Articles were changed during the reporting period to remove the need to appoint non-Trustee Members. The Charity Commission formally accepted the changes on 28.2.24).

Finance and Audit Committee

Brian Dinsmore (Trustee and Chair)

Steve Hambleton (Trustee)

Chris Dorkes (Trustee)

Michelle Elliott (Joint Chief Executive)

Di Trinder (Joint Chief Executive)

Lesley Fairclough (Senior Operations Manager (Finance))

Subsidiary Companies

AUBD Ltd (Age UK Business Directory) – a company limited by shares (Registration Number 06393966)

Board of Directors – Kat Coggan (until 15.2.24) and Maria Cooke

Company Secretary – Maria Cooke

REFERENCE AND ADMINISTRATIVE DETAILS cont.

Key Management Personnel (Executive Team)

Age UK Men in Sheds CIC

Board of Directors –

Maria Cooke, Michelle Elliott, Di Trinder

Age UK Local Trading Limited

Board of Directors –

Michelle Elliott, Maria Cooke, Di Trinder

The George Henry Francis Payling's Charity

Trustees and Directors –

The Trustees of Age UK Nottingham & Nottinghamshire (detailed above)

| Executive Team | Age UK Nottingham & Nottinghamshire | George Henry Francis Payling's Charity | Age UK Local Trading Ltd | AUBD Ltd | Age UK Notts Men in Sheds CIC |
|---|-------------------------------------|--|--------------------------|----------|-------------------------------|
| Di Trinder Joint Chief Executive | | | | | |
| Michelle Elliott Joint Chief Executive | | | | | |
| Maria Cooke Strategic Director (Innovations and Communications) | | | | | |
| Vicky Gutteridge Senior Strategic Director (Services) until (24.12.23) | | | | | |

THANK YOU

At the conclusion of the Trustees' Report, we'd like to express our sincere thanks to all those individuals, community groups, grant-making trusts, companies, healthcare trusts, local authorities and other bodies who have made the outcomes listed in this report possible through financial and in-kind support.

We send our particular thanks to our staff and volunteers (existing and new) who helped deliver those services that meant so much to local older and vulnerable people through a challenging year. Whether working in a front-line role or a back office capacity, everyone made an enormous contribution to our overall achievements.

We thank the Trustees for the time, knowledge, expertise and support they brought to governance of the charity. Thank you to our Older People's Advisory Panel (OPAP) our (then) non-Trustee members who not only supported our governance and work but also provided links with groups and bodies external to the charity that also support older and vulnerable people.

We worked hard in the reporting period to bring our new Values to life. We established a Pay and Benefits Committee which included 2 staff members to further our goal to be as open, inclusive and transparent as possible. Our Employee Council attracted new members and its purpose was revitalised to focus on our Values which will pay dividends in the future. Our thanks go to everyone who participated so enthusiastically.

The charity underwent its 3-year Charity Quality Standard (CQS) assessment (applicable to local Brand Partner Age UKs in England) and we are proud to report that we achieved the standard with very few areas for improvement. The Head of Network Quality & Compliance said "many congratulations on achieving the Standard! I am really pleased for you." The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission. Achievement of the Standard reflects the commitment of all our staff and volunteers to delivering a high quality of work. We thank all who were involved in the assessment process and all the users of our services, staff and volunteers who participated in individual interviews during the assessment itself.

Thanks also go to the Directors of our subsidiary companies who volunteered to oversee this area of our work. Our Senior Leadership Team continued to work tirelessly to effectively manage the charity which ensured our resources were properly deployed to enhance the quality of life and health and wellbeing of older and vulnerable people across the City and County. Maintaining our ICT networks and 3 Office Hubs was integral to the success of our ongoing working from home for many staff and we were pleased to offer hybrid working for others.

THANK YOU cont.

We continued to dedicate time and resources to build effective networks and relationships with local commissioners and corporate partners to build mutual understanding of the needs of older and vulnerable people. We anticipate future challenges with a willingness to continue to work hard to deliver high quality services that meet the needs of our local communities.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (Charities SORP (FRS102)), and in accordance with provisions applicable to companies entitled to smaller companies' exemptions.

By order of the Board of Trustees



Michelle Elliott



Di Trinder



Chris Dorkes

Joint Chief Executives

Chair of Trustees

Signed 17th October 2024

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

Opinion

We have audited the financial statements of Age UK Nottingham & Nottinghamshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, 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 FRS 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's and of the parent charitable company's affairs as at 31 March 2024 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

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 group financial statements section of our report. We are independent of the group and parent charitable company 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 Age UK Nottingham & Nottinghamshire'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.

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

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

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the group 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 group 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 group 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 group 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 the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual 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 group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us;
or

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

- The parent charitable company 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 directors 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' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the parent charitable company for the purposes 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 group's and the parent charitable company'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 group or the parent 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

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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.

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

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the group's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the group from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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 regulation. 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 is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Independent auditor's report

To the members of

Age UK Nottingham & Nottinghamshire

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

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Fleur Holden (Senior statutory auditor)

18 October 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Age UK Nottingham & Nottinghamshire

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

| | | | | | | 2024 | 2023 |
|--|------|-------------------|------------------|-----------------|--|------------------|------------------|
| | Note | Unrestricted £ | Designated £ | Restricted £ | George Henry Francis Payling's Charity Endowment £ | Total £ | Total £ |
| Income from: | | | | | | | |
| Donations and legacies | 3 | 321,445 | - | 85,233 | - | 406,678 | 274,712 |
| Charitable activities | | | | | | | |
| Housing Services | 4a | 27,993 | - | 335,775 | - | 363,768 | 280,798 |
| Advice | 4b | 139,468 | - | 124,438 | - | 263,906 | 178,509 |
| Advocacy | 4c | 209,973 | - | - | - | 209,973 | 205,496 |
| Health & Wellbeing | 4d | 1,699,945 | - | 69,829 | - | 1,769,774 | 1,229,988 |
| Core Services | 4e | 75,282 | - | 2,500 | - | 77,782 | 177,090 |
| Shops | 4f | 1,231 | - | - | - | 1,231 | - |
| Other trading activities | | | | | | | |
| Merchandising Income | | 81,689 | - | - | - | 81,689 | 54,364 |
| Fundraising Income | | 8,839 | - | 5,214 | - | 14,053 | 18,970 |
| Sale of Business Directory listings | | 98,729 | - | - | - | 98,729 | 121,695 |
| Investments | | 59,557 | - | - | 2,082 | 61,639 | 25,333 |
| Other | | 4,583 | - | - | - | 4,583 | 2,843 |
| Total income | | 2,728,734 | - | 622,989 | 2,082 | 3,353,805 | 2,569,798 |
| Expenditure on: | | | | | | | |
| Cost of raising funds: | 5 | 257,994 | 1,774 | 212 | - | 259,980 | 238,403 |
| Charitable activities: | | | | | | | |
| Housing Services | | 29,343 | - | 385,055 | - | 414,398 | 322,109 |
| Advice | 5 | 150,959 | - | 131,454 | 1,647 | 284,061 | 239,168 |
| Advocacy | 5 | 190,560 | - | 380 | - | 190,939 | 191,685 |
| Health & Wellbeing | 5 | 1,720,336 | 23,804 | 114,539 | - | 1,858,680 | 1,398,190 |
| Core Services | 5 | 305,706 | 68,792 | 13,298 | 277 | 388,073 | 370,133 |
| Total expenditure | | 2,654,898 | 94,370 | 644,937 | 1,925 | 3,396,130 | 2,759,688 |
| Net income / (expenditure) before net gains / (losses) on investments | | 73,836 | (94,370) | (21,949) | 157 | (42,325) | (189,890) |
| Net gains / (losses) on investments | | 29,174 | - | - | 80 | 29,254 | 867 |
| Net income / (expenditure) for the year | 9 | 103,010 | (94,370) | (21,949) | 237 | (13,071) | (189,023) |
| Transfers between funds | | | | | | | |
| Minority Interest | | (44,389) | 44,389 | - | - | - | - |
| | | - | - | - | - | - | (1,872) |
| | | (44,389) | 44,389 | - | - | - | (1,872) |
| | | 58,621 | (49,981) | (21,949) | 237 | (13,071) | (190,894) |
| Net movement in funds | | 58,621 | (49,981) | (21,949) | 237 | (13,071) | (190,894) |
| Reconciliation of funds: | | | | | | | |
| Total funds brought forward | | 1,311,007 | 1,129,154 | 57,192.86 | 52,428 | 2,549,782 | 2,740,676 |
| Total funds carried forward | | 1,369,629 | 1,079,173 | 35,244 | 52,665 | 2,536,711 | 2,549,782 |

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 29a to the financial statements.

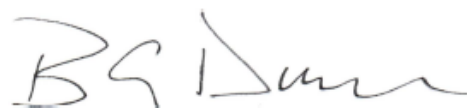
Balance sheets

Company no. 3455485

As at 31 March 2024

| | Note | The group 2024 £ | 2023 £ | The charity 2024 £ | 2023 £ |
|---|------|------------------------|------------------|--------------------------|------------------|
| Fixed assets: | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Tangible assets | 11 | 171,446 | 202,978 | 171,360 | 202,866 |
| Investments | 12 | 488,237 | 451,628 | 488,339 | 451,720 |
| George Henry Francis Payling's Charity | | | | | |
| Investments | 12 | 9,911 | 9,831 | 9,911 | 9,831 |
| | | <u>669,594</u> | <u>664,436</u> | <u>669,610</u> | <u>664,416</u> |
| Current assets: | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Stock | | 24,301 | 23,987 | 24,301 | 23,987 |
| Debtors (including due after one year) | 15 | 520,184 | 453,121 | 645,890 | 596,752 |
| Cash at bank and in hand | | 1,357,276 | 1,640,064 | 1,355,893 | 1,615,026 |
| George Henry Francis Payling's Charity | | | | | |
| Debtors (including due after one year) | 15 | 772 | - | 772 | - |
| Cash at bank and in hand | | 42,154 | 41,773 | 42,154 | 41,773 |
| | | <u>1,944,687</u> | <u>2,158,944</u> | <u>2,069,010</u> | <u>2,277,537</u> |
| Creditors: amounts falling due within one year | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| | 16 | (77,399) | (286,567) | (70,253) | (270,371) |
| George Henry Francis Payling's Charity | | | | | |
| | | (172) | (500) | (172) | (500) |
| | | <u>1,867,117</u> | <u>1,871,877</u> | <u>1,998,586</u> | <u>2,006,666</u> |
| Net current assets | | | | | |
| | | <u>1,867,117</u> | <u>1,871,877</u> | <u>1,998,586</u> | <u>2,006,666</u> |
| Total assets less current liabilities | | <u>2,536,711</u> | <u>2,536,314</u> | <u>2,668,196</u> | <u>2,671,082</u> |
| Total net assets | | <u>2,536,711</u> | <u>2,536,314</u> | <u>2,668,196</u> | <u>2,671,082</u> |
| Funds: | | | | | |
| 28a | | | | | |
| Age UK Nottingham & Nottinghamshire | | | | | |
| Restricted income funds | | 35,244 | 57,193 | 35,244 | 57,193 |
| Unrestricted income funds: | | | | | |
| Designated funds | | 1,079,173 | 1,129,154 | 1,079,173 | 1,129,154 |
| General funds | | 1,369,629 | 1,311,007 | 1,501,113 | 1,432,308 |
| George Henry Francis Payling's Charity | | | | | |
| Permanent Endowment | | 52,424 | 52,424 | 52,424 | 52,424 |
| Expendable Endowment | | 241 | 4 | 241 | 4 |
| | | <u>2,536,711</u> | <u>2,549,782</u> | <u>2,668,196</u> | <u>2,671,082</u> |
| Funds of the Charity | | | | | |
| Minority Interest | | - | (13,468) | - | - |
| Total funds | | <u>2,536,711</u> | <u>2,536,314</u> | <u>2,668,196</u> | <u>2,671,082</u> |

Approved by the trustees on 17 October 2024 and signed on their behalf by


Chris Dorkes
Director

Brian Dinsmore
Director

Age UK Nottingham & Nottinghamshire

Consolidated statement of cash flows

For the year ended 31 March 2024

| | Note | 2024 £ | £ | 2023 £ | £ |
|--|------|-------------------------|------------------|------------------------------------|--------------------------|
| Cash flows from operating activities | | | | | |
| Net Income/(expenditure) for the year (as per the SOFA) | | 735 | | (189,022) | |
| Adjustments for: | | | | | |
| Dividends, interest and rents from investments | | (66,249) | | (25,778) | |
| Depreciation charges | | 47,383 | | 58,285 | |
| (Gains)/losses on investments | | (29,254) | | (867) | |
| Loss/(profit) on sale of fixed assets | | 1,945 | | (2,417) | |
| (Increase)/Decrease in stocks | | (315) | | (728) | |
| (Increase)/decrease in debtors | | (68,163) | | 104,697 | |
| Increase/(decrease) in creditors | | (209,497) | | (133,720) | |
| Net cash used in operating activities | | (323,414) | | (189,549) | |
| Cash flows from investing activities: | | | | | |
| Dividends, interest and rents from investments | | 66,249 | | 25,778 | |
| Proceeds from the sale of property, plant and equipment | | - | | 5,517 | |
| Purchase of property, plant and equipment | | (17,797) | | (56,058) | |
| Proceeds from sales of investments | | (10) | | - | |
| Purchase of investments | | (7,435) | | (450,000) | |
| Net cash provided by / (used in) investing activities | | 41,007 | | (474,763) | |
| Change in cash and cash equivalents in the year | | (282,407) | | (664,312) | |
| Cash and cash equivalents at the beginning of the year | | 1,681,837 | | 2,346,149 | |
| Cash and cash equivalents at the end of the year | | 1,399,430 | | 1,681,837 | |
| Analysis of cash and cash equivalents and of net debt | | | | | |
| | | At 1 April 2023 £ | Cash flows £ | Other non- cash changes £ | At 31 March 2024 £ |
| Cash at bank and in hand: | | - | - | - | - |
| Age UK Nottingham & Nottinghamshire | | 1,640,064 | (282,788) | - | 1,357,276 |
| George Henry Francis Payling's Charity | | 41,773 | 381 | - | 42,154 |
| Total | | 1,681,837 | (282,407) | - | 1,399,430 |

1 Accounting policies**a) Statutory information**

Age UK Nottingham & Nottinghamshire is a charitable company limited by guarantee.

The registered office address is Age UK Nottingham & Nottinghamshire, The Sybil Levin Centre, 577a Nuthall Road, Nottingham, Nottinghamshire, NG8 6AD.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its subsidiary undertakings AUBD Limited and Age UK Notts Men in Sheds CIC. A separate statement of financial activities for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006. A summary of the result for the year is disclosed in the notes to the accounts.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's or group's ability to continue as a going concern. The group had free reserves of £1,208,692 at 31st March 2024 (2023: £1,123,405) which is within the reserve policy parameter of between 2 and 5 months running costs. The trustees have budgeted for a £299,227 deficit for the year to 31st March 2025 (2023: £227,892) with a plan to use £257,709 (2023: £157,934) designated funds to partly cover this deficit with the rest covered by free reserves.

e) Voluntary Income

Gifts and legacies are included in full in the statement of financial activities and under the requirement of the Charities SORP (FRS 102) are included when they are probable. For legacy income to be recognised in the SOFA the charity must be entitled to receive the legacy, it must be probable that it will receive it and it must be measurable. Entitlement is taken as the earlier of the date on which either notification has been made by the executor that a distribution will be made or when a distribution is received by the Charity. It is probable that the Charity will receive the legacy when there has been grant of probate; the executors have established that there are sufficient funds to pay the legacy; and any conditions attached to the legacy have been met. The amount due from the Estate must be reliably measured if it is a pecuniary legacy then the full amount can be disclosed however for a residual legacy a reliable estimation will be made.

f) Grant Income

These grants and performance related service agreement income is included in the financial statements as entitlement arises. Note 4 gives full details of the amounts received from each funder for each charitable activity splitting the income between restricted and unrestricted. As at 31st March 2024, there are no unfulfilled conditions attached to grants or service level agreements.

g) Deferred income

Any income received during the current financial year that relates to funding due for the next financial year as specified by the funder is included as deferred income.

h) Fixed Assets

Expenditure on fixed assets has been capitalised when over £1,000 and depreciated in order to write off each asset over its estimated useful life at the following rates:

| | |
|------------------------------|---------------------------|
| Freehold Property | 2% and 5% (straight line) |
| Computer Equipment | 20% (straight line) |
| Fixtures and Other Equipment | 10% (straight line) |
| Motor Vehicles: | |
| Vans & Minibuses | 25% (straight line) |
| Cars | 16.67% (straight line) |
| Leasehold Improvements | 10% (straight line) |

Impairments of fixed assets

An assessment is made at each reporting date of whether there are indications that a fixed asset may be impaired or that an impairment loss previously recognised has fully or partially reversed. If such indications exist, the charitable company estimates the recoverable amount of the asset.

Shortfalls between the carrying value of fixed assets and their recoverable amounts, being the higher of fair value less costs to sell and value-in-use, are recognised as impairment losses recognised in the statement of financial activities

i) Investment Income

Bank and building society interest are included in the accounts on receipt.

j) Gifts in Kind & Donated Goods for Sale

The Charity's shops benefit from second-hand goods donated for resale. The Statement of Financial Activities includes gifts in kind as resources arising and expended when they are sold. No value is placed on shop stock of second-hand goods which have an estimated value of less than £100 however items valued at higher than £100 are recorded and shown as shop donations.

k) Direct Charitable Expenditure

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accrual's basis.

Expenditure is classified under the principal categories of fundraising and charitable activity rather than the type of expense, in order to provide more useful information to users of the financial statements.

Charitable activity costs comprise both direct expenditure, including direct staff costs attributable to the activity, and support costs relating to these activities. Fundraising costs are those incurred in seeking voluntary contributions for the Charity and support costs relating to these activities. Governance costs are those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

1 Accounting policies (continued)

l) Funds

Designated Funds

Amounts disclosed as designated funds have been set aside by the Trustees for specified objects as set out in Note 20.

Restricted Funds

Amounts disclosed as restricted funds have been restricted as a result of the conditions imposed by the income provider. All the restricted grants and donations have specified terms and conditions attached to them. Note 15 gives a detailed breakdown of all restricted income and expenditure.

Endowment funds

Amounts disclosed as endowment funds represent those assets which must be held permanently by the Charity, principally investments. Income arising on the endowment funds can be used in accordance with the objects of the Charity and is included as restricted income. Any capital gains or losses arising on the investments form part of the fund. Investment management charges and legal advice relating to the fund are charged against the fund.

Unrestricted Funds

Any other funds held by the Charity are classified as unrestricted and may be used as deemed appropriate by the Trustees to further the objects of the Charity.

m) Voluntary Help

The Trustees recognise the significant contribution made by volunteers who give freely of their time. It is not practicable to place a value on this contribution. More detail can be found throughout this report.

n) Pension Costs

The Charity makes contributions to a number of defined contribution personal pension schemes on behalf of its employees. The assets of these schemes are held separately from those of the Charity in independently administered funds. 4% of salary contributions made to these schemes are charged against revenue as they are paid.

o) Operating Leases

Operating leases are charged on a straight-line basis over the period of the lease.

p) Allocation of Funds within Note 5

Support costs are allocated out across all Schemes within the Charity based on the proportion of staff within the area. This is itemised as overheads recharged in Note 5.

q) Investments and Share Capital

The parent company Age UK Nottingham & Nottinghamshire holds 100% of the issued share capital of AUBD Limited. This investment is held at a cost of £100 in the Charity accounts. The parent company holds fund within an Investment portfolios managed by Brewin Dolphin Ltd. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

The George Henry Francis Paylings Charity holds funds within Common Investment portfolios. Gains and losses on disposal & revaluation of these investments are charged or credited to the SOFA in the year they arise. See note 12 for further detail.

r) Stock

Stock is shown at the lower of cost and net realisable value.

s) Outstanding paid Annual Leave and Sick Leave

All annual leave and sick leave are paid during the year. Employees are not able to carry annual leave over to the next year.

t) Debtors and Creditors

Debtors

Trade debtors, other debtors and amounts due from group undertakings which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price. Trade debtors, other debtors and amounts due from group undertakings are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

Creditors

Creditors, provisions and bank loans are recognised where the group has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors, provisions and bank loans are normally recognised at their settlement amount after allowing for any trade discounts due.

u) Cash and Cash Equivalents

Cash and cash equivalents include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

v) Financial Instruments

Only basic financial instruments are held such as cash, bank deposit, trade debtors and trade creditors which are all recognised at their transaction value and measured at their settlement value.

w) Critical Estimates and Areas of Judgement

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

See note e) for details of when a legacy will be recognised within the SOFA, any residual legacy estimates will be made using estate accounts provided by the executors with property sales only being included once an offer price has been accepted. The trustees do not consider that there are any estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities

2 Detailed comparatives for the statement of financial activities

2023

| | Unrestricted | Designated | Restricted | George Henry Francis Payling's Charity Endowment | Total |
|--|------------------|------------------|----------------|---|------------------|
| | £ | £ | £ | £ | £ |
| Income from: | | | | | |
| Donations and legacies | 216,521 | - | 58,191 | - | 274,712 |
| Charitable activities | | | | | |
| Housing Services | 9,700 | - | 263,159 | - | 272,859 |
| Advice | 73,324 | - | 82,385 | - | 155,709 |
| Advocacy | 205,496 | - | - | - | 205,496 |
| Health & Wellbeing | 1,014,236 | - | 96,797 | - | 1,111,033 |
| Core Services | 106,021 | - | 1,430 | - | 107,451 |
| Shops | - | - | - | - | - |
| Other trading activities | | | | | |
| Merchandising Income | 54,364 | - | - | - | 54,364 |
| Fundraising Income | 17,323 | - | 1,647 | - | 18,970 |
| Sale of Business Directory listings | 121,695 | - | - | - | 121,695 |
| Fees and Contributions | 219,333 | - | - | - | 219,333 |
| Investments | 24,814 | - | - | 519 | 25,333 |
| Other (sale of head office in 2022/23) | 2,843 | - | - | - | 2,843 |
| Total income | 2,065,670 | - | 503,609 | 519 | 2,569,798 |
| Expenditure on: | | | | | |
| Cost of raising funds: | | | | | |
| Merchandising Costs | 80,517 | 46,841 | - | - | 127,358 |
| Fundraising Costs | 12,086 | - | 10 | - | 12,096 |
| Business Directory Costs | 98,949 | - | - | - | 98,949 |
| Charitable activities: | | | | | |
| Housing Services | 17,614 | - | 304,495 | - | 322,109 |
| Advice | 105,799 | 45,544 | 86,542 | 1,282 | 239,168 |
| Advocacy | 191,525 | - | 160 | - | 191,685 |
| Health & Wellbeing | 1,180,423 | 100,421 | 117,346 | - | 1,398,190 |
| Core Services | 275,362 | 91,404 | 3,655 | (289) | 370,133 |
| Total expenditure | 1,962,276 | 284,210 | 512,208 | 994 | 2,759,688 |
| Net income / expenditure before gains / (losses) on investments | 103,394 | (284,210) | (8,599) | (474) | (189,890) |
| Net gains / (losses) on investments | 1,628 | - | - | (761) | 867 |
| Net income / expenditure | 105,022 | (284,210) | (8,599) | (1,235) | (189,023) |
| Transfers between funds | (75,422) | 75,422 | - | - | - |
| Minority Interest | (1,872) | - | - | - | (1,872) |
| Net movement in funds | 27,728 | (208,788) | (8,599) | (1,235) | (190,894) |
| Total funds brought forward | 1,283,279 | 1,337,942 | 65,792 | 53,663 | 2,740,676 |
| Total funds carried forward | 1,311,007 | 1,129,154 | 57,193 | 52,428 | 2,549,782 |

3 Income from donations and legacies

| | Unrestricted £ | Restricted £ | 2024 Total £ | Unrestricted £ | Restricted £ | 2023 Total £ |
|--|-------------------|-----------------|--------------------|-------------------|-----------------|--------------------|
| Advantage Social Enterprise CIC | - | - | - | 15,000 | - | 15,000 |
| Anonymous Individuals | 1,500 | - | 1,500 | - | - | - |
| Capital One | - | - | - | 21,000 | - | 21,000 |
| The Gray Trust | - | - | - | 2,000 | - | 2,000 |
| Others <£500 | 3,115 | - | 3,115 | 2,790 | - | 2,790 |
| Legacies | 304,169 | 1,020 | 305,188 | 172,812 | - | 172,812 |
| Housing Services | | | | | | |
| The Skerritt Trust | - | 36,000 | 36,000 | - | 36,000 | 36,000 |
| Foundations Independent Living Trust - Gas Safe | - | 1,600 | 1,600 | - | 1,600 | 1,600 |
| Individuals | - | 120 | 120 | - | 35 | 35 |
| National Grid Community Matters Fund | - | 8,376 | 8,376 | - | 6,300 | 6,300 |
| Advice | | | | | | |
| Anonymous Trust | - | - | - | - | 1,000 | 1,000 |
| The J N Derbyshire Trust | - | 2,000 | 2,000 | - | - | - |
| The George Payling's Charity | - | 1,647 | 1,647 | - | 1,282 | 1,282 |
| The PAPET Trust | - | 2,060 | 2,060 | - | 2,000 | 2,000 |
| Advocacy | | | | | | |
| Individuals | - | 380 | 380 | - | 160 | 160 |
| Health & Wellbeing | | | | | | |
| <i>Wellbeing at Home</i> | | | | | | |
| Individuals | - | 131 | 131 | - | - | - |
| <i>Best Foot Forward</i> | | | | | | |
| Individuals | - | 1,654 | 1,654 | - | 101 | 101 |
| <i>Volunteer Prevention:</i> | | | | | | |
| Individuals | - | 446 | 446 | - | 1,034 | 1,034 |
| <i>Connect:</i> | | | | | | |
| Individuals | - | 170 | 170 | - | 100 | 100 |
| <i>Men in Sheds:</i> | | | | | | |
| Individuals | - | 305 | 305 | - | 573 | 573 |
| Councillors | - | 200 | 200 | - | 1,100 | 1,100 |
| Lindhurst Windfarm Trust | - | 2,000 | 2,000 | - | - | - |
| Thomas Farr Trust | - | 667 | 667 | - | - | - |
| Sky Community Fund | - | 2,500 | 2,500 | - | - | - |
| Veolia Group | - | 990 | 990 | - | 1,000 | 1,000 |
| Altitude Access – Defibrillator | - | - | - | - | 1,000 | 1,000 |
| <i>The Sybil Levin Centre:</i> | | | | | | |
| Individuals | - | 720 | 720 | - | 305 | 305 |
| Screwfix Foundation | - | - | - | - | 4,600 | 4,600 |
| Jani King | - | 1,000 | 1,000 | - | - | - |
| Solon Security Ltd | - | 198 | 198 | - | - | - |
| Legacy – Geoffrey Bolton | - | 21,050 | 21,050 | - | - | - |
| Shops | 12,662 | - | 12,662 | 2,919 | - | 2,919 |
| | <u>321,445</u> | <u>85,233</u> | <u>406,678</u> | <u>216,521</u> | <u>58,191</u> | <u>274,712</u> |

The Charity has received notification of 7 legacies with estimated future distributions of £316,000, which have not been recognised as income as at 31 March 2024. They will be recognised when appropriate in future periods.

4 Income from charitable activities

| | Unrestricted £ | Restricted £ | 2024 Total £ | Unrestricted £ | Restricted £ | 2023 Total £ |
|--|-------------------|-----------------|--------------------|-------------------|-----------------|--------------------|
| Housing Services | | | | | | |
| Contracts: | | | | | | |
| Age UK National – Home Energy Checks | 10,379 | - | 10,379 | 9,700 | - | 9,700 |
| Grants: | | | | | | |
| Age UK National – Scams Awareness Raising | - | 40,030 | 40,030 | - | 40,000 | 40,000 |
| Energy Saving Trust – Warm & Wise | - | 295,745 | 295,745 | - | 223,159 | 223,159 |
| Fees and Contributions | | | | | | |
| | 17,614 | - | 17,614 | 7,939 | - | 7,939 |
| Sub-total for Housing Services | 27,993 | 335,775 | 363,768 | 17,639 | 263,159 | 280,798 |
| Advice | | | | | | |
| Contracts: | | | | | | |
| Age UK National – Benefits Checks | 60,568 | - | 60,568 | 39,530 | - | 39,530 |
| Grants: | | | | | | |
| Age UK National – Building Financial Resilience | - | 34,813 | 34,813 | - | 32,760 | 32,760 |
| Age UK National – Cost of Living Scheme | - | 40,000 | 40,000 | - | - | - |
| Age UK National – Digital Inclusion | - | 36,000 | 36,000 | - | 36,000 | 36,000 |
| Nottingham City Council – Household Support Vouchers | 45,000 | - | 45,000 | 33,794 | - | 33,794 |
| PCN 5 – Bestwood & Sherwood | 22,500 | - | 22,500 | - | - | - |
| Nottinghamshire County Council – Grant Aid (Government Grant) | - | 13,625 | 13,625 | - | 13,625 | 13,625 |
| Fees and Contributions | | | | | | |
| | 11,400 | - | 11,400 | 22,800 | - | 22,800 |
| Sub-total for Advice | 139,468 | 124,438 | 263,906 | 96,124 | 82,385 | 178,509 |
| Advocacy | | | | | | |
| Contracts: | | | | | | |
| Nottingham City Care Partnership – City Care Homes | 56,331 | - | 56,331 | 56,331 | - | 56,331 |
| Nottingham University Hospitals NHS Trust – QMC | 38,492 | - | 38,492 | 36,813 | - | 36,813 |
| Nottinghamshire Healthcare NHS Foundation Trust – Lings Bar | 29,040 | - | 29,040 | 26,814 | - | 26,814 |
| Nottinghamshire Healthcare NHS Foundation Trust – Worry Catcher | 35,538 | - | 35,538 | 35,538 | - | 35,538 |
| Nottinghamshire Healthcare NHS Foundation Trust – MHSOP Hospital Discharge | 50,572 | - | 50,572 | 50,000 | - | 50,000 |
| Fees and Contributions | | | | | | |
| | - | - | - | - | - | - |
| Sub-total for Advocacy | 209,973 | - | 209,973 | 205,496 | - | 205,496 |

4 Income from charitable activities (continued)

| | Unrestricted £ | Restricted £ | 2024 Total £ | Unrestricted £ | Restricted £ | 2023 Total £ |
|---|-------------------|-----------------|--------------------|-------------------|-----------------|--------------------|
| Health & Wellbeing | | | | | | |
| Contracts: | | | | | | |
| Nottinghamshire Country Council – Connect NHS Nottingham & Nottinghamshire CCG: | 959,612 | – | 959,612 | 490,669 | – | 490,669 |
| Social Prescribing Service | 109,231 | – | 109,231 | 194,189 | – | 194,189 |
| IAPT – Community Engagement | – | – | – | 34,896 | – | 34,896 |
| QMC Emergency Department Support Worker | 16,128 | – | 16,128 | 35,941 | – | 35,941 |
| UCR– Home Response | 196,191 | – | 196,191 | 9,347 | – | 9,347 |
| Nottinghamshire Healthcare NHS Foundation Trust –Carers Support | 88,508 | – | 88,508 | 64,602 | – | 64,602 |
| Nottinghamshire Healthcare NHS Foundation Trust – Hospital Discharge | – | – | – | 27,439 | – | 27,439 |
| Nottingham City Council – Wellbeing at Home | 127,200 | – | 127,200 | 121,091 | – | 121,091 |
| Nottingham City Council –Best Foot Forward | – | 2,000 | 2,000 | – | – | – |
| Nottingham CityCare Partnership – Footcare Service | 6,010 | – | 6,010 | 36,062 | – | 36,062 |
| Grants: | | | | | | |
| Nottinghamshire Country Council –Visiting Scheme (Government Grant) | – | 21,800 | 21,800 | – | 21,800 | 21,800 |
| Nottinghamshire Country Council – Men in Sheds (Government Grant) | – | 10,175 | 10,175 | – | 10,175 | 10,175 |
| Nottinghamshire Country Council – One Step at a Time Bassetlaw Community & Voluntary Service (Government Grant) | – | 18,750 | 18,750 | – | 24,621 | 24,621 |
| Active Partners Trust – Best Foot Forward | – | 1,650 | 1,650 | – | – | – |
| Age UK National: | – | 1,651 | 1,651 | – | 8,345 | 8,345 |
| Walking Football (Football Association) | – | – | – | – | 1,667 | 1,667 |
| Walking Football (Sport England) | – | – | – | – | 5,747 | 5,747 |
| Walking Programme | – | 13,803 | 13,803 | – | 6,067 | 6,067 |
| Armed Forces Covenant Fund Trust – Active Veterans Project | – | – | – | – | 18,375 | 18,375 |
| Fees and Contributions | 197,065 | – | 197,065 | 118,955 | – | 118,955 |
| Sub-total for Health & Wellbeing | 1,699,945 | 69,829 | 1,769,774 | 1,133,191 | 96,797 | 1,229,988 |
| Core Services | | | | | | |
| Grants: | | | | | | |
| Age UK National –Supporting Friends of Age UK | 1,500 | – | 1,500 | 1,500 | – | 1,500 |
| Age UK National – Brand Partner Retainer | 10,000 | – | 10,000 | 10,000 | – | 10,000 |
| Age UK National – Volunteer Steering Committee | 1,667 | – | 1,667 | – | – | – |
| Age UK National – Core Grant | – | – | – | 94,521 | – | 94,521 |
| Age England Association – Meetings in the East Midlands | – | 2,500 | 2,500 | – | 1,430 | 1,430 |
| Fees and Contributions | 62,116 | – | 62,116 | 75,127 | – | 75,127 |
| Sub-total for Core Services | 75,282 | 2,500 | 77,782 | 181,148 | 1,430 | 182,578 |
| Shops – Grant Income | 1,000 | – | 1,000 | – | – | – |
| Shops – Fees and Contributions | 231 | – | 231 | – | – | – |
| Total income from charitable activities | 2,153,892 | 532,542 | 2,686,434 | 1,633,599 | 443,771 | 2,077,370 |

Age UK Nottingham & Nottinghamshire

Notes to the financial statements

For the year ended 31 March 2024

5a Analysis of expenditure (current year)

| | Charitable activities | | | | | | | | 2024 Total £ | 2023 Total £ |
|------------------------------------|-----------------------|--------------------------|----------------|----------------|----------------------------|-----------------------|--------------------------|-----------------------|------------------|--------------------|
| | Raising funds £ | Housing Services £ | Advice £ | Advocacy £ | Health & Wellbeing £ | Core Services £ | Governance costs £ | Support costs £ | | |
| Staff costs (Note 7) | 159,524 | 160,801 | 225,231 | 147,158 | 1,289,789 | 152,903 | 21,039 | 340,209 | 2,496,655 | 1,994,162 |
| Depreciation | 3,799 | 80 | 174 | - | 12,300 | 30,938 | 92 | - | 47,383 | 58,285 |
| Advertising & Recruitment | 1,334 | 2,764 | 2,423 | 495 | 8,477 | 3,447 | 464 | - | 19,404 | 26,092 |
| Audit & Tax Work Fees | - | - | - | - | - | 413 | 14,247 | - | 14,660 | 15,531 |
| Donated Stock | 10,021 | - | - | - | - | - | - | - | 10,021 | 425 |
| Grants-home repair works | - | 48,661 | - | - | - | - | - | - | 48,661 | 38,689 |
| Legal & Professional | 38 | 147,591 | 4,009 | - | 18,704 | 25,825 | 13 | - | 196,180 | 176,592 |
| Miscellaneous | 55 | 8,599 | 23 | 11 | 6,751 | 106 | - | - | 15,546 | 26,337 |
| Office Expenditure | 9,955 | 4,615 | 8,529 | 4,266 | 96,927 | 98,254 | 1,192 | - | 223,737 | 174,683 |
| Property Costs | 26,909 | 3,234 | 14,018 | 21 | 47,821 | 45,554 | - | - | 137,557 | 86,959 |
| Training | 631 | 646 | 1,386 | 506 | 5,199 | 3,757 | 1,729 | - | 13,853 | 12,100 |
| Transport/Shed Costs | 5,142 | - | - | - | 25,364 | - | - | - | 30,506 | 30,937 |
| Travel and Volunteer Expenses | 3,126 | 5,049 | 7,174 | 6,514 | 82,357 | 6,422 | 1,416 | - | 112,057 | 89,723 |
| Business Directory non-staff costs | 16,431 | - | - | - | - | 13,478 | - | - | 29,909 | 29,172 |
| | 236,964 | 382,041 | 262,967 | 158,971 | 1,593,690 | 381,097 | 40,192 | 340,209 | 3,396,130 | 2,759,688 |
| Support costs | 19,847 | 28,938 | 18,865 | 28,590 | 236,992 | 6,976 | - | (340,209) | - | - |
| Governance costs | 3,169 | 3,419 | 2,229 | 3,378 | 27,998 | - | (40,192) | - | - | - |
| Total expenditure 2024 | 259,980 | 414,398 | 284,061 | 190,939 | 1,858,680 | 388,073 | - | - | 3,396,130 | |
| Total expenditure 2023 | 238,403 | 322,109 | 239,168 | 191,685 | 1,398,190 | 370,133 | - | - | | 2,759,688 |

Age UK Nottingham & Nottinghamshire

Notes to the financial statements

For the year ended 31 March 2024

5b Analysis of expenditure (prior year)

| | Charitable activities | | | | | | | | 2023 Total £ |
|------------------------------------|-----------------------|--------------------------|----------------|----------------|----------------------------|-----------------------|--------------------------|-----------------------|------------------|
| | Raising funds £ | Housing Services £ | Advice £ | Advocacy £ | Health & Wellbeing £ | Core Services £ | Governance costs £ | Support costs £ | |
| Staff costs (Note 7) | 143,194 | 131,733 | 185,022 | 147,745 | 892,110 | 185,255 | 23,778 | 285,326 | 1,994,162 |
| Depreciation | 1,102 | 278 | 181 | – | 17,008 | 39,624 | 92 | – | 58,285 |
| Advertising & Recruitment | 277 | 3,803 | 5,464 | 1,252 | 14,863 | 432 | – | – | 26,092 |
| Audit & Tax Work Fees | – | – | – | – | – | 1,682 | 13,848 | – | 15,531 |
| Donated Stock | 425 | – | – | – | – | – | – | – | 425 |
| Grants–home repair works | – | 38,689 | – | – | – | – | – | – | 38,689 |
| Legal & Professional | 4,759 | 97,430 | 8,011 | – | 53,777 | 12,601 | 13 | – | 176,592 |
| Miscellaneous | (728) | 6,800 | – | – | 8,501 | 11,763 | – | – | 26,337 |
| Office Expenditure | 9,095 | 7,552 | 10,380 | 2,903 | 57,033 | 86,677 | 1,044 | – | 174,683 |
| Property Costs | 15,357 | 6,976 | 7,680 | – | 43,795 | 13,152 | – | – | 86,959 |
| Training | 307 | 941 | 801 | 440 | 3,899 | 5,712 | – | – | 12,100 |
| Transport/Shed Costs | 3,825 | – | – | – | 26,014 | 1,098 | – | – | 30,937 |
| Travel and Volunteer Expenses | 3,910 | 3,047 | 4,652 | 5,820 | 64,577 | 7,545 | 173 | – | 89,723 |
| Business Directory non–staff costs | 29,172 | – | – | – | – | – | – | – | 29,172 |
| | 210,696 | 297,250 | 222,190 | 158,160 | 1,181,577 | 365,542 | 38,947 | 285,326 | 2,759,688 |
| Support costs | 24,379 | 21,873 | 14,939 | 29,498 | 190,596 | 4,040 | – | (285,326) | |
| Governance costs | 3,328 | 2,986 | 2,039 | 4,027 | 26,017 | 551 | (38,947) | – | |
| Total expenditure 2023 | 238,403 | 322,109 | 239,168 | 191,685 | 1,398,190 | 370,133 | – | – | 2,759,688 |

Notes to the financial statements

For the year ended 31 March 2024

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

| | 2024 £ | 2023 £ |
|---|---------------|---------------|
| Depreciation | 47,383 | 58,285 |
| Profit on disposal of fixed assets | 1,945 | (2,417) |
| Operating lease rentals: | | |
| Property | 40,538 | 37,876 |
| Other | 29,403 | 46,914 |
| Auditor's remuneration (excluding VAT): | | |
| Audit | 11,750 | 11,000 |
| | <u>11,750</u> | <u>11,000</u> |

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

| | 2024 £ | 2023 £ |
|---|------------------|------------------|
| Salaries and wages | 2,256,898 | 1,804,089 |
| Redundancy and termination costs | 1,147 | – |
| Social security costs | 160,955 | 133,037 |
| Employer's contribution to defined contribution pension schemes | 77,655 | 57,036 |
| | <u>2,496,655</u> | <u>1,994,162</u> |

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

| | 2024 No. | 2023 No. |
|-------------------|-------------|-------------|
| £60,000 – £69,999 | 2 | 1 |
| | <u>2</u> | <u>1</u> |

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £230,936 (2023: £219,846).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £nil (2023: £nil) incurred by 0 (2023: 0) members relating to attendance at meetings of the trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 120 (2023: 92).

Staff are split across the activities of the charity as follows (full time equivalent basis):

| | 2024 No. | 2023 No. |
|--|-------------|-------------|
| Direct Charitable Services | 60.6 | 49.0 |
| Fundraising and Publicity | 3.9 | 3.0 |
| Management and Administration of the Charity | 18.9 | 16.0 |
| | <u>83.4</u> | <u>68.0</u> |

Volunteers

During the year 179 volunteers (2023:261) supported the Charity in a variety of roles.

Notes to the financial statements

For the year ended 31 March 2024

9 Related party transactions

During the year the charity recharged management charges totalling £8,052 (2023: £7,667), rent £540 (2023: £1,800), salaries of £60,771 (2023: £55,511), loan interest of £7,204 (2023: £6,376) and other recharges of £3,609 (2023: £6,106) to AUBD Limited and received commission from AUBD Limited of £2,127 (2023: £2,671). Included within amounts due from subsidiary undertakings and owed to the charity at year end was £127,775 (2023: £137,753) due from AUBD Limited.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiaries AUBD Limited & Age UK Notts Men in Shed C.I.C. distributes under Gift Aid available profits to the parent charity. Its charge to corporation tax in the year was:

| | 2024 £ | 2023 £ |
|---------------------------|-----------|-----------|
| UK corporation tax at 19% | - | - |

11 Tangible fixed assets

| The group | Leasehold Improvements £ | Freehold property £ | Fixtures and fittings £ | Computer equipment £ | Motor vehicles £ | Total £ |
|--|--------------------------------|---------------------------|-------------------------------|----------------------------|------------------------|------------|
| Cost | | | | | | |
| At the start of the year | 101,930 | 458,845 | 126,187 | 259,760 | 42,577 | 989,299 |
| Additions in year | - | - | 1,971 | - | 15,826 | 17,797 |
| Disposals in year | - | - | (9,050) | (18,074) | - | (27,124) |
| At the end of the year | 101,930 | 458,845 | 119,107 | 241,686 | 58,403 | 979,972 |
| Depreciation | | | | | | |
| At the start of the year | 44,742 | 387,570 | 84,861 | 226,722 | 42,427 | 786,322 |
| Charge for the year | 10,193 | 11,894 | 7,801 | 13,490 | 4,006 | 47,384 |
| Eliminated on disposal | - | - | (7,162) | (18,017) | - | (25,179) |
| At the end of the year | 54,935 | 399,463 | 85,500 | 222,195 | 46,433 | 808,527 |
| Net book value At the end of the year | 46,995 | 59,382 | 33,608 | 19,491 | 11,970 | 171,445 |
| At the start of the year | 57,188 | 71,276 | 41,326 | 33,038 | 150 | 202,978 |
| The charity | | | | | | |
| Cost | | | | | | |
| At the start of the year | 101,930 | 458,845 | 125,648 | 237,844 | 42,577 | 966,845 |
| Additions in year | - | - | 1,971 | - | 15,826 | 17,797 |
| Disposals in year | - | - | (9,050) | (18,074) | - | (27,124) |
| At the end of the year | 101,930 | 458,845 | 118,569 | 219,770 | 58,403 | 957,518 |
| Depreciation | | | | | | |
| At the start of the year | 44,742 | 387,570 | 84,434 | 204,806 | 42,427 | 763,979 |
| Charge for the year | 10,193 | 11,894 | 7,775 | 13,490 | 4,006 | 47,357 |
| Eliminated on disposal | - | - | (7,162) | (18,017) | - | (25,179) |
| At the end of the year | 54,935 | 399,463 | 85,046 | 200,279 | 46,433 | 786,157 |
| Net book value At the end of the year | 46,995 | 59,382 | 33,522 | 19,491 | 11,970 | 171,360 |
| At the start of the year | 57,188 | 71,276 | 41,214 | 33,038 | 150 | 202,866 |

All assets are held for charitable activities.

12 Investments

| | The group | | The charity | | George Henry Francis Payling's Charity | |
|----------------------------|----------------|---------|----------------|---------|---|--------|
| | 2024 | 2023 | 2024 | 2023 | 2024 | 2023 |
| | £ | £ | £ | £ | £ | £ |
| Cost and net book value | - | - | - | - | - | - |
| At 1 April 2023 | 461,459 | 10,592 | 451,720 | 92 | 9,831 | 10,592 |
| Additions | 12,110 | 450,000 | 12,120 | 450,000 | - | - |
| Disposals | (4,674) | - | (4,674) | - | - | - |
| Gain/(loss) on investments | 29,254 | 867 | 29,174 | 1,628 | 80 | (761) |
| At 31 March 2024 | 498,148 | 461,459 | 488,339 | 451,720 | 9,911 | 9,831 |

Group investments comprise:

| | 2024 | 2023 |
|----------------------------|----------------|---------|
| | £ | £ |
| UK Common investment funds | 488,237 | 450,116 |
| Cash | 9,911 | 11343 |
| | 498,148 | 461,459 |

Notes to the financial statements

For the year ended 31 March 2024

13 Subsidiary Companies

| | 2024 | 2023 |
|------------------------------|------------|-----------|
| | £ | £ |
| Investments | | |
| Age UK Local Trading Limited | 2 | 2 |
| AUBD Limited | 100 | 90 |
| Total | <u>102</u> | <u>92</u> |

AUBD Ltd Company Number 06393966

The charity owns 100% of the issued ordinary share capital of AUBD Ltd, a company registered in England. The annual interest to be paid on the loan from the Charity is 0.73% above base rate.

All activities have been consolidated in the SOFA. The net profit is used to make payments to the Charity towards the long-term loan, with the exception of funds needed as working capital within the trading company. Note VISAV received a 10% share of the 2023 profit. During the year VISAV transferred its 10% share of AUBD Ltd to the Parent Company, thereby ending this relationship.

A summary of the results of the subsidiary is shown below:

| | 2024 | 2023 |
|---|------------------|------------------|
| | £ | £ |
| Turnover | 98,729 | 116,332 |
| Cost of sales | (6,123) | (6,684) |
| Gross profit | 92,606 | 109,648 |
| Administrative expenses | (89,312) | (88,986) |
| Profit on ordinary activities before interest and taxation | 3,294 | 20,662 |
| Profit for the financial year | 3,294 | 20,662 |
| Retained earnings | | |
| Total retained earnings brought forward | (134,777) | (153,502) |
| Profit for the financial year | 3,294 | 20,662 |
| Distribution under profit share to VISAV Ltd | - | (1,937) |
| Distribution under Gift Aid to parent charity | - | - |
| Total retained earnings carried forward | (131,483) | (134,777) |
| The aggregate of the assets, liabilities and reserves was: | | |
| Assets | 3,754 | 19,600 |
| Liabilities | (135,137) | (154,277) |
| Reserves | (131,383) | (134,677) |

Age UK Notts Men in Sheds Company Number 11722728

The Charity wholly owns the Age UK Notts Men in Sheds CIC, a company registered in England.

Age UK Notts Men in Sheds Company Number became dormant on 01.04.2023

A summary of the results of the subsidiary is shown below:

| | 2024 | 2023 |
|--|----------|--------------|
| | £ | £ |
| Turnover | - | 5,363 |
| Gross profit | - | 5,363 |
| Administrative expenses | - | (784) |
| Profit / (loss) for the financial year | - | 4,579 |
| Retained earnings | | |
| Total retained earnings brought forward | - | (4,579) |
| Profit / (loss) for the financial year | - | 4,579 |
| Distribution under Gift Aid to parent charity | - | - |
| Total retained earnings carried forward | - | - |
| The aggregate of the assets, liabilities and reserves was: | | |
| Assets | - | 9,392 |
| Liabilities | - | (9,392) |
| Reserves | - | - |

As the principal activity of the Age UK Notts Men in Sheds C.I.C. ceased on 31st December 2022 their financial statements have not been prepared on a going concern basis but on the basis that the company became dormant on 01.04.2023.

14 Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

| | 2024 | 2023 |
|---------------------|----------------|-----------|
| | £ | £ |
| Gross income | 3,273,119 | 2,461,767 |
| Result for the year | (2,887) | (212,326) |

15 Debtors

| | The group | | The charity | |
|--|----------------|---------|----------------|---------|
| | 2024 | 2023 | 2024 | 2023 |
| | £ | £ | £ | £ |
| Other debtors due after one year | 39,962 | 54,484 | 39,962 | 54,484 |
| Debtors due within one year: | | | | |
| Age UK Nottingham & Nottinghamshire | | | | |
| Accrued Income | 381,406 | 315,021 | 381,406 | 315,020 |
| Prepayments | 24,746 | 17,138 | 24,119 | 16,500 |
| Other debtors | 74,070 | 66,478 | 72,423 | 63,276 |
| Amounts due from subsidiary undertakings | - | - | 127,980 | 147,471 |
| George Henry Francis Payling's Charity | | | | |
| Other debtors | 772 | - | 772 | - |
| | 520,956 | 453,121 | 646,662 | 596,752 |

16 Creditors: amounts falling due within one year

| | The group | | The charity | |
|--|---------------|---------|---------------|---------|
| | 2024 | 2023 | 2024 | 2023 |
| | £ | £ | £ | £ |
| Age UK Nottingham & Nottinghamshire | | | | |
| Other creditors | - | - | - | - |
| Accruals and deferred income | 69,172 | 280,122 | 62,027 | 263,926 |
| Taxation and social security | 8,226 | 6,445 | 8,226 | 6,445 |
| George Henry Francis Payling's Charity | | | | |
| Accruals and deferred income | 172 | 500 | 172 | 500 |
| | 77,570 | 287,067 | 70,425 | 270,871 |

17 Deferred income

Deferred income within the Charity comprises of grants and donations received in advance which are to be used for activities and services due to start on or after 1 April 2024. AUBD Ltd also has deferred income in the form of company fees paid for their Directory listing after 31 March 2024.

| | The group | | The charity | |
|---------------------------------------|---------------|-----------|---------------|-----------|
| | 2024 | 2023 | 2024 | 2023 |
| | £ | £ | £ | £ |
| Balance at the beginning of the year | 161,780 | 298,819 | 154,152 | 282,741 |
| Amount released to income in the year | (161,780) | (298,819) | (154,152) | (282,741) |
| Amount deferred in the year | 43,234 | 161,780 | 41,623 | 154,152 |
| Balance at the end of the year | 43,234 | 161,780 | 41,623 | 154,152 |

18 Pension scheme

The Group operates a defined contribution pension scheme. The pension charge for the period represents contributions payable by the Group to the scheme and amounted to £77,655 (2023: £57,036).

Notes to the financial statements

For the year ended 31 March 2024

19a Analysis of group net assets between funds (current year)

| | General unrestricted £ | Designated funds £ | Restricted funds £ | Total funds £ |
|------------------------------------|------------------------------|--------------------------|--------------------------|------------------|
| Tangible fixed assets | 0 | 160,937 | 10,509 | 171,445 |
| Investment properties | - | - | - | - |
| Investments | 488,237 | - | 9,911 | 498,148 |
| Net current assets | 720,455 | 1,079,173 | 67,489 | 1,867,117 |
| Net assets at 31 March 2024 | 1,208,692 | 1,240,110 | 87,909 | 2,536,711 |

19b Analysis of group net assets between funds (prior year)

| | General unrestricted £ | Designated funds £ | Restricted funds £ | Total funds £ |
|------------------------------------|------------------------------|--------------------------|--------------------------|------------------|
| Tangible fixed assets | | 187,602 | 15,376 | 202,978 |
| Investment properties | - | - | - | - |
| Investments | 451,628 | - | 9,831 | 461,459 |
| Net current assets | 671,777 | 1,129,154 | 84,414 | 1,885,345 |
| Net assets at 31 March 2023 | 1,123,405 | 1,316,756 | 109,621 | 2,549,782 |

Notes to the financial statements

For the year ended 31 March 2024

20a Movements in funds (current year)

| | At 1 April 2023 | Income & gains | Expenditure & losses | Transfers | Minority Interest | At 31 March 2024 |
|---|------------------|------------------|----------------------|-----------------|-------------------|------------------|
| | £ | £ | £ | £ | £ | £ |
| Restricted funds: | | | | | | |
| Housing | 19,276 | 382,161 | (385,055) | - | - | 16,382 |
| Advice | 1,269 | 130,186 | (131,454) | - | - | - |
| Advocacy | - | 380 | (380) | - | - | - |
| Health & Wellbeing | 22,221 | 106,743 | (114,751) | - | - | 14,212 |
| Core Services | 14,428 | 3,520 | (13,298) | - | - | 4,650 |
| Total restricted funds | 57,193 | 622,989 | (644,937) | - | - | 35,244 |
| George Henry Francis Payling's Charity Endowment Funds | 52,428 | 2,162 | (1,925) | - | - | 52,665 |
| Unrestricted funds: | | | | | | |
| Designated funds: | | | | | | |
| Employers Liability Fund | 40,000 | - | (1,147) | 5,399 | - | 44,252 |
| Additional Staff Time Contingency | 41,184 | - | (10,949) | 16,759 | - | 46,994 |
| Management Restructure Training & Staff Conference | 10,000 | - | (2,564) | 2,564 | - | 10,000 |
| EDI – Communications | 10,000 | - | - | - | - | 10,000 |
| Health & Safety | 3,000 | - | (386) | 386 | - | 3,000 |
| Eric Hallam Services Investment Fund | 442,180 | - | - | - | - | 442,180 |
| Men In Sheds | 4,767 | - | (4,767) | - | - | - |
| AUBD – Website Development | 25,000 | - | - | (25,000) | - | - |
| Lease for City Centre Site – 10 years rent | 386,816 | - | (22,103) | - | - | 364,713 |
| Asset reinvestment funds: | | | | | | |
| Information Technology | 38,140 | - | (10,466) | 16,667 | - | 44,340 |
| Building | 56,067 | - | (23,331) | 13,583 | - | 46,320 |
| Vehicles | 52,000 | - | (15,826) | 11,200 | - | 47,374 |
| Property Refurbishment | 20,000 | - | (2,831) | 2,831 | - | 20,000 |
| Total designated funds | 1,129,154 | - | (94,370) | 44,389 | - | 1,079,173 |
| General funds Parent Charity | 1,445,685 | 2,659,179 | (2,559,463) | (44,389) | - | 1,501,012 |
| Overdrawn non-charitable trading subsidiary reserves | (134,677) | 98,729 | (95,435) | - | - | (131,383) |
| Total unrestricted funds | 2,440,162 | 2,757,908 | (2,749,268) | - | - | 2,448,802 |
| Minority Interest | (13,468) | - | - | - | 13,468 | - |
| Total funds | 2,536,314 | 3,383,059 | (3,396,130) | - | 13,468 | 2,536,711 |

The narrative to explain the purpose of each fund is given at the foot of the note below.

Notes to the financial statements

For the year ended 31 March 2024

20b Movements in funds (prior year)

| | At 1 April 2022 | Income & gains | Expenditure & losses | Transfers | Minority Interest | At 1 April 2023 |
|---|------------------|------------------|----------------------|-----------------|-------------------|------------------|
| | £ | £ | £ | £ | | £ |
| Restricted funds: | | | | | | |
| Housing | 16,091 | 307,679 | (304,495) | - | - | 19,276 |
| Advice | 1,144 | 86,667 | (86,542) | - | - | 1,269 |
| Advocacy | - | 160 | (160) | - | - | - |
| Health & Wellbeing | 31,904 | 107,672 | (117,356) | - | - | 22,221 |
| Core Services | 16,653 | 1,430 | (3,655) | - | - | 14,428 |
| Total restricted funds | 65,792 | 503,609 | (512,208) | - | - | 57,193 |
| George Henry Francis Payling's Charity Endowment Funds | 53,663 | 519 | (1,754) | - | - | 52,428 |
| Unrestricted funds: | | | | | | |
| Designated funds: | | | | | | |
| Employers Liability Fund | 40,000 | - | (14,238) | 14,238 | - | 40,000 |
| Additional Staff Time Contingency | 34,528 | - | (8,037) | 14,693 | - | 41,184 |
| Management Restructure Training & Staff Conference | 10,000 | - | (2,640) | 2,640 | - | 10,000 |
| EDI - Communications | - | - | - | 10,000 | - | 10,000 |
| Health & Safety | 3,000 | - | (639) | 639 | - | 3,000 |
| Eric Hallam Services Investment Fund | 532,913 | - | (90,733) | - | - | 442,180 |
| Dementia Strategy - SPECAL Evaluation & Development | 35,000 | - | (35,000) | - | - | - |
| Men In Sheds | 16,962 | - | (12,195) | - | - | 4,767 |
| AUBD - Website Development | 25,000 | - | - | - | - | 25,000 |
| Lease for City Centre Site - 10 years rent | 420,000 | - | (33,184) | - | - | 386,816 |
| Income Generation Initiatives - House Clearance | 39,607 | - | (39,607) | - | - | - |
| Asset reinvestment funds: | | | | | | |
| Information Technology | 32,480 | - | (11,007) | 16,667 | - | 38,140 |
| Building | 56,452 | - | (13,968) | 13,583 | - | 56,067 |
| Vehicles | 52,000 | - | - | - | - | 52,000 |
| Property Refurbishment | 40,000 | - | (22,962) | 2,962 | - | 20,000 |
| Total designated funds | 1,337,942 | - | (284,210) | 75,422 | - | 1,129,154 |
| General funds Parent Charity | 1,436,681 | 1,950,966 | (1,864,669) | (75,422) | (1,872) | 1,445,685 |
| Overdrawn non-charitable trading subsidiary reserves | (153,402) | 116,332 | (97,607) | - | - | (134,677) |
| Total unrestricted funds | 2,621,221 | 2,067,298 | (2,246,486) | - | (1,872) | 2,440,162 |
| Minority Interest | (15,340) | - | - | - | 1,872 | (13,468) |
| Total funds | 2,725,336 | 2,571,426 | (2,760,448) | - | - | 2,536,314 |

Notes to the financial statements

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Purposes of restricted funds

Housing – restricted funding is used to provide services including the Warm & Wise project where advice and measures are put in to help keep older people and their homes warm, support with minor repairs to enable people to remain in their own homes and to give advice regarding avoiding being victims of scams. During the year we also provided winter warmth packs to help those struggling to keep warm during the energy crisis.

Advice – restricted funds awarded are used to provide benefits advice to older people to ensure they are receiving all the funds which they are entitled to. Funding was also received to set up a digital inclusion service to support older people to make use of technology available to them.

Advocacy – any restricted donations received from people using the advocacy services are used to provide advocacy within hospitals.

Health & Wellbeing – restricted funds are used to provide services to prevent and reduce social isolation & loneliness. With services such as volunteer befriending schemes where older people are visited in their own homes or receive telephone calls, Men in Sheds where both men & women get together to socialise & carry out metal/wood working crafts, there are also some physical activity services for older people to take part in including walking and walking football. Some restricted funds are used to provide the SPECAL day service at our Sybil Levin centre.

Core Services – funds are received to support communications between other Age UK's around the East and West Midlands to share good practise and ideas for supporting older people. These funds are controlled by the 6 CEO's of the East Midlands.

Purposes of designated funds

The employers' liability fund is held to cover potential redundancy costs that may be incurred at the end of contracts/service level agreements this is calculated at 10% of the total redundancy and notice costs as at 1st April 2024. The additional staff time contingency is to cover any unexpected extra temporary work outside of the budget and is costed as ½ hour extra for all staff.

We will hold a staff conference and face to face staff meetings during the next year with a maximum budget of £10,000 to cover room hire, catering, speakers fees, training materials and any additional staff costs incurred.

The Equality, Diversity and Inclusion designated fund is to cover any resources and training required to support implementation of the values and to comply with service contract requirements. This is likely to be spent within the next two years.

There is a health & safety fund to cover replacement of fire extinguishers, training and other items ad hoc items that may be required during the year

The Eric Hallam Service Investment Funds is income from a legacy which is designated for future service investment, covering shortfalls in income. Unless unexpected surplus's are made this is expected to be used within the next three years.

During the year it was decided to not invest in a new website for AUBD Ltd this fund was undesignated.

As the Charity no longer has a City centre site, funds have been set aside to cover rent for premises to be used to for older people to access signposting and advice services, these funds will cover at least the next 10 years.

The asset reinvestment funds for fixed assets are as follows:

- information technology for the replacement of computer hardware assumed to be required every 3 years,
- vehicles for the replacement of Charities vehicles needing to be replaced every 4 years,
- building asset reinvestment fund for the Sybil Levin centre which is the Charity's own property. An amount is set aside to cover the cost of major repairs that are not routine maintenance such as replacing roofs etc this has been calculated using the expected life of the individual parts of the asset. The windows at the Sybil Levin centre will be replaced during 2024 costing approx. £25,000.

The asset reinvestment fund for property refurbishment covers any works needed to comply with lease agreements for buildings which are leased and any potential dilapidation costs that may be incurred when a lease comes to an end.

21 Operating lease commitments payable as a lessee

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

| | Land and buildings | | Other | |
|--------------------|--------------------|--------|---------------|--------|
| | 2024 | 2023 | 2024 | 2023 |
| | £ | £ | £ | £ |
| Less than one year | 30,938 | 41,313 | 23,011 | 36,854 |
| One to five years | 9,600 | 33,000 | 6,391 | 21,185 |
| Over five years | - | - | - | - |
| | 40,538 | 74,313 | 29,403 | 58,040 |

22 Legal status of the charity

As a company limited by guarantee, in the event of it being wound up, every member is liable to contribute a sum not exceeding £1. There are no shares of any class either authorised or allotted.