



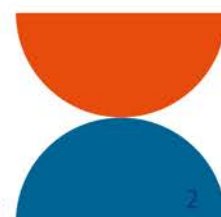
THE DIFFERENCE WE MADE OUR IMPACT REPORT

FOR YEAR ENDED 31ST MARCH 2024

**Company no.3455485
Registered charity no.1067881**

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A MESSAGE FROM OUR TRUSTEES

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 impact 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 and/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 older and/or vulnerable 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 and/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.



Chris Dorkes

THANK YOU - FROM OUR JOINT CHIEF EXECUTIVES

At the conclusion of the annual reporting process 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/or 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/or 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 Forum 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 older and/or vulnerable people that use 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/or 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.

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/or 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.

Michelle Elliott



Di Trinder



Joint Chief Executives

OUR SOCIAL AND WELLBEING IMPACT

The 2023-2024 year was a time of change for many people, older and younger. The cost of living crisis had a detrimental impact and we were pleased to be able to partner with Nottingham City Council to provide **HOUSEHOLD SUPPORT FUND VOUCHERS** which supported over:



1266

households with vouchers
worth just under

£394,000

Others did not lack resources but did need support to enjoy a better quality of life. Our services were able to support that goal.

SOCIAL ACTIVITIES

Our **BEFRIENDING SERVICE** ran until the end of the reporting period

149

people benefitted
from visits and
telephone calls from

111

dedicated volunteers.



We began the transition to the new Companion Service ready to launch in April 2024 and this affected volunteer and service user numbers as they decided not to participate in the new service. We thank all those volunteers who decided not to transition for their time and commitment over the years and we look forward with excitement to the new service.

“

I love our chats, and the companionship, I couldn't wish for a better friendship, everything is great about the befriending service.

- Client

”

Tom had waited a long time before being found a volunteer, but it was worth the wait. He said that being matched to Claire is “like winning half a jackpot”. Tom is particularly grateful as Claire visits him on a Sunday afternoon, which he says helps him immensely with coping on what he has described as his “bleak day”.

SOCIAL ACTIVITIES CONT...



MEN IN SHEDS continued to offer friendship and creativity across our 3 sites in Daybrook, Worksop and Blidworth.

Our talented **149** members and volunteers produced wonderful, handmade wooden items for themselves, private commissions and local organisations.

Skills weren't needed to enjoy the Shed – just a willingness to attend, pitch in and contribute to the camaraderie and enjoyment present in each and every Shed.



“ Before coming to the shed, I didn't get out much after my stroke. I've made friends at the shed and my speech has improved since attending - Shedder ”

Our **BEST FOOT FORWARD** walking groups continued to make the most of our lovely city and county through their regular walks.



Their sponsored activities week in October 2023 raised a magnificent £1500 towards the cost of running the service. The walks provided opportunities to make new friends, develop better mobility and enjoy that all important coffee and cake afterwards

“ I so look forward to coming to the walk on a Wednesday, I'm now more mobile and have people to talk to, I'm getting my life back on track. ”
- Walker

IMPROVING WELLBEING

Our **MENTAL HEALTH SERVICES FOR OLDER PEOPLE (MHSOP)** offered short-term support to patients and relatives to provide a 'bridge' between hospital ward-based care and returning to the community (or care home) for the first time.

160
support sessions
were delivered
involving:



1,246
direct contacts

which
covered
156
different issues.

Every client was unique and our role was to provide tailored support focussed on their needs.

Our **MHSOP SUPPORT SERVICE** provided short-term support to people discharged from hospitals as well as to those supported by the Community Mental Health Team and Intensive Home Treatment Team.

Support was offered to patients and their families and carers (who were at risk of carer strain and often reported feeling overwhelmed). Information, signposting and referrals were delivered to help people access community services to work towards overall physical and emotional wellbeing.

140
people were supported
throughout the reporting period.



(84 & 56)
patients carers

“

... even though we are in a position where you can't really help with the logistical things or solving our problems, your continued support over telephone calls is much appreciated and it really helps to have your support and speak to you. You'll never understand how much you have helped me, I wouldn't have got through this without you.

- Patient

”

IMPROVING WELLBEING CONT...

Our **WORRY CATCHER** service 'caught' issues and concerns expressed by patients on **MHSOP** wards in Highbury and Millbrook Hospitals and supported them to implement suggestions to improve the overall patient experience.

There were: **1,206**

direct contacts with patients via

173

Worry Catcher sessions

and **80**

specific advocacy cases resulted from those interactions.



Complex cases increased by **16%** on the previous year and issues covered included:

- 33**  **medical and mental health issues**
- 16**  **legal matters**
- 10**  **discharge services**
- 56**  **ward or personal matters**

“

Thank you for all your support. I have always left my conversations with you with a feeling of positivity and optimism – even when things felt bleak at the beginning of our chats. Thank you so much.

- Patient

”

IMPROVING WELLBEING CONT...

PATIENT REPRESENTATIVE SERVICES were delivered in Nottingham University Hospitals (Queen's Medical Centre and City) and covered effective discharge and finding wellbeing services in the community to support successful discharge.

358 clients raised **540** different issues



Our Lings Bar Hospital Patient Representative provided in-ward and post-discharge support (for up to 91 days).

123 referrals were made to the service covering:

1118 issues the most popular of which were befriending services, finding a range of community services and carers support.

39% of patients required assistance with furniture removal to enable a downstairs assistance.

24% required support with a property deep clean.

“

Thank you for your support in getting a Blue Badge. Things are so much easier now. I never thought I'd get a badge because I found the application so difficult.

- Patient

”

RESIDENTIAL REPRESENTATIVES service completed **402** care home visits and dealt with **626** issues from **304** referrals.

(An increase of **8%** on the previous reporting period.)



Staff supported residents aged **18+** and their families and/or carers with independent non-statutory advocacy and guidance around finances, health, funding, and care assessments plus signposting to relevant specialist services.

“

You have been a tremendous support for both my dad and me. The knowledge and power you gave me to ensure my dad received the care he deserved and was entitled to was invaluable.

- Relative

”

IMPROVING WELLBEING CONT...

Our **SYBIL LEVIN CENTRE SPECIALIST DEMENTIA DAY SERVICE** continued to provide innovative and valuable support to people with dementia.

61 people attended the centre regularly during the reporting period.

64 immersive visits took place.



The immersive visits were a wonderful way for prospective friends and their families / carers to see how the centre works and whether it would suit:

41 people decided to join following their visit.

The Centre continued to offer a unique dementia management method which delivered immediate and sustained improvements in wellbeing from the moment of attendance.



“

My Mum was so happy after attending the centre. When I spoke to her, I was amazed how much she had enjoyed the first session. She spent a long time on the phone telling me about her day and the people she had met. She was like her old self, and I was so pleased as she had become quite depressed and withdrawn.

- Relative carer

”

MAINTAINING INDEPENDENCE

Our **WELLBEING AT HOME** service made a huge difference to the people who used it to help remain independent at home following a hospital stay or to prevent (where possible) a return to in-patient care.

Our **35** dedicated volunteers and staff helped **578** people aged **18+**

(a **70%** increase on referral targets) with welfare checks, shopping, light cleaning and confidence building activities.

The team supported a range of needs, some very complex, and enabled people to improve their quality life at what can often be a frightening time.

“ The shopping volunteer was very helpful and polite. It was amazing to have help while I was recovering from my injury. ”
- Client

Our existing **CONNECT** contract came to an end in September 2023.

The team dealt with **1,273** referrals between April and the end of the contract, **547**

(**43%**) of which were for support with benefits claims and **53** supported people through complex hospital discharges.

The new Connect contract began covering South and Mid Notts areas following our successful tendering submission.

We were pleased to welcome new staff under TUPE arrangements and service delivery continued across the expanded area from 1st October 2023.

1,920

referrals were supported by the new team which included:



217

Blue Badge applications



247

people were helped to complete benefits application forms.

MAINTAINING INDEPENDENCE CONT...

CASE STUDY - CONNECT

F is a man in his 70s living alone and struggling with multiple health conditions. His personal circumstances prevented him accessing certain benefits and social care packages. He had some informal support for which he was very grateful but that care was under threat due to personal circumstances.

He had difficulty maintaining his personal care and had significant eye health issues resulting from complications following an eye operation. He couldn't see well enough to manage his home and personal admin. He had mobility issues and was only seeing his health visitor who provided medical support for another health condition and the meals on wheels delivery staff on a daily basis.

Connect staff supported F with sorting out all his paperwork to understand his financial and health situation and F now feels a lot more in control. He's been supported to purchase personal care services from a local provider and he's also been able to engage with paid-for shopping and cleaning services so he can enjoy his environment more. We supported F to have a wet room fitted so he can shower in comfort at home.

F was accompanied to the opticians and he was given glasses with a new prescription which resolved his eyesight issues and enabled him to see and manage personal admin again. He can even use his IT equipment and has a much stronger sense of control over his own life and he's now considering online grocery shopping. His mobility is improving and he will maintain the paid-for support service to help him run errands and attend health appointments to support his new and improved health status.



MAKING INFORMED CHOICES

Our **INFORMATION, SIGNPOSTING AND ADVICE (ISA)** service is one of our key services which supports older people to make appropriate decisions about their own lives. We fundamentally believe that older people should have as much agency in their lives as possible and our services ensure they have the right information on which to base their decisions.

£2,133,148 Total benefit gain from this service



18,458

Phone calls received



5,222

Emails received



250

1:1 sessions provided



Local people also had access to the national Age UK Advice Line which was equally busy.



2,183

calls were made to the Advice Line covering the following topics:

26%

about benefit claims



15%

about accessing community care



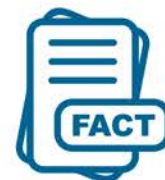
14%

about Age UK services



6,993

Information Sheets and Advice booklets were posted to local people



People seeking help outside of our working hours were able to call the **Age UK Advice Line which operates 365 days per year from 8am – 7pm. (0800 678 1602).**

MAKING INFORMED CHOICES CONT...

Our **SAFE AND SOUND** services were certainly valuable during a period of very high energy costs. A range of commissioned services provided a wide range of support and advice to help householders stay warm, safe and well for as long as possible.

Warm Homes	107 Home Energy Checks (including the fitting of free energy saving measures such as energy saving lightbulbs and fitting draught excluders etc)
Warm and Wise	724 visits supported 1440 householders to switch energy providers, learn more about reducing costs overall
Scams awareness	895 people participated in group talks to learn more about how to protect themselves from fraud and theft and a further 107 received a one-to-one session more tailored to their specific circumstances
Affordable Warmth	425 householders were supported to sign up to the Priority Services Register to enable them to access relevant support in the event of power cuts
Winter Warmth	400 Winter Warmth packs were distributed to help people stay cosy at home in the colder months
Warm Homes on Prescription	1 home energy system replacement was completed (as per the eligibility criteria)



“ Can't think of any improvements, the service provided exceeded my expectations

- Client ”

“

I have once again been helped regarding my energy problems. The Energy Advisor came to see me again and rang Eon regarding questions I had on smart meters. He got all information for me, and as a consequence of his conversations with them ended up with me getting a reduction in my Direct Debit payment, which was a bonus.

- Client ”

SERVICES WHICH CLOSED DURING THE REPORTING PERIOD

Our **ONE STEP AT A TIME** service closed in December 2023. The service was set up to help people who were lonely, isolated, and disconnected become more socially engaged, physically active and better connected in their communities. It also worked together with social and health care, local authority and community and voluntary groups, to develop sustainable community resources and build well connected communities.

8

new sustainable
community groups were
set up as a result of the
service.



“

I love taking this group and it's always nice to have new people join us. I try to vary the walks so the group don't get bored. We have been to Gunthorpe by the River Trent, Newstead Abbey, Gravelly Hollow, Burnt Stump Park and Gedling country park to name just a few. I try to arrange the walk that will suit, the abilities of the walkers on the day.

- Walk leader

”

Our **FOOTCARE** service closed at the end of May 2023. **38** clinics were delivered over **6** different sites and users benefited from some social interaction as well as **140** nail cuts and tended feet to enhance their quality of life – no-one is happy going out with sore feet! During the whole lifetime of the contract, over **550** people benefited and we signposted to other services at the closure of our contract.

“

The team was thanked by many service users for their support over the last few years and fed back that they had always had a very positive experience, with their feet and nails feeling much better, and more comfortable as a result.

- Team Leader

”



SERVICES WHICH CLOSED DURING THE REPORTING PERIOD CONT...

Our **MHSOP CARERS SUPPORT SERVICE** finished in mid-December 2023. Set up to support people with moderate to severe dementia or other mental health issues, the service dealt with

115 referrals covering multiple issues. **133** people benefited from emotional support.

107 benefited from carers support and **91** people received useful support to understand and manage their finances.

“ You've been a big help and I'm really sorry the MSS [MHSOP Support Service] is finishing. It has been so beneficial to me. You help me to keep my perspective around everything. And you give me the feeling that I am not alone.

- Client

”

Our **COMMUNITY RESPONSE** service supported **351** people from April 2022 to March 2023. The most common types of support required were finance and benefits, shopping and reducing social isolation. Staff worked within NHS team hubs to provide an integrated service and build strong multi-agency relationships.

We ran 2 types of **SOCIAL PRESCRIBING** services during the reporting period - one based in emergency departments until July 2023 (in conjunction with Framework and RedThread) and the other service based within **4** different Primary Care Network centres across the county which closed in December 2023.

Within the emergency department contract, Link Workers reached people who, otherwise, might 'fall through the net'. We know that older people often don't wish to bother or burden professional with issues that are affecting their life. Providing the time and space to allow them to share their issues enabled **493** people throughout the life of the contract to get the help and advice they needed.

We provided support in areas such as dealing with domestic abuse and carer strain. The most prevalent topics were social isolation, independent living issues and mental health support.

The **PRIMARY CARE NETWORK** service closed in December 2023 and supported **585** people across the **4** different areas (**+16%** on targets).

People mainly sought help and support to meet mental health and wellbeing needs.



OUR ECONOMIC IMPACT

Our charitable area is focussed on the City and County of Nottingham and Nottinghamshire. We provided services to local people, employed local people and generated benefits entitlements and other income for local people.

What did that mean in real terms?

One of the key methods in which our services positively impacted on older people was to ensure they were able to access all the benefits to which they are entitled – even more important throughout cost of living pressures and benefit changes that many were facing during the reporting period.

A total of **£3,442,225** was secured in benefit gains for local people – money which went directly to them to be able purchase the services, equipment and items they needed to live a better quality of life.



That's over **£3 million** into the local economy.



We were also able to work with older people to access additional grants through applications for discretionary funding totalling: **£146,597**



Overall, we achieved a **9%**  uplift in benefits and grants in the previous reporting period – testament to the dedication shown by our delivery teams to maximise every opportunity to make older people's lives better.

That means that for every pound we spent across the entire charity we returned £1.17 to the local economy in individuals gains.



We were delivery partners for Nottingham City Council in the distribution of Household Support Fund vouchers worth **£393,953** to **1266** households in need.



We were pleased to be part of the wider team helping people obtain the support they needed.

OUR ECONOMIC IMPACT CONT...

Our **WARM AND WISE** team helped people save money on their energy use – an average of **£226** per household – which was really important while bills were so high.

An average of **6** free energy saving measures were fitted into qualifying households and older people were provided with additional legacy information to help them sustainably manage and monitor their energy usage in the future.



“ The service was excellent, the information given was very useful and informative and will hopefully help us save energy and money. ”
- Client

82% of our staff team live within the Nottinghamshire boundary and we contributed **£2,047,257** to the local economy through our salary bill.



Our **HR** teams were busy during the reporting period recruiting:



12 brand new positions

22 replacement positions and managing a complex TUPE processes which resulted in a further **22** new jobs.

We completed the year with **92.58** Full Time Equivalent staff.

27% of our supplier payments went to companies based within Nottinghamshire and we always choose local where we can.

That recirculated over **£140,000** into the local economy.



OUR SUSTAINABILITY IMPACT

94% of our volunteers live within the City and County.

Our volunteers contributed their time worth

£288,842

at prevailing National Minimum Wage rates.

Around **27,700 hours**

were donated during the reporting period.

There are few words that can truly express our gratitude to our volunteers who make so much of the support we offer possible. We are grateful to Room to Reward who made it possible for us to recognise exceptional contributions.



Our **CHARITY SHOPS** in West Bridgford and Sutton in Ashfield continued to bring great value to customers buying clothing, furniture, electrical and household bric-a-brac. Reselling pre-loved and unwanted items kept them out of landfill and gave them years more of useful life. We loved hearing the stories of customers who upcycled items to give them a completely new look and we appreciated every donation.



Our **MEN IN SHEDS** members continued to make beautiful pieces out of recycled wood that benefitted local people and wildlife – benches, bird boxes, toy boxes and all sorts of wonderful things in between. Providing warm social spaces, the men and women who attended our projects practised or learned new woodworking skills and kept this ancient craft alive and in our local environments.



OUR SUSTAINABILITY IMPACT CONT...

Training for staff and volunteers contributed to building community capacity and we improved staff training compliance with **96%** of staff completing allocated training within the agreed timeframe.



1158

Online training courses were completed



248

Volunteers benefitted from online training courses



64

Volunteers completed the new Volunteer Induction programme introduced during the reporting period



11

Men in Sheds volunteers completed external First Aid in the Workplace

Our Connect team completed a range of training activities – benefits entitlements, deaf awareness, and supporting people with sensory loss.

Our Corporate Fundraising Relationships Co-ordinator completed the NCVO Donor Appreciation webinar and subsequently completed a revision of our donor communications.



OUR INCLUSION IMPACT

There's been a lot of activity in Inclusion this year and we're pleased with the progress we have made whilst recognising there is always more to do.

During the reporting period we made great strides in redesigning our job advertisements to focus on Values-based recruitment. While the tasks of each job role are important and we recognise experience and skills, we also know that skills and technical activities can be taught. It's much more difficult to teach empathy, problem solving, kindness and compassion. We began to lead job postings with Values-based terminology rather than skills and we are monitoring the results in this current reporting period. We continued to be a Disability Confident scheme member which remained an opportunity to commit to attract, recruit, develop, and retain disabled people in our employment and provide a disability inclusive workplace. We were pleased to deliver staff training to develop our awareness of neurodiversity for the benefit of employees and people who use our services.

We reviewed our interview processes and provided questions in advance to enable candidates to prepare better and feel able to give more rounded answers. Feedback to unsuccessful candidates was provided when requested to support them with future applications.

We spent time baselining our performance in different areas of Inclusion in terms of protected characteristics such as age and disability representation and we celebrated events and activities to appeal to a wide spectrum of society and communities of interest in our Loop e-newsletters.

16 June

Eid al-Adha or the Feast of Sacrifice is the second of the two main holidays celebrated in Islam.

[Find out more about this celebration here](#)



Black History Month

A month-long observance throughout October, devoted to education about the history of Black people and the celebration of their contributions to history. Celebrating arts in all forms there's so much to discover.



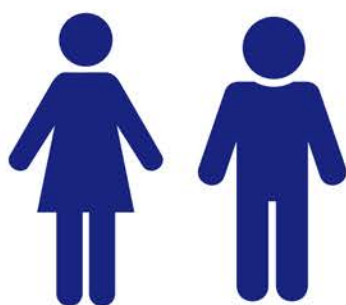
During the reporting period:

The average age of our staff (with 2+ years of service) was **54**
11 were aged **65+** Our youngest staff member was **28**

	Total	%	Part time	%	Full time	%
Women	91	76%	57	63%	34	37%
Men	28	24%	16	57%	12	43%

OUR INCLUSION IMPACT CONT...

Our volunteer base was equally varied (of 185 volunteers) within the reporting period:



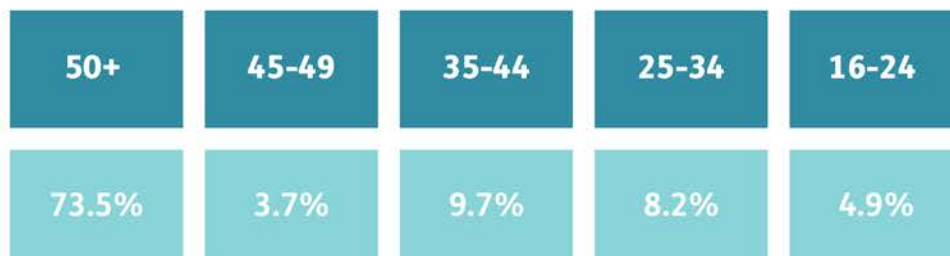
Women:

108

Men:

77

The age range of our volunteers evidenced just how committed older people are to the wellbeing of their communities but also included a significant number of older people who enjoyed supporting older people.



We are grateful to every volunteer for the gift of their time and commitment to our charity and the people we support.

Understanding our workforce and governance in terms of representation and diversity will be our focus in the next reporting period although our performance year on year was broadly similar:

78% of staff identified as white British/English (73% in 22-23),

11% confirmed a disability (12% in 22-23)

and **15%** declared a non-heterosexual sexual orientation (14% in 22-23).

Our **OLDER PEOPLE'S ADVISORY PANEL (OPAP)** benefitted from new members and continued to represent the voice of different communities of older people throughout the county. We have (amongst others) members with experience of caring, working within the NHS, and community activists and we will continue to recruit new members in the next reporting period.

Our social activities continued to reach out to older people to reduce loneliness and social isolation to help them achieve a better quality of life through services such as Digital Inclusion, Best Foot Forward Walks, Men in Sheds, Befriending and Companion Services and support to set up new community groups.

In total, **1635** people benefitted from inclusion in these activities.

CONCLUSION

There is no doubt that we are a busy charity and that our workload grows every year. The services covered by this report illustrate the demand for our work and the difference it makes to the lives of older people.

Every one of us feels that commitment to improve lives on a daily basis, and every year, we know that our work enables older people to live a better quality of life because of our involvement. We know it inspires them to enjoy their lives a little more and it gives them the tools, skills and knowledge to maintain their independence for as long as possible.

You will find the relevant Financial Statements on the back of this report, and you can access the full Annual Report for Year Ended 31st March 2024 on our website:

<https://www.ageuk.org.uk/notts/about-us/our-organisation/annual-reports/>

If you've enjoyed reading our Impact Report and want to get involved, you can check out our website for the various ways to do that – you can show your support through donations, sharing our information on your social media pages, and you might even be inspired to volunteer yourself. We, and the older people in our City and County, would love to meet you.



Maria Cooke
Strategic Director
(Innovations and Communications)

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	Lindhurst Windfarm Trust (The)
Active Partners Trust	M&G Securities
Advantage Social Enterprise C.I.C.	National Grid Community Matters Fund
Age England Association	Newark & Sherwood District Council
Age UK	NHS Nottingham and Nottinghamshire
Age UK Leicester Shire & Rutland – Warm & Wise	Nelsons Solicitors
Age UK Lincoln & South Lincolnshire- Warm & Wise	Nottingham CityCare Partnership
Argos - Arnold Branch	Nottingham City Council
Bassetlaw Community & Voluntary Service	Nottingham Energy Partnership
Boots UK Ltd	Nottingham Trent University
Broxtowe Borough Council	Nottingham University Hospitals NHS Trust
Business in the Community	Nottinghamshire County Council
Capital One	Nottinghamshire Healthcare NHS Foundation Trust
Department of Health	PAPET (The Forman Hardy Holdings)
E.ON	PCN 5
Energy Saving Trust	Rotheras
Experian	Sainsburys - Arnold Branch
Freeths	Santander UK
Gas Safe Foundations Independent Living Trust	Screwfix Foundation (The)
Gedling Borough Council	Skerritt Trust (The)
Geoff Ball (Stationary suppliers)	Sky Community Fund
George Henry Francis Payling's	St. James's Place Foundation
George Square Financial Management	St. James's Place Wealth Management Ltd
Hudson Wealth Management Ltd	Thomas Farr Trust (The)
J N Derbyshire Trust (The)	Nottinghamshire Healthcare NHS Trust
Jani King Cleaning	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.

CONSOLIDATED ACCOUNTS

Age UK Nottingham & Nottinghamshire

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

For the year ended 31 March 2024

				George Henry Francis Payling's Charity Endowment	2024	2023
	Unrestricted	Designated	Restricted		Total	Total
	£	£	£	£	£	£
Income from:						
Donations and legacies	321,445	-	85,233	-	406,678	274,712
Charitable activities						
Housing Services	27,993	-	335,775	-	363,768	280,798
Advice	139,468	-	124,438	-	263,906	178,509
Advocacy	209,973	-	-	-	209,973	205,496
Health & Wellbeing	1,699,945	-	69,829	-	1,769,774	1,229,988
Core Services	75,282	-	2,500	-	77,782	177,090
Shops	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 Direc	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:	257,994	1,774	212	-	259,980	238,403
Charitable activities:						
Housing Services	29,343	-	385,055	-	414,398	322,109
Advice	150,959	-	131,454	1,647	284,061	239,168
Advocacy	190,560	-	380	-	190,939	191,685
Health & Wellbeing	1,720,336	23,804	114,539	-	1,858,680	1,398,190
Core Services	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	103,010	(94,370)	(21,949)	237	(13,071)	(189,023)
Transfers between funds	(44,389)	44,389	-	-	-	-
Minority Interest	-	-	-	-	-	(1,872)
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	57,193	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

CONSOLIDATED ACCOUNTS CONT...

Age UK Nottingham & Nottinghamshire

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
		669,594	664,436	669,610	664,416
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
		1,944,687	2,158,944	2,069,010	2,277,537
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)
Net current assets		1,867,117	1,871,877	1,998,586	2,006,666
Total assets less current liabilities		2,536,711	2,536,314	2,668,196	2,671,082
Total net assets		2,536,711	2,536,314	2,668,196	2,671,082
Funds:					
Age UK Nottingham & Nottinghamshire					
Restricted income funds	28a	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
Funds of the Charity		2,536,711	2,549,782	2,668,196	2,671,082
Minority Interest			(13,468)		
Total funds		2,536,711	2,536,314	2,668,196	2,671,082

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



Chris Dorkes
Director



Brian Dinsmore
Director