

ANNUAL REVIEW

for the year to 31st March 2017





Contents

- Chair and Chief Executive's report
 - Age UK Plymouth's Vision & Mission
 - The Charity's achievements this year
 - How our sponsors & members of the community have helped us raise much needed funds
 - Christmas 2016 at Age UK Plymouth
 - Thank you
 - Age UK Plymouth Volunteers
 - How you can support Age UK Plymouth
 - Financial Summary 2016/2017
 - Who's who at Age UK Plymouth
 - Services
- 

Chair and Chief Executive's Report

The Charity's team of trustees and staff have worked hard this year to consolidate delivery and to put the bedrock of stability in place to enable us to take our service delivery forward.

The decision to close the Patricia Venton House Residential & Respite unit in December 2016 following discussions with the Care Quality Commission (CQC) was a difficult one. We felt following inspection that services would struggle to meet the current regulatory environment and the Charity was not prepared to deliver anything other than excellent care.

The closure of the residential unit was effectively and compassionately achieved by working collaboratively with the CQC, residents, their families and Plymouth City Council with all residents fully supported to find alternative care homes. We also worked with the residential staff team to secure alternative employment alongside receiving an enhanced redundancy package. During this time all 25 successfully secured alternative employment.

We have mitigated the impact of senior staff departures, with our Assistant Director, Kevin Aish stepping up to cover the Chief Executive's role in an interim capacity. The closure of the residential unit has impacted significantly on income but we have continued to find effective ways to support our work with Plymouth's older people. The sustainability of the Charity is a priority we are addressing and trustees are focussing our strategy towards developing a financially secure charity as a priority'

We have maintained effective services ensuring we provide day care, specialist dementia care, home and community support, health and wellbeing activities, a hot meal home delivery service, our free Information and Advice service, carers support, access to discounted hairdressing and podiatry and a range of complementary therapies.

Our delivery remains focussed on reducing loneliness, tackling social isolation and improving the wellbeing of older people.

Our free Information & Advice service has supported over 4000 clients and their work contributed to benefits awards of over £1 million for those in the city who are in greatest need of financial help.

Our two day centres at the William & Patricia Venton Centre and New River View Dementia Centre provide much needed support to over 3500 sessions utilised by clients and their carers.

Despite falling numbers the active ageing centres at William Venton Centre, Plymstock & Elspeth Sitters House still accommodated over 15,000 individual visits. Our priority will now shift towards growing the support we deliver to local older people.

We maintain key partnerships both in the City and farther afield in support of our work with older people in Plymouth. During the year, Age UK Plymouth worked together with Improving Lives in supporting carers through the 'Caring for Carers' partnership

We began our report talking about how the Charity has faced some very challenging and turbulent times. The fact that Age UK Plymouth has continued to deliver on its mission statement is largely down to the staff, volunteers and management team. It has been their determination, dedication and support that has enabled the Charity to remain in a healthy position and able to continue to lead the way in developing and delivering services for older people in Plymouth.

Trustees also have made some very tough decisions and provided a strategic lead in moving the Charity forward. They have also 'rolled their sleeves up' in many cases to help ensure that the Charity is ready for its next phase.

A sincere 'Thank you' must go to those individuals, both employees and unpaid board members, who have contributed, and who continue to contribute, selflessly to the existence of the charity. Our roles would have been impossible to manage without their support.



Mary McClarey, Chair



Kevin Aish, Interim Chief Executive



Our Vision

To excel as an integrated and responsive service for the older people of Plymouth.

Our Mission

Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence.



The Charity's achievements this year include

- ❖ Age UK Plymouth facilitated 52 talks and presentations to community groups and professionals providing information and advice on the support and services that older people can access.
- ❖ We attended Armed Forces Day and Babcocks Family Day in July where hundreds of people visited our stands for information and we attended key health and wellbeing conferences in the city to promote older people's services.
- ❖ Each year Age UK Plymouth supporters get knitting to make little hats as part of Age UK & Innocence Smoothies Big Knit campaign. A fabulous 2600 were knitted for this year's campaign.



How our sponsors and members of our community have helped us raise much needed funds.....

- ❖ Katrina Theakstone presenting a cheque for £905.05 to Age UK Plymouth's Viv Spalding. Katrina organised a charity bingo night at Cornwood Community Hall in memory of her mum Margaret who attended the New River View Dementia Centre for many years. The event was such a success that another event was organised in December raising £547. Katrina is now planning more bingo nights for the future.



- ❖ Thanks go to The One Stop Shop in Plymstock who donated £1000 to buy indoor bowling equipment for clients at Age UK Plymouth's William Venton Centre.



- ❖ Marks & Spencer kindly donated £990 and volunteer support from their stores in Plymouth as part of their Spark Something Good Campaign.
Staff came along in August 2016 and decorated two offices to transform them into comfortable social rooms for older people to meet up and socialise with friends.



- ❖ Nomenca Management team donated all the materials and their time to spend a day sprucing up the garden at Age UK Plymouth's Dementia Centre making a beautiful garden space for our clients to enjoy.



We would like to thank everyone who has supported us throughout the year and especially those who have been kind enough to remember Age UK Plymouth in their wills, and the many next of kin who have asked for donations to the Charity in lieu of flowers at their loved one's funerals.

Thank you all!
Your support is truly appreciated

Christmas 2016 at Age UK Plymouth

Christmas is a time when people show their generosity by supporting the Charity by donating their time to entertain our clients during the festive season.

We would like to thank everyone who helped to make Christmas fun!



Carers Hub Choir performing at the William & Patricia Venton Centre



Staff from Bond Dickinson solicitors bringing some festive cheer



Staff from Santander who raised money to put on a Christmas party for our guests



Ocean City Sound getting into the Christmas Spirit!



Plymouth Lions Club who donated £300 to provide Christmas lunch with some great entertainment from Lions President Henry Felton accompanied by our very own Pam Arnold, catering assistant at Age UK Plymouth.



Amy & Jo from Waitrose serving the drinks at a Christmas Lunch at our centre in Plymstock. Waitrose donated £330 to provide a sumptuous lunch



Lynne Hodgson, Fundraising & Marketing Manager collecting food for hampers from Kiddi Caru Nursery at Plympton.



Thank you to all the individuals, clubs and organisations that donated food, gifts and hampers which were given out to older people across the city.

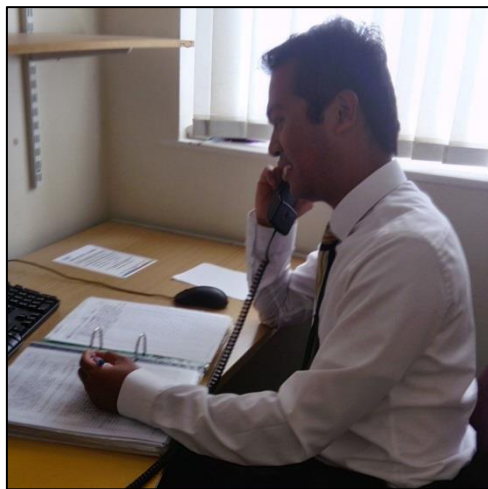
A special mention goes to Devonport High School for Girls who for the 13th year donated a HUGE amount of food and treatswhich filled our minibus!



A selection of the wonderful cakes donated by the Sugar Craft Guild

Thank you to:-

- ❖ The Music of the Night Choir who donated £100 towards the work of the charity.
- ❖ Edgumbe Court management and residents for raising £384 at their Summer Fayre.
- ❖ The Pearn Trust who donated £2000 to provide creative and social activities at Age UK Plymouth centres.
- ❖ Virginia House Settlement who continue to support us and kindly donated £1000 towards the cost of our Phone Friends scheme which supports lonely and isolated older people.



- ❖ A team of runners cross the finish line as part of Santander's Charity of the Year partnership with Age UK nationally. Santander generously donated £3800 locally as part of their matched funding initiative.



Age UK Plymouth Volunteers

Plymouth Argyle Community Trust work with us each year as part of the National Citizens Service scheme which enables young people to volunteer their time and gain skills for the future. Our service users enjoy interacting with them and look forward to their visits.



NCS students getting to grips with indoor bowls

EE staff volunteered their time to provide a Techy Tea party for people to learn more about technology.

In November twenty French students visited our day centre to entertain our guests with song and dance.

Age UK Plymouth receives voluntary support from many community groups and organisations across the City and we are extremely thankful for their continued support.

Join our team of Volunteers

Our volunteers are vital as without their help we could not serve the over 50's in Plymouth to the high standard we do.



For details of current volunteering opportunities you can visit our website, our Facebook page or contact our Volunteering Department directly on 01752 256020.



How you can help Age UK Plymouth

Help us to raise funds!

Age UK Plymouth is a local, independent charity which relies on the generous donations of members of the public, legacies and fundraising to enable us to continue to provide our services.

We can provide you with all the support you need to raise money for Age UK Plymouth.

Local Businesses can also help our cause by providing corporate support and sponsorship.

Visit our website (www.ageukplymouth.org.uk) to learn about forthcoming events which you can support.

There is also an A-Z of ideas for you to organise your own event to raise funds for us.

Alternatively, you can contact our Fundraising and Marketing Manager, Lynne Hodgson, on 01752 256020

or

[e-mail fundraising@ageukplymouth.org.uk](mailto:fundraising@ageukplymouth.org.uk)



If you are shopping on the internet, why not shop online through :

easyfundraising
.org.uk

and choose Age UK Plymouth to receive a donation.

You can also make an online donation by visiting:

 **Localgiving.com**

Make a donation...

...either via our website, or donate by cash, cheque, credit or debit card. If you would like to support us with a regular monthly donation, we can help set up a standing order. For further information, please call into one of our centres or telephone Lynne Hodgson on 01752 256020, or e-mail fundraising@ageukplymouth.org.uk. If you are a taxpayer you can 'gift aid' your donation allowing us to claim an additional 25p for each £1 donation from the Inland Revenue.

Leaving a Gift in your Will

Age UK Plymouth is registered as Plymouth Age Concern, a registered Charity, No. 281820 and a company limited by guarantee. Registered in England and Wales No. 1499927.

By leaving us a legacy and specifying the above Charity number (No. 281820) in your will, you will be helping us to continue our work and improve the lives of older people in the future.

All money raised locally is spent locally supporting older people in Plymouth.

Financial Summary 2016 – 2017

Income

		2016-17		2015-16
Donations, Legacies & Other income	6.2%	79,531	8.5%	150,828
Investment income	6.2%	79,525	4.3%	77,243
Contract Income from statutory authorities	12.6%	163,483	10.0%	179,271
Day care and related services	28.0%	361,814	21.2%	378,692
Home care services	18.6%	239,916	14.2%	253,575
Residential and Respite fees	25.1%	325,071	35.5%	634,046
Grants	3.4%	43,309	6.2%	111,095
	100.0%	£1,292,649	100.0%	£1,784,750

Expenditure

Fund raising & trading costs	0.4%	6,844	0.1%	1,634
Employee Costs	74.9%	1,351,421	74.5%	1,373,612
Transport, Catering, Premises & Equipment	17.6%	316,850	22.2%	408,744
Printing, Postage, Stationery & Advertising	0.8%	15,073	0.7%	13,226
Financial & Administrative costs	0.5%	8,343	0.7%	12,379
Investment management costs	1.2%	22,068	1.2%	21,219
Audit, Legal, Professional fees & Trustee expenses	4.6%	82,506	0.7%	13,594
	100.0%	£1,803,105	100.0%	£1,844,408

Deficit from Operations

£(510,456)

£(59,658)

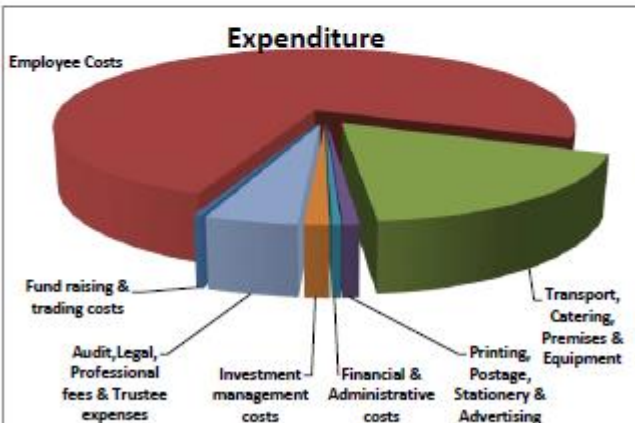
Depreciation and Gains on Investments

Depreciation	(106,642)	(110,893)
Realised gains on investments	126,904	10,825
Unrealised (losses)/gains on investments	235,742	(84,480)
	£256,004	£(184,548)

Withdrawn from Reserves

£(254,452)

£(244,206)



BALANCE SHEET

CAPITAL AND RESERVES

	2016-17	2015-16
Endowment Funds	1,600,000	1,600,000
Restricted Funds	1,845,991	1,900,154
Unrestricted Funds	1,719,668	1,919,957
	£5,165,659	£5,420,111

Represented by ASSETS

	2016-17	2015-16
Land, Building, Vehicles and Equipment	2,599,677	2,703,951
Investments (UK listed)	2,496,737	2,396,124
Current assets (cash, debtors etc., less creditors)	69,245	320,036
	£5,165,659	£5,420,111

Who's Who at Age UK Plymouth (as at 31 March 2017)

Patron

Dame Janet Fookes DBE, DL

President

Mrs Sara Grier JP

Vice President

Mr Brian Hillman-Liggett

Trustees

Mrs Mary McClarey (Chair)
Mr Matthew Rose (Vice Chair)
Mrs Sue Williams
Mrs. Linda Wheeler
Mr Neil Stevens
Mrs Elizabeth Edwards-Smith
Mr Benny Wright
Mrs Andrea Wright

Interim Chief Executive

Mr Kevin Aish

Trustees who retired during the year

Ms Marlene Yvonne Quinlan
Mrs Wendy Coulton

Auditors

Thomas Westcott Chartered
Accountants

Solicitors

Foot Anstey (Exeter)
Bond Pearce (Plymouth)
Wolferstans (Plymouth)

Services available from



- Information and Advice
- Legal Advice Sessions
- Home & Community Support
- Day Centres
- Dementia Services
- Carers' Support
- Lunch Clubs
- Hairdressing
- Therapeutic Massage
- Foot Care (Chiropody/Podiatry)
- Computer Tuition (digital inclusion)
- Education and Training
- Talks and Presentations
- Volunteering opportunities
- Student Placements
- Room Hire

We also facilitate many other activities within our centres

Where to find us

William and Patricia Venton Centre

Mount Gould
Plymouth PL4 9RD

William Venton Centre

8 Memory Lane
Plymstock
Plymouth PL9 9GH

Head Office

The River View Centre

Astor Drive
Mount Gould
Plymouth PL4 9RD

***For all enquiries please telephone:
01752 256020***

Registered Office: William & Patricia Venton Centre, Astor Drive, Mount Gould, Plymouth PL4 9RD
E-mail: enquiries@ageukplymouth.org.uk Website: www.ageukplymouth.org.uk or find us on
www.localgiving.com/ageukplymouth

Age UK Plymouth is registered as Plymouth Age Concern, a registered Charity, No. 281820 and a company limited by guarantee. Registered in England and Wales No. 1499927.