

THURSDAY



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15/02/2018

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COMPANIES HOUSE

Making life better for older people

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)



Hupton House
93-94 Darlington Street
Wolverhampton
West Midlands
WV1 4EX

01902 572060

www.ageukwolves.org.uk

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton, which is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital.

Age Concern Wolverhampton is also a registered charity (registration number 1051232).

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)

(A COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2017

Company Registration Number 3088739
Charity Number 1051232

Auditors
Baldwins Audit Services Limited
Churchill House
59 Lichfield Street
Walsall
West Midlands
WS4 2BX

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017

Contents	Page
Age UK Wolverhampton Trustees and Advisers	1
Chairman's message	2
Interim Chief Officer's message	3
Trustees Report - Statement of Mission and Objectives	4
Trustees Report - Our achievements in 2016-17	5 - 9
Planning for the future	10
Financial Review 2016-17	12
Statement of trustees' responsibility	14 - 15
Auditors Report	16 - 17
Financial Statements	18 - 30

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

Age UK Wolverhampton Trustees and Advisers

The **Trustees** who served during the year were:

Rev Tony Kinch	Chair President	To January 2017 From January 17 Died Feb 2017	Charity expertise
Nicholas Pigott	Vice-Chair Acting Chair	From Feb 2017	Business management expertise
Mike Williams	Treasurer		Accountancy & financial management
Anne Bailey			Local Authority and older persons' services expertise
Josephine Chapman			Health and legal expertise
Dorothy McDonald			Healthcare expertise
Claudette Nembhard			Older people's service expertise
Dr Shankar Verma		Resigned Jan 2017	Healthcare management expertise
Sarita Sharma			Private sector expertise
Jackie Wellings		Resigned Jan 2017	Public and Third sector expertise
Susan Spencer		To 28th Feb 2017	Chief Executive and Company Secretary
Jackie Wellings		From 1 st Mar 2017	Interim Chief Officer and Company Secretary

Location and Registered Office	Bankers	Auditor
Hupton House 93-94 Darlington Street Wolverhampton West Midlands WV1 4EX	Lloyds Bank PLC Queen Square Wolverhampton West Midlands WV1 1TF	Baldwins Audit Services Limited Churchill House 59 Lichfield Street Walsall WS4 2BX

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

Chair's Report

Age UK Wolverhampton has again faced a number of challenges in its quest to serve the older people of the city. We are proud to continue the legacy of one of our forebears – the eponymous Nellie Hupton, from whom our home in Darlington Street takes its name. In the years immediately after WW2 Nellie campaigned for older people of Wolverhampton to be heard. Among the many things she achieved, it was by her determined efforts that funds were raised for the building from which we still deliver our services today. Her foresight and vision continue to inspire and drive our Board.

We continue to operate in a financially challenging climate and in order to ensure the sustainability of the organisation the Board took the difficult decision to reduce operating hours resulting in opening four days from July. I would like to place on record my thanks to our staff for their understanding in this situation.

The key element of service delivery is the work of our many volunteers. The financial constraints within which we now operate mean that new services initiatives will be in volunteer led programmes. It was therefore most distressing, at the end of the financial year, to lose our City Council Grant which supported volunteer development. This programme underpins all of our activities and the loss of this funding has meant we can no longer expand our work and add to services in the way that we have been able to previously.

As we navigate ever more financially challenging waters we have to find ways of continuing the legacy of Nellie and all of those who went before us. We are exploring opportunities for collaboration and even merger with like-minded organisations to ensure that services for older people can remain in the city. Alongside this we are redoubling our efforts to diversify our income streams, be it through funding bids or promoting the need for donations both corporate and personal. Our trading team sells age appropriate products and services and it is the commission from this activity that is covenanted to the charity to enable us to provide our Information and Advice Services and support our overhead costs.

Susan Spencer, our Chief Executive since 2013, retired in February- or so she thought – instead she accepted an invitation to become the Interim CEO with Age UK Birmingham.

In February we received the very sad news of the death of Reverend Tony Kinch. Tony had been a Trustee for many years and had served as Chair in recent years until ill health forced him to stand down at January's AGM. In recognition of his many years of service to Age UK Wolverhampton he was unanimously appointed as our President although his tenure was all too brief. His wise council, enthusiasm, clarity of thought and booming voice will be greatly missed.

The Board places great trust and faith in its staff and volunteers who work diligently to deliver our services. I would wish to place on record the Board's gratitude for their untiring efforts in a climate of increasing uncertainty.

As we step forward into what will be our 65th¹ year, I hope you will agree our work continues to promote the well-being of all older people in this City to help make later life a fulfilling and enjoyable experience.

Nick Pigott

Chair Age UK Wolverhampton

¹ AUKW began life post WWII when it was known as the National Old People's Welfare Committee. In 1952 the first grant of £10 was received (under the National Assistance Act of 1948). It became Age Concern Wolverhampton in 1973 and Age UK Wolverhampton in 2009.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

Interim Chief Officer's Report

For the majority of the year the organisation was expertly steered by Susan Spencer our former Chief Executive who left us at the end of February. Like many voluntary sector organisations we continue to face an ever challenging financial climate. At the end of March we lost our remaining City Council funding which helped support our volunteer development activity.

The role of our volunteers without whom we simply could not deliver the level of our services and programmes that we do remains paramount. Our recently completed volunteer survey shows that during last year 154 volunteers completed 5,351 hours of work across 190 roles in 19 thematic areas. Almost half of that time was dedicated to addressing the key themes of "ageing well" and "combatting isolation and loneliness".

Allied to this our continuing arms-length support to groups of older people in the City, again led by volunteers through Friendship Clubs has enabled those facing challenging episodes in their lives to sustain and develop social networks that are all too easily lost. Our 'Get Connected' – IT initiative assists those not well versed in information technology to develop new ways of interacting with the world. The Knit and Natter group which met twice a week during the year helped produce over 4,000 miniature bobble hats for the Big Knit initiative as well as items for our Winter Warmth Programme.

Information & Advice remains the backbone of our service and a gateway through which older people can access the whole range of our programmes as well as referrals to other services and organisations. During the year and against a backdrop of reducing funds and shorter office opening hours our small team of paid staff supported by dedicated and highly skilled volunteers have provided information and advice for almost 2,000 people and helped achieve over £400,000 of benefits for service users. The net surpluses from our trading programme, supplemented by small grant applications throughout the year, ensure that our Information and Advice service continues. Without this support our service could simply not continue.

Health messages and practical support around keeping warm and well in winter has been augmented by information on "Choose Well" – which promotes effective ways of accessing health services as well information to increase confidence in self managing ill health. Our Choosewell (Individual Support) programme provided short term support at home for over 150 older people facing challenging times – ill health, bereavement, reduced income and loneliness.

Heading towards its fourth year, our Help at Home "charged for" service supports older people's independence with help to do the jobs that they are no longer able to do themselves and allow them to continue to live in their own homes for as long as possible.

Finally, I would like to pay tribute to Susan Spencer who stepped down at the end of the year and who I know would want to thank the Board of Trustees and the hardworking staff and volunteers for their support throughout the year enabling Age UK Wolverhampton to continue to deliver quality services for older people in the City.

Jackie Wellings
Interim Chief Officer

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

TRUSTEES REPORT

Age UK Wolverhampton works to promote the well-being of all older people and help to make later life a fulfilling and enjoyable experience

Our aims are to:

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access to quality services and products
- Reduce the negative impact of life-changing events on the lives of older people

To achieve these aims, we have the following objectives:

- To provide information and advice to ensure that older people know their entitlements and are able to access quality services and support
- To advise and support individuals going through "tipping points" in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

Our services are available to all older people in Wolverhampton.

A total of 1,972 people accessed our services in the year April 2016 to March 2017

This compares to:

2,696 in 2015/16, 2,894 in 2014/15, 3,288 in 2013/14, and 2,950 in 2012/13.

The reduction in both funding and operating for only four days per week resulted in a 27% reduction in the number of people we were able to help compared with the previous year.

Public Benefit

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK's network in sharing best practice information and learning which in turn helps improve our services.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017

Our achievements in 2016-17

We have provided information and advice to ensure that older people know their entitlements and are able to access quality services and support.

Our Information and Advice service is trusted by and well known to the older people of Wolverhampton who come to us for information and advice on a wide range of issues relating to health and wellbeing including: Welfare Benefits, Housing, Residential and Non-Residential Care matters, Consumer problems, Money and Health matters.

Our advice service is provided face to face and via telephone, e-mail, and post. Although we now provide information and advice via our website, our experience in 2016/17 continues to show that older people have a strong preference for face to face advice by coming into our office (74%).

During 2016/17 the service was accessed by 958 people, 2,285 times on 3,140 matters.

Of these, 46% were between 66 – 85 years old and 4% were over 85 years old

The principal area of enquiry related to Welfare Benefits, which accounted for 52% of contact. Each year we address the issue of means-tested and disability benefits going unclaimed by providing information and advice tailored to the needs of people in later life – this is key to our work to reduce poverty in older age. Our advisers helped older people claim £404,206 in benefits in 2016/17 (This was a reduction of 22% on the previous due to reduced opening hours).

A benefits take-up project funded by EON to tackle fuel poverty enabled us to deliver targeted benefit checks and assist 167 older people aged 65 and over who were able to claim extra income to help with fuel costs.

We also provide timely information and advice about health and social care services. This includes what local services are available and advice to assist older people to make informed decisions about meeting their care needs as well as enabling them to take a more active role in managing their own care.

In 2016/17 we advised 307 people about health and care matters.

Age UK Wolverhampton does not work in isolation and an important part of our role is signposting and referring people to other information, services and activities. In 2016/17 our Initial Contact Team provided information on 5,261 matters, they made 963 referrals to external organisations and 4,120 referrals to Age UK Wolverhampton's services.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

Financial management advice is increasing in importance. Last year we saw an increase in the number of older people coming to us for advice on money and consumer matters. This 17% increase related primarily to changes in pension legislation.

In the year we advised **694** people on money and consumer matters

All staff and volunteers are trained in the principles of Safeguarding Vulnerable Adults. Concerns about potential abuse or neglect are referred on to the Local Authority's Multi Agency Safeguarding Hub. In the year we were pleased to welcome the Chair of the Joint Safeguarding Board who met with some of our teams.

WINTER WARMTH STRATEGY

Our strategy has focussed on reducing preventable deaths of older people in cold weather. With the support of our national partner Age UK, we delivered a Winter Warmth programme that included:

ENERGY SAVINGS PROJECT

Advice about dealing with fuel debts, switching suppliers, keeping warm and making homes energy efficient. This included supporting people through the process of finding and switching to a cheaper energy supplier as well as consumer energy debts/grants advice with funding from the Department of Energy and Climate Change.

Over the winter months we provided energy advice to 63 people

We trained 16 frontline workers to deliver first level energy advice

ENERGY CHECKS

In 2016/17 as part of the Age UK/E:on/First Utility initiative, our Handyperson carried out Home Energy Checks and where appropriate fitted energy savings devices such as draught excluders, radiator foil, and energy efficient light bulbs. We also provided information and advice relating to combatting fuel poverty and cold weather impact reduction.

Over the winter months 101 older people received a home energy check,

(Including free installation of draught proofing and other energy saving measures)

We have advised and supported individuals experiencing “tipping points” in their lives

At any point in life adverse events happen. As people get older the challenge of dealing with these events may be exacerbated by ill health or bereavement which in turn may result in withdrawal and loneliness and individuals becoming socially isolated.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

We have provided practical assistance to enable people to remain independent in their own home

With funding from the Systems Resilience Group we have provided short term support at home for 161 older people facing ill health and other challenges. Following an initial self-assessment our staff and volunteers work to connect people to local services that are available and where appropriate to support each individual to take the first steps to link to local activities and groups.

Where people need ongoing support at home a referral is made to our Help at Home or other services.

Our Help at Home support is a 'charged-for service' that offers practical help to enable older people to stay living independently in their own home for as long as possible. Our Home Support Assistants provide practical help with cleaning, laundry and ironing, cooking and light gardening. They also provide companionship and accompanying to appointments.

In the year customers purchased over 7,000 hours of Help at Home practical support.

During the course of the year we have provided Help at Home support to over 90 customers

Through our Handyperson Service we have helped people maintain their homes by carrying out small household repairs, carpentry work, painting and decorating and small plumbing repairs. Through this service, for a small charge, we have also supplied and fitted key safes, promoting safety in the home and enabling care services to access vulnerable clients without compromising their security. In 2016/17 our handyperson service was used by 134 individuals.

142 handyperson jobs were completed

The risk of rogue traders is very real for older people who need work to be carried out in their home. Our Word of Mouth Directory is produced each year in conjunction with the City of Wolverhampton Council Trading Standards Team to enable older people to appoint reliable local traders. The Directory is widely distributed through community groups, local organisations, through our Friendship Clubs and the availability of the annual update literally spread "by word of mouth".

In 2016/17 we worked with Trading Standards to produce our 4th edition of the Word of Mouth Directory providing information about trusted local traders, all recommended by local older people from satisfaction surveys and feedback

5,000 copies of Word of Mouth were distributed during the year

Use of computers and the internet is becoming increasingly important to access information and services. We make it a priority within all of our programmes to support individuals to make greater use of computers, aiming to increase the number of people

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

over 50 who access information over the internet. However, we recognise that there may be significant barriers.

During the year volunteers supporting our Get Connected programme ran 20 IT training sessions.

In 2016/17 volunteer IT mentors supported 102 older people to gain basic IT skills and learnt to access information via the internet.

We have worked to overcome loneliness and isolation

Loneliness and isolation result from the lack of close relationships, empathetic confidantes and shrinking social networks. Loneliness affects health as much as smoking and more so than obesity. Those with strong social connections are 50% more likely to live longer.

Of the 42,373 people aged over 65 years in Wolverhampton in 2014

13,146 live alone

7,200* older people in the city are in contact with family, friends and neighbours
less than once a week

4,660* older people in the city are in contact with family, friends and neighbours
less than once a month

* local statistics extrapolated from national profiling

Our telephone support service regularly contacts vulnerable older people by phone and refers them to other services as appropriate. Our volunteer telephone befrienders contact isolated individuals on a weekly basis, offering information and the opportunity to have a friendly and informal chat.

202 isolated older people received regular phone calls and support in 2016/17

of these 55 people were aged 85 years and over

Volunteers gave over 476 hours of their time to deliver 5,586 telephone support calls
(support calls were up 3% on the previous year)

In 2016/17 Age UK Wolverhampton supported a number of volunteer-led initiatives that worked to overcome loneliness and isolation.

During 2016/17 we supported volunteer-led activities

20 people attended Knit & Natter sessions

(The Knit & Natter Group supports our community fundraising programmes with specific initiatives such as The Big Knit miniature bobble hats and with knee blankets and other products for our Winter Warmth programme.)

9

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

In the year new Friendship Clubs were established which operate outside of the City Centre.

In 2016/17 we have reached people of all ages in later life.

Our programmes and services are available to any individual in Wolverhampton who is over the age of 50.

72% of the 1,972 people who used our services in 2016/17 were aged over 65 years.

25% were aged between 76 and 85. We aim to reach people in this age group and continue to engage with and support them as they grow older.

The number of people aged over 85 years in Wolverhampton is expected to increase significantly. In 2011 2.3% of the population were aged over 85 years, and this is projected to rise to 3% by 2021. 9.3% of people who accessed our services in the year were aged over 85 years.

We have reached across diverse communities

**In the past year 23% of people using our services were
from Black, Asian & Minority Ethnic communities.**

In the 2011 census for Wolverhampton 14% of people over 65 years were from
Black, Asian & Minority Ethnic communities.

Our Volunteers

We simply could not undertake all the services that we do without the support of our volunteers. Over the past two years our service delivery model has moved much more towards one which is delivered by volunteers and managed and supported by a small number of staff with a high level of expertise who can lead a range of volunteer teams.

Our Information and Advice Service is now led by highly trained and dedicated volunteers, supported by an adviser and highly skilled manager.

Some services are delivered wholly by volunteers, with arms-length support from our Volunteer Development team:

- During the year 154 volunteers completed 5,351 hours of support²
- 47% of volunteer time supports "ageing well" and "addressing loneliness" themes and almost 54% have volunteered for between 2 and 5 years
- 66% of our volunteers are within the 50-75 age bracket
- 21% of volunteers were male with 79% female
- The value of this support is between £47,000-£73,000, based on the median hourly earnings survey (full time and part time employees - 2016³)

² Total includes Trustee hours

³ The Statistics Portal-based on hourly rates of between £8.88 part time and £13.59 full time (2016)

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

The age of volunteers ranged between 16 years and 89 years
40% of these volunteers were from Black, Asian and Minority Ethnic communities

Some individuals volunteer in one programme and are also users of our other services. Some join us as a volunteer while working or after retirement, then later in life become beneficiaries of our services.

The skills and experience within our volunteer development team are vital to ensure we create a positive experience for volunteers and can make effective use of the time they offer. Sadly our City Council grant - supporting much of the development and work of our volunteers came to an end in March. With significantly reduced staffing and funding, the continuance of our volunteer programme remains challenging for the coming year.

Trading to support our charitable activities

Our trading programme provides a flow of independent income to meet the needs of older people in Wolverhampton. Through our trading subsidiary, Mainstack Ltd, we offer a range of age appropriate products and services

In 2016/17 net income of £32,395 was covenanted to the charity
to support the delivery of our charitable programmes.

In addition, Mainstack contributed £18,000 rent towards the running cost of our building.

We are a local partner of Age UK Enterprises Ltd, and our trading programme operates within the regulations of the Financial Conduct Authority for insurance mediation.

We are a Social Enterprise and have been awarded the Social Enterprise Mark by the Social Enterprise Coalition recognising that we work to achieve social and environmental aims.

Our trading products and services include Travel, Home and Car Insurance, Funeral Plans, a range of age appropriate products including personal alarms, hearing aids and equipment, and also promotes our lottery.

A "charged for" Will Writing Service and advice on Power of Attorney is available in our offices one day each week. This is an independent service provided by an organisation registered with the Institute of Will writers.

Planning for the future

The Trustees have passported the identified priorities for action from last year (as set out below) but have increased the emphasis on collaborative working and exploring the potential for merger.

- We will maintain capacity to deliver timely and accurate information and advice to enable older people to access quality services and to make informed decisions.

11

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

- We will provide short term, one to one support to people at potential “tipping points” in their lives.
- We will develop our charged-for services to be able to offer ongoing practical assistance to maintain independence at home.
- We will promote and support volunteer-led activities that tackle loneliness and isolation.
- We will continue to strengthen partnership working that supports the development of services to meet local need.
- We will explore opportunities for closer collaborative working with neighbouring Age UKs.

During 2016/17, we explored the opportunities for collaborative working and merger but following early due diligence work, the Board agreed not to proceed further with our potential partners. However the Board continues to explore collaborative opportunities which will enable us to sustain and extend our services for the older people of Wolverhampton.

Risk Management Policy

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. The Trustees are satisfied that risk is kept at a level commensurate with the Charity’s overall operations across four key areas: **Strategic, Internal Financial, External Financial and Reputational risks.**

Our funding

With overall reductions in Local Authority funding the Charity has had to focus on diversifying its income streams. In particular the need to increase unrestricted funding is increasingly important as this enables us to pay for the overheads associated with our work and to help ensure that our services can continue to operate.

In 2016/17 just over 47% of our income came through trading and charged-for programmes which include our Help at Home Service and Handyperson.

Within this year our social enterprise arm, Mainstack Limited, generated £32,395 net income for our charitable activities through the sale of insurance and financial products.

In addition just over £10,000 was received in donations. We are always extremely grateful when people make whatever donation they can to help us to continue to provide services across the City. During March, with the generous support of Wolverhampton’s Grand Theatre and the Birmingham Stage Company’s touring Performance of David Walliams’ “Gansta Granny” production and the generosity of theatre-goers, we raised £2,200 with our bucket collection.

As an Age UK Brand Partner, we received valuable support from UK national whose grant funding of £30,000 supported our core costs and funded activities within our Winter Warmth programme.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

Financial review 2016/17

A summary of the financial activities undertaken by the charity is set out below.

The overall position at the year-end showed a net surplus of £13,711. Of this sum £15,390 was restricted income received in advance of expenditure and has been carried forward at 31 March 2017. The net deficit on unrestricted funds was (£1,679).

The level of reserves at the year-end was £506,886

**This includes as unrestricted, but not liquid reserves, our tangible fixed assets,
in particular our building, totalling £286,304**

A policy reserve of £100,000 has been identified to cover 3 months running costs, in line
with Charity Commission guidance.

Unrestricted general reserves at 31st March 2017 were £472,786

In addition, restricted reserves at 31st March 2017 were £34,100

The Trustees maintain a clear policy on reserves, with designated available reserves supporting new (or existing) service delivery rather than cash accumulation at the bank (after due provision for all appropriate legal and commercial necessities).

The current policy states that free reserves should not fall below the equivalent of 3 months normal operational expenditure.

Governance structure

Governing Document

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association.

In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

The trading subsidiary company, Mainstack Limited, has a separate Board and governance structure.

Recruitment and Appointment of Trustees

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

very diverse range of activities and therefore the Trustee body aims to achieve a broad range as well as a high level of skills in carrying out its governance role.

Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

Strategic Direction

The strategic direction of Age UK Wolverhampton is set by the Board.

In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

The Board of Trustees confirmed the following Strategic Objectives for 2016/17:

- To maintain capacity to deliver timely and accurate information and advice to enable older people to access quality services and to make informed decisions
- To develop the ways in which we provide short term, one to one support to people at potential "tipping points" in their lives
- To develop our charged-for services to be able to offer ongoing practical assistance to maintain independence at home
- To promote and support volunteer-led and community- based activities that tackle loneliness and isolation

In order to achieve these Strategic Objectives the underpinning objectives are:

- To continue to move towards more volunteer-led and volunteer delivered services and programmes. This is essential to provide a flexible structure, maintain service delivery and create a strong base on which to further develop our services.
- To continue to strengthen partnership working that supports the development of services to meet local need and to explore the opportunities which will accrue from collaborative working/merger.
- To undertake information campaigns and to take action to ensure the voices of older people are heard.

Organisation Structure

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of up to 8 members.

The Chief Executive has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Executive manages and supervises all staff and acts as Approved Person to the trading company of Mainstack Limited. The Chief Executive is supervised by the Chairman of the Board.

14

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017**

The average number of staff employed by Age UK Wolverhampton in 2016-17 was 21 (many of who were already part time and the remaining 3 full time staff also became part time from July). Over the year we had the equivalent of 10.48 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the financial statements in accordance with applicable law and 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 of the profit or loss of the company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the company and 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 company's auditor is unaware
and
- the Trustees have taken all the 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.

Auditor

In accordance with Section 487(2) of the Companies Act 2006 a resolution proposing the appointment of Baldwins Audit Services Limited was approved at the Annual General Meeting on 26th January 2016.

A resolution proposing the re-appointment of Baldwins Audit Services Limited will be submitted to the next Annual General Meeting.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2017

Small company provision

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

**INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES AND MEMBERS OF AGE UK WOLVERHAMPTON**

We have audited the financial statements of Age UK Wolverhampton for the year ended 31 March 2017 which comprise the consolidated Statement of Financial Activities, the consolidated and charity Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the charitable company's Trustees, as a body, in accordance with regulations made under charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the 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.

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 responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at www.frc.org.uk/auditscopeukprivate.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31st March 2017, 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion 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.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

**INDEPENDENT AUDITOR'S REPORT (CONT'D)
TO THE TRUSTEES AND MEMBERS OF AGE UK WOLVERHAMPTON**

Matters on which we are required to report by exception

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

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- 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 trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' annual report.



**John Edwards ACA (Senior Statutory Auditor)
for and on behalf of Baldwins Audit Services Limited,
Statutory Auditor,
Churchill House,
59 Lichfield Street,
Walsall,
West Midlands,
WS4 2BX**

AGE CONCERN WOLVERHAMPTON
 TRADING AS AGE UK WOLVERHAMPTON
 COMPANY NO: 03088739
 CHARITY NO: 1051232

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
 (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2017

	Note	Unrestricted funds £	Restricted funds £	Total funds 2017 £	Total funds 2016 £
Income and endowments					
Income from charitable services	3	22,100	194,266	216,366	201,034
Legacies and donations		10,408	-	10,408	116,380
<i>Activities from generating funds</i>					
Non-charitable trading	2	100,197	-	100,197	111,348
Operations		21,902	-	21,902	29,386
Investment income		-	-	-	14
Help at home		116,693	-	116,693	91,418
Total Income and endowments		271,300	194,266	465,566	549,580
Expenditure					
<i>Cost of generating funds</i>					
Fundraising costs	6	587	177	764	(217)
Commercial trading operations	6	49,804	-	49,804	74,848
Sub total cost of generating funds		50,391	177	50,568	74,631
Charitable activities	6	211,314	178,699	390,013	395,229
Governance costs	6	11,270	-	11,270	14,534
Exceptional items		-	-	-	1,803
Total expenditure		272,975	178,876	451,851	486,197
Net income / (expenditure)		(1,675)	15,390	13,715	63,383
Reconciliation of funds					
Total funds brought forward 1 April 2016		474,465	18,710	493,175	429,792
Transfers between funds		-	-	-	-
Total funds carried forward 31 March 2017		472,790	34,100	506,890	493,175

The statement of financial activities includes all gains and losses recognised in the year.

CONSOLIDATED AND CHARITY BALANCE SHEETS
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

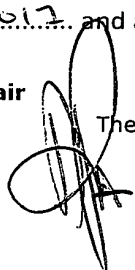
AS AT 31 MARCH 2017

	Note	Group		Charity	
		2017 £	2016 £	2017 £	2016 £
Fixed assets					
Tangible assets	10	286,308	289,836	286,014	289,386
Investments	11	-	-	100	100
		<u>286,308</u>	<u>289,836</u>	<u>286,114</u>	<u>289,486</u>
Current assets					
Debtors	12	95,179	59,581	108,938	71,985
Cash at bank and in hand		152,033	161,445	136,344	144,997
		<u>247,212</u>	<u>221,026</u>	<u>245,282</u>	<u>216,982</u>
Creditors: Amounts falling due within one year	13	(26,630)	(17,687)	(24,506)	(13,293)
Net current assets		<u>220,582</u>	<u>203,339</u>	<u>220,776</u>	<u>203,689</u>
Net assets		<u>506,890</u>	<u>493,175</u>	<u>506,890</u>	<u>493,175</u>
Funds					
Unrestricted funds	14	472,790	474,465	472,790	474,465
Restricted funds	15	34,100	18,710	34,100	18,710
		<u>506,890</u>	<u>493,175</u>	<u>506,890</u>	<u>493,175</u>

These financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015).

These financial statements were approved by the members of the Board of Trustees on 28 Dec 2017 and are signed on their behalf by:

Nick Pigott, Chair



The notes on pages 19 to 30 form part of these financial statements.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. 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 (FRS102) (effective 1 January 2015) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The charity adopted SORP (FRS 102) in the current year. There have been no transitional adjustments to the charity's financial statements.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary, Mainstack Trading Limited, on a line by line basis. A separate Statement of Financial Activities, or income and expenditure account, 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 and paragraph 397 of SORP 2015.

Funds

Funds held by the charity are either:

- Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31.MARCH 2017**

Interest receivable

Interest is included when receivable by the charity.

Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include back office costs, personnel and payroll.

Pension costs

The charity participated in a defined benefit pension scheme. Pension costs are assessed in accordance with actuarial advice and based on the most recent actuarial valuation of the scheme. These costs are accounted for on the basis of charging the cost of providing pensions over the period during which the charity benefits from the employees' services. The scheme has been closed to new members for several years and terminated for existing members as at 31st March 2014.

The company also operated a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

Fixtures and fittings	25% reducing balance
Motor vehicles	25% straight line
Computer and office equipment	25% straight line

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

Investments

Listed investments are valued at market value. The unrealised gains are recognised in the statement of financial activities.

Unlisted investments are valued at cost.

Stock

Stock is included at the lower of cost or net realisable value.

Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Legal status of the trust

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

Transition to FRS 102

No subsequent restatement of items has been required in making the transition to FRS 102. The transition date was 1 April 2015.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

2 Net income from trading activities of subsidiary

The charity has a wholly owned trading subsidiary incorporated in the UK, Mainstack Limited, which covenants all its profits to the charity by gift aid. Mainstack Limited provides insurance services on behalf of Age Concern Wolverhampton. The Charity owns the entire share capital of 100 Ordinary shares of £1 each. A summary of the trading results is shown below:

	2017 £	2016 £
Profit and loss account		
Turnover	100,197	106,682
Other Operating Income	-	4,666
Cost of sales and administrative expenses	(49,804)	(56,848)
Expenses payable to group undertakings	(18,000)	(18,000)
	<hr/>	<hr/>
Net profit for the year	32,393	36,500
Amount gifted to the charity	(32,393)	(36,500)
	<hr/>	<hr/>
Retained in the subsidiary	-	-
	<hr/>	<hr/>
Balance sheet		
Fixed assets	294	450
Current assets	26,950	27,354
Current liabilities	(27,144)	(27,704)
	<hr/>	<hr/>
Aggregate share capital and reserves	100	100
	<hr/>	<hr/>

3 Income from other activities within the charity's objectives:

	Unrestricted 2017 £	Restricted 2017 £	Total 2017 £	Total 2016 £
Local Authority Grants		67,956	67,956	56,347
Private Sector Grants Age UK	17,500	79,140	96,640	48,404
Other Public Sector Service Contracts	4,600	47,170	51,770	96,283
	<hr/>	<hr/>	<hr/>	<hr/>
	22,100	194,266	216,366	201,034
	<hr/>	<hr/>	<hr/>	<hr/>

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

4 Operations

Operations revenue consists of contributions towards operating costs from users of premises and services.

5 Investment income

All of the group's investment income arises from interest bearing deposit accounts.

6 Analysis of expenditure on charitable activities

The charity undertakes direct charitable activities only and does not make grant payments.

	Staff Costs		Other Costs			
	Unrestricted	Restricted	Un- restricted	Restricted	Total	Total
	2017	2017	2017	2017	2017	2016
	£	£	£	£	£	£
Direct charitable expendi	135,263	157,470	76,051	21,229	390,013	395,229
Commercial trading oper	46,973	-	2,831	-	49,804	74,848
Cost of generating funds	-	-	587	177	764	(217)
Governance costs	-	-	11,270	-	11,270	14,534
Exceptional items	-	-	-	-	-	1,803
Total resources expenses:	182,236	157,470	90,739	21,406	451,851	486,197
Exceptional items were:						
- Redundancy Costs						1,803

7 Other costs

Support costs allocated to the charity's activities can be seen as tabled below.

	Unrestricted	Restricted	Total	Total
	2017	2017	2017	2016
	£	£	£	£
Premises Costs				
Accommodation	13,502	-	13,502	24,697
Premises Costs - Total	13,502	-	13,502	24,697
Communication Costs				
Telephone and internet	2,297	1,230	3,527	7,196
Postage, printing and stationery	7,990	791	8,781	10,885
Communication Costs - Total	10,287	2,021	12,308	18,081

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

7 Other costs (Cont'd)

General office costs:

Staff and volunteer travel	5,981	7,325	13,306	12,222
Staff and volunteer expenses (driver apparel & uniforms)	125	1,721	1,846	1,823
Professional fees and subscriptions	5,916	8,312	14,228	16,905
Insurance	5,943	-	5,943	5,472
Repairs and maintenance and support contracts	14,779	-	14,779	14,276
Publications, advertising and recruitment	587	177	764	(217)
Training costs	606	-	606	-
General office and miscellaneous costs	7,732	1,850	9,582	17,020
Vehicle costs	1,607	-	1,607	3,356
Equipment	9,866	-	9,866	20,177
Depreciation	3,372	-	3,372	3,528
Bad Debts	7,605	-	7,605	-

General office costs - Total	64,119	19,385	83,504	94,562
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Total Other Costs	87,908	21,406	109,314	137,340
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8 Analysis of staff costs

	2017	2016
	£	£
Wages and salaries	310,006	309,949
Social security costs	11,709	15,505
Pension costs	17,991	21,600
Redundancy	-	1,803
	339,706	348,857

No employees had employee benefits in excess of £60,000 (2016 - no employees had employee benefits in excess of £60,000).

The average number of staff employed by the group during the financial year amounted to:

32	32
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**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

9 Movement in total funds for the year

Operating surplus is stated after charging:

	2017 £	2016 £
Staff pension contributions	17,991	21,600
Depreciation	3,528	3,528
Auditor's fees	5,100	5,100

10 Tangible fixed assets

	Land and buildings £	Motor vehicles and equipment £	Total £
GROUP			
Cost			
As at 1 April 2016	281,102	68,429	349,531
Additions	-	-	-
Disposals	-	-	-
 As at 31 March 2017	 281,102	 68,429	 349,531
 Depreciation			
As at 1 April 2016	-	59,695	59,695
Charge for the year	-	3,528	3,528
Disposals	-	-	-
 As at 31 March 2017	 -	 63,223	 63,223
 Net book value			
As at 31 March 2017	281,102	5,206	286,308
 As at 31 March 2016	 281,102	 8,734	 289,836

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

10 Tangible fixed assets (Cont'd)

	Land and buildings	Motor vehicles and equipment	Total
CHARITY			
Cost			
As at 1 April 2016	281,102	65,291	346,393
Additions	-	-	-
Disposal	-	-	-
	<hr/>	<hr/>	<hr/>
As at 31 March 2017	281,102	65,291	346,393
	<hr/>	<hr/>	<hr/>
Depreciation			
As at 1 April 2016	-	57,007	57,007
Charge for the year	-	3,372	3,372
Disposal	-	-	-
	<hr/>	<hr/>	<hr/>
As at 31 March 2017	-	60,379	60,379
	<hr/>	<hr/>	<hr/>
Net book value			
As at 31 March 2017	281,102	4,912	286,014
	<hr/>	<hr/>	<hr/>
As at 31 March 2016	281,102	8,284	289,386
	<hr/>	<hr/>	<hr/>

11 Fixed asset investments

	Group		Charity	
	2017	2016	2017	2016
	£	£	£	£
Subsidiary	-	-	100	100
	<hr/>	<hr/>	<hr/>	<hr/>

By the Trust Deed, the investments are not subject to the limitations of the Trustee Investment Act.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

12 Debtors

	Group		Charity	
	2017	2016	2017	2016
	£	£	£	£
Amounts owed by group undertakings				
Trade debtors	90,634	55,472	25,020	23,309
Prepayments	4,545	4,109	79,373	44,567
			4,545	4,109
Prepayments and accrued income	95,179	59,581	108,938	71,985

13 Creditors: amounts falling due within one year

	Group		Charity	
	2017	2016	2017	2016
	£	£	£	£
Trade creditors	-	-	-	-
Other creditors	4,012	7,524	3,769	6,256
Taxation and social security	621	7,509	-	4,383
Accruals and deferred income	21,997	2,654	20,737	2,654
	26,630	17,687	24,506	13,293

14 Reserves

An analysis of unrestricted fund movements can be seen as:

	2017	2016
	£	£
As at 1 April 2016		
Net income/expenditure for the year	474,465	423,351
Transfers between funds	(1,675)	51,114
As at 31 March 2017	472,790	474,465

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017**

15 Restricted funds

	Balance 01/04/2016 £	Movement in resources		Transfer £	Balance 31/03/2017 £
		Incoming £	Outgoing £		
WAAC	16,437	16,340	(32,777)		-
Age UK Initiatives	740	19,640	(20,380)		-
CIT	-	48,052	(48,052)		-
Barrow Cadbury	1,533		(1,533)		-
Choosewell		38,256	(38,256)		-
TWIRL	-	8,914	(8,914)		-
Henry Smith	-	55,500	(21,400)		34,100
Wolverhampton Homes	-	3,564	(3,564)		-
BIS	-	4,000	(4,000)		-
	<u>18,710</u>	<u>194,266</u>	<u>(178,876)</u>	<u>-</u>	<u>34,100</u>

WAAC - These funds form part of the Wolverhampton Advice Agencies Consortium (WAAC) and were applied solely to our information and advice activity.

AGE UK Initiatives - Funds were for two specific areas:

- funding via Age UK from Eon for benefits advice for customers seeking to switch energy tariffs; and
- Handyperson energy advice inclusion installation of minor energy saving measures.

Community Initiatives Team (CIT) - grant from Wolverhampton City Council to support volunteer development.

Barrow Cadbury Trust - provided funding for our ground floor remodelling work.

Choosewell- is a CCG funded initiative providing individual support to people following discharge from hospital plus advice and guidance as part of an A&E Resilience voluntary sector partnership with New Cross Hospital

TWIRL - funding from Wolverhampton CCG to ensure transport is provided for a Wolverhampton COPD group plus information and advice for volunteer support.

Henry Smith Trust - supports our volunteering programmes. Funding has been received for 2015/16 and 2016/17.

Wolverhampton Homes supported a volunteer "telephone befriending service" developed and led by Age UK Wolverhampton.

16 Pension schemes

The company operates two defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independently administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end contributions totalling £2,660 were owing to the pension companies.

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2017

17 Financial commitments:

As at 31 March 2017 the charity has annual commitments under non-cancellable leases as follows:

	Land and buildings		Office equipment	
	2017	2016	2017	2016
	£	£	£	£
Within one year	-	-	14,472	-
1 - 2 years	-	-	39,798	-
2 - 5 years	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
	-	-	54,270	-
	<hr/>	<hr/>	<hr/>	<hr/>

18 Analysis of Group net assets between funds

	Un- restricted	Restricted	Total
	£	£	£
Tangible fixed assets	286,308	-	286,308
Cash at bank and in hand	117,933	34,100	152,033
Other net assets	68,549	-	68,549
	<hr/>	<hr/>	<hr/>
	472,790	34,100	506,890
	<hr/>	<hr/>	<hr/>