



**REPORT OF THE TRUSTEES  
AND  
CONSOLIDATED FINANCIAL STATEMENTS  
2015/2016**

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**Age UK Suffolk**

**Company No. 4150543**

**Registered Charity No. 1085900**

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**Age UK Suffolk** is an independent Suffolk charity, the local partner of Age UK and a member of the Age England Association of autonomous Age UK charities that share a commitment to making later life fulfilling, enjoyable and productive for older people.

### **Suffolk older people tell us their key challenges are:**

- Loneliness, sometimes linked with vulnerability
- Isolation (physical, rural, social) and discrimination
- Insufficient income to meet their daily living needs
- The impact of life-changing events (eg loss of life-partner, onset of illness)
- Physical and/or mental impairment, including dementia
- Maintaining their independence and dignity
- Having control over their lives

### **The Age UK Philosophy**

Ageing is a normal process. Whatever their age, each person is an individual with different needs and desires who has the right as an equal citizen to influence decisions that affect them. Later life should be as fulfilling and enjoyable as possible through maintaining independence and benefitting from physical, mental and social well-being. However and whenever we touch older people's lives, our aim is to enable people to ...

- be in control of their lives
- live later life as they wish and where they wish
- still get involved and make a difference
- do and learn new things
- go on enjoying life and having fun
- enjoy the positive aspects of life and make the best of the negative ones
- receive help if they need it

### **Our Vision**

A Suffolk where every older person is respected for their past, can enjoy their present and look forward to their future, knowing that support will be available if and when they need it.

### **Our Mission**

Our mission is to enable older people and their family carers to ...

- manage the challenges that sometimes come with ageing
- retain choice in and control over their lives
- enjoy later life rather than endure it.

### **Our five guiding principles**

- **ageism is unacceptable**
- **all people have the right to make decisions about their lives**
- **people less able to help themselves should be offered support**
- **diversity is valued in all that we do** and we recognise the diversity of older people and their different needs, choices, cultures and values
- **by working in partnership we will be more effective.** Our main partnership is with older people themselves and we maximise the outcomes of our work through working in partnership with local communities, the voluntary sector, local authorities and the NHS.

## **Annual Statement 2016**

On behalf of the Board of Trustees I welcome you to the review of the financial year ending 31 March 2016, during which I have been privileged to commence my second year as Chair.

I have again seen the outstanding commitment of Age UK Suffolk employees and volunteers to continuing the provision of services for the benefit of older people in Suffolk and I take this opportunity on behalf of the Trustee Board to thank them all.

In doing this we also recognise those colleagues, including Sharron Cozens, (our former CEO who retired at the end of 2015), who left the Organisation during the year, some following very extended periods of service and we take this opportunity to record again our thanks and to wish them well for the future.

That this high level of commitment has continued to be sustained by individuals is even more creditable given the unprecedented level of change that the Organisation, has, and is, undergoing in response to changes in the external environment.

Like many in the not for profit sector our overall levels of income have continued to fall, either absolutely, or in relation to the costs of provision. Competition for volunteer supporters has increased; funding opportunities have reduced and the impact of increasing negative media regards the ways in which Charities undertake fundraising activities and the transparency/manner with which they use those funds to meet their Charitable aims have necessitated a period of internal reflection and review.

Whilst such inward focus may seem inappropriate, unfortunately it has been needed by many in the Voluntary sector, regardless of client group. For Age UK Suffolk we have had to commence consideration of all the services we currently provide and plan for how that provision needs to change if it is to be sustainable in future. Throughout our motivation has, and will continue to be how to make the best use of the available resources to provide appropriate information, advice and direct services to older people in Suffolk.

In the past year we have sought to minimize the impact on services, continuing to deliver our key services to record numbers of clients. Importantly we have also maintained the capacity to give a voice to the concerns of older people and pleasingly sought to celebrate the contribution of elders to their communities, both past and present, with our There's More to Me campaign, and our annual Inspiring Age Awards.

This latter celebration activity is particularly important this year when much has been written, and continues to be written with regards those of retirement age benefiting disproportionately in the ongoing period of austerity and/or having had an inappropriate deciding influence of the outcome of the vote to leave the European Union, so called 'brexit'. In reality both these generalisations demonstrate the value of our underlying principle to treat individuals and their carers, as the individuals they are and without making either assumptions or judgement.

We hold this principle dear and to do otherwise would certainly be contrary to our desire for older people and their carers, to have access to the information and advice, and where possible services, they need to live their lives with the level of independence they choose and the dignity they deserve. Achieving this, within the resources available is, however, an increasing challenge and it is therefore with deep regret that we can no longer be certain that direct services will be unaffected going forward.

For this reason, on behalf of our clients, we express a debt of gratitude to all our supporters; Lady Euston for her continued support as our President, and all those who have, and continue to offer support for our activities whether financial or giving their time.

Finally I take this opportunity to thank my very able Trustee colleagues for their unwavering commitment to the success of the Organisation.

Julia Holloway  
Chair of Board of Trustees

## TRUSTEES' REPORT

(The Trustees' Report includes the information on pages 2 to 7, 25 to 27)

### Constitution

The object for which the Charity is established is to promote the relief of older people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Suffolk. Relevant powers to achieve this object are granted by its Memorandum and Articles of Association.

### Age UK Suffolk's approach

We believe in an enabling approach to all our work that focuses on older people and their family carers

- ⇒ knowing their rights,
- ⇒ achieving their personal choices
- ⇒ and retaining control over their own lives.

### Objectives for 2015-16

1. Engage with and give older people a voice in the development, planning, delivery, monitoring and evaluation of services.
2. Be the first point of contact for older people, providing free and independent information and advice, working with local people and groups to develop and help maintain sustainable and age-friendly communities.
3. Ensure older people have the best opportunity to best maintain their independence, health and well-being and lead fulfilling lives by providing enabling services and opportunities and building effective partnerships.

All services work together to achieve these objectives.  
Some of their achievements were:

**Advisor Services** - providing accurate and timely information including Dementia advice is at the core of our work and we receive enquiries on a huge range of issues. The aim is to inform and empower individuals to help them maintain their independence and health. The service is often the first port of call and is used by friends, carers and neighbours.

We have two walk-in information help desks based in Ipswich and Lowestoft and a county-wide information and advice phone line.

In total we dealt with 9,893 quick and 2,427 more in-depth enquiries. Additionally, we are able to offer 15 minutes of free, basic legal advice from local solicitors and individuals can access 30 minutes of free IT support via our partnership with Lxpert.

**Benefits Advice Service** aims to maximise the income of older people and their family carers by ensuring that they are aware of and are able to exercise their rights to benefits and services. The service is totally independent and provides comprehensive advice on a wide range of benefits, grants and services; people are supported through all stages of the claim process, including appeal representation when necessary. As a totally independent service, it is able to challenge decisions made by statutory authorities on behalf of senior citizens who may otherwise accept the decision. There were 19665 contacts made to the Benefits Advice Service and 5838 referrals made. The Benefits Advice Service secured a total benefit gain of at least £7,170,413. Not all clients inform us of the outcome of their claims, so in reality this figure is likely to be higher. This equates to a gain of £43.297 for every £1.00 of statutory funding the service receives. By increasing their weekly income, our clients have told us that they are often less worried, and have more money available for essentials such as food, clothing and fuel.

**Befriending** – the telephone and visiting befriending service provides social contact and signposting to other services for older people aged 60 and over across Suffolk who perceive themselves to be lonely and/or isolated. Whilst many are geographically isolated, live alone and are housebound, we do support some older people who live in care settings. The service does not currently support those with a diagnosis of dementia or complex mental health needs. The service is delivered entirely by

volunteers managed by a Team Leader and currently three Co-ordinators based in Ipswich, Sudbury and Lowestoft. The Voluntary Network at Newmarket provide befriending on behalf of Age UK Suffolk to the West of the County, that is within Forest Heath and St Edmundsbury. Carefully selected and matched volunteers provide weekly telephone calls or visits, providing 'friendship', social contact and an easy way for older people to access other services, information and support as they need them to live independent lives. We continue to liaise with other independent networks so that we can together serve harder to reach, often rural areas.

During the period 270 older people received either a visiting or telephone befriender.

*"It has been a great thing having Bob come and visit. We spend a lot of time talking together – we don't stop! My loneliness has improved a great deal since Bob has been coming to see me."*

**Public Engagement** is an independent panel of less able older people who, through home interviewing, are consulted with and involved in discussions about issues that affect their lives. Voice reports make recommendations, based on the comments of panel members, on how service planning and delivery, for both health and social care, can be improved. Providing a home interview enables older people who may otherwise be excluded (the majority of members are between 80-90 years of age with an increasing number over 90) from expressing their views and 'having a voice'. The subsequent reports are widely disseminated through the relevant statutory services and often result in changes and improvements to services. Changes suggested are frequently quite small but can make a big difference to the older person.

**Supported Discharge and Admission Prevention (Welcome Home) - West Suffolk** provides free practical and emotional support to patients over 55 years who require assistance on discharge from the West Suffolk Hospital. This is after a visit to Accident and Emergency or after a stay in the wards. Help provided is varied: being at their home to receive the patient; reassurance and confidence building; managing at home; shopping, cleaning etc.; making links with any ongoing help that is needed. The service is offered for an initial period of two weeks, but can be extended for up to six weeks. Helping with anything other than personal care, the aim is to give people the confidence to resume an independent life. The target for supported referrals was exceeded by 51 in the period with the service receiving 401 referrals which resulted in client support. We also worked on PACE (Post-acute care enablement) in East Suffolk, a successful project in conjunction with the IECCG to promote early discharge from hospital to help free up hospital beds during the winter period.

**Day Centres** offer a service of support for frailer older people, many of whom live alone, enabling them to socialise and enjoy a regular day out. Each centre is led by its older members and provides a day that assists with improving wellbeing, maintaining skills and independence, learning new skills, and offering mental and physical stimulation, all of which enables them to live independently at home for longer. A range of activities is available which, along with good company and home cooked meals, creates a great experience for members. The centres also provide regular respite for family carers, who are then able to catch up on tasks, or have some all-important time to themselves. A wide range of activities take place through the year, from reminiscence and dance, crafts and music to learning computer skills. Many activities are funded by extra money raised in each centre through a whole range of events undertaken by our teams of dedicated staff and volunteers.

**Home Help Service** provides the essential domestic support that helps older people to maintain their independence and enables them to remain living in their own homes. The service also enables family carers (frequently another older person) to focus on the personal aspects of caring, while the household chores are undertaken by our assistants. We tailor our service to each person's needs, offering housework, laundry, ironing, shopping, pension and prescription collection, in addition to being a regular visitor and 'keeping a friendly eye' on each person's wellbeing. This is a paid-for service, but sitting alongside all the charity's free services, it enables quick referral to many sources of advice and help as people need them. We assisted 1101 older people this year.

**Surviving Winter Campaign** – during the winter of 2015-16 we supported Suffolk Community Foundation with their Surviving Winter Campaign. Individuals could donate their winter fuel payments to be redistributed as grants to those facing fuel poverty.

A total of £90,885 was awarded in grants. Our benefits team means tested applicants and 462 households received a much needed payment to enable them to stay warm and comfortable throughout winter.

## **Public Benefit Requirement**

The charity's Trustees have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set. The Trustees also considered those few services for which a fee is paid (as a part or whole contribution to the service costs) and believe that the offering of a range of free services (eg help centres, benefits advice, independence support, advocacy etc) enables people to achieve their maximum income and thereby afford those services for which there is a fee, if they so choose.

## **Organisational Plans for 16/17**

As our primary Strategic Partner and grant awarding body, SCC in response to their own funding constraints, has given notice of the need to adjust the method of award, (future grants will be tendered), and dramatically reduce the value of available monies, (less than a 1/3 of previous levels at £250,000 for 17/18) the Organisation has had to look to become increasingly self-sustaining.

To date it has been possible to minimise the impact on services, however it is clear that going forward, at least in the foreseeable future, this "ring fencing" of services against change, in the way that may have happened in the past, is no longer possible as we must firstly live within our financial means, and secondly go about rebuilding the Charity's Reserves.

Less than 5 years ago the funds the Organisation had to generate, from shops, services paid for by individuals (such as day centres and home service) and fundraising accounted for approximately 25% of overall income, with the remaining 75% coming from our Strategic Partner and other grant awarding bodies. For the 2016/17 financial year that position has completely reversed, and a further step change in financial self-reliance for 17/18 has already been highlighted.

Added to this further changes in the external world such as the commencement of the increase to achieve a living wage, which of course we welcome for our staff, and the move towards our client group seeking more flexible services, for example the occasional morning session at a day centre, rather than a regular weekly attendance, has resulted in the need for a complete a review of all of our services and the underpinning infrastructure on which we rely to deliver them.

We are yet to commence the programme of consultation with staff on possible alternatives, however what is becoming apparent is that the ability to offer all services on a Countywide basis is very unlikely to be sustained, and that where it is possible services are unlikely to be delivered as currently, for example in future via the telephone rather than a home visit.

This is of obvious concern given our client base, where often a face to face interaction enables a better outcome, but the Organisational driver is purely and simply to maintain a position of assisting as many individuals, as effectively as can be afforded.

## **Financial Review 2015-16**

In recognition of the previous year deficit, and as the impact of the expected in year income reduction and dramatically reduced levels of available grant funding became apparent in the first quarter an urgent course of activity was undertaken to restructure the Organisation, control expenditure and reduce recurrent costs.

This was successfully achieved in year, with the Organisation reducing overall expenditure year on year by approximately £434,000 (this will have a greater full year impact in 2016/17) allowing the Organisation to both marginally reduce (down £37,000) its operating deficit from the previous financial year and to outline a balanced budget for 2016/17.

The financial changes mentioned above are before allowing for the exceptional write off of all Saxon House assets following its closure in December 2016. This amounts to £316k of which £240k was included in restricted funds.

However the impact of a second year of considerable deficit (£588,579 in 2015/16, £271,203 before the exceptional item) on reserves has been significant, and consequently cost control, further cost reduction and close budget monitoring continues to be a feature of the current financial year and has directly influenced the operational plan for the year as outlined above.

The Charity's wholly owned trading subsidiary, Age UK Suffolk (Trading) Ltd, continued to trade well with a small decrease in commission income compared to last year. Age UK Suffolk (Trading) Ltd was able to gift aid £74,957 of its profits to the Charity, the profits gift aided assist the Charity in meeting its objectives.

## **Risk Management**

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finance of the Charity, and are satisfied that systems are in place to mitigate the Charity's exposure to the major risks. Members of the Executive Management Team with the Chair and delegated Trustees meet specifically to review risks and quality standards, reporting to the Finance and Human Resources Committee (F&HRC) and to the Board of Trustees. Actions taken to mitigate risk include Key Performance Indicators, which are reported each month to the F&HRC and bi-monthly to the Board. This enables a close watch to be kept on areas where performance is critical to the Charity's success and ongoing viability. Work continues to extend this approach, through the implementation of a comprehensive Performance Management Framework.

## **Statement of Trustees' responsibilities**

Company law requires the Trustees to prepare financial statements that give a true and fair view of the state of affairs of the Charity and the group at the end of the financial year and of its surplus or deficit for the year. In doing so 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 Charity 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 Charity and the group and which enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the Charity's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## **Reserves Policy, Going Concern and future plans**

The charity has traditionally considered £350,000 to be the amount of reserves necessary to meet its financial obligations. The Trustees are aware that there are now insufficient funds to meet these obligations which has resulted in them inviting Age UK to become the sole member and enabling Age UK Suffolk to become their subsidiary.

The financial support given by Age UK will allow Age UK Suffolk to continue to operate for the benefit of older people in Suffolk for the foreseeable future.



## **Investment policy**

The Charity has no fixed asset investments, however surplus cash maintained in accordance with the Charity's reserves policy is invested in a business reserve account. The return from this investment continues to be at low levels.

## **Auditors**

Following their election as sole member, discussions will take place with Age UK before the appointment of auditors for the ensuing year is made.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities applicable to charities preparing their accounts in accordance with Financial Reporting Standard for Smaller Entities (issued July 2014) and in accordance the special provisions relating to small companies within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

A handwritten signature in black ink, appearing to read 'John Robinson', is positioned above the printed name.

**Signed:** John Robinson, Director

**Date:** 07 February 2017

# **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK SUFFOLK**

**For the year ended 31st March 2016**

We have audited the group and charity financial statements of Age UK Suffolk for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheets and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective January 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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

## **RESPECTIVE RESPONSIBILITIES OF THE TRUSTEES AND AUDITOR**

As explained more fully in the Trustees' Responsibilities Statement set out on page 6, 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.

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**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the group and charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the annual report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

## **OPINION ON THE FINANCIAL STATEMENTS**

In our opinion the financial statements:

- give a true and fair view of the state of the group and charity's affairs as at 31 March 2016 and of the results of the group for the year then ended.
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## **OPINION ON OTHER MATTER PRESCRIBED BY THE COMPANIES ACT 2006**

In our opinion 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.

## **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:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the 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.

Helen Rumsey (Senior Statutory Auditor)  
For and on behalf of Ensors  
Accountants LLP, Statutory Auditor

Date: 09/02/2017  
46 St Nicholas Street  
IPSWICH, IP1 1TT

# **CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES** **(incorporating an Income and Expenditure Account)**

**For the year ended 31 March 2016**

	<u>Note</u>	<u>Restricted</u> £	<u>Designated</u> £	<u>Unrestricted</u> £	<u>2016</u> £	<u>2015</u> £
<b><u>INCOME FROM</u></b>						
<b>Donations and Legacies</b>		13,909	-	252,333	266,242	353,818
<b>Other trading activities:</b>						
Fundraising		-	-	154,293	154,293	234,179
Charity Shops		-	-	689,107	689,107	725,286
Trading income of subsidiary		-	-	151,511	151,511	153,447
<b>Investment Income:</b>						
Interest received	2	-	-	4,269	4,269	4,921
Rental Income				83,045	83,045	88,074
<b>Income from charitable activities:</b>						
Information, Advice & Advocacy		570,263	-	545	570,808	481,093
Care Services		-	-	558,400	558,400	557,055
Dementia Services		-	-	5,358	5,358	175,042
Independence Support		515,815	-	83,959	599,774	646,974
Home Help Service		-	-	752,322	752,322	799,921
Service Support & Projects		-	-	29,595	29,595	41,581
<b>Total income</b>		<b>1,099,987</b>	<b>-</b>	<b>2,764,737</b>	<b>3,864,724</b>	<b>4,261,391</b>
<b><u>EXPENDITURE ON</u></b>						
5						
<b>Raising funds:</b>						
Charity Shops		2,178	14,637	714,165	730,980	768,883
Voluntary and fundraising		19,544	-	280,727	300,271	354,734
Trading expenditure		-	-	64,859	64,859	71,540
Cost of Rental Income		-	-	62,936	62,936	67,812
<b>Charitable activities:</b>						
Information, Advice & Advocacy		513,213	-	110,960	624,173	600,323
Care Services		673	-	749,139	749,812	775,721
Dementia Services		49,788	-	2,462	52,250	240,667
Independence Support		492,797	-	128,295	621,092	650,300
Home Help Service		-	-	826,975	826,975	913,030
Service Support & Projects		257,035	8,400	154,520	419,955	126,666
<b>Total expenditure</b>		<b>1,335,228</b>	<b>23,037</b>	<b>3,095,038</b>	<b>4,453,303</b>	<b>4,569,676</b>
<b>Net (outgoing)/incoming resources before transfers</b>		(235,241)	(23,037)	(330,301)	(588,579)	(308,285)
<b>Transfers between funds</b>		(291,013)	(136,377)	427,390	-	-
<b>Net (outgoing)/incoming resources before other recognised (losses)/gains</b>		(526,254)	(159,414)	97,089	(588,579)	(308,285)
Actuarial gains/(losses)	16	-	-	148,384	148,384	(226,616)
<b>Net movement in funds</b>		(526,254)	(159,414)	245,473	(440,195)	(534,901)
<b>Funds brought forward</b>		<b>669,538</b>	<b>224,988</b>	<b>(227,621)</b>	<b>666,905</b>	<b>1,201,806</b>
<b>Funds carried forward at 31 March 2016</b>		<b>143,284</b>	<b>65,574</b>	<b>17,852</b>	<b>226,710</b>	<b>666,905</b>

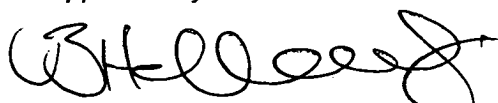
The notes on pages 12 to 24 form part of these financial statements.

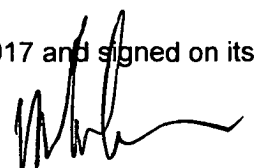
# BALANCE SHEETS - As at 31 March 2016

			<u>GROUP</u>		<u>CHARITY</u>
	<u>Notes</u>	<u>2016</u>		<u>2015</u>	
		£		£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	9	218,375	516,100	218,375	516,100
Investments	10	-	-	12	12
<b><u>CURRENT ASSETS</u></b>					
Debtors	11	373,753	292,479	463,516	324,723
Stock		2,677	1,344	2,677	1,344
Cash at bank and in hand		349,735	725,399	240,200	685,065
		726,165	1,019,222	706,393	1,011,132
<b><u>CREDITORS</u></b> amounts falling due within one year	12	316,830	264,417	316,070	263,593
<b><u>NET CURRENT ASSETS</u></b>		409,335	754,805	390,323	747,539
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES EXCLUDING PENSION SCHEME LIABILITY</u></b>		627,710	1,270,905	608,710	1,263,651
<b><u>DEFINED BENEFIT PENSION SCHEME LIABILITY</u></b>	16	(401,000)	(604,000)	(388,000)	(585,000)
<b><u>NET ASSETS</u></b>		226,710	666,905	220,710	678,651
<b><u>FUNDS</u></b>					
Restricted Funds					
- Capital	3	13,794	273,007	13,794	273,007
- Revenue	3	129,490	396,531	129,490	396,531
Designated Funds					
- Capital	4	65,574	88,611	65,574	88,611
- Revenue	4	-	136,377	-	136,377
General Unrestricted Funds					
- Capital	4	139,007	154,482	139,007	154,482
- Revenue	4	279,845	221,897	260,845	214,643
- Pension deficit	4	(401,000)	(604,000)	(388,000)	(585,000)
<b><u>TOTAL FUNDS</u></b>		226,710	666,905	220,710	678,651

These financial statements have been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

Approved by the Board of Trustees on 07 February 2017 and signed on its behalf by

  
J HOLLOWAY (Chair- Trustee)

  
J ROBINSON (Treasurer – Trustee)

Company Registration No. 4150543

The notes on pages 12 to 24 form part of these financial statements.

# NOTES TO THE CONSOLIDATED ACCOUNTS

For the year ended 31 March 2016

## 1. ACCOUNTING POLICIES

### a) Basis of preparation and going concern

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015). The accounts have been prepared in accordance with applicable accounting standards, the Statement of Recommended Practice, "Accounting and Reporting by Charities", applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities, issued in July 2014 and the Companies Act 2006.

The group made an operating deficit of £588,579 during the year and £308,285 last year. There is also a significant deficit so far in 2016/17. Since the year end the Boards of Age UK and Age UK Suffolk have agreed that Age UK Suffolk will become a subsidiary charity of Age UK, effective from 1 April 2017. Age UK have confirmed financial support that will allow Age UK Suffolk to continue to operate for the benefit of older people in Suffolk for the foreseeable future. On this basis the Trustees consider it appropriate to prepare the accounts on the going concern basis.

### b) Income

All income is recognised in the statement of financial activities when conditions for receipt have been met, receipt of that income is considered probable and the amount can be measured reliably. Where a claim for repayment of income tax has or will be made, such income is grossed up for the tax recoverable. The following accounting policies are applied to income:

#### **Grants receivable**

Grants are recognised in the statement of financial activities when conditions for receipt have been complied with.

#### **Donations and Legacies**

Donations and all other receipts from fundraising are reported gross and accounted for on a receivable basis. The related fundraising costs are reported in costs of raising funds.

Legacies are accounted for on a receivable basis when the following conditions for their receipt have been met:

- the final estate accounts have been approved
- the legacy is capable of measurement and
- there is no reversionary interest

#### **Other income**

Other significant income receivable represents amounts receivable for goods and services net of VAT.

### c) Expenditure

Expenditure is recognised when a liability is incurred.

#### **Costs of raising funds**

Costs of raising funds are those costs incurred in attracting voluntary income, shop operating costs and those incurred in trading and fundraising activities.

#### **Charitable activities**

Charitable activities includes expenditure associated with the services the Charity provides and includes both direct costs and support costs relating to these activities.

#### **Support costs and Governance costs**

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Included within support costs are Governance costs incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements as opposed to the direct management functions inherent in generating funds and service delivery.

d) **Leasing**

Rentals paid under operating leases are charged to the profit and loss account when incurred.

e) **Tangible fixed assets**

Tangible fixed assets are stated at cost at the date of purchase less depreciation.

Depreciation is calculated to write off the cost less estimated residual value of fixed assets on a straight line basis over their estimated useful lives. The following rates have been applied:

Computer systems	3 years
Office furniture	5/6 years
Equipment	3/4 years
Leasehold improvements	Period of lease

f) **Stocks**

Stocks are stated at the lower of cost and net realisable value.

g) **Restricted funds**

Restricted funds represent grants, donations and legacies received which are allocated by the donor for specific purposes. Where funds cease to be restricted at the year end a transfer is made from the restricted fund to unrestricted funds.

h) **Unrestricted funds – Designated**

Designated funds are amounts which have been set aside at the discretion of the Trustees for specific charitable activities.

i) **Unrestricted funds – General**

General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

j) **Pension costs**

For defined benefit schemes, the pension costs are assessed using the projected unit credit method. The cost of providing pensions is charged to the profit and loss account so as to spread the regular costs over the service lives of employees. The pension obligation is measured at the present value of the estimated future cash flows using interest rates on government securities that have terms to maturity approximating the terms of the related liability.

When the benefits of a scheme are improved, past service costs are recognised as an expense on a straight-line basis over the average period until the benefits become vested. To the extent that the benefits are already vested immediately, following the introduction of, or changes to, a defined benefit plan, the past service cost is recognised as an expense immediately.

The Charity also provides a Stakeholder Scheme for its employees, costs are charged as incurred.

k) **Basis of Consolidation**

The group financial statements comprise the financial statements of Age UK Suffolk and its subsidiaries, Age Concern (Suffolk) Trading Limited and Voluntree Limited, made up to 31 March 2016.

As the consolidated accounts are publicly available the Charity has taken advantage of the exemptions in FRS 8 from disclosing transactions with its subsidiaries.

As a consolidated statement of financial activities is published a separate statement of financial activities is omitted from the group accounts as permitted by the Companies Act 2006. The deficit of the Charity after actuarial gains/losses for the year was £457,941 (2015: £529,924).

## 2. INVESTMENT INCOME

	<u>2016</u> £	<u>2015</u> £
Bank interest	4,269	4,921

## 3. RESTRICTED FUNDS

	<u>Balance</u> <u>31 March</u> <u>2015</u> £	<u>Income</u> <u>in the</u> <u>year</u> £	<u>Expenditure</u> <u>in the</u> <u>year</u> £	<u>Transfers</u> <u>in the</u> <u>year</u> £	<u>Balance</u> <u>31 March</u> <u>2016</u> £
<b>Revenue</b>					
Dementia Services Fund	37,719	-	(25,461)	-	12,258
Care Services Fundraising & General Funds (for service users' welfare)	283,215	218,892	(270,177)	(171,486)	60,444
Welcome Home	13,120	310,832	(267,164)	-	56,788
Advocacy Fund	27,012	16,193	(10,781)	(32,424)	-
Independence Advisers Fund	35,465	554,070	(502,432)	(87,103)	-
	396,531	1,099,987	(1,076,015)	(291,013)	129,490
<b>Capital</b>					
Bury Day Centre Project Fund	257,035	-	(257,035)	-	-
Lowestoft Relocation Fund	15,972	-	(2,178)	-	13,794
	669,538	1,099,987	(1,335,228)	(291,013)	143,284

Name of fund	Description, nature and purpose of the fund
Dementia Services Fund	This is a fund that is solely for dementia support services provision in ensuing years
Care Services Fundraising & General Funds (for service users' welfare)	Fundraising income raised by individual services to provide extra benefits to meet the welfare needs of the users of each service or their family carers
Welcome Home Fund	The Welcome Home Service can offer short term practical support following discharge from hospital including shopping, cleaning and laundry.
Advocacy Fund	For use by the Advocacy Service to support increased costs in later years of the contract
Independence Advisers Fund	Grant received for the Independence Advisers scheme which supports people to maintain their independence
Bury Day Centre Project Fund	Grants and Donations received which were used to build Saxon House and is being reduced by depreciation every year
Lowestoft Relocation Fund	Grants and donations received which were used to refurbish the Lowestoft building and is being reduced by depreciation every year

During the year the Trustees reviewed the funds and agreed that certain funds had actually been fully utilised in previous years or should have never been restricted, therefore amounts totalling £291,013 have been transferred to unrestricted funds.



#### 4. UNRESTRICTED FUNDS

	Balance 31 March <u>2015</u> £	Actuarial Gains and Transfers £	Income in the year £	Expenditure in the year £	Balance 31 March <u>2016</u> £
<b>Designated Funds - Revenue</b>					
ACCESS Respite Centre (ARC Appeal) Fund	55,967	(55,967)	-	-	-
Dementia Events Fund	1,950	(1,950)	-	-	-
ACCESS General Funds	25,388	(25,388)	-	-	-
Potential Death in Service costs Fund	27,401	(27,401)	-	-	-
Clients Welfare Fund (General)	841	(841)	-	-	-
Broadband Line Fund	19,830	(19,830)	-	-	-
Training Fund	5,000	(5,000)	-	-	-
	136,377	(136,377)	-	-	-
<b>Designated Funds - Capital</b>					
Upper Brook Street Fund	42,291			(11,745)	30,546
Lowestoft Relocation Fund	21,120			(2,892)	18,228
Minibus Fund	25,200			(8,400)	16,800
<b>General Funds</b>					
Fixed assets	154,483	113,053	-	(128,529)	139,007
Pension deficit – Charity	(585,000)	224,000	-	(27,000)	(388,000)
Subsidiary	(19,000)	6,000	-	-	(13,000)
<b>General Funds – Revenue</b>					
Free Funds	214,642	310,244	2,613,226	(2,877,267)	260,845
Free Funds Trading	7,254	(77,523)	151,511	(62,242)	19,000
<b>Group</b>	(2,633)	439,397	2,764,737	(3,118,075)	83,426
<b>Charity</b>	9,113	510,920	2,613,226	(3,055,833)	77,426

Name of fund	Description, nature and purpose of the fund
ACCESS Respite Centre (ARC Appeal) Fund	Fundraising for setting up a respite and day care centre and services for older people with dementia and their family carers.
Dementia Events Fund	Fund to support information/advice events about dementia.
ACCESS General Funds	Funds for the welfare and benefit of people with dementia.
Potential Death in Service costs Fund	Fund to cover potential uninsured costs in respect of home service employees.
Clients Welfare Fund (General)	Fundraising income and donations to help older people in need. Administered by our Information Service.
Broadband Line Fund	Commitment for a 3 year leased broadband line.
Training Fund	Monies related to specific training courses and staff professional development commitments
Upper Brook Street Fund	Fund set up when Ipswich shop/information centre was developed, it now represents the capital cost shown in fixed assets.
Lowestoft Relocation Fund	Fund set up when the Lowestoft building was refurbished, it now represents the capital cost shown in fixed assets.
Minibus Fund	Fund set up as a minibus was donated to the charity.

During the year the Trustees reviewed the designated funds and decided to release £136,377 back to unrestricted funds as either they had already been utilised in previous years or it was considered unlikely that they would be used for the purpose originally designated for.

## 5. ANALYSIS OF TOTAL RESOURCES EXPENDED

	<u>Support Costs</u> £	<u>Direct Staff Costs</u> £	<u>Other Direct Costs</u> £	<u>2016</u> £	<u>2015</u> £
Information, Advice & Advocacy	178,557	329,878	115,738	624,173	600,323
Care Services	162,785	367,892	219,135	749,812	775,721
Dementia Services	9,832	28,822	13,596	52,250	240,667
Independence Support	143,137	300,539	177,416	621,092	650,300
Home Help Service	187,232	542,873	96,870	826,975	913,030
Cost of Rental Income	11,310	-	51,626	62,936	67,812
Service Support & Projects	4,167	48,144	367,644	419,955	126,666
Charity Shops	117,529	282,314	331,137	730,980	768,883
Voluntary and Fundraising	52,592	223,248	24,431	300,271	354,734
Trading subsidiary	13,930	34,093	16,836	64,859	71,540
Total resources expended	881,071	2,157,803	1,414,429	4,453,303	4,569,676

## 6. ALLOCATION OF SUPPORT

	<u>Office Salaries</u> £	<u>Other office Costs</u> £	<u>Depreciation</u> £	<u>Governance costs</u> £	<u>Total</u> £
Information, Advice & Advocacy	135,669	19,453	8,837	14,598	178,557
Care Services	123,686	17,735	8,056	13,308	162,785
Dementia Services	7,470	1,071	487	804	9,832
Independence Support	108,757	15,594	7,084	11,702	143,137
Home Help Service	142,261	20,398	9,266	15,307	187,232
Cost of Rental Income	8,594	1,232	560	924	11,310
Service Support	3,166	454	206	341	4,167
Charity Shops	89,301	12,804	5,816	9,608	117,529
Trading subsidiary	10,475	1,567	712	1,176	13,930
Voluntary & fundraising	39,959	5,730	2,603	4,300	52,592
	669,338	96,038	43,627	72,068	881,071

## 7. STAFF COSTS

	<u>2016</u> £	<u>2015</u> £
Wages and salaries	2,627,593	2,873,011
National Insurance	122,088	125,582
Pensions	104,521	86,828
	2,854,202	3,085,421

There are no employees with emoluments exceeding £60,000 during the year (2015: One employee had emoluments between £70,000-£80,000).

The average monthly head count was 312 staff (2015: 360 staff) and the average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	<u>2016</u>	<u>2015</u>
Dementia Services	2	7
Care Services	24	28
Home Help Service	25	43
Information, Advice and Advocacy	24	26
Independence Support	18	21
Charity Shops	18	21
Management and support	19	19
Fundraising/Trading	7	6
Service Support	3	3
	140	174

8. **AUDITORS' REMUNERATION**

	<u>2016</u>	<u>2015</u>
	£	£
Audit	11,500	11,004

9. **TANGIBLE FIXED ASSETS (GROUP AND CHARITY)**

	<u>Leasehold</u>		
	<u>Improvements</u>	<u>Equipment</u>	<u>Total</u>
<u>COST</u>	£	£	£
At 1 April 2015	793,403	385,328	1,178,731
Additions in year	-	113,054	113,054
Disposals	-	(479)	(479)
At 31 March 2016	<u>793,403</u>	<u>497,903</u>	<u>1,291,306</u>
 <u>DEPRECIATION AND</u>			
<u>IMPAIRMENT</u>			
At 1 April 2015	368,087	294,544	662,631
Charge for year	38,810	54,247	93,057
Impairment	317,376	-	317,376
Disposals	-	(133)	(133)
At 31 March 2016	<u>724,273</u>	<u>348,658</u>	<u>1,072,931</u>
 <u>NET BOOK VALUE</u>			
At 31 March 2016	69,130	149,245	218,375
At 31 March 2015	<u>425,316</u>	<u>90,784</u>	<u>516,100</u>

The above impairment loss related to Saxon House, which has closed since the year end. This impairment loss is included within Service Support & Projects expenditure within the SOFA

10. **FIXED ASSET INVESTMENTS – GROUP UNDERTAKINGS**

	<u>2016</u>	<u>2015</u>
	£	£
Shares in subsidiary companies	12	12

The above investments are unlisted. The Charity owns 100% of the share capital of Age Concern (Suffolk) Trading Company Limited, a company incorporated and registered in England and Wales. The principal activities of the company are acting as agents for Age UK Enterprises Limited. The subsidiary is a trading company which transfers its taxable profit to the Charity by a Gift Aid Declaration. A summary of the trading result is shown below.

Turnover	151,511	153,447
Administrative expenses	(62,191)	(70,406)
Profit before amount to charity	89,320	83,041
Amount to Charity	74,958	80,401
Net profit	14,362	2,640
Actuarial loss on pension scheme	3,384	(7,616)
Retained in subsidiary	<u>17,746</u>	<u>(4,976)</u>

During 2012 a new company was formed, Voluntree Limited. The charity owns 100% of the share capital of Voluntree Limited, a company incorporated in England and Wales. The company was dormant throughout both years.

# 11. DEBTORS

	<u>GROUP</u>		<u>CHARITY</u>	
	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
	£	£	£	£
Amounts due within one year:				
Trade debtors	196,756	183,794	181,624	167,633
Amounts due from subsidiary	-	-	104,895	48,405
Other debtors	22,116	3,119	22,116	3,119
Prepayments and accrued income	154,881	105,566	154,881	105,566
	<u>373,753</u>	<u>292,479</u>	<u>463,516</u>	<u>324,723</u>

# 12. CREDITORS DUE WITHIN 1 YEAR

	<u>GROUP</u>		<u>CHARITY</u>	
	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
	£	£	£	£
Trade creditors	144,556	76,454	144,556	76,454
PAYE & Social Security	26,470	39,937	26,470	40,012
Amounts due to subsidiary	-	-	10	10
Grants received in advance (note 13)	30,000	35,640	30,000	35,640
Other creditors	49,115	68,546	49,115	68,546
Accruals	66,689	43,840	65,919	42,931
	<u>316,830</u>	<u>264,417</u>	<u>316,070</u>	<u>263,593</u>

Included within the above is £3,549 of monies managed on behalf of the Suffolk Older People's Council (SOPC), an independent group of older people who are being supported by the Charity as they develop the SOPC to be the collective voice of older people in Suffolk.

# 13. GRANTS RECEIVED IN ADVANCE

	<u>At 1 April</u>	<u>Amounts released</u>	<u>Amount</u>	<u>At 31 March</u>
	<u>2015</u>	<u>to incoming</u>	<u>deferred in</u>	<u>2016</u>
	£	<u>resources</u>	<u>year</u>	£
		£	£	
Independence Support	35,640	(35,640)	-	-
Information Services	-	-	30,000	30,000
	<u>35,640</u>	<u>(35,640)</u>	<u>30,000</u>	<u>30,000</u>

Deferred income comprises grants which the donor has specified must be used in future periods

# 14. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS

	<u>Restricted</u>	<u>Designated</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>
	£	£	£	£
<b><u>Fund Balances at 31 March 2016 are represented by</u></b>				
Tangible fixed assets	13,794	65,574	139,007	218,375
Current assets	159,490	-	566,675	726,165
Current liabilities	(30,000)	-	(286,830)	(316,830)
Pension scheme deficit	-	-	(401,000)	(401,000)
Total net assets	<u>143,284</u>	<u>65,574</u>	<u>17,852</u>	<u>226,710</u>

# 15. OTHER FINANCIAL COMMITMENTS

At 31 March 2016 the Charity was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2017 -

	<u>Land and Buildings</u>		<u>Equipment</u>	
	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
	£	£	£	£
Operating leases which expire:				
Within 1 year	18,813	5,000	260	260
Within 2 to 5 years	84,650	85,718	31,860	26,354
After 5 years	133,025	129,687	-	-
	<u>236,488</u>	<u>220,405</u>	<u>32,120</u>	<u>26,614</u>

## 16. **PENSION COMMITMENTS**

### **Stakeholder schemes**

The Charity provides three Stakeholder Pension Schemes operated by Norwich Union, the Bank of Scotland and Age UK on behalf of the members.

The cost for the period was £77,046 (2015 - £80,828).

### **Defined benefit scheme**

The Charity operates a pension scheme providing benefits based on final pensionable pay. This is part of 'The Age Concern Retirement Benefit Scheme' which was closed to new members on the 1<sup>st</sup> October 2001 and closed to accruals on the 1 November 2008.

The most recent full actuarial valuation was carried out at 1 April 2013 and the results of the valuation have been updated to 31 March 2016 by a qualified independent actuary. As required by FRS 17, the defined benefit liabilities have been measured using the projected unit method.

The expected employer contributions for the year ended 31 March 2017 are £82,000

	<b><u>GROUP</u></b>		<b><u>CHARITY</u></b>	
	<b><u>2016</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2015</u></b>
<i>Principle actuarial assumptions</i>	%	%	%	%
Discount rate	3.4	3.3	3.4	3.3
Rate of increase in payment of pre 2006 pensions	3.0	3.1	3.0	3.1
Rate of increase in payment of post 2006 pensions	2.5	2.5	2.5	2.5
Inflation assumption (RPI)	3.0	3.1	3.0	3.1
Inflation assumption (CPI)	2.0	2.0	2.0	2.0

Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement. The mortality assumptions are: S2P base tables projected by year of birth assuming future improvements in line with CMI 2015 core projections with a long-term rate of improvement of 1.0% pa. The mortality assumptions at 31 March 2015 adopted the same base table but future improvements were assumed to be in line with CMI 2014 projections and long term improvement rate of 1% pa.

<i>The assumed life expectancies on retirement at age 65 are:</i>	<b>Years</b>	<b>Years</b>	<b>Years</b>	<b>Years</b>
Retiring today - Males	86.9	87.1	86.9	87.1
Retiring today - Females	88.9	89.1	88.9	89.1
Retiring in 20 years - Males	88.2	88.4	88.2	88.4
Retiring in 20 year - Females	90.4	90.6	90.4	90.6
<i>Major categories of scheme assets as a percentage of total assets</i>	%	%	%	%
Equities	20.2	21.1	20.2	21.1
Diversified Growth	20.9	21.5	20.9	21.5
Property	7.8	7.0	7.8	7.0
Gilts and Bonds	50.1	49.3	50.1	49.3
Cash	1.0	1.1	1.0	1.1

None of the scheme's assets are invested in any property or other assets used by the company.

**16. PENSION COMMITMENTS (continued)**

	<b>GROUP</b>		<b>CHARITY</b>	
	<b>2016</b>	<b>2015</b>	<b>2016</b>	<b>2015</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
<i>Change in fair value of scheme assets:</i>				
Assets in the scheme at the beginning of the year	2,786	2,516	2,700	2,438
Expected return on pension scheme assets	91	137	88	133
Actuarial gain/(loss) on pension scheme assets	(15)	156	(13)	152
Contributions by Group/Company	82	82	79	79
Contributions by Employees	-	-	-	-
Benefits paid	(133)	(105)	(129)	(102)
Administration costs incurred	(9)	-	(9)	-
Total market value of assets	2,802	2,786	2,716	2,700
Present value of scheme liabilities	3,203	3,390	3,104	3,285
Net pension liability	(401)	(604)	(388)	(585)
<i>Movements in scheme liabilities during the year</i>				
Liabilities in scheme at beginning of year	3,390	2,969	3,285	2,877
Current service cost	-	12	-	12
Interest cost	109	131	106	127
Actuarial gain/(loss) on the scheme liabilities	(163)	383	(158)	371
Benefits paid	(133)	(105)	(129)	(102)
Liabilities in scheme at end of the year	3,203	3,390	3,104	3,285
<i>Analysis of the amount recognised in the Statement of Financial Activities</i>				
Administration expense/current service cost	9	12	9	12
Expected return on pension scheme assets	(91)	(137)	(88)	(133)
Interest on pension scheme liabilities	109	131	106	127
Total	27	6	27	6
<i>Analysis of actuarial loss recognised in the Statement of Financial Activities</i>				
Actual return less expected return on scheme assets	(15)	156	(13)	152
Actuarial gain/(loss) on the scheme liabilities	163	(383)	158	(371)
Gain/(loss) recognised in the Statement of Financial Activities	148	(227)	145	(219)

**16. PENSION COMMITMENTS (continued)**

	<b>GROUP</b>		<b>CHARITY</b>	
	<b>2016</b>	<b>2015</b>	<b>2016</b>	<b>2015</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
<i>Historical Pension Scheme Information</i>				
Total market value of assets	2,802	2,786	2,716	2,700
Present value of scheme liabilities	(3,203)	(3,390)	(3,104)	(3,285)
Deficit in the scheme	(401)	(604)	(388)	(585)
Actual return less expected return on scheme assets	(15)	156	(13)	152
Actuarial gain/(loss) on the scheme liabilities	163	(383)	158	(371)
<i>Cumulative amount of actuarial gains and losses recognised in the Statement of Total Recognised Gains and Losses (STRGL)</i>				
Opening cumulative STRGL	(346)	(119)	(330)	(111)
Actuarial gain/(loss) recognised in STRGL	163	(227)	158	(219)
Closing cumulative STRGL	(183)	(346)	(172)	(330)
<i>Movements in deficit during the year</i>				
Deficit in scheme at beginning of the year	(604)	(453)	(585)	(439)
Movement in year:				
Administration Cost/Current service cost	(9)	(12)	(9)	(12)
Contributions	82	82	79	79
Other finance income/expense	(18)	6	(18)	6
Actuarial gain/(loss)	148	(227)	145	(219)
Deficit in the scheme at the end of the year	(401)	(604)	(388)	(585)

**17. VOLUNTEERS**

The Charity benefits from the contribution of volunteers in almost all areas of its work, including the help desks, advice and advocacy, administration, day care, befriending, transport, shops, fundraising, trustee board, support groups and Local Links.

During the year 638 (2015: 768) volunteers were directly involved in the work of the Charity, contributing an average of 1,264 (2015: 1,483) hours a week.

**18. RELATED PARTIES**

None of the Trustee directors (or any person connected with them) received any remuneration in either year. £623 (2015: £789) was paid out during the year to reimburse 2 (2015: 3) Trustees for travelling expenses incurred. During the year the Charity purchased insurance at an estimated cost of £1,050 (2015: £1,050) in respect of Trustees' liability insurance.

**19. SHARE CAPITAL**

The company is limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such an amount as may be required (not exceeding £1) to the company's assets if it should be wound up whilst they are a member, or within one year after they cease to be a member, to cover the liabilities of the company.

**20. POST BALANCE SHEET EVENTS.**

Since the year end the Charity has agreed to become a subsidiary of Age UK with effect from 1 April 2017.

## 21. CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE PRIOR YEAR

<b><u>INCOME FROM</u></b>	<b><u>Note</u></b>	<b><u>Restricted</u></b> £	<b><u>Designated</u></b> £	<b><u>Unrestricted</u></b> £	<b><u>2015</u></b> £
<b>Donations and Legacies</b>		126,866	-	226,952	353,818
<b>Other trading activities:</b>					
Fundraising		-	-	234,179	234,179
Charity Shops		-	-	725,286	725,286
Trading income of subsidiary		-	-	153,447	153,447
<b>Investment income:</b>					
Interest received		-	-	4,921	4,921
Rental Income		-	-	88,074	88,074
<b>Income from charitable activities:</b>					
Information, Advice & Advocacy		374,853	-	106,240	481,093
Care Services		-	-	557,055	557,055
Dementia Services		170,000	-	5,042	175,042
Independence Support		557,819	-	89,155	646,974
Home Help Service		-	-	799,921	799,921
Service Support & Projects		-	-	41,581	41,581
<b>Total income</b>		<b>1,229,538</b>	<b>-</b>	<b>3,031,853</b>	<b>4,261,391</b>
<b><u>EXPENDITURE ON</u></b>					
<b>Raising funds:</b>					
Charity Shops		2,178	14,637	752,068	768,883
Voluntary and fundraising		49,986	-	304,748	354,734
Trading expenditure		-	-	71,540	71,540
Cost of Rental Income		-	-	67,812	67,812
<b>Charitable activities:</b>					
Information, Advice & Advocacy		443,363	-	156,960	600,323
Care Services		76,499	-	699,222	775,721
Dementia Services		213,777	-	26,890	240,667
Independence Support		586,628	48,341	15,331	650,300
Home Help Service		-	-	913,030	913,030
Service Support & Projects		16,380	54,280	56,006	126,666
<b>Total expenditure</b>		<b>1,388,811</b>	<b>117,258</b>	<b>3,063,607</b>	<b>4,569,676</b>
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(159,273)</b>	<b>(117,258)</b>	<b>(31,754)</b>	<b>(308,285)</b>
<b>Transfers between funds</b>		<b>(42,497)</b>	<b>-</b>	<b>42,497</b>	<b>-</b>
<b>Net (outgoing)/incoming resources before other recognised (losses)/gains</b>		<b>(201,770)</b>	<b>(117,258)</b>	<b>10,743</b>	<b>(308,285)</b>
Actuarial losses		-	-	(226,616)	(226,616)
<b>Net movement in funds</b>		<b>(201,770)</b>	<b>(117,258)</b>	<b>(215,873)</b>	<b>(534,901)</b>
Funds brought forward		871,308	342,246	(11,748)	1,201,806
<b>Funds carried forward at 31 March 2015</b>		<b>669,538</b>	<b>224,988</b>	<b>(227,621)</b>	<b>666,905</b>



## **22. FINANCIAL SUPPORT (1<sup>st</sup> April 2015 – 30<sup>th</sup> March 2016)**

### **The Charity holds contracts with the following:**

Suffolk County Council (SCC) Strategic Partnership Agreement  
West Suffolk CCG and West Suffolk Hospital Trust  
Ipswich and East CCG  
Great Yarmouth & Waveney CCG

### **In addition, the Charity received further generous financial support from the following:**

Henry Smith Charity, Annie Tranmer Charitable Trust, Mrs L D Rope 3<sup>rd</sup> Charitable Settlement, Lord Belstead Trust, Suffolk Community Foundation (Acorn Fund), Surviving Winter Campaign, The Ganzoni Charitable Trust, The Ogilvie Charities, Percy Bilton Charity, Geoffrey Burton Charitable Trust, Eon Benefits Take-up Programme (Age UK), Age UK, Albert Hunt Trust, Fonnereau Road Health Foundation Fund, Leslie Mary Carter Charitable Trust, Mills Trust, Sudbury Municipal Charities, Testing Promising Approaches Grant (Age UK) Preparing for Power Loss (Age UK), Kirkley People's Forum.

### ***Town & Parish Councils:***

Assington PC, Thorndon PC, Felsham PC, Claydon PC, Gt Barton PC, Woodbridge TC, Elmswell PC, Gislingham PC, Leiston-cum-Sizevell TC, Holton PC, Hopton cum Knettishall PC, Stanton PC, Rendham PC, Honington & Sapiston PC, Monks Eleigh PC, Lawshall PC, Chevington PC, Rattlesden PC, Little Thurlow PC, Westleton PC, Kedington PC, Clare TC, Chilton PC, Rushmere St Andrew PC, Blaxhall PC, Bardwell PC, Gt Waldingfield PC, Fornham All Saints PC, Rendlesham PC, Beyton PC, Blyford and Somerton PC, Little Bealings PC.

### **Many businesses, Rotary & Lions clubs, golf clubs, retirement associations and groups, Over 60s social and lunch clubs, churches, schools and many individual supporters raised funds for us in the year:**

The Hearing Care Centre, Riverhills, Waitrose Ipswich, Seckford Golf Club, Ipswich Building Society, Slimming World, Edge Consult, John Grose, Gudgeon Prentice Solicitors, Christchurch Evening Group, Earl Stonham Over 60s Club, Bottesdale Forget- Me-Not Club, Larchcroft Ladies Group, Waveney Probus Club, The Disabled Christian Fellowship, Civil Service Retirement Fellowship, Grundisburgh Chiropody Services, NTSA, The United Reformed Church (Ipswich), Grundisburgh, Burgh & Culpho Horticultural Society, PCC of Coddendam, British Union Lodge, St Edmunds Ladies Club, Stowmarket Woodfield Bowls Club, Walpole St Peter Church Council, East Suffolk Prostrate Cancer Support Group, Stowmarket Chorale, Wisbech Rose fair, Trinity Methodist Church (Lowestoft), Old Newton & Gipping Evergreen Club, J Sainsburys PLC((Bury St Edmunds), Suffolk Bygone Society, Martlesham Ladies Club, Felixstowe Rotary Club, Pimlott Foundation, Kesgrave Arts, Stowmarket Golf Club, Easton & Otley College, Akins Thomson Solicitors, LISB, East of England Co-op, Cabsmart, FunDancing, Jimmy's Farm, Rotary Club of Ipswich East, Woodbridge Rotary Club, Brandon and District Rotary Club, St Thomas Church, Douglas Bader Public House, Acorn Stairlifts, Blomfield Mothers Club, Clare Seekers Partially Sighted Club, Whitton Baptist Church, Stratford St Andrew Church, Edinburgh Woollen Mill, Old School Court and Mews (Stowmarket), Henley WI, Stanningfield Agricultural Club, Anselm Sixty Plus Group, Clare Primary School, Ziffit, The Lavenham Swan, Suffolk Market Events, Booth Court, Ufford Park Hotel Golf and Spa, Basepoint Ipswich, The Maque Players, Business Connected, Ensors, Felixstowe Book Festival, Poundgates, John Lewis Ipswich, Kesgrave WMC Centre, Hugh J Boswell, Fenn Wright.

**We received huge support from Craig Sennett and the Ipswich Greyfriars Round Table and we are incredibly grateful for their help and all the local businesses who sponsored the Rudolf Run.**

**Our first ever Will Month was a great success and we send our thanks to all the solicitors who participated and generously gave their time.**

**We have received support from a number of individuals who have generously donated to the charity. Thank you to each and every one for them for thinking us.**

**Other supporters include:**

Mrs S Scott, Charlie Haylock (Patron), Robbie Gladwell (Patron) & Friends, Jennie and Toby Weller-Poley, Peter and Sue Laycock, Simon Jay, Knitters for Innocent Drinks Big Knit, Secret Garden owners, Janet Drake, Theronda Hoffman, Priscilla & Stephen Mann, Wendy Hall, George Chilvers (London Marathon), BBC Radio Suffolk, EADT and Evening Star, Ipswich Town 102, Lowestoft Journal, Bury Free Press, Mark Murphy and Stephen Foster.

Many other local companies, organisations, garden owners and individuals supported the work of the Charity throughout the year with donations, gifts in kind, legacies and 'in memoriam'. While too numerous to mention here, their generosity is deeply appreciated and essential to the ongoing work of the Charity.

Many donations come from older people and users of our services and their family carers – these are especially appreciated.

We thank our President (Lady Euston), Vice Presidents (Lady Hyde-Parker, Mrs Sue Scott and Paul Butters) for their support and all the fundraising volunteers who have organised and helped with fundraising events and activities, taken part in sponsored events, given dedicated performances, and donated raffle and tombola prizes.

## REFERENCE AND ADMINISTRATIVE INFORMATION

Name	Company No	Charity Registration No
Age UK Suffolk	4150543	1085900

### Legal Structure

The Organisation is a charitable company limited by guarantee, incorporated on 30 January 2001 and registered as a Charity on 1 April 2001.

### President

Countess of Euston

### Vice Presidents

Mr Paul Butters      Lady Jeanie Hyde-Parker      Mrs Sue Scott (to 02/16)

### Trustees

Julia Holloway

Chair

Anthony Sheppard

Vice-Chair

John Robinson

Treasurer  
(from 09/15)

Peter Jones

Claire Ladbrook (to 01/16)

Ann Reynolds (to 06/15)

Helen Taylor (to 05/16)

Helen Thomas

Treasurer  
(to 09/15)

Katy Spink (from 09/15 to 04/16)

Emma Woollard (from 09/15)

Rachael Gordon (from 02/16 to 10/16)

### Committees

Finance and Human Resources Committee  
Policy Review Group

Strategic Planning Task Group

Finance and Human Resources Committee  
Audit & Risk Committee

Finance and Human Resources Committee  
Policy Review Group

Finance and Human Resources Committee  
Policy Review Group

Audit & Risk Committee

Finance and Human Resources Committee

### Executive Management Team

Sharron Cozens (to 12/15)

Kevin Lewis (to 12/15)

Debbie Dodd (to 06/16)

Sharon Lane (to 04/16)

Hannah Bloom

Lesley Chandler (from 12/15)

Mel Cassidy (to 05/16)

Chief Executive

Director of Finance/Company Secretary

Director of Human Resources

Director of Services

Director of Fundraising & Communications

Company Secretary

Chief Operating Officer

### Principal Address

14 Hillview Business Park, Old Ipswich Road, Claydon, Ipswich, IP6 0AJ

### Advisers

#### Bankers

Bank of Scotland  
The Mound  
Edinburgh  
EH1 1YZ

#### Auditors

Ensors Accountants LLP  
Cardinal House  
46 St Nicholas Street  
Ipswich IP1 1TT

#### Solicitors

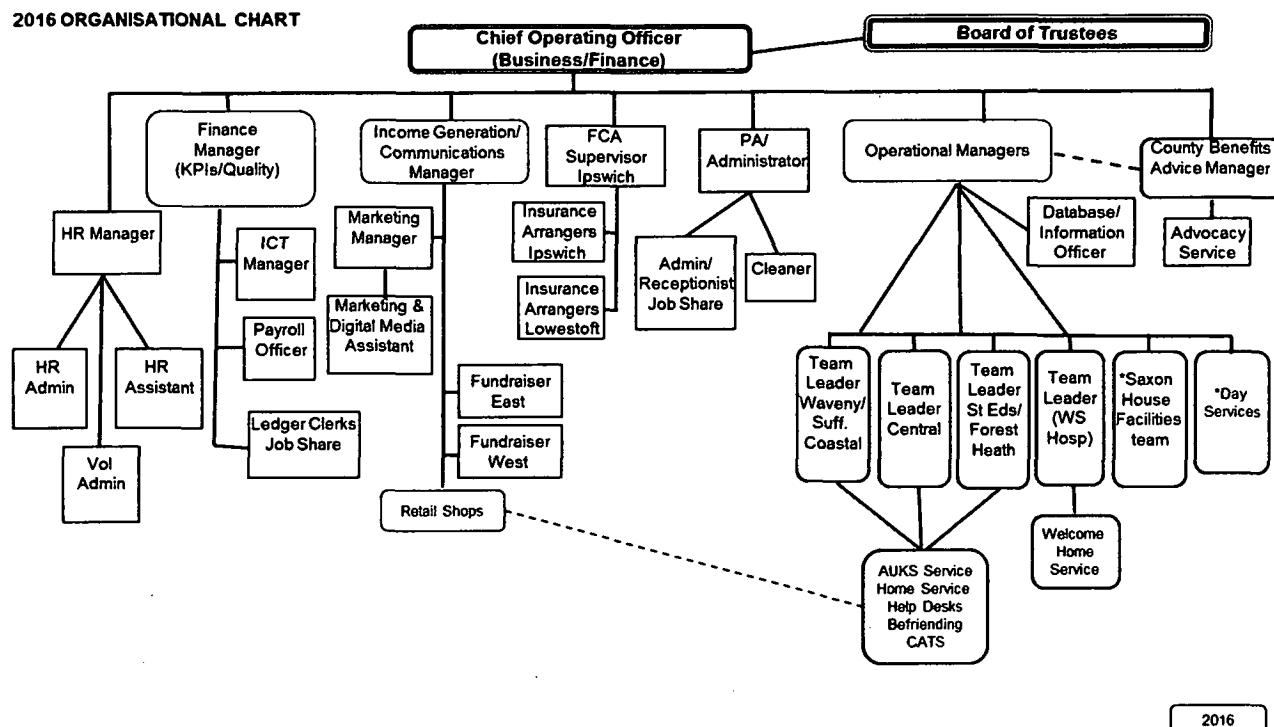
Ashton KCJ  
Water Front House  
Wherry Quay  
Ipswich IP4 1AS

## Recruitment and role of trustees

The Board of Trustees consists of the Chair and no fewer than six and not more than twelve trustees elected by members at the Annual General Meeting. Trustees serve for three years from the date of their election and are eligible for re-election, save that the Chair may serve for a maximum of six consecutive years. Business is conducted in accordance with the Charity's Memorandum and Articles of Association and agreed terms of reference for sub-groups of the Board. The Board has an open recruitment policy and seeks new Trustees via public advertisement and/or Age UK Suffolk public website and use of external web portals such as Reach. New Trustees are initially co-opted and subsequently, following a minimum of 6 months successful co-option, offer themselves for election as permanent Trustees at the first appropriate AGM. Through this approach the Board seeks to maintain the balance of skills and knowledge required to govern and support the Charity. New trustees undergo an induction process and all trustees are offered training to assist them in carrying out their role. Trustees carry out independent visits to the Charity's services and activities and take on external representation roles.

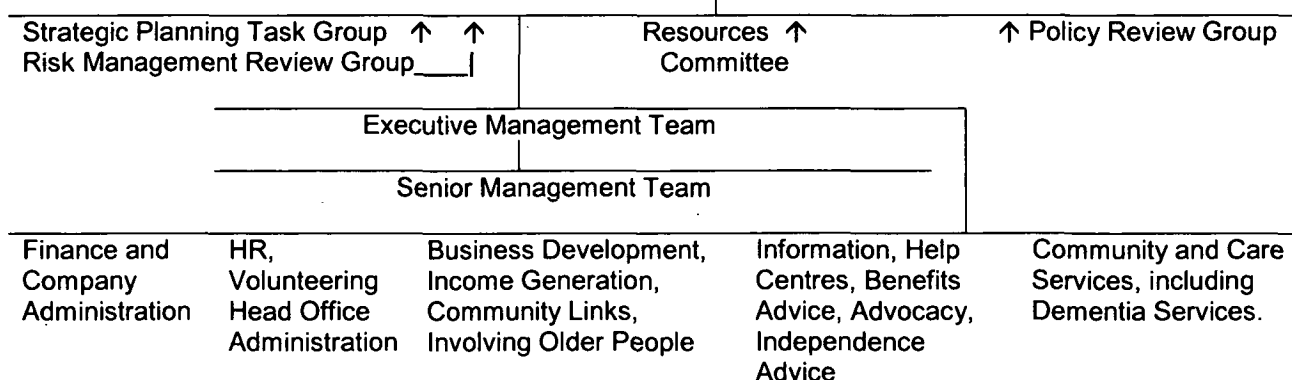
## Governance and Management

2016 ORGANISATIONAL CHART



2016

## TRUSTEE BOARD



The Board of Trustees elects from its membership Trustees to serve on the Resources Committee (previously Finance & General Purpose) and Audit & Risk Committees and the Policy Review Group. In

addition other time limited roles are set up as required and in the past year this involved Trustee Membership of the Resilience Project team.

## **Operation**

The honorary officers and two other trustees together with the CE and two directors form the Resources Committee which meets monthly. This committee reports to the full trustee board which meets monthly. Current Operations and the in depth Organisational Review work is being led on behalf of Trustees by Helen Taylor. Prior to taking on the role of Chief Executive for this period of change, Helen was a member of the Trustee Board and as such, along with her extensive and successful career in the Social Services Sector, meant she was uniquely placed to develop plans with her leadership team as the pace required. The Senior Management Team, comprising 9 senior managers, meet fortnightly as the strategic and operational link between the wider team of over 320 staff and 638 volunteers. The Charity continues to be the local Brand Partner of Age UK, a full member of the Age England Association, taking an active role in the Eastern region and continues to maintain strong links with both Age UK Essex and Norfolk.

## **Equalities and Diversity**

Age UK Suffolk is committed to the principle and practice of equal opportunity in employment for all its employees, volunteers and applicants for employment. The organisation also believes that all older people should be able to receive services and support to meet their needs. Part of this commitment is working to ensure that our services and resources are relevant to the needs of all older people and are perceived by them to be so and to be accessible to them.

## **Members**

Age UK Suffolk has 3 individuals and 52 older people's clubs, associations and other organisations in membership.