

Charity number: 1108413
Registered number: 5207254

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AGE CONCERN SHEFFIELD
(TRADING AS AGE UK SHEFFIELD)

FINANCIAL STATEMENTS

31 MARCH 2011

AGE CONCERN SHEFFIELD

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LEGAL AND ADMINISTRATIVE INFORMATION

Status

A registered charity established by constitution on 13 January 1981. The charity transferred its assets and activities to an incorporated charity on 31 March 2005.

Charity number

1108413

Company number

5207254

Principal address

44 Castle Square
Sheffield
S1 2GF

Trustees

Mr Paul A L Gilmartin	Chair
Mrs Ruth I Wilson	
Mrs Helen Jackson	
Mrs Margaret J Little	
Mr Graham Moore	
Mr Obinna Monye	
Ms Fiona S King	(resigned 22 March 2011)
Mr Paul G Trudgill	

Company secretary

Ms Rosalind M Eve

President/Vice President

Mr Nick J A Hutton M.B.E.	President
Prof Alan Walker	Vice President

Executive Management Team

Ms Rosalind M Eve	Chief Executive and Company Secretary
Mrs Helen Davison	Head of Quality and Performance Management
Ms Jacqui Browne	Head of Finance
Mr Graham Harris	
Mrs Michelle Marshall	

Bankers

Barclays Bank plc
2-12 Pinstone Street
Sheffield
S1 2HN

Auditors

Barber Harrison & Platt
2 Rutland Park
Sheffield
S10 2PD

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

The trustees are pleased to present their annual report together with the consolidated financial statements of the charity and its subsidiary for the year ended 31 March 2011 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes

The financial statements comply with the Charities Act 1993, the Companies Act 2006, the Memorandum and Articles of Association, and the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005)

Objects and principal activities

Age UK Sheffield is the leading charity working with and for the city's older people. Every year it supports thousands of older people to live life to the full, maintaining control and independence. The organisation's ethos is one of empowering and enabling people.

Age UK Sheffield is a local organisation that understands the needs and aspirations of local people. It is also part of the national Age England Association alongside all brand partners who each share a commitment to making later life fulfilling, enjoyable and productive.

Age UK Sheffield believes older people deserve quality services, dignity, respect and the right to choose how and where they want to live. It therefore:

- provides a range of services, resources and activities to meet the needs of older people,
- consults older people about the type of services they want and need,
- employs specialised, knowledgeable and trained staff;
- works to clear quality standards;
- is committed to excellence in management and governance.

Achievements and performance

For the year 2010-11, Age UK Sheffield gave support to approximately 12,000 customers. This is slightly fewer than the previous year for two reasons. Firstly, our reporting systems have been improved and the fall in numbers, in part, reflect better data quality. Secondly, there is a clear drop in the numbers of customers using our Handyperson service. (We believe this drop is the result of new competition – see below.) 12,000 customers is nonetheless a major achievement reflecting the hard work and commitment of the Age UK Sheffield staff and volunteers, as well as the major contribution made by student social workers on placement with Age UK Sheffield.

Getting the most out of life – making choices and connecting with others

The aim of our Choice one-to-one service is to enable individual paying customers to buy from Age UK Sheffield whatever tailored support they need to continue getting the most out of life. This can be anything from help to get to appointments or go on trips through to membership of social groups (including our long established day centres).

A team of highly skilled staff support older people with needs ranging from sensory impairment, through to memory loss, physical disability and social isolation.

As a pilot, the current service model has served its purpose. The service has given excellent support to individual older people and enabled us to learn a great deal about the design and delivery of chargeable services.

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The service currently provides support to 73 customers of which 13 are known to be in receipt of a Self Directed Support budget. We have established that there is a market for the service, despite raising our charge for new customers from £14 per hour to £17.50 per hour. The income generated through charging does not yet cover the full cost of the service and when compared with the hourly charge for other personal care services this charge appears expensive. However, our staff are highly trained, reliable, and deliver support to a quality standard that cheaper competitors cannot match. The service appeals to a small group of customers with a high level of need who want the comfort of knowing they can rely on our flexible, personalised support.

At present we have a few Choice customers paying £17.50 an hour for befriending. The fact that they are willing to pay that much indicates the level of demand and need for such a service. However, befriending is a role that very much lends itself to volunteers. We have little doubt that a volunteer-delivered befriending service (for about £8 an hour) has the potential to appeal to many more paying customers.

Choice activity groups: opportunities to socialise

In the course of the year our activity groups continued to provide vital peer support and opportunities for social contact. Over 150 vulnerable and isolated people have been members of our six day centres (two of which are for people living with dementia). Over 70 people regularly used our two yoga and exercise classes, one for the members of Arbourthorne Antics (an independent community group), the other for residents of Westbourne Nursing Home. Our long-established history and literature life long learning classes attract 36 learners and our popular swimming club (run in collaboration with Ponds Forge Sports Centre), has over 1,360 members.

With the exception of day centre membership, older people pay for themselves to participate in each of these groups. The day centres have been delivered under contract from Sheffield City Council Adult Social Care.

Engaging customers and developing services delivered by volunteers

Age UK Sheffield has always worked hard to make sure that older people are directly involved in shaping the services we provide. Our full time Customer Engagement Manager is dedicated to supporting and developing networks in the community. She both helps them to achieve their goals and encourages them to volunteer for Age UK Sheffield. She has established a volunteer Peer Support team. Members have undergone training and play a key role supporting each of our services. For example, in our city-centre shop, trained peer supporters, with the help of staff and using a variety of medium, now help customers to get access to the information, advice and services they need.

The 'offer' that we make to prospective volunteers is highly competitive. Our placement scheme for student social workers has given us a robust training and development framework that we are now extending for the benefit of all volunteers.

Few volunteer schemes meet the quality standard of our student social worker scheme. We are in the process of developing systems and structures to ensure that volunteers benefit from the same level of training and guidance as the students. Customers can be confident that the support provided by our volunteers is dependable and appropriate to the contribution they are keen to make.

We are already making good progress to expand our volunteering capacity (Ten new volunteers were recruited last month).

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Handyperson services

This popular service provides indispensable practical help for hundreds of older people unable to carry out household tasks such as changing a light bulb, hanging curtains or tightening a screw. In some cases we do jobs that make it possible for an older person to go home from hospital, and this is delivered within 24 hours of referral.

There has been a decline in customer numbers towards the end of the year, although the total number of jobs completed increased. In the course of the year we helped a total of 826 clients with 2,016 jobs, a drop from 1,263 clients in 2009-10. We are attracting new customers from areas with a traditionally lower uptake such as S10, S11 and S7.

One reason for the decline in client numbers may be because Sheffield City Council has contracted for another service provider to deliver a handyperson service which offers a wider range of handyperson support than Age UK Sheffield.

We have secured new short term funding from Eon. This funding will enable us to expand the service to deliver practical energy efficiency information and expert advice. The programme will enable older people to change energy-use behaviour and benefit from small practical measures to help reduce their energy bills and avoid fuel poverty.

Student social worker scheme

This highly successful scheme has now completed its third year. Up to sixteen student social workers, from the University of Sheffield or Sheffield Hallam University, are on placement at Age UK Sheffield at any one time. Students get in-depth experience in each of our services and increase our capacity to deliver support to older people. Throughout their placement, they have comprehensive training, professional and workplace supervision. The scheme meets social work students' learning needs and their 'critical friend' feedback informs service design and development.

Age UK Sheffield has used feedback from customers, students and the two Universities to continuously improve the scheme and ensure a high quality learning experience. Students on their final placement complete their Integrated Study dissertation, in which they show how they are integrating knowledge, values and skills, and current research, into their everyday practice. Placements are designed to give each student time to reflect on and evaluate their work and the practice they observe. The wide range of services, clients and casework that students meet in the course of their placement gives them a rich learning experience and practical insight into the often complex needs and issues faced by older people. They carry their learning and experience with them into their future practice.

A good practice case study

One very successful aspect of practice for both Age UK Sheffield clients and students is life story work with our dementia day centre clients. Students help individuals to produce a book or album which is an account of their life story, using photographs and narratives – their own, and sometimes those of relatives, friends and others important in their lives. The individual and their family really treasure these accounts, while the student gains a rich and complex picture of the whole older person and is able through their work to pay tribute to the client's life and achievements. The combined time and effort of students and clients have produced some beautiful accounts, which the older person takes pride in showing to other people in the group, and which have in some cases brought people living with dementia closer to their own families again.

One element of the placement, highly valued by students, is the weekly academy. It is an opportunity for group learning and peer supervision. Students present and discuss the skills needed for a particular case, or present research evidence and explore how this can contribute to an area of practice.

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The academy draws in specialist external speakers ranging from a learning disability group on the principles of self-advocacy, to a University oral history project researching the Sheffield steel industry during the war. The academy creates opportunities for all kinds of collaboration and networking with the goal of developing connected practitioners who have an insightful and holistic awareness of older people's rich lives and their current support needs.

Advocating for vulnerable older people

Funded by Sheffield Health, Age UK Sheffield's advocacy service for people over 65 living with mental health problems or learning disability was launched two years ago to give a voice to some of the most vulnerable people in the city. For this second year of the service, the annual target for referrals was increased (120) and we have again achieved above the contracted target (130). We are reaching people living with dementia, serious and enduring mental health problems and learning disabilities. Advocates enable clients to have a voice on issues such as debt housing, health, care homes and social inclusion.

In recent months, the success of the service led to its involvement with the residents in Birch Avenue and Woodland View care homes. The Primary Care Trust, NHS Sheffield, proposed the closure of these homes, where over 100 people living with dementia live. The homes were under threat because NHS Sheffield argued that it could no longer afford or justify the £2.8 million top-up funding it provides. Closure has been threatened many times before. A three month consultation was undertaken by NHS Sheffield prior to making a final decision.

As part of the consultation, NHS Sheffield appointed Age UK Sheffield to provide advocacy services for each of the residents. This support was to be continued if, following consultation, the decision was made to close. Our goal was to give the residents a real voice in the consultation process and make a qualitative difference to the outcome of the process. To deal with the extra demand, additional Age UK Sheffield staff were trained as advocates and this will be a lasting legacy for the organisation.

The contract for our advocacy service ends in March 2012. It has been very well received by health and social care professionals who regularly refer clients to it. NHS Sheffield is aware the service is well used and achieves positive outcomes. However, it is as yet unclear who will be responsible for future decisions about renewal of the contract, as GP commissioning is not yet established in Sheffield.

Case study 1

Mrs X got in touch with the Age UK Sheffield advocacy service after she saw some publicity about it. She had just been diagnosed with dementia and wanted help to put her affairs in order. Because of the debt problems which had been growing before her condition was diagnosed, her phone had been disconnected and she felt extremely isolated. Following an initial assessment it was clear that her debts were more serious than she had realised. The Age UK Sheffield advocate helped her to get in touch with a specialist debt advice service, so they could help her to get her finances sorted out. In addition Mrs. X was unhappy with her original medical diagnosis and treatment, so the advocate supported her in asking her doctor for a review.

Outcome Mrs X was able to make agreements with her creditors to resolve the debt problems that she had unintentionally built up over time. She was also successful in getting a review of her diagnosis, as a result, her treatment programme was revised in a way that she felt much happier with.

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Case study 2

Mr Y had been sectioned under the Mental Health Act and was living in a secure residential home. As his condition stabilised, he wanted to try and return to his own home, to see if he could live independently with the help of support services. The advocate was able to help Mr Y say what he would like to achieve and supported him at a care plan meeting. Mr Y was able to get agreement to a series of accompanied visits home, to see how he would cope. These were arranged over a period of six weeks and were at first successful. Unfortunately Mr Y's condition rapidly deteriorated so the home visits came to an end. Eventually it was decided that it was in his best interest to move into permanent residential care. With the help of the advocate, Mr Y understood the options and was involved in choosing the home that would best suit his needs.

Outcome: The advocate helped Mr Y to express his wish to live independently at home and try out visits to see if this could work. When his condition worsened, Mr Y was able with the support of the advocate to have a say in the kind of long term living solution he preferred.

Information giving

In 2010-11 we successfully dealt with the information needs of 9,188 enquirers, in our shop, by phone or online. The most common enquiries relate to consumer issues, pensions and benefits, housing, health and social care. Just under 6,000 enquiries were made via our on-line database www.oldersheffield.org.uk. The database is regularly updated and lists over 1,200 activities, resources and facilities available to older people in Sheffield. It has been tested by older people themselves and is commended by older enquirers, relatives and professionals alike.

"Thank you for what you do for older people making sure they are not forgotten and that they count and need to be listened to."

Anonymous

"Since my wife passed away, I have been looking for clubs to join, where I can meet new people. I contacted Age Concern Sheffield and they found a lunch club just across the road. I have been along twice already. I go from about 10-3 and they give us a meal and we have a laugh. The people are very sociable."

Mr A, www.oldersheffield.org website user

The website, available to all 24 hours a day, helps to bridge the gap between older people, the statutory and voluntary sectors. It is also an invaluable tool for Age UK Sheffield staff giving information and signposting on to other service providers. It is key to the Support Planning process both for people with Self Directed Support budgets and those who pay for services themselves.

The website makes it possible for people to get timely access to accurate, up to date information. Without this kind of directory there is a risk that older people's choice will be seriously curtailed, simply because no-one knows what's available.

Age UK Sheffield remains committed to developing all aspects of its information and advice service. We no longer receive external funding to maintain the database so this year volunteers have made a vital contribution, ensuring it remains up to date.

We have made progress towards refurbishing our city-centre shop, where older people can get face-to-face information and advice, access the internet or pick up a leaflet. The shop has been redecorated and now has new carpet, furniture, and leaflet racks. Wiring has been laid and computers will soon be readily available so customers can directly access the internet themselves.

Both customers and staff say the new environment offers a pleasant more and accessible walk-in service. We have expanded the team of volunteers available to give personal assistance to enquirers. We have also won funding towards the second phase of refurbishment, which will enable disabled access to the shop.

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Help with a housing crisis

Age UK Sheffield continues to provide specialist housing-related support for 130 older people at any one time in South-East Sheffield. Clients use this service when they are facing a crisis that puts their home and independence at risk.

The number of clients we helped increased from 243 in 2009–10 to 299 in 2010–11, with a total of 168 clients supported in the last quarter. We have focused on achieving outcomes more efficiently, improving time and case management processes so that the service runs to full capacity. All our Support Workers have gained an NVQ qualification in Health and Social Care this year.

Support is tailored to the particular needs of each client, to enable them to overcome their crisis and restore their confidence. In every case our goal is to enable clients to leave the service and live independently. With the help of improved systems and social work students on placement, we are now delivering the service to more clients than ever before.

Case study 1

Mrs. B was living alone in the house she owned and got in touch with us last year. She is a very independent person but she realised she was struggling to manage day to day, living with a long term limiting illness. Her religious beliefs are very important to her and she wanted to keep going to faith meetings but was finding it more and more difficult to leave her home. Because of severe arthritis, she was struggling to use public transport and couldn't afford taxis. Her illness was made worse by cold and stress. She'd had several falls around her home.

She had previously been offered but refused support from Sheffield City Council Adult Social Care services. We were able to gain her trust, work with her to help her articulate her needs. Together we worked out her support plan.

She now gets higher rate Attendance Allowance, some Pension Credit, and full Council Tax Benefit all of which give her extra income. She had a stair lift fitted so she can use the upstairs of her home, and now has a wet room so she can shower comfortably and independently. She has had her gas meter moved to the outside wall free of charge to give easier access, and she got a grant to pay for the replacement of windows and doors in her house.

She uses the community transport car scheme to get her weekly faith meetings and lunch club, so she no longer feels so isolated.

She has just applied for an additional grant to replace her old boiler as she needs central heating to control her symptoms and maintain her mobility. Once this has been arranged, we will have achieved the plan to enable her to live independently. Mrs. B says she is very happy she got in touch with us and can't believe how much easier her life is since we helped her organise support.

Case study 2

Mr. C was referred to our service by Sheffield City Council Adult Social Care Services. He told us he was in arrears with his mortgage payments. We quickly realised this had reached a critical stage because shortly after he came to us he received an eviction notice.

Mr. C had been in the Fire Service so we were able to work together with the Fire Fighters charity to help him get the support he needed. Together with Mr. C we have achieved the following outcomes.

He was given priority for sheltered accommodation – we were able to help him negotiate this even though he had not quite reached the qualifying age of 60.

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We helped him to organise practical support to move into sheltered accommodation from his 3 bedroom house, including help with packing and unpacking, disconnection and reconnection of fuel and water supplies, and storage of items that would not fit into his new home straight away

He got funding for a mobile scooter so he can get out and about more easily.

We are continuing to support Mr. C whilst he gets used to his new home and gets his new housing and council tax benefits sorted out. We will talk to him again soon, once he has settled, to see if he has any other needs but now he is free from the distress of serious debt and housing insecurity. He will soon be living fully independently in his new home.

The service is commissioned by Supporting People, a government programme managed by Sheffield's Housing Independence Service. At the end of this period of highly successful development, our service has sustained a budget 12.7% cut and the contract for 2011-12 is for one year only.

Although the service is unlikely to be shelved altogether, the future is far from certain. Sheffield City Council is planning to transfer the contract funding across to individuals' Self-Directed Support budgets. It is not yet clear how the needs of people with complex and urgent housing needs will be met within this framework. Our challenge will be to ensure our future housing support service meets the needs of people with Self-Directed Support budgets who are living with serious and enduring mental health problems, living chaotic lives, and facing an immediate housing crisis.

Peer-led training

In April 2010, eleven of Age UK Sheffield's staff successfully completed accredited trainer training. This has given us in-house capacity to deliver an excellent and comprehensive training programme to all new staff, volunteers and students on placement.

Self Directed Support (SDS)

2010-11 has seen the introduction of Self Directed Support (SDS) to Sheffield. This system presents older people and Age UK Sheffield alike with many new opportunities. For the ever diminishing numbers of people that are entitled to statutory sector support, SDS budgets give them at least some of the means to pay for their support. Once a social worker has assessed the older person's needs, a budget is agreed with Sheffield City Council and a Support Planner appointed (if required) to help the person buy the services they want. This new way of support planning is one of the most significant developments in recent years for older people in Sheffield who qualify for state support.

The shift from support proscribed by professionals to individual choice provides a golden opportunity for older people to tailor the services they buy to their individual needs and preferences. It is a shift that reflects Age UK Sheffield's commitment to opportunity, dignity and respect for older people, empowering individuals and giving them far greater autonomy.

Age UK Sheffield has provided a support planning service for many years and our SDS Support Planning service promises a new but as yet unrealised source of income. Support Planning is one of the range of products we (and many other voluntary sector organisations) offer to individual paying customers. So far, customers with a Self Directed Support budget have primarily been interested in our one-to-one support service.

The introduction of the new system has been appropriately cautious in Sheffield. Social work teams across the city are now overseeing customers' self assessment of need, deciding whether or not they are eligible and agreeing their personal budget. There is however a good deal of turbulence in the system at this early stage of development. Each social worker interprets the new processes in a different way and the market is far from mature. It will take time for the new system to bed-in and fulfil its potential.

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The Self Directed Support system poses serious challenges to Age UK Sheffield. It is one of our primary reasons for delivering more of our services to individual paying customers rather than delivering them under contract. The vast majority of our customers, with or without an SDS budget, have little disposable income and face a high level of deprivation. In addition, at least half of the clients who receive support as a result of contracted services will not be eligible for a Self Directed Support budget. If these clients want our services they will, for the most part, have to pay from their own pockets.

Self Directed Support has prompted a profound redesign of Age UK Sheffield's services. To this end we are engaged in a robust iterative process of assimilating learning, refinement and market testing. Our solid customer base together with redesigned and affordable support puts us in a strong position to make the radical changes we now propose.

Budget 2010-11 and resourcing the organisation

Following recovery from earlier restructuring, Age UK Sheffield's reserves in March 2010 stood at £171,722. Given the bleak economic climate our budget for 2010-11 predicted that we would be unable to maintain reserves at this level. The picture is however much brighter than expected with the working reserves at 31 March 2011 increasing to £240,207.

Over the past four years, Age UK Sheffield funding from public sector contracts has reduced from 76% to 65% of our total income. This is the result of a deliberate policy to diversify Age UK Sheffield's funding sources and reduce our reliance on funding from statutory sector contracts. We will be continuing this strategy with vigour over the next twelve months.

There has been a marked decline in the income derived from Trust funds (from £52,630 in 2009-10 to £40,672 in 2010-11). This is unlikely to recover in the forthcoming year.

While we continue to benefit from the generosity of Westfield Health, we have little experience of securing corporate funding locally. Age UK, as a national body, is far better placed to negotiate with national commercial businesses. In 2010-11, we benefited from their efforts, for example Coventry Building Society have donated funds.

Over the course of the year we have made a significant investment in staff time to develop new services that are designed to deliver choice and control at reduced cost to customers.

At the same time as successful delivery of contracted services and development of new services, significant savings have been achieved by reducing staff costs, primarily as a result of delayed reappointment to vacancies. To achieve this, staff, volunteers and students have been working harder and more efficiently than ever before.

Age UK Sheffield Enterprise product sales have stood up well to sharp competition, staying at around the same level for two years. Age UK Enterprise has developed an impressive range of new products that will be on sale in the coming year. These include financial services like Equity Release and Annuities, equipment such as stair lifts and bathing products, and escorted group holidays. Customers who are due to renew Help the Aged insurance products are now offered the Age UK equivalent. Our trading team has an excellent range of products tailored to the needs of older people, and a marketing plan to promote them. Investment in our sales team is reaping rewards and we are confident that they will continue to make an important contribution.

For older people entitled to public funding the new Self Directed Support system promises far greater control and choice of service. We are therefore in full support of the move. However, the new system means Age UK Sheffield is increasingly exposed to market forces. This was illustrated in the course of the year when we failed to win new day centre customers, following the closure of Sheffield City Council day centres. Our offer was significantly undercut by a competitor.

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The challenge facing Age UK Sheffield, is to continue to design and deliver more support for less money. Development work during 2010-11 has prepared us for a radical shift in our focus. Our goal is to establish a financially sustainable model, offering new and exciting services that are affordable, appealing and meet the needs of those in later life

Budget 2011-12

For 2011-12, the following contracted services have been directly affected as a result of the government cuts:

- Supporting People Housing Support service. income for this service has been cut by 12.69%. It is anticipated that the contract will be converted to Self-Directed Support at some point in the next few years
- Tannery, Eastfield and Horner House Day Centres the overall budget for each of these has been cut by 7.5% for 2011-12. Further cuts of 7.5% for 2012-13 and 15% for 2013-14 are forecast. Contract funding will be incrementally converted to SDS over the next three years
- Manor, Arbourthorne and Painted Fabrics day centres the overall budget for each of these has been cut by 7.5% for 2011-12. The grant that subsidised these day centre members' meals has been cut altogether. It is anticipated that each of these contracts will come to an end during the year 2011-12;
- Tinsley Floating Support: the overall budget for this service has been cut by 7.5% for 2011-12. It is anticipated that this contract will come to an end during the year 2011-12,
- Handyperson Service the overall budget for this service has been cut by 6.5% for 2011-12. The future of this contract after March 2012 is very uncertain

New members of our day centres are now required to pay a daily rate that covers the actual cost. From the evidence so far, there is demand for charged-for places at our day centres for people living with dementia. There may be additional demand for new centres for people living with dementia in the south of the city.

However, our fee to cover the cost of attendance for people with physical disability is considered too high by enquirers.

We do not believe it probable that new public sector contract funding will come to our rescue. Similarly, we would be foolish to rest our hopes on individual giving or Trust fund income, both of which have reduced as a result of low interest rates.

Having lived for years with relative certainty and the stability of contract income, the introduction of Self Directed Support now obliges us to deliver much of our support by winning the custom of individual paying customers. To meet demand, respond to changing aspirations and live within our budget, it has become imperative that we innovate, adapt and redesign the support we give. This is particularly true of the services we provide to enable peer support and social contact.

Our future depends on selling value-for-money services that reflect our values and are designed to meet the needs of older people with long term and complex needs who have little or no disposable income (our traditional customer base). It is anticipated that within the next three years (possibly sooner) approximately 65% of our income will be derived from individual paying customers. We anticipate that demand will rise and our annual turnover will fall. It is therefore imperative that we:

- further reduce our central costs so that our charges are clearly perceived to be value for money;
- offer services that are intrinsically cheaper than the ones we deliver under contract, without compromising the quality,
- further develop and stream-line our systems for promotion, advertising and charging to be confident we have achieved maximum efficiency;
- remain open and responsive to changes in the external environment be they new customer demand or new government policies.

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Development plans

The Young Ones

In December 2010 the BBC re-staged a 1981 experiment by a Harvard University psychologist to find out what would happen when a group of older people were given the experience of re-living the 1970's in an environment complete with food, films, photos from the period. In the new BBC series, six celebrities in their 70s and 80s agreed to turn back the clock to 1975 when they were in their heyday. For one week they lived, work and ate in a 1970s environment to see if it made them feel younger. The group discussed news, politics and sport in the present tense as if they had travelled back in time.

This TV series has been a major influence in our thinking over the past few months.

As with the original experiment, the fascinating result was that by the end of the week, the group had become physically and psychologically fitter when they were tested (by Prof. Ian Philp) for hearing, grip strength and manual dexterity, memory and IQ. Because their minds were actively engaged in living twenty years earlier, their bodies seemed to follow. It appears that our minds accept the stereotyped view of ageing but freeing ourselves from that state of mind can empower us.

Impressed by the results of this inspirational BBC series, Age UK Sheffield ran a series of lunchtime seminars to consider the implications of the research, open to our staff, volunteers and students on placement. Now our goal is to redesign our services to reflect the Young Ones principles.

- give choice and control to customers for all decision-making;
- ensure customers remain responsible for themselves at all times,
- enable friendship / opportunities to share laughter;
- use language that will reinforce the principles above,
- promote exercise,
- hold and promote positive expectations of old age, each other, ourselves

New support service

In 2011-12, Age UK Sheffield plans to launch a new and exciting membership scheme. It represents a major departure from any of Age UK Sheffield's established services. Building on the extensive experience and learning generated by Choice one-to-one practical support, day centres, the handyperson service and customer consultation, the scheme offers a highly flexible and cost effective way for Age UK Sheffield to provide support to its traditional customers.

The scheme design:

- reduces the cost of support for older people in Sheffield and undercuts our competitors, without compromising the quality of the support we give,
- guarantee's reduced fixed salary and premise overheads;
- creates a defined and greatly expanded market for our services,
- facilitates word-of-mouth promotion,
- provides new support, for which there is widespread demand.

The scheme will move us from a contract culture to the world of commercial viability. It is designed to meet the needs of the customers who currently use our services at a price they can afford to pay. Our focus continues to be to work with and for those living with physical, sensory or mental impairment, including those with serious and enduring mental health difficulties or dementia.

Early indications are that the scheme (which will be launched later in the year) is going to be very well received.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

Age UK Sheffield's budget for 2011-12 has assumed significant investment to enable the development of the scheme.

Volunteers

Building on our experience of establishing a volunteer Peer Support Team, work is already well underway to dramatically expand our pool of volunteers. They are keen to help us deliver information and advice, one-to-one support in different contexts (out and about, in the home, shopping, using a computer), campaigning and helping with back office functions

Our aim is to provide a wide, very flexible and rewarding range of volunteering opportunities, whilst achieving the best possible match between the needs of customers and skills and experience volunteers. We are investing in new software to make sure we get the best fit between volunteers and customers, whether they are clients receiving contracted services, enquirers for our information service, or customers of our paid-for services.

As we expand our volunteer team, the weekly academy (currently run for students) will be open to all volunteers

Supporting vulnerable older people affected by cancer

A major new development in 2011-12 is our new partnership with Macmillan Cancer Support. Age UK Sheffield has secured two four-year Macmillan contracts to provide Support Planning and Information Outreach services for older people affected by cancer.

The Macmillan Cancer Support information service will enable us to reach and support hard to reach older people. It will be delivered by a rolling programme of neighbourhood-based information 'clinics', held in partnership with community groups and organisations

The Macmillan Support Planning service will link older people with complex needs, who have been affected by cancer, with the services resources and facilities they need to maintain independent high quality living.

Launching Age Concern Sheffield as Age UK Sheffield

We have exciting plans to publicly launch our new identity as Age UK Sheffield from November 2011. It is a change we very much welcome. Since the merger of the two national charities, Age Concern England and Help the Aged, Age UK has already proved a powerful voice for older people of all backgrounds across the UK. We are looking forward to building a partnership with Age UK that can make a real difference to older people in Sheffield.

Continuous quality improvement

In 2010-11, Age UK Sheffield has maintained the International Quality Standard ISO9001 and our registration with the Care Quality Commission, and the Age Concern Federation quality mark 'Quality Counts'.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

Financial review and results for the year

We would like to thank everyone who supported the work of Age UK Sheffield during 2010-11 with their time or financial support including:

Age UK
Arthur Lee Fund
Beatrice Laing Trust
Coventry Building Society
The Big Lottery Fund
The H M Burdall Charity
The Church Burgesses Trust
The Marjorie Coote Old People's Charity Fund
NHS Sheffield
Sir Samuel Roberts Trust
Sheffield City Council
Sheffield Hallam University
Sheffield Town Trust
Sheffield Well-Being Consortium
The Talbot Trust
University of Sheffield
Westfield Contributory Health Scheme Ltd
Individual donors

Commentary on the Financial Statements

Results for the year

The outturn for 2010-11 was a £63.7k surplus before the actuarial gain on the pension scheme. This is significantly better than the budgeted outturn for the year.

2010-11 benefited from temporarily reduced staffing costs. These savings were partially offset by exceptional one-off costs relating to the termination of leases. It is not anticipated that these savings or additional costs will be repeated in 2011-12.

Income

The consolidated annual income reduced by 1.2% (£14k) to £1,132,996 compared with £1,147,177 in 2009-10. This is significantly better than the anticipated reduction in income included in the budget of £34.5k. The £14k reduction compared to 2009-10 was mainly due to the following variations.

- commercial trading operations. an overall reduction of £14k for the year; baseline trading commissions for the year increased by 5% but the year also saw a reduction relating to a one-off payment from Age UK Enterprises relating to Hey Day
- Charitable activities income reduced by £16k due to:
 - 3.4% (£24k) reduction in statutory sector funding.
 - increased income through the Social Worker in Training scheme £14k.
 - £2k increase relating to chargeable services
- Voluntary income increased by £20k, primarily due to two legacies received totalling £16.5k

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

Expenditure

The consolidated annual expenditure reduced by £37,400 (3.4%) to £1,069,311 compared to £1,106,711 in 2009-10

The budget anticipated higher levels of expenditure however reduced levels were primarily achieved through reduced staffing levels and renegotiated contracts for services totalling £59k. There was also reduced spending on marketing and promotion of the chargeable services during the year in preparation for rebranding, new service development and awaiting the outcome of cuts.

There were increased costs during the year primarily for the leased premises, legal costs and Long Arm Practice Assessors for the Social Work student placement scheme totalling £16.5k.

Significant one-off costs of £21.5k were also experienced through the termination of two photocopier leases.

Diversification of funding sources

Age UK Sheffield has long recognised the need to reduce its dependence on statutory sector funding, which renders us vulnerable to government cut backs and market turbulence. In 2009-10 65.9% of our funding came from the statutory sector. In 2010-11 it had reduced to 65% indicating that we have made modest progress this year towards diversifying our funding sources, and we still have some way to go.

We anticipate a further decline in annual turnover for 2011-12 as

- interest rates remain very low and trust funds are not generating sufficient surplus to donate,
- government public funding cuts continue to bite

Reserves

The unrestricted reserves, excluding the pension liability, as at the 31 March 2011, are £240.2k which is £68.5k better than the comparable reserves as at 31 March 2010 of £171.7k. £80k of these unrestricted reserves have been designated, as shown in note 14.

The defined benefit pension scheme liability has reduced by £22k to a liability of £27k.

Reserves policy

Age UK Sheffield's funds comprise both restricted (money to be spent on a specific activity, as determined by the funder) and unrestricted funds. The unrestricted funds (excluding designated funds – see note 14) are viewed as a working reserve.

The Trustees have considered the level of working reserves that are needed based on -

- operating costs,
- possible redundancy costs arising from unexpected termination of contractual arrangements or grants; and
- provisions for the development of the charity

In their opinion the working reserves therefore need to be £152k. The working reserves at 31 March 2011 are £160.2k.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

Company status

The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £1 in the event of winding-up. The number of guarantees at 31st March 2011 was 81.

Trustees

Trustees who served during the year were

Paul Gilmartin	Chair
Margaret Little	Vice-Chair
Helen Jackson, C B E.	Member
Fiona King	Member
Obinna Monye	Member
Graham Moore	Member
Paul Trudgill	Member
Ruth Wilson	Member

Structure, management and governance

Age UK Sheffield is a charitable company, limited by guarantee. Having formerly been an unincorporated charity since its registration in January 1981, the charity transferred its assets to a 'new' charity, number 1108413 on 31 March 2005 and adopted a new Memorandum and Articles

Age UK Sheffield meets the Charity Commission's definition of providing public benefit as all its services deliver the charitable purpose of 'relief for people in need by reason of age' as set out in the Charities Act 2006. The trustees have considered the Charity Commission's guidance on public benefit, including the guidance on public benefit and fee-charging

Age UK Sheffield is an independent local organisation, accountable to a governing Board of Trustees representing a cross-section of the local community. When Trustees retire, or there is a need for additional Trustees, an open and inclusive recruitment process is initiated and Age UK Sheffield proactively seeks applications from under-represented groups. New Trustees participate in a comprehensive induction to introduce them to the organisation and its ways of working, and to their role and responsibilities. This includes meetings with senior staff, the opportunity to observe or shadow front-line service delivery and an externally facilitated away-day dedicated to enabling Trustees to fully understand their role and responsibilities. Trustees are supported in their role by a role description and a comprehensive Board Members Handbook, which includes the Age UK Sheffield Code of Governance.

Trustees meet six times each year to receive reports and make decisions. The Finance & Governance Committee has delegated responsibility from the Board. It meets five times during the year (prior to Board meetings) and has a remit to report on trends, achievements and difficulties and to advise the Board on strategic and financial planning for the organisation. The Human Resources Committee also has delegated responsibility and meets as necessary to oversee HR-related issues, policies and procedures.

None of the trustees receive remuneration or other benefits from their work with the charity. Details of trustee expenses and related party transactions are disclosed in notes 8 and 18 in the accounts.

Age UK Sheffield believes that, wherever it is in the best interests of the city's older people, the organisation should work in partnership with other organisations. Managers therefore have represented Age UK Sheffield and its customers on a wide range of bodies including

- The Older People's Partnership Board
- Sheffield Health and Social Care NHS Foundation Trust Council of Governors
- Sheffield City Council's Small Grants Advisory Panel

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

The charity is also involved with a number of networks through its membership of the Age England Association and the Age UK Yorkshire and Humber Regional Company and also takes opportunities whenever they are offered to learn from and share ideas with other Age UK organisations.

Age UK Sheffield Enterprises Ltd is a wholly owned subsidiary of Age UK Sheffield which gift-aids all its profits back to the charity to provide a valuable source of unrestricted income. Its primary business is a popular face-to-face service located at our city-centre shop on Castle Square, selling a wide range of products including household, travel and motor insurance, energy (gas and electricity) and funeral plans. All the products are tailored to meet the particular requirements of people over 50 and the insurance products are regulated by the Financial Services Authority

Risk management

The Board of Trustees appointed a Governance Review Group in May 2004, to consider all aspects of the charity's governance including risk. As a result a detailed procedure was developed to identify risks and assess their likelihood and potential impact. The annual assessment was carried out across all services and the organisation as a whole between January 2011 and March 2011, and the major risks identified. An action plan to mitigate the risks was developed and implemented.

Trustees' responsibilities statement

The trustees (who are also directors of Age Concern Sheffield for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP,
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware

- there is no relevant audit information of which the charitable company's auditor is unaware, 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 auditor is aware of that information.

The Board of Trustees present their report and audited Financial Statements for the year ended 31 March 2011. The accounts comply with the Companies Act 2006, the charity's governing document and the relevant Statement of Recommended Practice (the Charities SORP 2005).

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

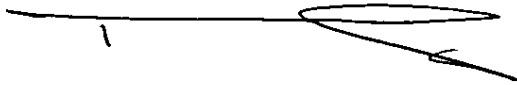
TRUSTEES' ANNUAL REPORT - continued **FOR THE YEAR ENDED 31 MARCH 2011**

Auditors

A resolution to give the authority to the Directors to appoint the auditors for the year 2011-12 will be proposed at the Annual General meeting.

This report has been in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

By order of the trustees

A handwritten signature in black ink, consisting of a horizontal line followed by a large, stylized loop and a short vertical stroke.

Paul Gilmartin
Chair

20 October 2011

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE CONCERN SHEFFIELD

We have audited the group and individual charity financial statements of Age Concern Sheffield for the year ended 31 March 2011 which comprise the consolidated and individual charity Statement of Financial Activities, the consolidated and individual charity Balance Sheets and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice).

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 trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement set out on page 16, 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 (APB'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's and the charitable company'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 Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

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 charitable company's affairs as at 31 March 2011, and of the group's and the charitable company'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 (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.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE CONCERN SHEFFIELD - continued

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

Jane Marshall (Senior Statutory Auditor)
For and on behalf of Barber Harrison & Platt

20 October 2011

Chartered Accountants
Statutory Auditor

2 Rutland Park
SHEFFIELD
S10 2PD

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2011

	Notes	Unrestricted funds £	Restricted funds £	Total 2011 £	Total 2010 £
Incoming resources					
<i>Incoming resources from generated funds</i>	2				
Voluntary income		36,306	3,000	39,306	18,903
Investment income		122	-	122	270
Commercial trading operations		134,022	-	134,022	148,031
Other income		2,116	-	2,116	6,733
<i>Incoming resources from charitable activities</i>	3				
Group Support		110,456	52,810	163,266	168,641
Support in the Home		678,947	22,900	701,847	686,416
Information & Advocacy		37,817	54,500	92,317	118,183
Total incoming resources		<u>999,786</u>	<u>133,210</u>	<u>1,132,996</u>	<u>1,147,177</u>
Resources expended	4				
<i>Costs of generating funds</i>					
Fundraising costs		34,146	3,014	37,160	35,057
Commercial trading operations		81,564	-	81,564	91,661
<i>Charitable activities</i>					
Group Support		130,871	72,100	202,971	187,870
Support in the Home		575,447	26,205	601,652	628,681
Information & Advocacy		52,515	67,295	119,810	135,114
<i>Governance costs</i>		26,154	-	26,154	28,328
Total resources expended		<u>900,697</u>	<u>168,614</u>	<u>1,069,311</u>	<u>1,106,711</u>
Net incoming/(outgoing) resources for the year before transfers	6	99,089	(35,404)	63,685	40,466
Transfer between funds	15	(26,604)	26,604	-	-
Net incoming/(outgoing) resources for the year before other recognised gains and losses		72,485	(8,800)	63,685	40,466
Other recognised gains and losses					
Actuarial gain on pension scheme	13	18,000	-	18,000	-
Net movement in funds		<u>90,485</u>	<u>(8,800)</u>	<u>81,685</u>	<u>40,466</u>
Fund balances at 1 April 2010		122,722	26,869	149,591	109,125
Fund balances at 31 March 2011		<u>213,207</u>	<u>18,069</u>	<u>231,276</u>	<u>149,591</u>

The statement of financial activities includes all gains and losses recognised in the year
All incoming resources and resources expended derive from continuing activities.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2011

	Notes	Unrestricted funds £	Restricted funds £	Total 2011 £	Total 2010 £
Incoming resources					
<i>Incoming resources from generated funds</i>					
	2				
Voluntary income		36,306	3,000	39,306	18,903
Activities for generating funds		147,587	-	147,587	152,633
Investment income					
Gift aid payments from subsidiary		152,444	-	152,444	140,498
Bank interest		31	-	31	21
Other income		2,116	-	2,116	6,733
<i>Incoming resources from charitable activities</i>					
	3				
Group Support		110,456	52,810	163,266	168,641
Support in the Home		214,372	22,900	237,272	221,841
Information & Advocacy		37,817	54,500	92,317	118,183
Total incoming resources		701,129	133,210	834,339	827,453
Resources expended					
<i>Costs of generating funds</i>					
Fundraising costs		34,146	3,014	37,160	35,057
<i>Charitable activities</i>					
Group Support		130,871	72,100	202,971	187,870
Support in the Home		361,595	26,205	387,800	403,713
Information & Advocacy		52,515	67,295	119,810	135,114
Governance costs		23,569	-	23,569	26,053
Total resources expended		602,696	168,614	771,310	787,807
Net incoming/(outgoing) resources for the year before transfers					
	6	98,433	(35,404)	63,029	39,646
Transfers between funds	15	(26,604)	26,604	-	-
Net incoming/(outgoing) resources before other recognised gains and losses		71,829	(8,800)	63,029	39,646
Other recognised gains and losses					
Actuarial gain on pension scheme		18,000	-	18,000	-
Net movement in funds		89,829	(8,800)	81,029	39,646
Fund balances at 1 April 2010		112,542	26,869	139,411	99,765
Fund balances at 31 March 2011		202,371	18,069	220,440	139,411

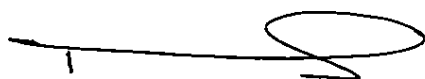
AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

BALANCE SHEETS AS AT 31 MARCH 2011

		Group		Charity	
	Notes	2011 £	2010 £	2011 £	2010 £
Fixed assets					
Tangible assets	9	-	-	-	-
Investments	10	-	-	2	2
		<u>-</u>	<u>-</u>	<u>2</u>	<u>2</u>
Current assets					
Debtors	11	55,801	67,945	189,485	181,176
Cash at bank and in hand		279,134	213,630	110,909	68,186
		<u>334,935</u>	<u>281,575</u>	<u>300,394</u>	<u>249,362</u>
Creditors: amounts falling due in less than one year	12	(76,659)	(82,984)	(52,956)	(60,953)
Net current assets		<u>258,276</u>	<u>198,591</u>	<u>247,438</u>	<u>188,409</u>
Total assets less current liabilities		258,276	198,591	247,440	188,411
Defined benefit pension scheme liability	13	(27,000)	(49,000)	(27,000)	(49,000)
Net assets		<u>231,276</u>	<u>149,591</u>	<u>220,440</u>	<u>139,411</u>
Funds					
Unrestricted funds					
Designated funds	14	80,000	-	80,000	-
General funds		160,207	171,722	149,371	161,542
		<u>240,207</u>	<u>171,722</u>	<u>229,371</u>	<u>161,542</u>
Unrestricted funds excluding pension liability		240,207	171,722	229,371	161,542
Pension reserve		(27,000)	(49,000)	(27,000)	(49,000)
		<u>213,207</u>	<u>122,722</u>	<u>202,371</u>	<u>112,542</u>
Total unrestricted funds		213,207	122,722	202,371	112,542
Restricted funds	15	18,069	26,869	18,069	26,869
Total funds		<u>231,276</u>	<u>149,591</u>	<u>220,440</u>	<u>139,411</u>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies.

The financial statements on pages 20 to 36 were approved by the Board of Trustees on 20 October 2011 and were signed on its behalf by



P A L Gilmartin
Chair

Company number 5207254

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

1. Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

(a) Basis of preparation

The financial statements have been prepared under the historic cost convention, in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable UK Accounting Standards, the Companies Act 2006 and the Financial Reporting Standard for Smaller Entities (April 2008). The principal accounting policies adopted in the preparation of the financial statements are set out below.

(b) Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age Concern Sheffield Enterprises Limited on a line by line basis.

(c) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(d) Incoming resources

All incoming resources are included in the Statement of Financial Activities ('SOFA') when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the SOFA when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Pecuniary legacies are recognised as they are received. Residuary legacies are recognised at the earlier of receipt or agreement of the estate accounts.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Incoming resources from charitable trading activity are accounted for when earned.
- Investment income is recognised on a receivable basis.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.
- Incoming resources from grants which have no restriction attached other than to be used for charitable activities are allocated to a charitable activity at the discretion of the trustees under fees and other income (see note 3).

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

1. Accounting policies - continued

(e) Resources expended

Expenditure is recognised on an accrual basis when a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is included as part of the expenditure to which it relates.

- Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct costs and support costs relating to such activities
- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements
- Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources on the basis of the number of staff working in a given area

(f) Finance and operating leases

Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred. Assets purchased under finance leases are capitalised as fixed assets. Obligations under such agreements are included in creditors. The difference between the capitalised costs and the total obligation under the lease represents finance charges. Finance charges are written-off to the SOFA over the period of the lease so as to produce a constant periodic rate of charge.

(g) Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual fixed assets costing £500 or more are capitalised at cost.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Leasehold improvements	over remaining term of lease
Office and other equipment	20% - 30%
Computer equipment	33%

(h) Pensions

The charitable company contributes to a defined contribution pension scheme on behalf of its employees. The assets of this scheme are entirely separable to those of the charity. The pension cost shown represents contributions payable by the charity on behalf of the employees.

The company participates in the Age Concern Retirement Benefit scheme, a multi employer defined benefit scheme.

The costs of providing the pensions are charged in the Statement of Financial Activities in accordance with Financial Reporting Standard FRS17 – 'Retirement Benefits', see note 13 for details.

(i) Cash flow statement

The charity has taken advantage of the exemption in Financial Reporting Standard 1 from preparing a Cash Flow Statement on the grounds that it is a small charitable company.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

2. Incoming resources from generated funds

	Unrestricted funds £	Restricted funds £	Total 2011 £	Total 2010 £
Voluntary income				
Donations	3,306	-	3,306	1,348
Legacies	16,500	-	16,500	-
Grants				
Age UK	1,500	-	1,500	555
Help the Aged	-	-	-	2,000
Marjorie Coote Old Peoples Charity Fund	15,000	-	15,000	15,000
The Talbot Trust	-	3,000	3,000	-
	<u>36,306</u>	<u>3,000</u>	<u>39,306</u>	<u>18,903</u>
Investment income				
Bank interest	122	-	122	270
Activities for generating funds				
Commercial trading operations	134,022	-	134,022	148,031
Other income	2,116	-	2,116	6,733
Total incoming resources from generated funds	<u>172,566</u>	<u>3,000</u>	<u>175,566</u>	<u>173,937</u>

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

3. Incoming resources from charitable activities

	Group Support	Support in the Home	Information and Advocacy	Total 2011	Total 2010
Grants (all restricted)	£	£	£	£	£
Beatrice Laing Trust	-	-	2,000	2,000	-
Big Lottery Fund Grant (FAAF)	2,172	-	-	2,172	5,430
Big Lottery Fund Grant (TTT)	-	-	-	-	6,200
Church Burgesses Trust	-	-	-	-	3,500
Percy Bilton Charity	-	-	-	-	500
Sir Samuel Roberts Trust	-	2,500	-	2,500	2,500
Sheffield City Council	48,388	-	-	48,388	47,910
Sheffield City Council – Partnerships for Older People Projects	-	20,400	-	20,400	20,400
Sheffield Town Trust	-	-	5,000	5,000	5,000
Sheffield Well-being Consortium	2,250	-	-	2,250	-
South Yorkshire Police	-	-	-	-	(2,000)
The Talbot Trust	-	-	-	-	3,000
Westfield Health	-	-	47,500	47,500	45,000
WG Edwards Charitable Foundation	-	-	-	-	2,000
Z Merton & G Woofindin Convalescent Trust	-	-	-	-	1,000
	52,810	22,900	54,500	130,210	140,440
Fees and other income (unrestricted)					
Contracts					
Sheffield City Council	107,029	512,813	-	619,842	616,581
Partnerships for Older People Projects (POPPS) – Sign Post Agency	-	-	-	-	25,992
Sheffield PCT	-	11,259	36,217	47,476	47,604
Arthur Lee Trust	-	-	1,500	1,500	1,000
Church Burgesses Trust	-	3,000	-	3,000	3,000
H M Burdall Charity	-	1,000	-	1,000	500
Sheffield Town Trust	-	4,000	-	4,000	4,000
Other income					
Life Long Learning fees	3,227	-	-	3,227	2,083
Charges for services	-	67,095	-	67,095	66,358
Reimbursed expenses	200	630	-	830	652
	-	-	-	-	-
Universities	-	78,400	-	78,400	64,824
Donations	-	750	100	850	206
	110,456	678,947	37,817	827,220	832,800
Total incoming resources from charitable activities	163,266	701,847	92,317	957,430	973,240

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

4. Resources expended

	Costs of generating funds £	Group Support £	Support in the Home £	Information and Advocacy £	Governance costs £	Total 2011 £	Total 2010 £
Staff costs	48,893	116,286	359,039	62,515	16,438	603,171	651,469
Premises costs	19,325	7,167	37,486	17,891	-	81,869	82,150
Administrative costs	6,369	4,433	15,050	4,725	9,716	40,293	40,548
Projects costs	6,977	35,342	18,115	8,114	-	68,548	62,913
Support costs	37,160	39,743	171,962	26,565	-	275,430	269,631
	<u>118,724</u>	<u>202,971</u>	<u>601,652</u>	<u>119,810</u>	<u>26,154</u>	<u>1,069,311</u>	<u>1,106,711</u>

Note on support costs

Support costs are analysed as follows:

Management & business support	25,706	32,566	140,244	21,961	-	220,477
Infrastructure	8,002	2,916	12,887	1,870	-	25,675
Development	3,452	4,261	18,831	2,734	-	29,278
	<u>37,160</u>	<u>39,743</u>	<u>171,962</u>	<u>26,565</u>	<u>-</u>	<u>275,430</u>

- (1) Management & business support costs – these represent the management costs of the charity, I.T. services, human resources and financial/budgeting support. These costs specifically form part of the funding arrangements in place for these services
- (2) Infrastructure costs – these represent otherwise unrecovered central costs which did not form part of the original funding agreements but which have been allocated across all services in order to show the full costs of the services/projects
- (3) Development costs – this is expenditure on staff and infrastructure development which has been financed from the charity's Development Fund

Accommodation costs in respect of specific activities are shown under premises costs; central accommodation costs are recharged under management and business support costs

The method of apportionment used has been based on the split of funding received for the different areas of the charity's activities

5. Corporation tax

The charity is exempt from tax on income and gains falling within section 466 to S493 of the Corporation Tax Act 2010 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects

No tax charges have arisen in the charity.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

6. Net incoming/(outgoing) resources for the year

This is stated after charging:

	Group		Charity	
	2011	2010	2011	2010
	£	£	£	£
Auditor's remuneration	8,105	7,001	5,585	4,751

7. Staff costs

Staff costs during the year were as follows:

	Group		Charity	
	2011	2010	2011	2010
	£	£	£	£
Wages and salaries	667,022	715,076	478,819	503,243
Social security costs	50,077	50,020	35,957	33,378
Pension costs	18,386	22,200	17,562	20,485
	<u>735,485</u>	<u>787,296</u>	<u>532,338</u>	<u>557,106</u>

The average weekly number of employees (full time equivalent) during the year was as follows:

Management & Administration	10	10	8	7
Day Support Services	5	6	5	6
Partnership for Older People's Projects	-	1	-	1
Supporting People	10	10	-	-
Home Services	11	11	11	11
Information & Advocacy Services	3	3	3	3
	<u>39</u>	<u>41</u>	<u>27</u>	<u>28</u>

No employee has earned over £60,000 during the year (2010. none)

8. Trustees' remuneration and expenses

No Trustees nor any persons connected with them received any remuneration during the year £73 was reimbursed to one trustee for travel expenses during the year (2010 £32).

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

9. Fixed assets: tangible assets

	Leasehold improvements £	Office & other equipment £	Computer equipment £	Total 2011 £
Group				
Cost				
As at 1 April 2010 and 31 March 2011	33,567	93,345	31,487	158,399
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Depreciation				
As at 1 April 2010 and 31 March 2011	33,567	93,345	31,487	158,399
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Net Book Value				
At 31 March 2011 and at 31 March 2010	-	-	-	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Charity				
Cost				
As at 1 April 2010 and 31 March 2011	33,567	46,687	13,051	93,305
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Depreciation				
As at 1 April 2010 and 31 March 2011	33,567	46,687	13,051	93,305
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Net Book Value				
At 31 March 2011 and 31 March 2010	-	-	-	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

10. Fixed asset investments

	Group		Charity	
	2011	2010	2011	2010
	£	£	£	£
Investment in subsidiary company	-	-	2	2

The trading subsidiary, Age Concern Sheffield Enterprises Ltd, is wholly owned by the charity. The principal activities of the company are the collection of insurance commissions and the provision of services under contract with the Sheffield City Council.

A summary of the company's results and balance sheet for the year ended 31 March 2011 is as follows:

Profit and loss account

	2011	2010
	£	£
Turnover and other income	626,295	639,733
Administration costs	(473,195)	(498,415)
Donation to parent charity	(152,444)	(140,498)
Net profit	656	820

Balance sheet

	2011	2010
	£	£
Current assets	186,894	164,546
Current liabilities	(176,056)	(154,364)
	10,838	10,182
Called up share capital	2	2
Profit and loss account	10,836	10,180
	10,838	10,182

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

11. Debtors

	<u>Group</u>		<u>Charity</u>	
	2011	2010	2011	2010
	£	£	£	£
Age Concern Sheffield Enterprises Limited	-	-	149,953	130,249
Other debtors	7,291	13,631	7,291	12,264
Prepayments and accrued income	48,510	54,314	32,241	38,663
	<u>55,801</u>	<u>67,945</u>	<u>189,485</u>	<u>181,176</u>

12. Creditors

	<u>Group</u>		<u>Charity</u>	
	2011	2010	2011	2010
	£	£	£	£
Due within one year				
Age Concern Sheffield Enterprises Limited	-	-	2,400	2,084
Other creditors	27,349	14,899	24,365	13,110
Taxation and social security	33,561	33,141	13,646	14,518
Accrued expenditure	15,749	34,944	12,545	31,241
	<u>76,659</u>	<u>82,984</u>	<u>52,956</u>	<u>60,953</u>

13. Pension scheme

Defined benefit

The company participates in the Age Concern Retirement Benefits scheme, which is a multi-employer defined benefit scheme

The scheme is in deficit and so individual Age Concern offices have been asked to make additional payments to make up this deficit. In August 2008 it was agreed that in principle Age Concern Sheffield would pay £8,412 per year for 10 years starting in 2008/09. Payments of £8,412 have been made this year.

The company's contributions to the final salary scheme for the period were £nil (2010: £nil) as there are no remaining active members of the scheme

A full actuarial valuation was carried out as at 1 April 2010 and updated to 31 March 2011 by a qualified actuary.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

13. Pension scheme - continued

FRS 17 details

Amounts recognised in the balance sheet

	2011 £'000	2010 £'000
Fair value of scheme assets	201	182
Present value of scheme liabilities	(228)	(231)
Deficit in the scheme	(27)	(49)

Amounts recognised in the SOFA

Expected return on scheme assets	11	9
Interest on scheme liabilities	(13)	(13)
Current service costs	(2)	-
Total pension cost recognised in the SOFA	(4)	(4)

Amounts recognised in the statement of total recognised gains and losses

Actuarial loss relating to the year	-	-
Cumulative actuarial gain at 31 March	31	13

Change in scheme assets

Fair value of scheme assets at 1 April	182	150
Expected return on scheme assets	11	9
Employer contributions	8	8
Benefits paid	(13)	(10)
Actuarial gain/(loss) on assets	13	25
Fair value of scheme assets at 31 March	201	182

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

13. Pension scheme - continued

	2011 £'000	2010 £'000
Change in scheme liabilities		
Scheme liabilities at 1 April	231	203
Current service cost	2	-
Interest cost	13	13
Benefits paid	(13)	(10)
Actuarial (loss)/gain due to experience	10	(17)
Actuarial gain/(loss) due to change in assumptions	(15)	42
Scheme liabilities at 31 March	228	231

Principle weighted average actuarial assumptions

	2011	2010
Inflation assumption (RPI)	3.2%	3.5%
Inflation assumption (CPI)	2.7%	n/a
Rate of increase in salaries		n/a
Discount rate	5.5%	5.7%
Rate of increase in pensions	2.5-3.2%	2.4-3.6%

Expected return on scheme assets

	Long term rate return expected at 31.03.11	Value at 31.03.11 £'000	Long term rate return expected at 31.03.10	Value at 31.03.10 £,000
Equities	7.70%	103	7.40%	94
Gilts	4.20%	55	3.90%	48
Bonds	5.50%	28	5.00%	26
Property	6.20%	14	5.90%	13
Cash	4.20%	1	0.00%	1
	6.32%	201	5.99%	182

Historical analysis

Details of assets, liabilities and experience gains and losses for the year to 31 March

	2011 £'000	2010 £'000	2009 £'000	2008 £'000	2007 £'000
Fair value of scheme assets	201	182	150	171	174
Value of scheme liabilities	(228)	(231)	(203)	(203)	(234)
Deficit in the scheme	(27)	(49)	(53)	(32)	(60)
Experience adjustments on scheme assets	13	25	(28)	(4)	unknown
Experience adjustments on scheme liabilities	(10)	(7)	(9)	(14)	unknown

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

13. Pension scheme - continued

Balance sheet reconciliation

	2011 £'000	2010 £'000
Gross balance sheet liability at 1 April	(49)	(53)
Pension expense recognised in the SOFA in the year	(4)	(4)
Amounts recognised in the statement of total recognised gains and losses in the year	18	-
Actual contributions made by the employer in the year	8	8
	<u>(27)</u>	<u>(49)</u>
Gross balance sheet liability at 31 March		

Defined contribution

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund and amounted to £13,975 (2010 £17,788)

14. Designated funds

	Brought forward	Incoming resources	Outgoing resources	Transfers	As at 31 March 2011
Transition fund	-	-	-	50,000	50,000
Connect membership scheme	-	-	-	20,000	20,000
Loyalty bonus	-	-	-	10,000	10,000
	<u>-</u>	<u>-</u>	<u>-</u>	<u>80,000</u>	<u>80,000</u>

Transition fund

The charity is currently sustaining substantial funding cuts from the statutory sector, a decision has been made to designate £50,000 of the charities funds towards the transition between statutory sector funding and individual paying customers.

Connect membership scheme

The charity is in the process of developing a new service to be launched in 2012 a fund of £20,000 has been designated for its development and launch

Loyalty bonus

Due to the unstable economic environment no pay awards were given to staff during 2010-11. A decision has been taken by the Trustees post year end to reward current staff who were employed during 2010-11 with a loyalty bonus for their hard work and commitment to the charity. A fund of £10,000 has been designated for this.

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

15. Restricted funds

	Brought forward £	Incoming resources £	Outgoing resources £	Transfers £	As at 31 March 2011 £
Central Services					
The J. G. Graves Charitable Trust	1,702	-	(14)	-	1,688
Crystal Peaks Shopping Centre	7,438	-	-	-	7,438
Talbot Trust	-	3,000	(3,000)	-	-
	<u>9,140</u>	<u>3,000</u>	<u>(3,014)</u>	<u>-</u>	<u>9,126</u>
Day/Group Services					
Sheffield City Council Day Centres	-	48,388	(60,950)	12,562	-
Big Lottery Fund Grant (FAAF)	-	2,172	(2,697)	525	-
Big Lottery Fund Grant (TTT)	6,200	-	(6,203)	3	-
Age Concern England OLGBT	529	-	-	-	529
Sheffield Well-Being Consortium	-	2,250	(2,250)	-	-
	<u>6,729</u>	<u>52,810</u>	<u>(72,100)</u>	<u>13,090</u>	<u>529</u>
Support in the home					
Handyperson Service (Grants from Sheffield City Council POPPS and Supporting People funding)	-	20,400	(23,705)	3,305	-
Samuel Roberts Trust	-	2,500	(2,500)	-	-
	<u>-</u>	<u>22,900</u>	<u>(26,205)</u>	<u>3,305</u>	<u>-</u>
Information & Advocacy					
Information Service					
Westfield Contributory	-	47,500	(57,709)	10,209	-
Beatrice Lain	-	2,000	-	-	2,000
Church Burgesses Trust	3,500	-	(3,500)	-	-
Percy Bilton Charity	500	-	(500)	-	-
Sheffield Town Trust	5,000	5,000	(5,586)	-	4,414
WG Edwards Charitable Foundation	2,000	-	-	-	2,000
	<u>11,000</u>	<u>54,500</u>	<u>(67,295)</u>	<u>10,209</u>	<u>8,414</u>
	<u>26,869</u>	<u>133,210</u>	<u>(168,614)</u>	<u>26,604</u>	<u>18,069</u>

Restricted funds relate to specific services/ projects being undertaken. These are shown separately but categorised in the main activities of the charity

Transfers

The transfers from unrestricted to restricted funds have been made to cover the deficits on specifically funded projects

AGE CONCERN SHEFFIELD (TRADING AS AGE UK SHEFFIELD)

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2011

16. Analysis of group net assets between funds

	Restricted funds £	Group Unrestricted funds £	Total £
Current assets	18,069	316,866	334,935
Creditors amounts falling due in less than one year	-	(76,659)	(76,659)
Defined benefit pension liability	-	(27,000)	(27,000)
Total net assets	<u>18,069</u>	<u>213,207</u>	<u>231,276</u>

17. Lease commitments

	Land and buildings		Equipment	
	2011 £	2010 £	2011 £	2010 £
Leases expiring in: Two to five years	<u>11,493</u>	<u>11,493</u>	<u>9,336</u>	<u>9,288</u>

18. Related party transactions

Graham Moore has been a Trustee and Director since April 2007. He is also Chairman and Chief Executive of Westfield Health who have made an annual donation to the charity for a number of years £47,500 was donated in the year to 31 March 2011 (2010 £45,000)