

C. House

Charity number: 1108413  
Registered number: 5207254

**AGE UK SHEFFIELD**  
**ANNUAL REPORT AND**  
**FINANCIAL STATEMENTS**

**31 MARCH 2015**

WEDNESDAY



\*A4JG9RZD\*

A20

04/11/2015

#486

COMPANIES HOUSE

# AGE UK SHEFFIELD

## CONTENTS

---

	Page
Legal and administrative information	1
Trustees' annual report	2 – 19
Independent auditor's report	20 - 21
Consolidated statement of financial activities	22
Statement of financial activities	23
Balance sheets	24
Notes to the financial statements	25 – 38

# AGE UK SHEFFIELD

## 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

05207254

### Principal address

44 Castle Square  
Sheffield  
S1 2GF

### Trustees

Prof Mike Smith	Chair	(appointed Chair May 2014)
Mr David Campbell	Vice Chair	(appointed May 2014)
Mrs Angela Hunt		
Mr Paul Kiernan		(resigned October 2014)
Ms Jo Roy		
Mr Chris Linacre		
Mrs Morag Maddocks		
Mrs Ruth Wilson		
Mr Paul Trudgill		(resigned October 2015)
Ms Melinda Riley		(appointed July 2015)
Mr Gordon Littlewood		(appointed July 2015)
Ms Melanie Perkins		(appointed July 2015)

### Company secretary

Mr Stephen Chufungleung

### 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 (resigned August 2015)
Mr Stephen Chufungleung	Chief Executive and Company Secretary (appointed September 2015)
Ms Jacqui Browne	Head of Finance
Ms Teresa Barker	Service Delivery Manager
Ms Jenny Dewsnap	Commercial and Marketing Manager (appointed June 2014)
Mr Andy Callard	Business Development Manager (appointed June 2015)
Ms Bridget Strong	Deputy Chief Executive Officer (resigned August 2015)

### Bankers

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

### Auditors

BHP, Chartered Accountants  
2 Rutland Park  
Sheffield  
S10 2PD

# AGE UK SHEFFIELD

## TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2015

---

The trustees are pleased to present their annual report together with the consolidated financial statements of the charity and its subsidiary for the year ending 31 March 2015, 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 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005).

Age UK Sheffield is a charity and registered company. It is governed by a Board of Trustees. Age UK Sheffield Enterprises is a company wholly owned by Age UK Sheffield. It is governed by a Board of Non-Executive Directors. The latter engages in trading activity and transfers its surplus to the charity.

### Objectives and principal activities

Age UK Sheffield is the leading charity working with and for the city's older people. The organisation's ethos is one of empowerment and enablement. We are driven by our mission to enable people to be the architect of their own lives and be treated with dignity and respect at all times. Our focus is to work with and for those living with physical, sensory or mental impairment and in social isolation, including those with serious and enduring mental health difficulties or dementia, language barriers, or a carer role.

Thousands of people contact us every year for information, advice and practical support. In response, we help people adapt to their changing life circumstances. Unsurprisingly, demand for our services grew from approximately 12,300 in 2013-14 to over 13,000 in 2014-15. We confidently predict that the demand for our services will continue to rise apace.

By providing bespoke and timely assistance, we enable people to find their own solutions to the challenges they face by:

- providing a range of services, resources and activities to meet the needs of older people;
- facilitating a range of co-production events and activities to ensure customer wants and needs drive the design and delivery of our services;
- employing specialised, knowledgeable and highly skilled staff, enabling continuing reflection, learning and development;
- working to clear quality standards;
- commitment to excellence in management and governance.

Age UK Sheffield facilitates access to a very wide range of facilities and resources provided by others, including those provided by statutory health and social care, voluntary and private sectors.

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 other independent local Age UKs and brand partners who each share a commitment to making later life fulfilling, enjoyable and productive.

There is an increasing demand for support in Sheffield, which has a population of 560,100. More people are living longer. Almost a third of households are people living alone. The size of the 90+ age group has increased by 26% since 2001, to 4,300 (ref.: SCC).

The proportion of people over 65 years:

- who are single, widowed, divorced or separated (43.9% Sheffield: 42.6% national average);
- who live with a long term health problem or disability (58.7% Sheffield: 53.1% national average);

is above the national average (ref.: Age UK area profile).

The challenge facing society is to ensure that everyone can live fulfilling and independent lives, including those who need some level of assistance.

## **AGE UK SHEFFIELD**

### **TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015**

---

In addition, almost all older people live on fixed incomes, rendering them particularly vulnerable to the impact of inflation, low interest rates and reductions in government spending. Free services are closing down and people are increasingly paying or going without altogether.

The need for Age UK Sheffield services has never been greater.

Whether funding is provided by an individual older person, health, social care or housing commissioner, or partner provider, Age UK Sheffield's challenge is to:

- enable our customers to be the architect of their own lives, look after themselves, live independently and actively manage whatever old age brings;
- lead the way for other service providers.

#### **Activities, achievements and performance**

For the year 2014-15, Age UK Sheffield gave assistance to over 13,000 customers. This is an increase on 2013-14 (approximately 12,300). In addition we have also seen rising numbers of people with complex life circumstances, needing more help and expertise to address the challenges to independent living that they face.

Age UK Sheffield's solid customer base, highly skilled teams of staff, volunteers and student social workers on placement, and wide range of flexible and affordable services put us in an excellent position to meet these growing needs, and further improve the quality of everything we do.

The specific activities which Age UK Sheffield provides are outlined in this report which also summarises the achievements over the past twelve months and our plans for future development.

#### **Independent Living Coordination services**

##### **Enabling older people affected by long term limiting illness, cancer and / or memory loss, to regain independence**

Following a four-year pilot with Macmillan Cancer Support, Age UK Sheffield's Independent Living Coordination (ILC) service has secured £200,000 from NHS Sheffield Clinical Commissioning Group (CCG) and a further £200,000 from national Age UK as part of Age UK's National Integrated Care Programme.

The service is a new way to deliver vital help for people with complex life circumstances, long-term health conditions and/or affected by cancer. Delivery is now city-wide and the majority of service users have been referred by their GP.

Once referred our first contact with them happens within two weeks; urgent cases, such as those awaiting hospital discharge are seen within 24 hours. Within three months, those referred to the service have regained their independence and are able to self-manage the challenges arising from their long-term illness, cancer treatment, physical disability and / or sensory impairment. In 2014-15 805 customers benefited from the service; for 2015-16 we have the resources to expand that number to over 1,000.

Our highly skilled Independent Living Coordinators', who undergo continuous training and professional development, tailor their approach to each person: listening with care, then researching, sourcing, acting as advocate, challenging low expectations – whatever it takes to enable the customer to take back control of their lives, no matter how intractable the difficulties appear to be.

With customers' written permission, we give referring GPs written feedback on the outcomes achieved. This information is used by GPs to help them achieve their own goals such as Patient Activation measurement (of the knowledge, skills and confidence patients have to manage their own health) and Care Planning.

The successes achieved by the service are both inspiring and impressive. There is no other service in the city that delivers this sort of assistance to this client group. The uniqueness of the service is recognised by both Sheffield Clinical Commissioning Group and the City Council.

## **AGE UK SHEFFIELD**

### **TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015**

---

With the exception of Macmillan Cancer Support, funding is currently due to come to an end in June 2016. Macmillan have agreed to a further three years' funding. For the future we plan to secure funding for the whole service from the Better Care Fund (renamed Integrated Commissioning Fund).

York Health Consortium (part of York Centre for Health Economics) has completed a Social Return on Investment (SROI) evaluation on our Independent Living Coordination service, demonstrating its efficacy (full report available on request). As part of the Age UK's National Integrated Care Programme the service will also be evaluated by the Nuffield Trust.

#### **Mr Greenfield**

Mr Greenfield is 52 and living with liver cancer and Chronic Obstructive Pulmonary Disease. When his GP referred him to the Independent Living Coordination service, he was experiencing severe fatigue and breathlessness. He was no longer able to do the heavy lifting required in his manual job, and the dusty work environment exacerbated his breathing further. He lived in a second floor flat, tied to his employment, without a lift facility. He was struggling to manage and heat his home. Mr Greenfield was worried that he would become homeless if he gave up work.

Undeterred by depression or low aspirations, the Independent Living Coordinator worked with Mr Greenfield, giving him the tools and means to: rapidly and appropriately resolve the issues in his life, build his resilience, and regain independence.

Mr. Greenfield now has the welfare benefits he is entitled to and grant funding to cover the cost of taxis to and from treatment. He was referred to the specialist Housing Support Service who helped him to find and get another home – one that he can readily manage himself. He was put in touch with cancer support services such as the Cavendish Centre and the Macmillan helpline and a specialist respiratory support service. He now has a blue badge so he can continue to use his car. He is no longer frightened of homelessness; nor is he frightened he won't be able to pay his bills. He has peace of mind and is managing his declining health well, without social care.

#### **Help with a housing crisis**

Our 'Supporting People' Housing Support service has gone from strength to strength. In 2014-15, 487 people received the Housing Support service (compared with 412 in the previous year). Many face complex issues related to ageing and / or longstanding mental health problems. The vast majority achieve independent living within 6 months.

Rapid referral systems from hospital staff have been established to ensure timely hospital discharge, with confidence, when treatment has been completed.

In most cases, customers awaiting hospital discharge have received all the health care treatment they need and the only barrier to discharge is their home circumstances. The barrier may be relatively straight forward to overcome, such as getting a piece of equipment, furniture or completing a minor repair. However, often the issues are more complex. Many customers' homes are unsuitable for their needs and they require urgent assistance to find suitable accommodation. In more extreme cases, customers have no home to be discharged to at all. In such cases, Age UK Sheffield is proud of its record of rapid response. By working with the customer, their family, housing providers, hospital and care staff, they frequently find a new home within weeks.

We help people to get housing priority, bid, view and move, as well as helping the customer to arrange their affairs once settled. By ensuring the customer has a suitable and safe environment to live in, or improved support networks, we are able to significantly reduce the chances of their return to hospital, thereby saving the customer unnecessary stress and worry, and the NHS money.

The contract for this service will be put out to tender in August 2015 with the new service beginning in April 2016. We have made significant progress towards tender readiness. The quality of the service has been reassessed and our validated QAF rating has risen from level C to level B. We have also benchmarked our costs against the current competitors in the city and consistently achieve best value. We are in a good position to submit an economically advantageous competitive tender for a quality service.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### Mrs Wilson

Mrs Wilson is 83. She lives with her 54 year old son in a 2 bedroomed council house. When she was referred to us, by the hospital discharge team, she wanted to move because her house was too big for them to manage. It had disability adaptations, including a stair lift, but Mrs Wilson had been told by the Fire Service that it would be difficult to evacuate her in an emergency. She thought she had been given priority for new housing, but she did not understand the process.

Mrs Wilson has multiple health problems including COPD, Prolapsed Spinal Cord, gall stones and restricted mobility. Her son, who has learning difficulties, is her main carer and carries out all the household tasks. They go out together shopping, using the bus, with Mrs Wilson in her wheelchair. However they don't spend much time doing anything independently of each other.

Following receipt of the Housing Support service Mrs Wilson regularly goes to a lunch club, giving the both her and her son a much needed break from one another. Mrs Wilson formally applied to be considered as a medical priority for new housing. This was declined, but she does now understand the situation and has registered with a housing association for her son to be put on their waiting list for sheltered accommodation.

Mrs Wilson did have another hospital stay during our support, but this time she phoned the out of hours GP service instead of 999.

*"Since Age UK Sheffield got involved, I feel I'm getting somewhere. People are listening to me".*

#### Information and advice giving

Age UK Sheffield's Information and Advice service is unique. It is the only place that older people can get high quality, timely help with virtually any issue they are facing.

It is no surprise that demand for the service is growing. In 2014/15 we responded to over 7,700 enquiries (compared with nearly 7,000 in 2013/14).

People contact us with enquiries about anything and if we don't already have the answer we do whatever it takes to find out. We know that government cuts and welfare reforms will continue to bite for some time yet to come and that changes to the benefits system have already resulted in increased demand for our services.

The Information and Advice service supports the functioning of all our services. Thus, our overall success depends on its' quality. The service comprises three elements:

- general information provision;
- benefits and money advice (benefits checks, help in applying for benefits etc.); and
- specialist advice such as money advice, legal, the wills service; provided by external specialists.

It is delivered by staff and volunteers. The majority of enquiries are via the telephone. The service is also delivered face to face in our city centre shop and in the homes of customers of our other services. The Older Sheffield web-based directory, of hundreds of local resources, services and facilities available to older people in Sheffield, is routinely updated and well used. We also respond to a small number of email enquiries. In addition, legal and financial specialists offer free wills, money advice, tax and legal advice services on a pro bono basis at our city centre shop.

The only limitation to our Information and Advice service is our capacity. Our priorities for the service are therefore to: increase our capacity, maximise our efficiency, monitor delivery and maintain the quality of service provided. These will continue to be our priorities for the foreseeable future.

Grant funding given by Westfield Health, augmented by significant inward investment, has enabled us to enhance our capacity. Over the past year, we have employed and trained more staff to expand the service provided both face to face in our shop and via our enquiry telephone line. We have a growing team of volunteers that support service delivery. Age UK Sheffield also has a lively presence on Facebook and Twitter, further expanding our reach and raising our profile.

## **AGE UK SHEFFIELD**

### **TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015**

---

This year we will submit an application to the Big Lottery: Reaching Communities fund. If successful, it will provide us with the additional funding needed to deliver a much needed outreach benefits advice service, to ensure those with restricted mobility and / or sensory impairment get the money they need to maintain or regain independent living. This is a service we have delivered before using short term funding; it generated millions of pounds' worth of additional income for some of the poorest people in the city. The need for this service will never go away.

We know that the service makes a huge difference to older people's lives helping them to manage on a day to day basis, remain independent and most importantly, improve their quality of life.

#### **Mrs Franks**

Mrs Franks visited the Information and Advice help desk in the city centre shop and spoke with one of Age UK Sheffield's volunteers. She was hard of hearing and found it difficult to use a phone. She explained that she couldn't afford the monthly direct debit for her utility bills, but when she tried to ring the utility company she struggled to follow their automated instructions or make herself understood. Mrs Franks was also a council tenant who had had her gas fire disconnected in January to enable some work to be carried out on the flat above hers. Months later and despite her contacting the Council Housing Repairs Service numerous times, her gas fire had still not been reconnected.

Age UK Sheffield's Information and Advice officer contacted the council and arranged for Mrs Franks' gas fire to be re-connected straight away. We phoned the utility company on Mrs. Franks' behalf, questioned the monthly high charge and established that she was £250 in credit. We arranged for a refund and a lower monthly direct debit. We also undertook a price comparison and found Mrs Franks a cheaper rate. We did a benefits check to make sure that Mrs Franks was receiving all the benefits to which she was entitled. We also researched amplified telephones and sign-posted Mrs Franks to Action on Hearing Loss. She said she would use her utility refund to buy a new phone.

#### **The Club**

The Club is an innovative approach built on the principles of member ownership, peer support and co-production.

Membership of The Club is open to anyone over 50 years old. It costs £25 a year and gives people the opportunity to get online, get to know new people and get active. Staff and members together organise free and discounted events and help introduce members to each other. Members also get discounted prices on other benefits, including:

- 1-1 practical assistance
- leisure activities e.g. cinema, theatre, day centres

The most popular member activities to date are film, theatre and art and craft taster sessions.

The Club has a rapidly growing membership, currently standing at 640 members. Each Club event is over-subscribed. Most are in their first year of membership; our current challenge is to secure a significant proportion of renewed memberships.

The Club has proved itself to be an excellent tool to generate commercial investment. John Lewis for example donated 20 i-pads and assists with ongoing IT support for Club members. Sheffield International Venues have set aside times of exclusive access to their facilities for members. Sheffield Theatres have given their rooms free of charge for membership events. We are currently working with Miracle Cure to expand access to individual assessments and physical activities. Finally, the Sheffield Clinical Commissioning Group and Housing Associations have bought multiple memberships, recognising the benefits it will bring for older people that use their services/facilities.

The Club advisory group has been established to help steer Club activity and ensure it continues to meet the needs of older people. There are 11 members in the group, with more joining in future months.

Development of The Club has greatly benefitted from investment from the Marjorie Coote Trust Fund, in addition to the investment made from Age UK Sheffield's own unrestricted reserves.



## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### Miss Bridges

Miss Bridges joined the club in December 2014. She was widowed 4 years previously and wanted to take as many opportunities as possible to make new friends. She went to her first member's event at the Crucible in March 2015 where she got the chance to find out more about The Club and Age UK Sheffield's other services.

She enjoyed the event and signed up for The Club's friendship service, which helps members contact each other. As a result Miss Bridges has made a new friend, who she has met a few times now, and they are looking forward to going to future Club events together.

Miss Bridges says of the service, *"Member Introductions is a great way to meet people in similar situations. Previously widowed I struggled to know what to do and where to go to find new people. Member Introductions made it easy for me as I was able to contact people who lived near me and had similar interests and outlooks on life"*

#### 1-1 Practical Assistance

The aim of our 1-1 Practical Assistance service is to enable individual paying customers to buy from Age UK Sheffield whatever one-to-one tailored support they need to continue getting the most out of life.

For 2014-15 65 paying customers bought this service (compared with 73 in 2013-14). Over 90% of these paid for it with their own money (as opposed to statutory Self Directed Support budgets). Most have purchased on-going, regular practical assistance to facilitate daily living such as help to get to appointments, get to the shops, deal with correspondence or join in with social groups.

Club members can buy this service at a discount.

#### Mrs Lombard

Mrs Lombard's friend had been doing her shopping for her, but her friend was going into hospital and was worried how Mrs Lombard would manage. Her friend got in touch with us to see if we could help. Mrs Lombard has had several mini strokes leaving her with memory loss and impaired speech. Mrs Lombard also found it very hard to make decisions and found it difficult to determine 'junk' mail from important correspondence. Every available kitchen surface was several inches deep in correspondence, most of it unsolicited; but mixed amongst the 'junk' were several final demand letters.

Initially Mrs Lombard was reluctant to accept practical assistance. However, over several months our assistant has been able to build up Mrs Lombard's trust and together they have made a significant reduction in the mountain of correspondence. Mrs Lombard now confidently deals with any correspondence when the assistant visits. They then look at it together and with support Mrs Lombard decides what action, if any, needs to be taken.

#### Wellbeing Centre

Our day centres have all been replaced with a Wellbeing Centre; new roles have been created to deliver the new service and day centre members were transferred so they are now customers of the Well-being Centre. Many have explicitly welcomed the change and there has been no adverse feedback.

The Wellbeing Centre is for people living with debilitating memory loss; it is wholly person-centred, builds on individuals' strengths. In 2014-15, 63 people came to the centre on a regular basis (compared with 45 coming to the Day Centres in 2013-14). Perhaps surprisingly more than half are men.

The Centre provides:

- a safe, accessible forum for facilitated peer support, customer-led activity and exploration of new interests;
- Independent Living Coordination 1-1 assessment: for on-going facilitated access to resources that enable independent living beyond the Centre;
- family and friend peer support: facilitated introduction, telephone circles and respite;
- dementia-friendly awareness training for neighbour organisations.

The service is underpinned by a philosophy of independence and promotion of resilience, health and well-being. It is proving very popular and our development plan is ambitious. As demand grows we plan to establish three more Centres, one in each of Sheffield's four GP localities, around the city so no-one has to travel too far and we have the capacity to be the provider of choice for customers living with memory loss and their families.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### **Mr Grantham**

Mr Grantham has diagnosed dementia (Alzheimer's disease) and mobility difficulties. He uses a walking stick and has specially made shoes from the hospital to help his balance. He is single and lives alone in a flat. He has a history of falls and has been to the NHS Assessment and Rehabilitation Centre at Nether Edge for a couple of months to get help to develop his balance.

Mr Grantham first came to Age UK Sheffield's day services in February 2009. He said he was isolated after moving house to a new area. He was and still is looking after himself, including dealing with his finances and cooking. He has help with cleaning. He also pays for an Age UK Sheffield 1-1 Practical Assistant to visit him once a week, to enable him to do his shopping and continue to walk with a walking group, which is one of his passions.

As he was the only man on the day he attends, it was particularly important that his experience of the wellbeing service was truly person centred.

After an initial chat to find out what he wanted from the wellbeing service, it was discovered that Mr Grantham was passionate about gardening and nature. When asked what he thought of the old day services, he said he liked it, but sometimes the games were repetitive and boring. He said he didn't mind playing games but he much preferred doing "hands on and creative" things, such as painting, gardening and going for walks. It was apparent that Mr Grantham did a lot of painting at home, and had canvases on the walls in his house.

At his next session, a bag of compost, seeds, bulbs and plant pots were ready and waiting for him. Mr Grantham helped to plant them, and decorate the plant pots. These now decorate the Centre and everyone waters and tends them. We gratefully receive Mr Grantham's on-going advice about which gardening products to buy and when.

In addition, Mr Grantham kindly agreed to paint some artwork for display at the Centre. He has been busy ever since painting the landscape of his choice. Mr Grantham said he will be proud when it is finished and on display.

Groups of customers also walk the local nature trails, giving Mr Grantham yet more opportunity to enjoy his passion for walking.

Now we are encouraging Mr Grantham to explore possible new interests. He has told us he would like to try out relaxation and yoga, so we are providing meditation and mindfulness sessions that we hope will help customers relax and develop a skill they can use in everyday life.

Mr Grantham has also told us he doesn't mind a game of bingo or dominoes on occasions, so we will make sure there are plenty of different opportunities available to suit different interests and moods.

Mr Grantham's confidence has grown over recent months, he has more friends and is mixing with a very diverse group of people. He remains mobile and is managing his balance. Many of these outcomes will be sustained, despite the progression of the disease, aided by staff understanding of dementia and their ability to tailor services to individual needs and desires.

#### **Advocacy: for older people living with mental health problems or learning disability**

The service provides advocacy services for over 65's with mental health problems or living with learning disability. The definition of mental health problems includes people with dementia, learning difficulties, depression, memory loss or conditions such as bi-polar disorder or schizophrenia.

For 2014-15, Age UK Sheffield provided advocacy services for 150 people (compared with 148 in 2013-14).

The number of customers making use of the service remains consistently higher than the agreed targets, demonstrating the need for the service. The main issues confronting service users relate to:

- debt & financial difficulties;
- care packages;
- will making;
- care home quality concerns;
- housing;
- social inclusion; and
- access to health services.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

Contract management of the service is now with the Sheffield Public Health Department in Sheffield City Council, which has scheduled a review of all of Sheffield's advocacy services in 2015-16. The results of the review will inform their future Public Health investment plans. The contract has been extended to 31 March 2016.

In addition, Sheffield City Council has put in place an interim arrangement to spot purchase Care Act advocacy, to trial demand prior to a competitive tender. Age UK Sheffield has received its first referral under this arrangement.

#### **Live Later Life**

In September this year we plan to deliver our first '*Live Later Life*' packages to individual paying customers and commissioners (health, social care and housing). Each package will be tailored to the unique circumstances of the customer and will have the same goal – to enable the customer to maintain or regain their independence. For most it will comprise a combination of services delivered by Age UK Sheffield directly (summarised above) plus facilitated access to resources provided by others. Most of the services will be provided free at the point of delivery, some will be bought by individual older people, their family or friends. For those that can't afford to buy services they need, we will use funds that we have raised to subsidise the charge to the customer.

*Live Later Life* will be launched in September 2015 with incremental growth projected thereafter. A bespoke Customer Relationship Management system, designed by Age UK Sheffield with the assistance of Dean Sadler (formerly CEO Plusnet), has been designed to support delivery and is critical to its success.

#### **Big Lottery - Ageing Well programme**

Sheffield is one of 20 local authorities to successfully bid for this programme which has given Sheffield up to £6 million investment over 6 years, to address social isolation in the city. South Yorkshire Housing Association is leading and coordinating the programme.

Most of the funding unexpectedly focusses on counselling for older people living in four electoral wards. Nonetheless it has provided Age UK Sheffield with an opportunity to secure funds to augment programmes that reduce isolation.

#### **Age UK Sheffield Enterprises**

Age UK Sheffield Enterprises is our trading company. Regulated by the Financial Conduct Authority, its sole function is to sell products tailored to the needs of older people. It is wholly owned by Age UK Sheffield and all surpluses generated from product sales are gift-aided to support the work of the charity.

Last year saw the completion of the refitting of our shop which the trading company shares with our Information and Advice service. A new ICT system has also been installed by the national trading organisation, Age UK Enterprises. As a result we are winning new business from calls redirected to our sales team from a national call queue. This new system has already facilitated business growth enabling us to reach a larger market for quotes. Increased sales rely on us giving more quotes, then converting these to a sale - and we are good at this. Sheffield is recognised as the best performing local trading company in the region for converting quotes to sales. Early results of the new technology indicate that, despite very sharp competition, particularly for insurance products, income from commissions will rise – providing a much needed additional source of unrestricted funding for the charity.

#### **Corporate giving**

With the appointment, last year, of a Business and Marketing Manager our relationship with private companies willing to give funding and resources, or provide us with volunteers, is developing apace. Already we are charity of the year for the Junior Chamber of Commerce and the Law Society; this is in addition to commercial company support secured for The Club. We are now full steam ahead for the development of our donor base through, for example, corporate sponsorship of packages of support, individual donor and fundraising.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### HR and personnel development

##### Staff

In 2014-15 the second phase of our organisational restructure was completed resulting increased capacity to deliver Independent Living Coordination, Information and Advice and The Club. In addition, we recruited new staff with new skills to launch and run our Wellbeing centres for people living with memory loss.

##### Volunteers

Age UK Sheffield is recruiting, training and mentoring a growing team of volunteers. We have expanded our range of volunteer roles so they now augment all the services we provide; all services benefit from the added value that volunteers bring.

##### Student social workers on placement

Age UK Sheffield's Social Worker in Training Scheme is now in its 7<sup>th</sup> year. Over 180 students have since completed successful placements. In the last year we have had 34 students on placement, including students undertaking a Masters in Social Work at the University of Sheffield, and the B.A. course at Sheffield Hallam University. In June 2015 we anticipate welcoming students from the B.A. course at the University of Derby.

As a result of the Social Work Reform Board's recommendations, the length of each placement has changed. The majority of our students are completing their first placement and the number of placement days has been reduced from 80 or 100 days to just 70 days. In addition the Department of Health reduced the placement fee from £28 to £20 per day.

We have continued to enable a few students to complete successful placements following previous placement difficulties. We have become adept at meeting urgent requests for placements often at very short notice. We are looking forward to welcoming students from the University of Sheffield's M.A. course in Dementia Studies to our Wellbeing Centre for 'one-off' placement days.

Ben Duke, a PhD Candidate, from the Research Institute of Social Sciences, Centre for Social Policy at Keele University research visited us in November 2014. He interviewed both students and former students. He commended the support provided to our 'student unit'.

We request feedback from students on our performance at the end of each intake: students particularly value the peer support and weekly academy (peer supervision and learning session). The following quotes from former students are typical:

*'This has been a fantastic first placement: it has been great for building my confidence and communication skills and made me really consider working with older people in the future.'*

*'The Age UK placement is great - you're challenged by the work, and trusted to manage really interesting cases, but with so much support that you don't feel lost. Having a group of other students around is really useful too - you end up helping each other, and the weekly group supervision sessions are brilliant - they're a real opportunity to learn from each other. I feel really lucky to have had my placement at Age UK and learnt just so much, which I have brought to my second placement and will carry on using throughout my practice.'*

Such feedback from students, University tutors and off-site Practice Educators show that our scheme continues to be well-regarded. We have continued to build on our reputation, largely through 'word of mouth'.

We have been pleased that former students regularly apply for job vacancies with the agency, at present we have four former students in full time posts.

There are further challenges to our scheme ahead as the Departments of Health and Education are increasingly promoting statutory sector placements through new Teaching Partnerships. It may be that in future we will need to consider 'shared placements' with the council. However the skills at Age UK Sheffield are recognised by both local Universities and we are regularly called on to assist their learning programmes.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### Leadership and capacity

Following the organisational restructure, Age UK Sheffield now boasts a senior management team that has the drive, skills and capacity required to deliver our ambitious two year business plan. Most of the goals set out for 2014-15 were achieved well ahead of schedule. We are confident that we will also achieve the goals of the second year of the business plan 2014-16, well within time and budget.

#### Continuous quality improvement

We have used these systems to develop clear consistent standards for all areas of Age UK Sheffield's activities, enabling us to monitor operational practice and inform improvement. Achieving these standards has strengthened funding bids and tenders for contracts particularly the Housing Support contract due to be re-tendered in September 2015.

In 2014-15, Age UK Sheffield has retained ISO 9001 accreditation by successfully passing the required annual external audit. We have also maintained Financial Controls Authority compliance for the insurance sales aspect of our trading company.

In addition, in February 2015 we successfully achieved the relatively new Age UK Association Organisational Quality Standard, or OQS which also has the accreditation of the Charities Commission. As mentioned above, last November we also raised our accreditation level for the Housing Support Quality Assessment Framework from a C rating to a B rating. Quality is incredibly important to us. These accreditations give us external confirmation that we provide quality services.

Customer feedback is critical to all our quality improvement processes. We routinely survey random samples of our customers. The surveys are anonymised so people can feel free to be honest. We have a 'grumbles log' where staff and volunteers note any informal grumbles they overhear from customers; such informal feedback is a critical source of knowledge. The Club has its own dedicated, growing and very lively Advisory Group. Using 1-1 interviews and focus groups, we actively seek the views of customers, family members, carers and health and social care professionals to inform the development of each of our services.

#### Single Customer Process

In the immediate future Age UK Sheffield will complete the introduction of a Single Customer Process; designed to ensure that however our customers contacts us - whether by phone, via GP, family or friend referral, face to face in the shop or at our outreach 'clinics' - they will rapidly get the service that meets their needs from the person in the organisation that has the skills and capacity to deliver it.

The process will be supported by the bespoke Customer Relationship Management software (see above) and extensive and repeated staff and volunteer training. Key to the process will be confident delivery of 'guided conversations'.

#### Guided conversations

People do not usually approach Age UK Sheffield knowing which service will best suit their needs. Neither do they usually know what is possible or available. It is common for people to present with a relatively simple enquiry, such as '*I am lonely. Do you know any groups I can join?*' With the right database and knowledge it is relatively easy to respond to this question with simple information.

However, there are many causes of loneliness. A few pertinent questions as part of a guided conversation help to clarify the customer's needs in a friendly, empathetic and time-efficient way. As a result, the service, resource or facility most appropriate to the customer's needs is rapidly identified - and it could be anything from The Club, bereavement counselling, dementia cafe or an assisted application for benefits allowance, through to help to find a new home. Equally, it could be services provided by Age UK Sheffield or services provided by any number of others across the city.

Such guided conversations have been second nature to many of our staff and volunteers for years. What's new is the recognition that they are vital to the efficient use of resources as well as good customer service, and that delivery of the conversations is a highly skilled task enhanced by regular training and professional development to support learning and practice. We anticipate that the further development and use of guided conversations will enable us to assist even more people.

# AGE UK SHEFFIELD

## TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

### Board development

There have been no new recruits to our Board this year. We are, however in the process of recruiting three additional Trustees, which will assist succession planning.

### Business plan: 2015-16

Age UK Sheffield continues to face a multitude of opportunities and challenges. The business plan 2014-16 approved by the Board in April 2014, proposed a two-year period of inward investment.

Building on the success of the first year and following a comprehensive review, the second year's updated business plan sets out the organisational and service development and targets for 2015-16. Stretch targets, in response to the rapidly changing environment in which we operate, have been identified in all areas of the organisation.

The long term strategy of diversifying Age UK Sheffield's funding remains: to reduce reliance on public sector contracts by increasing income from sales of products and services, charitable giving and corporate sponsorship.

In addition to the investments agreed in April 2014, a further investment of circa £25k has been approved by the Board as part of the budget setting process for 2015-16.

Our goal is to achieve a break-even budget and financial balance in 2016-17. Following the two year period of inward investment, the reserves will be maintained at or above the level set in our reserves policy. We fully appreciate that a balanced budget is an imperative to maintain the sustainability of the organisation.

Good progress has been made towards achieving the balanced budget. Substantial new funding has been secured for 2015-16 and there are plentiful opportunities open to us to further diversify funding sources and sell new high quality products over the next few years. So, despite high levels of uncertainty (very little contract funding is secure past March 2016) Age UK Sheffield is very well placed to thrive.

All our contracts with Sheffield City Council currently end in March. There are three main strategies for securing the financial future of the organisation:

1. **Ensuring we maximise any opportunity to secure further statutory sector contracts.** Investment in the management infrastructure has placed us in a strong competitive position through, for example, increasing tender writing competency and capacity, increasing quality, reputation and profile raising and consolidating our position as a key provider within the city.
2. **Live Later Life packages:** to be launched in September 2015. Promotion of this product will be targeted at the younger relatives of older people. It will offer a bespoke package designed to meet whatever need the older person has – both short and longer term. Building our base of individual paying customers will reduce our reliance on public sector contracts.
3. **Develop our donor base** through, for example, corporate sponsorship of packages of support, individual donor and fundraising.

Our solid customer base, redesigned, affordable and wholly customer-focussed services, judicious budget management and ambitious marketing and promotion programme, put us in an excellent position to grow and thrive, making a vital contribution to meeting the needs of those in later life.

We have made tremendous progress towards establishing a financially sustainable model, despite the current economic climate where few funding sources are secure for more than 12 months at a time. Our total income has been more or less maintained over the past three years at around £1.2 million. The numbers of older people using our services has grown and the level of complexity we provide assistance with has also risen. A visitor from Age UK recently commented that, of all the local Age UK charities she had visited, Age UK Sheffield has achieved an irrefutable level of customer focus. All of our services are tailored to the needs of individual older people living in Sheffield. We are immensely proud of this achievement.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### Overall budget position

For 2014-15, we secured income from diverse sources including: contracted income (68% of total), Age UK Sheffield Enterprise product sales (12% of total), individual paying customers (9% of total) and grants, donations and other funding (11% of total). Whilst this reflects an increase in the proportion of income from contracts, much of this is new funding from Sheffield Clinical Commissioning Group. Funding from Sheffield City Council contracts has remained stable for the year. We have maintained our overall annual turnover at approximately £1.2 million.

As planned, Age UK Sheffield has used some of its reserves to invest in development. Consequently the level of reserves (excluding pension liability) at 31 March 2015 fell to £384k (compared with circa £563k at 31 March 2014). This is approximately £20k better than forecast. Further investment is planned for 2015-16 and the budget outturn for 2015-16 is anticipated to see reserves reduce to circa £267k; still comfortably above our minimum working reserves level of £214k.

If external circumstances are such that new income is not secured for 2016-17 (e.g. in the event of Age UK Sheffield failing to win the new Housing Support contract or an alternative contract), despite the excellent preparatory work that has been undertaken, we will achieve a break-even budget in 2016-17 by reducing our expenditure. This organisation has an excellent track record of rapid and timely expansion or contraction to accommodate unforeseen rises or falls in expenditure.

We have achieved real development, providing an excellent choice of affordable, flexible, high quality assistance to those facing the challenges that later life can sometimes bring. Over the coming months and years new challenges and opportunities will present themselves, many of which have not yet been anticipated. We are in an excellent position to respond to these as they arise, mitigating risks and taking advantage of opportunities.

## **AGE UK SHEFFIELD**

### **TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015**

---

#### **Financial review and results for the year**

We would like to thank everyone who supported the work of Age UK Sheffield during 2014-15 for their time or financial support including:

Age UK

Age UK Support Services (Yorkshire and Humber)

Arthur Lee Distribution from Endowment Fund

Beaumont Business Software Ltd

Leeds Metropolitan University

Macmillan Cancer Support

The Marjorie Coote Old People's Charity Fund

Sheffield City Council

Sheffield Church Burgesses Trust

Sheffield Clinical Commissioning Group

Sheffield Hallam University

Sheffield Town Trust

South Yorkshire Community Foundation

University of Sheffield

Westfield Contributory Health Scheme Ltd

Individual customers

Individual donors

#### **Commentary on the Financial Statements**

In 2014-15 we delivered the first of two years of inward investment and growth for Age UK Sheffield as outlined in our strategic business plan. The second phase of our organisational restructure was completed during this year resulting in increased skills and capacity to deliver and develop a range of high quality, customer-focussed services. We are eminently well-placed to secure further funding from diverse sources, and ultimately achieve long-term sustainability to meet the rising demand, within the context of a shrinking statutory sector.

#### **Results for the year**

The outturn before other gains and losses for 2014-15 was a deficit of £171k (compared with a £6.7K surplus in 2013-14). This is £20k better than the budgeted outturn.

Organisational support costs increased to £360k (£319k in 2013-14), some of which is planned investment and non-recurrent expenditure.

#### **Income**

Our overall annual turnover has reduced to £1,162k in 2014-15 (from £1,319k in 2013-14).

Most of this reduction is attributable to the closure of the Self Directed Support Planning service in 2013-14 and the ending of one year's development and pilot funding received from Age UK.



## **AGE UK SHEFFIELD**

### **TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015**

---

#### **Expenditure**

Consolidated expenditure increased by £20k compared to the previous year. This increase is primarily due to non-recurrent support costs and planned investment in front-line staffing as outlined in our two year business development plan.

#### **Diversification of funding sources**

Age UK Sheffield continues to work towards diversifying its funding sources to reduce the risk of financial instability to the organisation. We have made further progress towards this by securing income from Sheffield's Clinical Commissioning Group and Age UK to deliver Sheffield's Integrated Care Programme in 2015-16. This has led to a small rise in the level of income received to deliver contracted services: 68% of the total income for 2014-15 compared with 63% of total income in 2013-14.

#### **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 Trustees have agreed the target level of free reserves based on:

- operating costs;
- possible redundancy costs arising from unexpected termination of contractual arrangements or grants; and
- provision for development and/or dilapidations.

In their opinion the working reserves therefore need to be £214k.

#### **Reserves**

At 31 March 2015, Age UK Sheffield's free reserves were £360k. This is a planned reduction from comparable reserves at 31 March 2014 of £526k. The Pension Deficit reserve valuation has increased to a liability of £56k.

The charity plans one more year of investment from free reserves, which will bring them closer to the target level.

The Age UK Sheffield Board has designated £41.3k of reserves, primarily for the business plan's second year of investment, leaving undesignated free reserves at 31 March 2015 of £318,728 (2014: £367,457, 2013: £225,052).

The charity therefore has adequate working reserves and the funding necessary to contribute to the continued development and sustainability of the charity.

#### **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 31 March 2015 was 81.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

#### Trustees

Trustees who served during the year were:

Prof. Mike Smith	Chair	
David Campbell		(appointed May 2014)
Angela Hunt	Member	
Chris Linacre, CBE	Member	
Morag Maddocks	Member	
Jo Roy	Member	
Paul Trudgill	Member	(resigned October 2015)
Ruth Wilson	Member	
Melinda Riley		(appointed July 2015)
Gordon Littlewood		(appointed July 2015)
Melanie Perkins		(appointed July 2015)

#### Trustees' responsibilities

The trustees (who are also the directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the Trustees' Annual 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 that period. 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 adequate 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 2015. The accounts comply with the Companies Act 2006, the charity's governing document and the relevant Statement of Recommended Practice (the Charities SORP 2005).

#### 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.

## AGE UK SHEFFIELD

### TRUSTEES' ANNUAL REPORT - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

---

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 and 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.

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:

- Sheffield Health and Social Care NHS Foundation Trust Council of Governors
- Right First Time Operational Management Group
- Sheffield's Dementia Action Alliance
- Sheffield's Integrated Commissioning Programme Board

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 Conduct 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 2014 and March 2014, and the major risks identified. An action plan to mitigate the risks was developed and implemented.

#### **Auditors**

A resolution to give the authority to the Directors to appoint the auditors for the year 2015-16 will be proposed at the Annual General meeting.

This report was approved by the Board of Trustees on 22/10/15 and signed in its behalf:



Professor MA Smith – Chair

## **AGE UK SHEFFIELD**

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

---

We have audited the financial statements of Age UK Sheffield for the year ended 31 March 2015 which comprise the Consolidated Statement of Financial Activities, the Parent Charitable Company Statement of Financial Activities, the Group and the Parent Charitable Company 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 April 2008) (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 and to the charitable company's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

#### **Respective responsibilities of trustees and auditor**

As explained more fully in the Trustees' Responsibilities Statement set out on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

#### **Scope of the audit of the financial statements**

A description of the scope of an audit of financial statements is provided on the FRC's website at [www.frc.org.uk/apb/scope/private.cfm](http://www.frc.org.uk/apb/scope/private.cfm).

#### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2015, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and
- have been prepared in accordance with the requirements of the Companies Act 2006 and Charities Act 2011.

## **AGE UK SHEFFIELD**

### **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF AGE UK SHEFFIELD - continued**

---

#### **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 and the Charities Act 2011 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors' report and take advantage of the small companies exemption from the requirement to prepare a strategic report.

**Jane Marshall (Senior Statutory Auditor)**

**For and on behalf of BHP, Chartered Accountants, Statutory Auditor**

**2 Rutland Park**

**SHEFFIELD**

**S10 2PD**

**22 October 2015**

*BHP, Chartered Accountants is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006*

# AGE UK SHEFFIELD

## CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2015

	Notes	Unrestricted funds £	Restricted funds £	Total 2015 £	Total 2014 £
<b>Incoming resources</b>					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	42,050	-	42,050	72,181
Investment income – bank interest		298	-	298	320
Commercial trading operations		139,089	-	139,089	144,493
Other incoming resources		-	-	-	8,773
<i>Incoming resources from charitable activities</i>	3				
Group Support		162,916	1,861	164,777	198,001
Support in the Home		633,242	78,551	711,793	799,785
Information & Advocacy		45,572	57,924	103,496	95,926
<b>Total incoming resources</b>		<b>1,023,167</b>	<b>138,336</b>	<b>1,161,503</b>	<b>1,319,479</b>
<b>Resources expended</b>	4				
<i>Costs of generating funds</i>					
Fundraising costs		24,804	10,760	35,564	23,832
Commercial trading operations		78,281	-	78,281	78,775
		103,085	10,760	113,845	102,607
<i>Charitable activities</i>					
Group Support		267,272	3,140	270,412	211,139
Support in the Home		690,866	79,173	770,039	830,971
Information & Advocacy		55,543	84,492	140,035	118,219
<i>Governance costs</i>		38,488	-	38,488	49,866
<b>Total resources expended</b>		<b>1,155,254</b>	<b>177,565</b>	<b>1,332,819</b>	<b>1,312,802</b>
<b>Net (outgoing)/incoming resources before transfers</b>	6	<b>(132,087)</b>	<b>(39,229)</b>	<b>(171,316)</b>	<b>6,677</b>
Transfer between funds	16	(20,629)	20,629	-	-
<b>Net (outgoing)/incoming resources before other recognised gains and losses</b>		<b>(152,716)</b>	<b>(18,600)</b>	<b>(171,316)</b>	<b>6,677</b>
<b>Other recognised gains and losses</b>					
Actuarial loss on pension scheme	14	(22,000)	-	(22,000)	(7,000)
<b>Net movement in funds</b>		<b>(174,716)</b>	<b>(18,600)</b>	<b>(193,316)</b>	<b>(323)</b>
Fund balances at 1 April 2014		488,364	32,945	521,309	521,632
<b>Fund balances at 31 March 2015</b>		<b>313,648</b>	<b>14,345</b>	<b>327,993</b>	<b>521,309</b>

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 UK SHEFFIELD

## STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2015

	Notes	Unrestricted funds £	Restricted funds £	Total 2015 £	Total 2014 £
<b>Incoming resources</b>					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	42,050	-	42,050	72,181
Activities for generating funds		137,427	-	137,427	194,544
Investment income					
Gift aid payments from subsidiary		46,808	-	46,808	29,068
Bank interest		241	-	241	219
Other incoming resources		-	-	-	8,773
<i>Incoming resources from charitable activities</i>					
Group Support		162,916	1,861	164,777	198,001
Support in the Home		227,620	78,551	306,171	394,185
Information & Advocacy		45,572	57,924	103,496	95,926
<b>Total incoming resources</b>		<b>662,634</b>	<b>138,336</b>	<b>800,970</b>	<b>992,897</b>
<b>Resources expended</b>					
<i>Costs of generating funds</i>					
Fundraising costs		24,804	10,760	35,564	23,832
<i>Charitable activities</i>					
Group Support		267,272	3,140	270,412	211,139
Support in the Home		409,410	79,173	488,583	585,256
Information & Advocacy		55,543	84,492	140,035	118,219
<i>Governance costs</i>		35,765	-	35,765	47,163
<b>Total resources expended</b>		<b>792,794</b>	<b>177,565</b>	<b>970,359</b>	<b>985,609</b>
<b>Net (outgoing)/incoming resources before transfers</b>	6	<b>(130,160)</b>	<b>(39,229)</b>	<b>(169,389)</b>	<b>7,288</b>
Transfers between funds	16	(20,629)	20,629	-	-
<b>Net (outgoing)/incoming resources before other recognised gains and losses</b>		<b>(150,789)</b>	<b>(18,600)</b>	<b>(169,389)</b>	<b>7,288</b>
<b>Other recognised gains and losses</b>					
Actuarial loss on pension scheme	14	(22,000)	-	(22,000)	(7,000)
<b>Net movement in funds</b>		<b>(172,789)</b>	<b>(18,600)</b>	<b>(191,389)</b>	<b>288</b>
Fund balances at 1 April 2014		477,236	32,945	510,181	509,893
<b>Fund balances at 31 March 2015</b>		<b>304,447</b>	<b>14,345</b>	<b>318,792</b>	<b>510,181</b>

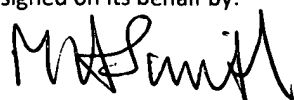
# AGE UK SHEFFIELD

## BALANCE SHEETS AS AT 31 MARCH 2015

		Group		Charity	
	Notes	2015 £	2014 £	2015 £	2014 £
<b>Fixed assets</b>					
Tangible assets	9	9,557	4,264	5,704	4,264
Investments	10	-	-	2	2
		<u>9,557</u>	<u>4,264</u>	<u>5,706</u>	<u>4,266</u>
<b>Current assets</b>					
Debtors	11	505,269	119,479	561,370	189,773
Cash at bank and in hand		538,901	668,021	419,762	565,430
		<u>1,044,170</u>	<u>787,500</u>	<u>981,132</u>	<u>755,203</u>
<b>Creditors: amounts falling due within one year</b>	12	(669,734)	(228,455)	(612,047)	(207,288)
<b>Net current assets</b>		<u>374,436</u>	<u>559,045</u>	<u>369,085</u>	<u>547,915</u>
<b>Total assets less current liabilities</b>		<u>383,993</u>	<u>563,309</u>	<u>374,791</u>	<u>552,181</u>
<b>Defined benefit pension scheme liability</b>	14	(56,000)	(42,000)	(56,000)	(42,000)
<b>Net assets</b>	17	<u>327,993</u>	<u>521,309</u>	<u>318,791</u>	<u>510,181</u>
<b>Funds</b>					
Unrestricted funds					
Designated funds	15	41,365	158,643	41,365	158,643
General funds		328,283	371,721	319,081	360,593
		<u>369,648</u>	<u>530,364</u>	<u>360,446</u>	<u>519,236</u>
Unrestricted funds excluding pension liability					
Pension reserve		(56,000)	(42,000)	(56,000)	(42,000)
<b>Total unrestricted funds</b>		<u>313,648</u>	<u>488,364</u>	<u>304,446</u>	<u>477,236</u>
Restricted funds	16	14,345	32,945	14,345	32,945
<b>Total funds</b>		<u>327,993</u>	<u>521,309</u>	<u>318,791</u>	<u>510,181</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 22 to 39 were approved by the Board of Trustees on 22/10/15 and were signed on its behalf by:



**Professor M A Smith**  
Chair

Company number: 05207254



# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2015

---

### 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 UK 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).

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2015**

---

**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 based on the split of funding received for the different areas of the charity's activities.

**(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 UK Retirement Benefits 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 14 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 UK SHEFFIELD

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 2. Incoming resources from generating funds

	Unrestricted funds £	Restricted funds £	Total 2015 £	Total 2014 £
<b>Voluntary income</b>				
Donations	-	-	-	4,441
Grants				
Age UK	19,300	-	19,300	43,490
Arthur Lee distribution from endowment fund	1,000	-	1,000	-
The Church Burgesses Trust	2,750	-	2,750	2,750
The Marjorie Coote Old People's Charity fund	15,000	-	15,000	15,000
Samuel Roberts Trust distribution fund	-	-	-	2,500
Sheffield Town Trust	4,000	-	4,000	4,000
	<u>42,050</u>	<u>-</u>	<u>42,050</u>	<u>72,181</u>

# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

### 3. Incoming resources from charitable activities

	Group Support £	Support in the Home £	Information and Advocacy £	Total 2015 £	Total 2014 £
<b>Restricted income</b>					
Grants					
Age UK	1,861	-	7,924	9,785	9,480
South Yorkshire Community Foundation	-	2,000	-	2,000	2,000
Westfield Contributory Health Scheme Limited	-	-	50,000	50,000	50,000
Other small funding	-	-	-	-	820
Contracts					
Macmillan	-	76,551	-	76,551	85,446
Sheffield City Council	-	-	-	-	17,695
	<u>1,861</u>	<u>78,551</u>	<u>57,924</u>	<u>138,336</u>	<u>165,441</u>
<b>Unrestricted income</b>					
Contracts					
Sheffield City Council	129,564	438,856	33,550	601,970	640,737
Sheffield CCG	10,925	66,000	4,680	81,605	67,428
Grants					
Age Concern Support Services (Yorkshire and Humber)	-	28,644	500	29,144	27,810
Age UK	-	-	-	-	3,000
South Yorkshire Community Foundation	-	120	-	120	120
Other income					
Life Long Learning fees	1,887	-	-	1,887	2,241
Charges for services	20,311	54,854	-	75,165	132,976
Reimbursed expenses	82	1,022	175	1,279	235
Universities	-	43,746	-	43,746	48,440
Legacies	-	-	2,000	2,000	-
Donations	147	-	4,667	4,814	5,284
	<u>162,916</u>	<u>633,242</u>	<u>45,572</u>	<u>841,730</u>	<u>928,271</u>
<b>Total incoming resources from charitable activities</b>	<u>164,777</u>	<u>711,793</u>	<u>103,496</u>	<u>980,066</u>	<u>1,093,712</u>

## AGE UK SHEFFIELD

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 4. Resources expended

	Costs of generating funds £	Group Support £	Support in the Home £	Information and Advocacy £	Governance costs £	Total 2015 £	Total 2014 £
Staff costs	64,932	130,011	469,235	86,063	24,939	775,180	760,779
Premises costs	6,608	10,432	40,724	6,422	-	64,186	61,989
Administrative costs	5,086	8,484	24,728	6,111	948	45,357	48,793
Projects costs	560	62,097	8,546	4,547	12,601	88,351	122,513
Support costs	36,659	59,388	226,806	36,892	-	359,745	318,728
	<u>113,845</u>	<u>270,412</u>	<u>770,039</u>	<u>140,035</u>	<u>38,488</u>	<u>1,332,819</u>	<u>1,312,802</u>

#### Note on support costs

Support costs are analysed as follows:

Management & business support	23,616	38,258	146,110	23,766	-	231,750	209,148
Infrastructure	6,216	10,071	38,460	6,256	-	61,003	17,117
Development	6,827	11,059	42,236	6,870	-	66,992	92,463
	<u>36,659</u>	<u>59,388</u>	<u>226,806</u>	<u>36,892</u>	<u>-</u>	<u>359,745</u>	<u>318,728</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.

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

As a charity, Age UK Sheffield is exempt from tax on income and gains falling within the available tax exemptions to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

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

This is stated after charging:

	Group		Charity	
	2015	2014	2015	2014
	£	£	£	£
Auditors' remuneration	8,750	8,360	6,030	5,670
Depreciation of tangible fixed assets	6,563	2,611	4,636	2,611
	<u>15,313</u>	<u>10,971</u>	<u>10,666</u>	<u>8,281</u>

### 7. Staff costs

Staff costs during the year were as follows:

	Group		Charity	
	2015	2014	2015	2014
	£	£	£	£
Wages and salaries	861,939	784,733	599,397	579,616
Social security costs	62,177	57,051	42,477	43,399
Pension costs	28,673	18,952	25,355	16,719
	<u>952,789</u>	<u>860,736</u>	<u>667,229</u>	<u>639,734</u>

The average weekly number of employees during the year was as follows:

Management & Administration	11	9	8	6
Day Support Services	5	5	5	5
Supporting People	10	9	0	-
Home Services	11	15	11	15
Information & Advocacy Services	3	3	3	3
	<u>40</u>	<u>41</u>	<u>27</u>	<u>29</u>

No employee has earned over £60,000 during the year (2014: none).

### 8. Trustees' remuneration and expenses

No Trustees nor any persons connected with them received any remuneration during the year (2014 : £nil).

Expenses of £24 were reimbursed to Trustees during the year (2014 : £nil).

# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

### 9. Fixed assets: tangible assets

Group	Leasehold improvements £	Office & other equipment £	Computer equipment £	Total 2015 £
<b>Cost</b>				
At 1 April 2014	33,567	79,742	25,067	138,376
Additions	-	2,624	9,232	11,856
At 31 March 2015	<u>33,567</u>	<u>82,366</u>	<u>34,299</u>	<u>150,232</u>
<b>Depreciation</b>				
At 1 April 2014	33,567	78,942	21,603	134,112
Depreciation	-	1,275	5,288	6,563
At 31 March 2015	<u>33,567</u>	<u>80,217</u>	<u>26,891</u>	<u>140,675</u>
<b>Net Book Value</b>				
At 31 March 2015	<u>-</u>	<u>2,149</u>	<u>7,408</u>	<u>9,557</u>
At 31 March 2014	<u>-</u>	<u>800</u>	<u>3,464</u>	<u>4,264</u>
<b>Charity</b>				
<b>Cost</b>				
At 1 April 2014	33,567	33,084	6,631	73,282
Additions	-	-	6,076	6,076
At 31 March 2015	<u>33,567</u>	<u>33,084</u>	<u>12,707</u>	<u>79,358</u>
<b>Depreciation</b>				
At 1 April 2014	33,567	32,284	3,167	69,018
Depreciation	-	400	4,236	4,636
At 31 March 2015	<u>33,567</u>	<u>32,684</u>	<u>7,403</u>	<u>73,654</u>
<b>Net Book Value</b>				
At 31 March 2015	<u>-</u>	<u>400</u>	<u>5,304</u>	<u>5,704</u>
At 31 March 2014	<u>-</u>	<u>800</u>	<u>3,464</u>	<u>4,264</u>

# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

### 10. Fixed asset investments

	Group		Charity	
	2015	2014	2015	2014
	£	£	£	£
Investment in subsidiary company	-	-	2	2

The trading subsidiary, Age UK Sheffield Enterprises Limited, 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 2015 is as follows:

#### Profit and loss account

	2015	2014
	£	£
Turnover and other income	544,878	583,546
Administration costs	(499,997)	(555,085)
Donation to parent charity	(46,808)	(29,068)
Net loss	(1,927)	(607)

#### Balance sheet

	2015	2014
	£	£
Fixed assets	3,855	1
Current assets	137,560	121,879
Current liabilities	(132,208)	(110,746)
	9,207	11,134
Called up share capital	2	2
Profit and loss account	9,205	11,132
	9,207	11,134



## AGE UK SHEFFIELD

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 11. Debtors

	<u>Group</u>		<u>Charity</u>	
	2015	2014	2015	2014
	£	£	£	£
Trade debtors	14,565	12,754	-	-
Age UK Sheffield Enterprises Limited	-	-	72,226	55,627
Other debtors	419,931	52,210	419,931	50,562
Prepayments and accrued income	70,773	54,515	69,213	83,584
	<u>505,269</u>	<u>119,479</u>	<u>561,370</u>	<u>189,773</u>

#### 12. Creditors

	<u>Group</u>		<u>Charity</u>	
	2015	2014	2015	2014
	£	£	£	£
<b>Due within one year</b>				
Age UK Sheffield Enterprises Limited	-	-	2,295	4,884
Other creditors	57,128	73,740	31,082	47,689
Taxation and social security	17,286	14,733	17,301	14,733
Accrued expenditure	52,838	31,952	47,329	31,952
Deferred income (note 13)	542,482	108,030	514,040	108,030
	<u>669,734</u>	<u>228,455</u>	<u>612,047</u>	<u>207,288</u>

#### 13. Deferred income

	£
Balance at 1 April 2014	108,030
Amount released in the year	(24,463)
Amount deferred in the year	458,915
Balance at 31 March 2015	<u>542,482</u>

Deferred income relates to contract income received in advance.

# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

### 14. Pension scheme

#### 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 £17,540 (2014 : £17,540).

#### Defined benefit

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

The scheme is in deficit and so individual Age UK offices have been asked to make additional payments to make up this deficit. In August 2008 it was agreed that in principle Age UK 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 (2014 : £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 2013 by a qualified actuary.

#### FRS 17 details

##### Amounts recognised in the balance sheet

	2015 £'000	2014 £'000
Fair value of scheme assets	257	232
Present value of scheme liabilities	(313)	(274)
Deficit in the scheme	(56)	(42)

##### Amounts recognised in the SOFA

Expected return on scheme assets	(13)	12
Interest on scheme liabilities	12	(12)
Current service costs	1	(1)
Total pension cost recognised in the SOFA	-	(1)

##### Amounts recognised in the statement of total recognised gains and losses

Actuarial loss relating to the year	(22)	(7)
-------------------------------------	------	-----

##### Balance sheet reconciliation

Gross balance sheet liability at 1 April	(42)	(42)
Pension expense recognised in the SOFA in the year	-	(1)
Amounts recognised in the statement of total recognised gains and losses in the year	(22)	(7)
Actual contributions made by the employer in the year	8	8
Gross balance sheet liability at 31 March	(56)	(42)

# AGE UK SHEFFIELD

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

### 14. Pension scheme - continued

	2015 £'000	2014 £'000
<b>Change in scheme assets</b>		
Fair value of scheme assets at 1 April	232	238
Expected return on scheme assets	13	12
Employer contributions	8	8
Benefits paid	(10)	(11)
Actuarial (loss)/ gain on assets	14	(15)
Fair value of scheme assets at 31 March	<u>257</u>	<u>232</u>
<b>Change in scheme liabilities</b>		
Scheme liabilities at 1 April	274	280
Current service cost	1	1
Interest cost	12	12
Benefits paid	(10)	(11)
Actuarial loss due to experience	-	(20)
Actuarial loss/ (gain) due to change in assumptions	36	12
Present value of scheme liabilities at 31 March	<u>313</u>	<u>274</u>

### Principle weighted average actuarial assumptions

	2015	2014
Inflation assumption (RPI)	3.1%	3.5%
Inflation assumption (CPI)	2.0%	2.5%
Rate of increase in salaries	n/a	n/a
Discount rate	3.3%	4.5%
Rate of increase in pensions	2.5 – 3.1%	2.5 – 3.5%

### Expected return on scheme assets

	Long term rate return expected at 31.03.15	Value at 31.03.15 £'000	Long term rate return expected at 31.03.14	Value at 31.03.14 £,000
Equities	n/a	109	7.00%	116
Gilts	n/a	68	3.50%	60
Bonds	n/a	59	4.50%	29
Property	n/a	18	5.50%	15
Cash	n/a	3	3.00%	12
	<u>n/a</u>	<u>257</u>	<u>5.47%</u>	<u>232</u>

## AGE UK SHEFFIELD

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 14. Pension scheme - continued

##### Historical analysis

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

	2015 £'000	2014 £'000	2013 £'000	2012 £'000	2011 £'000
Fair value of scheme assets	257	232	238	210	201
Value of scheme liabilities	(313)	(274)	(280)	(252)	(228)
Deficit in the scheme	(56)	(42)	(42)	(42)	(27)
Experience adjustments on scheme assets	14	(15)	18	(3)	13
Experience adjustments on scheme liabilities	-	20	-	(5)	(10)
Cumulative actuarial (loss)/gain at 31 March	(27)	(5)	2	8	31

#### 15. Designated funds

	As at 1 April 2014	Resources expended	Transfers	As at 31 March 2015
Organisational commitments	24,531	(8,615)	4,364	20,280
Business Plan investments	134,112	(109,391)	(3,636)	21,085
	158,643	(118,006)	728	41,365

##### Organisational commitments

Funding has also been designated for ongoing organisational commitments which includes auto-enrolment implementation and telecommunications infrastructure.

##### Business Plan Investments

Age UK Sheffield's Board approved significant inward investment for additional staff and resources for 2014-15 and 2015-16. This judicious investment in new staff will ensure high quality service delivery and enable the Management Team to generate and take advantage of opportunities to win new funding in a turbulent and highly competitive environment.

## AGE UK SHEFFIELD

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 16. Restricted funds

	As at 1 April 2014 £	Incoming resources £	Resources expended £	Transfers £	As at 31 March 2015 £
<b>Central Services</b>					
The JG Graves Charitable Trust	1,232	-	(673)	-	559
Age UK - ODG	14,041	-	(10,087)	-	3,954
	<u>15,273</u>	<u>-</u>	<u>(10,760)</u>	<u>-</u>	<u>4,513</u>
<b>Day/Group Services</b>					
Age UK - OLGBT	529	-	(529)	-	-
Other grants/donations	300	-	-	-	300
John Lewis - Winter Celebration	750	-	(750)	-	-
Age UK – Text Santa	-	1,861	(1,861)	-	-
	<u>1,579</u>	<u>1,861</u>	<u>(3,140)</u>	<u>-</u>	<u>300</u>
<b>Support in the home</b>					
MacMillian	(678)	76,551	(76,563)	690	-
SCC – Travel Innovation	2,854	-	-	-	2,854
South Yorkshire Community Foundation – Winter Warm Payments					
Crystal Peaks Shopping Centre	7,288	-	(610)	-	6,678
South Yorkshire Community Fund (winter warm fuel payment)	-	2,000	(2,000)	-	-
	<u>9,464</u>	<u>78,551</u>	<u>(79,173)</u>	<u>690</u>	<u>9,532</u>
<b>Information &amp; Advocacy</b>					
Information Service					
Westfield Contributory	-	50,000	(69,939)	19,939	-
Sheffield Town Trust	4,329	-	(4,329)	-	-
Digital Outreach	-	-	-	-	-
I&A development	2,300	-	(2,300)	-	-
Age UK	-	7,924	(7,924)	-	-
	<u>6,629</u>	<u>57,924</u>	<u>(84,492)</u>	<u>19,939</u>	<u>-</u>
	<u>32,945</u>	<u>138,336</u>	<u>177,565</u>	<u>20,629</u>	<u>14,345</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 UK SHEFFIELD

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2015

#### 17. Analysis of group net assets between funds

	General funds	Designated funds £	Restricted funds £	Total £
Fixed assets	9,557	-	-	9,557
Current assets	988,460	41,365	14,345	1,044,170
Creditors: amounts falling due in less than one year	(669,734)	-	-	(669,734)
Defined benefit pension liability	(56,000)	-	-	(56,000)
<b>Total net assets</b>	<b>272,283</b>	<b>41,365</b>	<b>14,345</b>	<b>327,993</b>

#### 18. Lease commitments

At 31 March 2015 the group was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2016:

	Land and buildings		Equipment	
	2015	2014	2015	2014
	£	£	£	£
Operating leases which expire:				
Between two and five years	36,400	36,400	-	-

#### 19. Control

The company is controlled by its members. No individual member has overall control.