

Charity Registration No. 1145196

Company Registration No. 07267880 (England and Wales)

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020



AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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**AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Registered Charity No: 1145196

Company Registration No: 07267880

Head Office: 10 Church Lane
Oldham
OL1 3AN

Trustees / Directors: Alexander Boyd (Chairman)
Jennifer White (resigned 14th October 2019)
Zoe Ashton (Vice Chairman)
Stuart Bailey (Treasurer)
Jill Read
Clint Elliott
John Thomson

Chief Executive: Yvonne Lee

Company Secretary: Ruth Glover

Principal & Registered Office: 10 Church Lane
Oldham
OL1 3AN

Auditors: Chadwick and Company (Manchester) Limited
Chartered Accountants
Statutory Auditors
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW

Solicitors: North Ainley
34-36 Clegg Street
Oldham
OL1 1PS

**AGE UK OLDHAM LIMITED
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TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

The directors present their report and financial statements for the year ended 31 March 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

Structure, Governance & Management

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chairman, treasurer and five other members. The chairman cannot serve more than two consecutive terms of three years.

Directors

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

Statement of Trustees' Responsibilities

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

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that year.

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FOR THE YEAR ENDED 31 MARCH 2020

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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware, and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Induction / Training

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day to day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

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FOR THE YEAR ENDED 31 MARCH 2020

Relationships with Related Parties

The charity is currently a brand partner of Age UK and works with Age UK branches in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers collaborative and also a member of the Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

Organisational Structure / Decision Making Process

A board of management consisting of a chairman and six directors directs the general conduct of the charity's activities. In addition to the AGM the board meets at least six times throughout the year.

The board works with the chief executive who makes decisions on the day to day operation supported by a senior management team.

Regular reports on financial performance are submitted by the finance manager and considered by the board. These accounts are used by the directors for their monitoring of the charity's activities and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 100 staff members and 330 volunteers. She makes decisions on the day to day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

The administration and finance teams and project officers are based at our head office at 10 Church Lane, Oldham where our Information, Advice and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, Men in Sheds outlets, community equipment shop and showroom, HandyVan/adaptations workshop and offices, community café and catering department are all dispersed at various locations throughout the borough with separate management teams covering these areas.

Wider Network

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and

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respect through multi-agency collaboration and co-ordination. She also co-chairs the OSAB Prevention sub-group whose members work together exploring lessons learned, positive engagement and prevention.

She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive. She represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness, gives her time and expertise to Pennine Care Foundation Trust's Charitable Fund Committee and Oldham United Charities Board and is a Trustee of West Pennine Citizens Advice where she also sits on the HR and Finance sub-group.

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE investment opportunities.

The local integrated care organization entitled, Oldham Cares brings together Oldham Council, NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As a board member of Healthwatch Oldham she contributes to their work as an independent "consumer champion" for health and social care in Oldham.

Risk Management

A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities we have undertaken a full risk assessment which is monitored continually and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all of our premises;
- Risk assessments are also undertaken on our clients, staff and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out

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Objectives & Activities

The constitution states that:

‘The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.’

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham’s Clinical Commissioning Group, Lottery funding and Age UK funding.

Capital is generated at present through our ten retail outlets, catering outlets and our at Events centre George Street Chapel.

2018/19 was an extremely challenging year financially. As the legacy of the loss of insurance trading income, cession of minor adaptations contract and tapered reduction in Ambition for Ageing funding all hit home, we were faced with a deficit which impacted on services. Using some of our free reserves, the purchase of a property to extend our Dementia day service was a strategic decision, fully endorsed by the Board. Due to the running costs of our Lord St premises we took the difficult decision to move our Information, Advice and Support services into Head Office on Church Lane where the access for customers is poor. Subsequently reducing spending and increasing income with additional funded contracts, taking up opportunities for fundraising and introducing charged for services we were able to produce a balanced budget for 2019/20 and ended the year with a modest surplus.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people but the charity has now expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.

Across the Oldham Borough, the range of innovative projects we deliver seeks to ‘fill the gaps’ which statutory services may not provide, and offer choice to both frail older people and the more active, whilst our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Café, Leisure Outlets, Falls Exercise scheme, Supporting people to choose Care options, Promoting Independence using holistic assessments and support to live their lives with confidence whilst compilation of Life Story books for Care Home residents etc. serves to maintain their health and well-being and enhance their quality of life.

Later additions to our portfolio include “Men in Sheds” funded by the Local Authority, “Promoting Independent People” a social prescribing initiative contracted by Pennine Care Foundation NHS Trust whilst one off grants contributed to introducing digital technology skills to older people.

A recent Social Innovation Partnership brings together Age UK Oldham, Tameside Oldham and Glossop MIND, Early Help team and Action Together delivering social Prescribing over all 5 GP clusters.

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Aiming to improve the physical and emotional health of older people in the community and to foster asset based community development we have a wide and varied portfolio of activities delivered both in-house and in numerous neighbourhood buildings. Providing both close and arm- length support in the community helping to reducing social isolation and having a positive impact on those people living with physical and mental health conditions.

Full details are appended as follows:

AMBITION FOR AGEING

Funding amount and source:

£100,000 The National Lottery Community Fund (formerly the Big Lottery)

Service Objective:

Age UK Oldham and Action Together are working in partnership as the Local Delivery Lead for Oldham's Ambition for Ageing Programme. This programme works in 8 of the 10 local authority areas in Greater Manchester. It is funded by the Big Lottery and led by Greater Manchester Centre for Voluntary Organisation (GMCVO). There is a strong involvement focus (supported by MACC), equalities focus (supported by the LGBT Foundation) and a research focus (supported by MICRA – Manchester Institute for Collaborative Research on Ageing).

Our aim is to create places that are age-friendly and empower people to live fulfilling lives as they age, ultimately reducing social isolation.

The five-year project will help communities, businesses and public services work together to better understand what older people need and want.

GMCVO was awarded over £10 million from the Big Lottery for this project that aims to reduce the social isolation of older people in Greater Manchester.

Description of Service:

We are working in three areas of Oldham – Alexandra, Crompton and Failsworth West wards – talking to local people aged 50 and over to find out what would make their neighbourhood a better place to grow older in. We are working with individuals, community groups and local businesses from these areas to help us find out the best ways of increasing social connections and reducing social isolation.

We are investing small amounts of money (up to £2,000) to support the community to bring to life their own 'age-friendly' project ideas.

We use asset-based community development approaches, working with individuals and groups to help them to develop their ideas and supporting them to build their capacity.

Older people are at the heart of decision-making for the project. Our Age Friendly Project Group steers the project and makes decisions about larger investment applications (between £500 and £2,000). We have local steering groups in the 3 ward areas which make decisions about investment applications of up to £500.

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Activity / improvements in last 12 months:

In the final year of this project, Action Together withdrew their Community Development support a little earlier than planned due to a change in role for their Community Development staff member.

In 2019/20 we approved 42 small projects, investing a total of £40,605 to make the 3 ward areas more age-friendly.

As part of our End of Project Celebration Event in February 2020 we used the 'Soup' method of participatory budgeting to fund our final small projects. 'Soup' involves the community coming together at an event, with food and drink provided, making a donation on entry to the event, and the donations made are given to the winning project pitched at the event. This funded 2 projects: loan equipment for people with sight loss to be co-ordinated by the Monday Clubbers group in Alexandra ward; and intergenerational activities provided by the Incredible Plastic Street Band. Donations on the door added £259 to our final total.

The concept of age-friendly communities covers a broad spectrum of ideas, and our funded projects during this final year have included:

- Training for community volunteers in how to present a radio broadcast
- Supply and fit a loop system for a community building
- A defibrillator for community use fitted to the exterior of Oldham Deaf Social Club
- Development of age-friendly guided walks and maps for Alexandra, Crompton & Failsworth West wards
- A new heating system for Glodwick Cricket Club

We have also provided development support for groups and signposted to other funding opportunities.

We have supported research projects in Oldham and Greater Manchester on topics such as:

- Engaging with Older Bangladeshi Women (Oldham)
- Engaging with Older Pakistani Men (Oldham)
- Managing Finances in later life (Greater Manchester)

Older people centred & value our staff and volunteers

Older people are at the heart of decision-making for the project. Our Age Friendly Project Group steers the project and makes decisions about larger investment applications (between £500 and £2,000). We have local steering groups in the 3 ward areas which make decisions about investment applications of up to £500. We have been led by our local steering groups which are made up of local people aged 50+ who want to have a say in deciding which project ideas to invest in.

We supported our Crompton steering group to deliver their idea of a Crompton Showcase event in October 2019. This was a great success with all the Crompton projects invited to have representation at the event, sharing learning and success stories and making new connections.

We have been out to talk to individuals and groups to tell them more about the project and support them to apply for a project investment or offer them other support or signposting.

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Committed to working in partnership

We have worked in partnership with a range of organisations: Action Together, Oldham Council, First Choice Homes Oldham, Housing 21, Early Help, etc. to deliver projects and engagement activities.

We were invited to attend the Greater Manchester Mayor's Age-Friendly Challenge Celebration event alongside some of our volunteers to celebrate the Age-Friendly Neighbourhood status, with Merit, awarded to us for each of the 3 AfA ward areas.

We were invited to lead a regional workshop about asset-based working to share learning and expertise with statutory sector representatives.

Nicola Shore was invited to be part of an Expert Panel on Social Infrastructure at a regional conference in Manchester.

Older people centred, value our staff and volunteers and committed to working in partnership

We celebrated the end of the project at a special event at the Cotton Rooms.

We have supported our Ambition for Ageing volunteers to participate in events and to engage in the Greater Manchester Ambition for Ageing work. We have supported 3 volunteers who are on the Equalities Board, 1 of whom is on the Equalities Executive Board.

Two of our volunteers were invited to take part in a Question & Answer session at a national conference in London.

Continually improving our systems and processes

We continued to work on gaps in the project's reach identified through the Equalities Board data analysis. We have increased our reach with traditionally underrepresented groups, e.g. BAME communities, carers, men and people with less schooling or qualifications.

We have extended our reach further by funding several equalities projects supporting traditionally under-represented group. We were particularly pleased that our work with the Deaf community resulted in 2 successful project applications.

We were invited to attend equalities workshops to discuss challenges and successes and plan the approach to supporting the legacy of the Equalities Board.

We successfully delivered our 'Soup' event to demonstrate a sustainable model of community funding.

Relevant figures:

30 small projects, investing a total of £40,605

6 meetings of Age-friendly Project Group

Risks/Threats:

Funding reduces each year until the project ends March 2020.

Some projects may require longer-term development support.

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COVID-19 will pose a threat to community activities which have been established through AfA, due to older people being unable to meet in groups, risks to health of volunteers, risks to future funding levels.

Opportunities:

‘Ageing Well’ strategic work being done by Oldham Council, although this has not been prioritised and there is a lack of capacity within the Council to deliver this.

We have passed the first stage of a National Lottery Community Fund application which aims to continue and develop some of the AfA workstreams.

BEFRIENDING SERVICE

Funding Source:

Age UK Oldham

Service Objective:

To recruit volunteer befrienders	- Achieved
To train, support and maintain regular contact with all befrienders	- Achieved
To ensure a high quality safe service for housebound older people	- Achieved

Description of Service:

Recent statistics have highlighted that older people regard the television or a pet as their closest companion. Our befriending service aims to tackle loneliness and social isolation on a practical level through our face to face, telephone and group sessions.

Our one-to-one befriending service matches volunteer befrienders with clients aged 50 and over in their homes to offer companionship and chat, helping to combat isolation and loneliness.

All Volunteers & Befriending Co-ordinators are trained, supported and monitored and we hold regular networking events for both themselves and clients. Participants who visit older people in their own homes are thoroughly vetted and trained, including undergoing a DBS check.

Activity / improvements in last 12 months:

Focussing heavily on group befriending has enabled us to link people into other AUKO groups especially our tea dances. At each Tea Dance we now have a two volunteers (who originally referred themselves for befriending) who act as hosts at the dance enabling older people to come along and join a new group of friends. During the year the little group of three has now grown to two tables and nine new older people have joined the ‘welcome group’

Relevant figures:

We have recruited 14 new befrienders

Currently 41 face to face visits

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8 telephone befriending

25 people referred to one to one subsequently joined group sessions

Waiting list of one to one referrals this year = 28

Risks/Threats:

Not enough volunteers to meet demand- increase group befriending activities.

CARE HOME REVIEW

Funding Source: Oldham Cares

OMBC £89,000 per annum.

Staffing levels 1.49 FTE plus 0.49 Manager

Service Objective:

To carry out individual annual statutory care home reviews for people living in residential care including those people who receive dementia and mental health premiums. The service's main priority is to ensure the appropriate level of care is being provided by care homes for individual residents assessed needs.

This includes checking that each resident's care & support plan and risk assessments are up to date and operationally correct to meet the individual resident's assessed needs. The review process includes checking resident's weight, personal care, skin integrity, emotional well-being, DNARs in place and advanced care planning, stimulation on offer, finances in place, podiatrist, optician, district nurse input, dietician, MUST, BMI and audiology input, falls / incidents and mobility, Waterlow scores and that all preventative equipment and professionals referrals are in place where necessary.

The service carries out Capacity Assessments for all residents who do not have a Lasting Power of Attorney Deputy in place and where necessary, completes a Best Interest Decision regarding the completion of NHS Continuing Health Care Funding for individual residents.

The service completes the NHS Continuing Health Care Checklist during each review as part of the process. Where necessary the officers provide additional written evidence when checklists are positive and going forward for further assessment by CCG to the Decision Support Tool Level - usually known as the DST. The service supports CCG at the DST assessment by attending and taking part on the resident's behalf.

The service continues to support Oldham Cares (OMBC / CCG) with safeguarding issues raised in the care homes. Attending and take part in individual case conferences, where concerns have been raised for individual residents and where necessary may carry out specific number of reviews in care settings where the safeguarding issue has affected more than one resident.

Description of Service:

The service carries out individual scheduled statutory care and support reviews and completes the NHS Continuing Health Care Screenings for adults and older people living in care homes in the borough of Oldham and surrounding Association of Greater Manchester Authorities (AGMA), in addition to this we undertake a

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number of unscheduled safeguarding reviews and protection plans for those service users where concerns have been reported to Oldham Adult Services.

The service was initially commissioned in April 2012 for a period of 3 years and received an additional 12 months funding for the period April 2015 / March 2016 at the end of March 2015. In March 2016 we made an application for the continuation of the contract which was successful and received a further two-year period of funding which was due to end in March 2018 was rolled over to March 2019 and in July 2019 we received confirmation that the contract will be rolled over to June 2020 with the option for a further year until 2021.

The service has continued to build positive professional relationships with our partners and regular information exchange and meetings take place between the Age UK service manager and the leads from Oldham Cares, Neighbourhood Access Intervention Team, Pennine Care District Nurses, Integrated Care Team, OMBC Procurement Team, Infection Control and Safeguarding leads in the borough. Processes and procedures are well established for the allocation and assignment of individual review cases with referral workflow routes and feedback mechanisms with partner agencies to ensure good practice and follow up of individual cases, where appropriate, is in place.

Our continued attendance at the Oldham Social Care & Health Partnership, The Care Home Governance Group and the Integrated Health & Social Care Group has been beneficial to the service and helps our team network with care home managers, other NHS, CCG and local authority colleagues. This provides an opportunity to discuss topics which are relevant to all our agendas e.g. provision of NHS equipment to care homes, GP Medical Management Plans and Advanced Care Planning, Mental Capacity issues and use of DNAR (Do Not Resuscitate protocols), Care Home Quality Standards, changes to policies which affect placements, discharges and admissions to residential care from hospital and general issues regarding infection control, training opportunities for the care homes etc.

In addition to the above the service manager regularly attends and takes an active part in safeguarding strategy meetings / case conferences, where areas of concern have been reported to the local authority and / or in the process of being investigated. The review team have now become integral to this process for all residential or dual registered home residents. Changes to the local authority safeguarding policy and procedures and the new management structure as a result of the health & social care integration agenda into Oldham Cares has not affected this relationship. Currently the Care Home Review Team is not, at this time, being sectioned out into the new health & social care clusters. We have been requested to make contact and build up professional working exchanges with all cluster leads.

The team continues to work well with the local care management teams regarding placements in care homes, and where contracts have been suspended due to poor practice. We have provided assistance along with our colleagues from the Care Quality Commission, OMBC Procurement and Safeguarding to support the care home to address and rectify issues where possible and offer training in specific areas.

We continue to forge our relationships with other services and professionals who are directly, or in some cases, indirectly involved with the provision of care e.g. district nurses, GPs, PCT Clinical Leadership for Adults, Continence Service, Falls Prevention Team and Mental Health Teams. This enables the service to provide a holistic approach to reviews, improve knowledge and create inter agency working and early resolution of some of the issues arising from reviews.

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Age UK nationally has shown great interest in the review service. Age UK Oldham appears to be the only Age UK to have secured this type of statutory service provision and responsibility. The service is featured in the Age UK national guide for innovative approaches and good practice.

Activity / improvements in last 12 months:

Continue to develop the service by updating our care home review template as necessary. The template is the tool which all information is documented at the time of the review - prior to the information being uploaded to the local authority social care system. For example, where DNARs are in place for any residents, we have included details of resident's capacity that need to be noted, who was consulted / involved in the decision and who signed the documentation. This is necessary should there be any discrepancy following death.

Links made with newly established social care and health links based in clusters.

Closer links made with district nurses regarding the fast tracking of CHC paperwork when residents are classed as End of Life on Statement of Intent.

In mid-March this year the pandemic struck and this impacted on accessibility to care homes for the latter part of this financial year for the team. In March 2020 access was restricted and as a consequence we were tasked with completing well-being checks for both resident and their families who were all extremely concerned and unsure of the future. The team completed 177 well-being checks in place of annual reviews for the remainder of the month of March until we were informed that we should recommence annual reviews digitally via telephone / Microsoft Teams process.

Retraining is also taking place with regard to completing NHS Continuing Health Screenings for patients. All staff will be awarded an individual pin number once all sessions of training and competencies documents have been signed off by the Clinical Commissioning Group.

Relevant figures:

The service completed 524 / **494** scheduled annual reviews.

The service completed **177** well-being checks with residents / families / care homes.

Dealt with **259** concerns raised as a result of the reviews with care home manager's / district nurses directly. This includes additional professional involvement / referrals or changes to the care & support operational plan / risk assessments.

Number of safeguarding concerns reported to the local authority: **54**

Risks/Threats:

- Loss of contract. This service is going to be reviewed by the local authority and a decision made for the financial year April 2021/22
- Litigation in respect of individual staff oversights relating to individual residents' safety when carrying out a review.
- The service workflow of incoming work far outstrips staff capacity.
- Staff absences / holidays create issues regarding number of reviews undertaken.

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- Costs of providing reviews and the associated paperwork needed for CHCs including photocopying / printing and postage – no uplift in funding since 2012 even though additional costs incurred.

CHADDERTON OVER 60s CENTRE

Funding Source: Age UK Oldham / income from room hire

Service Objective:

Chadderton over 60s centre is home to a variety of Age UK Oldham led activities: IT Classes, Just4Men, Craft group, Friendship Group, Lunch Club, OLGBT group & Befriending & interactors Support meetings.

Description of Service:

Chadderton over 60's is a self-contained building providing a range of activities for older people.

To ensure sufficient costs are met to run the building we let out room space to other organisations and groups for a hire fee.

Activity / improvements in last 12 months:

Each of the AUKO led groups have continued to grow especially craft club and OLGBT Group.

Justformen group have also suggested utilising outdoor space, which we have planned

New groups hired the centre included – Martial arts and Diabetes Support (post covid)

Risks/Threats:

Loss of groups = Loss of revenue

We have limited capacity at Chadderton for space or group hire due to the groups already using the building. Should those groups leave then we are confident new organisations or groups would take their place.

The centre is a polling station and is also hired out for parties

CHARITY SHOPS

Funding Source:

To raise funds for the charity we operate ten charity shops and one furniture outlet. We sell donated goods at Hollins, Lees, Failsworth (2), Shaw, Uppermill (2), Oldham Town Centre £1 shop, Barn Street Furniture Outlet, Huddersfield Road and Boutique.

Our shops generate income providing low priced household goods, clothing and furniture to the local community. The shop sales (excluding gift aid) during 2019/2020 amounted to £692,078 a decrease of £29,948 from last year and Gift Aid increased by £8,910 to £81,720.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Service Objective:

We have 10 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations officer. During this period we have seen changes to our staffing team and have welcomed two new shop managers and said goodbye to another. We now have a team of 18 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 120 volunteers across 10 sites.

After the relocation of our £1 shop last year, we have seen it grow from strength to strength. The new premises are a hit with our customers, staff and volunteers and the additional sorting space in the rear of the store has allowed us to cater for a higher quantity of donations.

Christmas was filled with festive cheer as our Lees shop set up a stall at the local community market. Alongside this the shop took part in a 'find the elf' trail which encouraged both children and adults into our store. We all rallied round to flood the tables tops at our Christmas fayre with an array of toys, stocking fillers and accessories for our customers to peruse.

Keeping the community spirit alive we continue to link in with local events. Window displays were awash with colour in support of VE day and remembrance day and Age UK Oldham were proud to show our support to our local heroes. Our Uppermill shops in particular are a core part of village life, Yanks day and the Whit walks continue to flood the village with cheer and excitement.

Two of our stores worked very hard to gear up to our ISO 9000 quality system audit which we passed with flying colours. We will continue to roll this out to all ten of our retail sites in the upcoming year. This has given staff the confidence to invite ISO in to their store and welcome new systems and identify key areas for improvement.

EBay continues to flourish from year to year and now acts as a reliable income stream as staff knowledge improves on what goods sell well. For more specialised goods the team get together for research evenings and rely upon our well established relationship with an auction house.

Gift aid has increased our takings tremendously, and we are consistently working closely with our volunteers to encourage them to talk to more customers about joining our scheme.

Our volunteer drive through our social media streams has been a success. We are continually working in line with ISO procedures to improve our volunteer induction and the quality of training we provide to new volunteers. We are always thrilled to watch our volunteers build on their skills and confidence in the work place and become a really valued member of the team.

The shops are continuing to thrive and as always we are overwhelmed with the generosity from our customers. Finally, we could not continue without our team of trusted and dedicated volunteers whose passion for the charity is always at the heart of what they do.

Description of Service:

Ten retail shops selling a wide variety of donated goods whilst acting as a link in the community to our local services

Relevant figures:

Shop turnover was £692,078 with a further £81,720 due from gift aid.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Risks/Threats:

We are facing increasing issues with transport and at times struggle to get vital stock moved to sites as quickly as is necessary.

Low staffing levels have also had a direct impact on the amount and size of furniture we are now able to collect. We are currently only collecting items that can be moved by one driver, meaning shops can no longer sell items such as dining tables, sofas and beds.

Online shopping and the increase of cheaper competitors on the high street mean that our prices and stock quality need to be more competitive than ever.

We face a high turnover of volunteers who continually need training, inducting and managing. Whilst we endeavour to make every effort for new volunteers to join our team we still face weekly issues surrounding staffing levels at all of our sites.

Strengths:

Donations continue to pour in to our local shops negating the expense of “bag drops” and transport for clothing and bric-a-brac.

Cybertill continues to help us gain a substantial profit from Gift Aid and helps us to analyse our takings with ease, identifying key areas for us to focus our efforts.

CHOOSING THE RIGHT CARE

Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

Service Objective:

To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available.

Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice. This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

Description of Service:

The service helps older people and their carers to understand the care system by providing a range of advice, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

The staff's experience and knowledge enables Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who are in need of one to one support and practical help either at a time of crisis or to make important changes in their life.

In addition to one to one support we facilitate a drop-in service for family members or more active service users who can visit our office. Choosing the Right Care is widely used and respected by professional staff and service users alike.

Over the years, funding for this service has been reduced, although demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one to one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written guidance, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.

The scope of the project has been much broader over the past ten years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community.

Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements. If those hospital leavers placed in temporary placements are later deemed to become permanent placements, then people tend to stay where placed and are reluctant to move. This narrows down the choices people have available to them. This has been addressed with the Team Manager at the Royal Oldham Hospital and we have this year been looking at how these issues may be addressed and for people in this situation to be given choice at an earlier intervention or our service remaining in contact with those people who leave hospital having had no choice in their destination. This could include more input at the temporary placements or more access prior to discharge.

The service continues to work integrally with care management across the newly established clusters and the Hospital Discharge Ward – holding regular weekly clinics with nursing staff / social workers on the Discharge Ward at the Royal Oldham Hospital and monthly clinics at the two short stay residential units based at Butler Green and Medlock Court.

The service is responsible for providing web based data to social services teams and managers and in the past had developed the bed vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves are given passwords to enter their own bed vacancies on a daily basis. In some ways this is a backwards step for Oldham as the new system has minimal functions and very basic details can be entered e.g. number of beds available. AUKO have been leading for the authority on fine tuning the system to give the basic required

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

information needed by prospective residents and professionals when using the system. We developed a short template for the system designers which would give the required information. However, there are still some teething issues which we are continuing to work on. The local authority is pleased with our work in this area.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

Activity / improvements in last 12 months:

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority – AUKO developed a template to collect the relevant details required to enable people to make an informed choice – however at this time no public access is available to this system. The system by GM is a useful strategic tool for local authority leads and market purposes. This GM led initiative still does not meet the same standard that the AUKO bed vacancy list provided for general public and work is planned with the development team to enhance the system for public use. This has not been achieved by the Capacity Tracker Team to date and AUKO continue to produce the local list for public use alongside the capacity tracker. However, Oldham local authority has gained recognition in Greater Manchester as the only authority where the daily update is 100% this is entirely due to the fact that our team still check and ensure all updates complete daily as we have been provided with full access / editing rights to the system.

The service continues to strengthen our relationships with the newly formed clusters.

Relevant figures:

Continue to support the Discharge Ward and hospital social work staff x 2 half days per week based at the ROH Ward G1.

Care and support to assist people to stay independent in their own home or find suitable care placements in residential settings.

Telephone calls with clients /services: 3999

Unique clients: 988

**Information packs issued / written
Guides including factsheets etc.: 3789**

Website hits to service site: 8183 (this has reduced as we now only count AUKO website hits and do not include the local authority's page – this is now calculated by Oldham Cares).

Risks/Threats:

- Loss of contract – we have been informed that this project will be reviewed by Oldham Cares as part of the local authority process for services in April 2021.
- Loss of disabled / accessible building at Lord Street has made a big difference in older people's accessibility to the daily drop in service prior to Covid19. Poor access to Church Lane has impacted on staff resources / travel cost for more home visits.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

- Changes in social and health care directives.
- Pandemic began in March 2020 – Discharge Ward / Care Home Visits / home visits / drop in service had to be moved to digital contact only which has limitations in the support older people require. No choice in hospital discharge at this time.
- Duplication of other services.
- Still high demand for service – on occasions difficult to manage with one worker.
- Holiday / sick leave cover can be problematic.
- Changes in local authority directives may see a backward step for Oldham residents in relation to bed vacancy access. We haven't let this happen and are still producing a public vacancy list alongside the professional Capacity Tracker.

DAY CARE Funding Source: Oldham Cares OMBC

OMBC on a contractual basis £369,304

The 3 year contract was extended in the Summer of 2019 for a further 3 years.

Service Objective:

To provide day care services with meals activities are tailored to the needs of the individual and personal care for the older people assessed as having substantial and critical needs, giving respite to families and carers.

Description of Service:

The contract was revised and numbers increased in April 2019 to incorporate Laurel Bank day care places. The contract provides 157 places per week at two locations. Selina House in Oldham Town Centre and our newly acquired property, Bluebells, in Moorside. Overall provision of 8,164 places annually.

The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical and is funded by social services on a contractual basis.

We presently employ 15 staff working across both sites.

Activity / improvements in last 12 months:

We have continued to develop the service at Bluebells due to the demand from families. Numbers of referrals have increased from social services due to attending staff meeting the staff from Laurel Bank have integrated and been welcomed by Age UK staff this was not an easy process but with support from managers they are now one team.

Bluebells is a fabulous environment that provides a home from home dementia-friendly environment and also provides scope to develop the service by providing extra days of service as per business plan.

As the demand for self-funded places continues we opened a fourth day at Bluebells December 2019 creating an extra 20 places. We currently provide 40 self-funded places per week

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FOR THE YEAR ENDED 31 MARCH 2020

Relevant figures:

The contract provides 157 places per week across two locations.

Risks/Threats:

The threat continues with the L/A challenging financial position and further consideration to be taken into account is the impact of Covid 19 we will constant focus on delivering financial efficiencies.

Any reductions in funding will impact on the service and staff within the contract.

DEMENTIA INFORMATION & SUPPORT SERVICE

Funding Source: Clinical Commissioning Group / Oldham Cares.

OMBC / CCG: £23,223 per annum

Service Objective:

- To provide a wide range of dementia related information & emotional support for people who have a formal diagnosis of dementia and also to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.
- To provide dementia related information in assessable formats including audio versions and large print.
- To link, where possible, people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

Description of Service:

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may be in need of additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a really valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Access to the service can be by self- referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners and other professionals.

Both home / hospital visits or drop in at our information centre for up to date guidance and one to one support.

With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board, where we have representation on the Dementia Partnership Steering Group and other staff members that are active with discussion and dementia forum groups in Oldham which feed into the local Dementia Strategy.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with the Choosing the Right Care / Money & Benefits and General Advice team and other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer.

Responsibility for the production and ongoing management of Oldham's Key Services for People with Dementia continues to be managed by our team. We have carried out evaluations regarding the existing profile of this guide and all the feedback has given the opportunity this year for the future development of the guide to be more 'service user friendly' handbook. Alongside this we have developed a set of information sheets on relevant subjects within the guide, where people can just have access to the section of the guide they have a specific interest or need for at a particular time. This will cut down the amount of paperwork people with dementia may need to look through to get to the information they are really needing at that time. The new version was launched in September 2019. This handbook is a guide which navigates people through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support. The draft version of the handbook has been well received by other members of the Dementia Partnership. Last year we developed the audio version of the existing in line with NHS Accessible Information guidelines in both English and Urdu. We hope that the new format will be easy for people to use and more cost effective to produce.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

We have been involved in GP engagement participation days as part of the wider Enhanced Memory Service Agenda which have been aimed at GPs gaining a better understanding of what the voluntary sector is contributing towards achieving the Dementia Strategy in Oldham. This has been one of the ways in which our service has been able to forge closer links with GPs by giving them a support and information service in this particular area whilst patients are awaiting clinic / test appointments.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. Limited funding for this service has budgetary restrictions for purchasing publications required and the Clinical Commissioning Group have stepped in to provide financial support to purchase a range of resources from Stirling University. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator who is supported by the Care & Support Services Manager for development of the service and the Triage Officer on a day to day basis. Each have longstanding experience of working with dementia and have been trained to a high level in advocacy, community care, legal issues and who have good local knowledge of local services.

The Memory Clinic practitioners continue to meet with the Care & Support Services Manager and remain very positive with the way our partnership with them has continued to grow. We feel this is excellent progress for Age UK Oldham as historically the Memory Clinic has operated as clinical model with little or no voluntary sector input in the past

Activity / improvements in last 12 months:

New design for the Key Services Guide: Living Well with Dementia in Oldham. New format and structure which is easier to read and navigate. A set of easy to use information sheets for each section will cut down the amount of reading or looking through to get to the relevant issues people are looking for at that time.

Plans in place for the service to work as an integral part of the Memory Service Carers Drop-In which is being developed by the Memory Practitioners at the Memory Clinic premises.

Relevant figures

Activity achieved April 2019 – March 2020

Unique clients receiving telephone or face to face advice & support: 729

Total number of times telephone / face to face advice provided: 1091

Connecting people to other dementia ongoing support services: 397

Total number of website views AUKO only: 3176

Evaluations carried out with service users: 80

- 99% of people reported improved awareness of services as a result of consulting with our team.
- 85 % of people who used our service reported decreased anxiety.
- 60% of people using our service were connected to other services which could be of mutual long term benefit and support them to continue to live well with dementia.
- 93% of service users would recommend others to use our service. 7% did not answer this question.

Risks/Threats:

- Loss of accessible building at Lord Street for drop in sessions / assessments / written guides. Increase in staff resources and travel expenses incurred.
- Loss of contract.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

- Service demand outstretching staff capacity.
- The service's continued development in areas which were not previously included in our service specification but people with dementia would miss opportunities to engage with community if we did not facilitate (hoping that this will be addressed with the update of Oldham Dementia Strategy). An additional funding bid was submitted in Feb 2020 to provide another Dementia Post to assist with capacity – however, due to the pandemic this has not been granted to date.
- Pandemic stuck in early March 2020 when a lot of home visits / drop in visits were cancelled. The service is currently continuing to operate digitally with limited face to face contact which is essential for the needs of people with dementia. We are currently addressing safer face to face options, use of PPE, individual risk assessments and testing for staff.

SPECIALIST DEMENTIA CARERS ASSESSMENT

Funding Source: Oldham Clinical Commissioning Group / Oldham Cares.

Oldham CCG £38,514 per annum

Service Objective:

To ensure that all unpaid carers of people with dementia or who have a memory loss have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Cares (the new name for OMBC Adult Care) or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

Description of Service:

The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Cares (the new name for OMBC Adult Care) or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day to day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychological and social needs and how they are continuing to manage their day to day living tasks.

Our staff carry out the statutory assessment and where possible, identify any interventions and develop a support plan to address any specific needs which are highlighted.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Cares Health & Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Cares. All carers are entitled to a reassessment of their needs annually. The service we manage now has the capacity to undertake both the initial assessment and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

The service will also carry out initial overview benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on to our Information & Advice Service for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model we work alongside our partners to develop awareness, offer training and support peer / post diagnostic groups / GP training days and contribute to the annual Dementia Conference and the Dementia Strategy.

Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

Activity / improvements in last 12 months:

- Working closer with the newly formed social care clusters.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Increased staff capacity and resources available on a regular basis – 3 days per week as the funding requirements. This has not always been possible as this worker has had to back fill for the information and advice service due to staff absences and to ensure targets / commitments were met.
- Introduced regular question / answer sessions and attending every two months at Springboard and the Saddleworth Carers Groups.

Relevant figures:

Total number of Carers Assessments / Carers Reviews undertaken:	388
Number of carers support plans generated by the service:	388
Number of individual budgets applied for by the service:	388

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing exceptional ongoing support for both carers and people with dementia.

Number of talks given to peer support groups by the service:	20
Well-being checks carried out during early stages of the pandemic	117

Risks/Threats:

- Loss of contract.
- Loss of accessible building at Lord Street for drop in purposes. Additional staff resources / travel costs incurred as older people not able to access building at Church Lane safely.
- Demand can overstretch capacity on occasions.
- The service has been facilitating taster sessions for carers / PWD – this is part of another organisation's contract. If we didn't support this function, we are concerned our clients would miss out on valuable opportunities to engage with wider community. This has been reported back to our funders and hopefully may be addressed in the forthcoming new Dementia Strategy.
 - Pandemic occurring in March has had an impact on home visits / drop in visits and carers regular groups we attended. All assessments and contacts are currently digital. This method is not suitable for people with dementia and we are exploring options for future safer visits including individual risk assessments, PPE, Testing for staff.

ENHANCED LUNCHEON CLUBS

Funding Source:

Local Authority contract for £122,564 supplemented by Age UK Oldham

Service Objective:

The aim Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal.

Description of Service:

Provision of 266 places per week between 9 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda. With additional funding awarded within the contract for April 2019, the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service we signpost and refer clients to other appropriate services that may benefit the client.

Activity / improvements in last 12 month

The 2 new groups which we opened in 18/19 still continue to be a success, and focus more on the social activity and trying to build friendships while still providing a light meal, is oversubscribed and has consistent regular attendance. The group still has a good uptake of younger older people, a group we often struggle to attract.

The other is in a more rural area where social activity groups are limited and people are often isolated, again this group has grown and is welcomed greatly within the community.

Due to unforeseen circumstances we lost the building we hired for our lunch club in Shaw. After much searching we found new premises which are wonderful, and the change of venue has been greatly received by all the people that attend

Relevant figures:

Throughout 19/20 lunch club provisions were set at 13,832 places per annum.

Due to over subscription within groups we had 14,003 places filled.

This exceeds our funders target of 95% of places filled. We currently achieving 101%

Risks/Threats:

With the challenging times ahead for Oldham Council this could pose a risk with regards to the continued funding. Lunch clubs are also dependent on the catering services and this must be taken into account in any future planning.

E-ON ENERGY PROJECT

Funding Source:

Funding source – Age UK National in partnership with E-ON £10,440

Service Objective:

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness. In addition to contributing to increased morbidity there are many illnesses which are made worse by cold temperatures. This puts a strain on local general practices, hospitals and other health services. The Department of Health estimates that for every one excess winter death there are 8 extra hospital admissions. Oldham has 11.2% of households classed as fuel poor which is 0.8% higher than the England average (10.4%).

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Our service aims to improve the environment local vulnerable people are living in to help prevent the issues listed.

Description of Service:

This is our 10th year of providing the E-on Home energy scheme.

We undertake a home energy assessment followed by the provision and fitting of free energy efficient equipment which enables older people to reduce their fuel bills and regulate their heating.

We also offer information and practical advice on how to save money on heating during the winter months. This service is linked to our PIP service who are visiting people in their homes and often see first hand, people living in fuel poverty.

Activity / improvements in last 12 months:

EON funding has enabled us to make inroads into tackling fuel poverty and improve wellbeing by referring people to AUKO's Information & Advice service who also offer home visits to anyone who is housebound.

Referrals have been received from a range of health and social care professionals.

Self-referrals have been through a range of services PIP'S at the flu clinic, lunch club clients and people calling in at our Age UK Information and Advice office.

The staff delivering this service have been able to refer to the Warm Homes scheme, a project run by the council which delivers free boilers and heating systems to home owners whose boilers are more than ten years old and are in receipt of benefits or have a qualifying health condition

Relevant figures:

Warm Home Discount Scheme	3
Council Warm Homes for new boiler	3
Numbers of people referred to Age UK Oldham's other services	105
Information leaflets	150
Emergency Heating	21
Referral to HandyVan for heating repairs	0
Free equipment supplied by E-on and fitted in homes amounted to	£3,500

Risks/Threats:

Non-availability of funding

FALLS PREVENTION EXERCISE SCHEME

Funding source: Oldham Clinical Commissioning Group (CCG) £77,545

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls
- Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls
- Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated

As part of the falls pathway Age UK Oldham work in partnership with Oldham Community Leisure to provide a tailored, evidence based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling.

Aim - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

Process: To attend the falls prevention classes a GP will complete a referral form for the Falls Team physiotherapists. The physiotherapists complete a multifactorial assessment with all clients and start them on a programme of exercises at home (called OTAGO). They will then refer appropriate people to our weekly falls exercise prevention classes.

The classes are delivered by qualified postural stability instructors (PSI)

Transport: Door to door accessible transport is offered and arranged and can be provided to bring the clients to the group sessions. This is a vital part of the service to enable people to attend. A range of transport options are utilised including Ring and Ride, Age UK Oldham transport, approved taxis and volunteer drivers. The classes are free.

Evaluation: The progress of each individual is monitored against the initial tests completed by physiotherapists.

Reporting: The comprehensive report is completed quarterly for the CCG. In addition, an annual report and case study are presented. The report includes details of the progress of each individual, monitored against the initial tests completed by physiotherapists

Volunteers: Our volunteers have excellent communication skills and are friendly and reliable.

There are 2 roles within the service.

Class volunteer whose role is to provide a friendly, supportive atmosphere at the classes and assist the exercise instructor where necessary.

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They help to set up the room, welcome people attending, take a register, serve drinks and wait with the class until their transport collects them.

Driver volunteer- They are responsible for taking older people from their homes to a falls prevention class, including assisting people into and out of transport.

Falls Prevention Awareness

Due to reduced staff capacity from our falls partner agencies we were unable to do a falls prevention awareness event. This year we produced an exercise leaflet with Oldham Community Leisure to illustrate The Super Six Exercises which are 6 key exercises to help improve strength and balance. This information was distributed to all our contacts to share.

Training / Development

1. Audiology

Links were made with the audiology team following an issue being raised regarding hearing aids from a person attending falls class who was having difficulty maintaining her own aids. Hearing and balance are connected. An audiologist held three training sessions covering information, maintenance and practical time with demonstration aids. Poor cleaning and maintenance of a hearing aid can reduce its life span significantly and generally impair its level of performance.

The training was very well received with positive feedback and attended by 30 staff.

2. Greater Manchester Nutrition and Hydration Programme

We attended further training on nutrition and hydration which it is particularly relevant as dehydration can cause falls.

The course covered the signs and symptoms, causes of malnutrition and dehydration and gave advice and information about how to make changes. We share this with people attending the classes

3. GDPR training

Staff from falls project attended the training sessions on data protection regulations.

4. Active Ageing Workshop – Attended research workshop by the University of Manchester showing the preliminary findings from the Greater Manchester Active Ageing Programme. Plus campaigns to promote physical activity within older adults. Currently 4 in 10 older adults (55+) in Greater Manchester are inactive and physical activity can reduce the risk of falls by up to 37%

Classes - Added Value

At the falls prevention classes additional information has been provided including:

- Avoiding scams –everyone received Age UK guide to help spot the warning of scams. It explained what you can do if you think you're being scammed and how to avoid being deceived by scams.
- Nutrition and hydration- covered the importance of eating well and staying hydrated.
- Winter warmth - Everyone received a booklet and free thermometer to help keep their home at a safe temperature.

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- Benefits check and attendance allowance – Many people attending the falls class were unaware of eligibility for benefits.
- Lifestory - Support to complete lifestory books.

Over the last 12 months:

- 4,008 attendances at classes
- 123 referrals have been received

Risks/Threats

Referrals- We continue to receive clients onto the programme solely from falls physiotherapy team, so the number of people registered is dependent upon their referrals to the service.

Transport: Door to door accessible transport is offered and arranged and can be provided to bring the clients to the group sessions.

This is a vital part of the service to enable people to attend. Feedback from the falls prevention team physiotherapists and attendees identified that a lack of suitable transport is a barrier which if couldn't be included would prevent them from attending. Currently the transport is free for the first 8 weeks and subsidised to the person after this.

Any reduction or changes to transport would therefore be a threat.

Volunteers - The role and support of our team of volunteers are also crucial to the service. Two of our longest serving volunteers reduced the amount of support they were able to offer which impacted on service, however we successfully recruited 4 new volunteers. Staff are needed to cover 4 of the 10 classes each week due to difficulty in recruiting additional suitable volunteers. There is scope and a need to increase the number of volunteers to cover the classes and also in sickness and holidays.

Clients We continue to see changes to the needs of some people being referred with many having multiple health conditions including stroke, Parkinson's, diabetes, heart conditions, arthritis.

This can have an effect on attendance (feeling unwell or many clinic appointments) but also necessitating some people finishing early due to ill health, prior to completing the programme.

Postural Stability Instructors (PSI Instructors)

To adhere to the Falls contract all class instructors require a PSI qualification. This is a very intensive level 4 course and there are currently a limited number of qualified instructors in our area.

Due to this level of qualification the instructors historically have been on higher salary scale. The salary of less qualified instructors is now almost on par which is impacting on any incentive to do the qualification.

FORUM4AGE, ENGAGEMENT & CAMPAIGNING

Funding Source:

Age UK Oldham

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Service Objective:

To work with and for older people ensuring they have a voice locally and their interests are represented in local developments.

Description of Service:

Our staff are involved in a wide range of campaigning and influencing groups and events across Oldham. Our aim is to raise awareness of issues affecting older people to have an influence on services and activities locally and provide a voice for older people. We attend a wide range of community events to promote our services to public and professionals.

Forum4Age is our over 50s forum open to anyone living in the Oldham borough. The forum is free to join and we work in partnership with Oldham Community Leisure and Oldham Council. When funding opportunities allow we hold events and consultation sessions throughout the year. We currently send out regular information updates to a e-network of forum members.

Activity / improvements in last 12 months:

We are involved in a wide range of campaigns, projects and events throughout the year, including:

- Greater Manchester Tobacco Survey
- Greater Manchester Doing Transport Differently Survey
- Advocacy service user consultation
- The Big Lunch
- Falls Awareness Campaign
- National Older People's Day
- Dementia Action Week
- National Carers Week
- The Big Knit
- Digital Inclusion
- Healthwatch events
- Health & Wellbeing meetings
- MICRA (Manchester Institute for Collaborative Research on Ageing) events and seminars
- GM Ageing Hub events
- GM Older People's Network events
- 'Love Oldham' engagement sessions
- Finance in Later Life research sessions
- Age UK 'Make Care Fair' petition
- Age UK TV Licence petition
-

Relevant figures:

Forum4Age activities are limited at present due to a lack of external funding.

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Risks/Threats:

Lack of external funding to support activities. No dedicated staff resource to look for funding or organise forum activities. This means that activities are provided on an ad hoc basis according to the capacity of the different funded projects.

Lack of capacity within Oldham Council to commit to 'ageing well' work.

Opportunities:

Partnership work with the Marketing and Research Team could be beneficial in future.

GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY

Funding Source:

No specific funding allocated to this Service to date. The Service relies on applying and receiving the annual EON funding each year and the annual brand partner retaining fee of £15,000 per annum. For the year 2019/2020 we were successful in receiving £22,010 EON funding to complete 355 sessions at £62.00 per session. This however, only covers form completion and full benefit check work and not any of the local services and general advice we deliver in addition.

Service Objective:

During the first quarter April 2019 until June 2020 additional funding / staff capacity for this service was reliant on the combined budgets & resources / staffing capacity from other AUKO services that receive funding via Oldham Cares and CCG as below:

- Choosing the Right Care
- Dementia Information & Support Service
- Dementia Specialist Carers Assessment Service

Since June 2020 when the services were moved back into the Church Lane offices I and A began to operate independently of CRC and Dementia Services. This meant that the resources on those two services were stretched with their own client group and we had to ensure that we met targets and fulfilled contractual agreements to keep contracts for these services in place with the local authority. After consultation with CEO it was agreed to reduce access to drop in and be able to facilitate the I and A service with the four day and two day posts dedicated to the I and A function.

Objectives:

- To provide independent general information, advice and support for older people and their carers on a wide range of social care, housing issues, local services and benefits and money.
- To maximise income for older people and their carers and explain and to complete relevant claim forms.
- To act as a gateway for Age UK Oldham's services and ensure that people are connected to the correct services both in house and the wider local community.

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Referral to the service via Adult Services, CCG, Community Matrons, GPs, Carers Groups, Alcohol and Drug Teams, other Age UK Oldham Services including PIP workers, and self- referrals .

Description of Service:

The service offers help, advice and practical support for everyone over 50, and their carers. We offer a wide range of advice / support including:

- Pension Age Related Benefits and Money
- Community Care
- Housing Issues
- Care Services
- Local Services

We carry out full benefits checks and completing the relevant claim forms for age related benefits or carers.

We act on older people's behalf to resolve I and A issues.

This service is free and confidential.

Staff at Age UK Oldham have undertaken relevant training from the Department of Work and Pensions and have achieved Alternative Office status allowing our staff to process claims in the same way as DWP staff with the authority to sign off identification and double date application forms - this speeds the process up for our client group.

I and A staff continue to take annual training in line with EON funding requirements.

All tribunal cases are continuing to be referred to caseworkers within CAB or the local authority Welfare Rights Team as they receive local authority funding for this element and we have no capacity to take up this role.

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers and the experience and skill of staff with this client group has shown, not only the financial results clients have been able to realise, but the opportunities for them to further engage with other Age UK Oldham services - which on many occasions they may have been unaware of existing.

Activity / improvements in last 12 months:

For the ninth year running we have been successful in receiving E ON Benefit Awareness Funding. Meeting and exceeding targets given and assisting older people to maximise their income particularly those with long term health condition in hard to reach groups.

Continue to act as a gateway for other AUKO services – including those services which bring in addition income to the organisation.

Continue to connect older people and their carers to the help and support they required.

Continue to act on behalf of older people to resolve issues.

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I and A staff have created a useful power point presentation dispelling the myths and promoting the advantages for older people claiming benefits. Good feedback from social care colleagues who have copies when visiting clients to assist with identifying those people who would be entitled to claim benefits.

Positives outcomes arise not only from the extra money but also from the role of the I and A Advisors. Feedback received from people who have used the service includes in summary:

- Reducing feelings of anxiety by receiving support from a friendly, knowledgeable and locally well connected professional who could help them to navigate unfamiliar territory and make things happen to support them.
- Legitimise older people's need to claim unclaimed benefits by explaining benefits and allowances in terms of financial and social contribution that older people have made to society over their life time.
- Established a relationship of trust and respect which older people felt was important. Advisors were 'on their side' and independent of official agencies.

In terms of the extra money AUKO achieved for older people and the impact on their day to day life:

- They had more money to cover essentials such as food, fuel and clothing.
- It helps them with their disability or chronic health conditions to continue to live in their own home with support.
- It helps with depression and frustration arising from health conditions, low income and isolation by enabling older people to:
- Become more mobile, for example, to do their shopping etc. Additional money may help with taxi fares or paying a personal assistant to help them engage with outside community and retain independence / choice.
- Prior to Covid19 to renew some of their social life through visits to friends, family and attending lunch clubs and social events.
- To be able to treat grandchildren or those who help them so they feel they have a reciprocal rather than a dependent relationship.

Relevant figures:

General Information and Advice Service assisted:

- **1324** individual people with general advice.
- **1565** telephone contacts made on behalf of people to various organisations to resolve issues or make alternative follow up appointments.
- **5865** individual subject issues were recorded. This details the amount of specific issues per client on the database.

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- In addition a further **432** individual people were given full benefit checks and relevant benefit claims forms completed - including Attendance Allowance / Carers Allowance, Personal Independent Payment, Pension Credit and Blue Badge applications. As a result of the benefit claim forms submitted by the I and A Team the additional annual income accrued for vulnerable older people is over a million pounds per annum - **£1,014,834.47**.

Risks/Threats:

The AUKO Information & Advice Service is still meeting the Age UK brand partnership's contractual agreement, as laid out by Age UK nationally. Leads from AUK nationally and AUKO I and A team have revisited the original development plan from 2011/2012 to ensure that we are still fully compliant with the re-written brand requirements in place.

Visits have taken place with I and A Development Officers from AUK and we have now taken steps to embark on the Information and Advice Quality Programme. This will be a necessary component in the future to secure any AUK funding – it is proving very difficult for us to allocate any resources to fulfil function. Age UK nationally have indicated the need for a designated I and A management lead in place. This is not possible with the AUKO's current structure as only a limited amount of E. ON funding is made available to run the full I and A service which means the service relies heavily on other services and the manager of those services to enable Age UK Oldham to reach brand partner requirements.

These services offer three parts of the four core requirements, however, these services are funded via OMBC and CCG and have their own targets and stringent reporting requirements to obtain each quarter. The service manager has continued to seek funding to enable the service to have a general advice triage officer role and a specific I and A general advisor. Unfortunately to date we have been unsuccessful but we continue to pursue any opportunities.

Other risks:

- Loss of the disabled access building at Lord Street we currently use for I and A delivery which would pose health and safety issues for drop in service when relocated to Church Lane. Placing additional pressure on staff resources / travel expenses etc.
- Loss of EON funding.
- Loss of other organisation funding which would directly affect the I and A.
- The service is widely used and we are not always able to meet demand with our staffing levels.

Retaining funding from EON for the service involves the staff capacity majorly concentrated on fulfilling EON funding requirements resulting in reduced time available for general I and A / drop in and other necessary work including work on the Information & Advice Quality Accreditation.

GEORGE STREET CHAPEL

Service Objective:

To generate an income to support the charity. The chapel provides a local service of history, education and events for local people to come together in the community.

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Description of Service:

George Street Chapel is Oldham's Grade II* listed former Independent Methodist Chapel; a stunning and unique building full of history and tales of the past - hidden in the hustle and bustle of Oldham's town centre!

Our volunteer interactors provide tours and tales of Oldham past along with the rich history of George Street chapel and the surrounding area.

We host many Holiday & Seasonal Activity events for all ages

We host many Holiday & Seasonal Activity events for all ages, we introduced a new Halloween Tour this year in the evening which included a meal, this was really popular and places sold out very quickly. Along with our Easter event with activities aimed at families, so will continue to add more family events to school holiday timetables.

The Chapel is very versatile and has been used by various charities, businesses, Oldham Council, NHS for meetings, AGMs and Award Ceremonies. We are now being recognised nationally taking bookings from government funded companies that carry out training all over the country.

Activity / improvements in last 12 months:

We have captured more feedback and customer contact Info for future events and marketing. Many of which do return. Our feedback after all events has been excellent and we strive to continue this.

We were in the process of extending our social media presence with student support from Oldham college to engage on more platforms such as Instagram.

Relevant figures:

Our plans for the future sustainability centred around income from weddings, celebration parties, events, meetings, conferences.

	2018/2019	2019/2020
Parties	4	5
Wedding	2	10
Christmas and seasonal events	15	17
Internal events / training	23	24
Funeral Wakes	1	3
Room Hire	42	31
George St Chapel experiences	13	14
School experiences	10	6
Open Day	1	0

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Risks/Threats:

Future loss of room hires due to Covid 19 and social distancing measures will mean less capacity seasonal events / weddings booked for 2020 cancelled or postponed until 2021 with reduced numbers unless government guidelines change for 2021.

Loss of funding to support training events held at the chapel will impact on reduction of bookings both internal and external.

Advertising costs are high compared to event and hire charges more social media to reduce costs

Training costs to meet ISO are high which impacts on revenue

As events/bookings are spasmodic and seasonal permanent staffing is not cost effective and reliance is on additional hours from staff in other departments or zero hours' contracts.

GET GOING TOGETHER

Funding Source: Age UK Oldham

GlaxoSmithKline funding ended 31 October 2016. We again successfully applied for some small pots of external funding to support this work to reduce reliance on charitable reserves and supported other organisations to apply for funding for us to provide GGT activities for them.

Funding source 2019/20: £7,244.03 (made up of small external funding pots and sales of craft and knitted items from knit and natter).

Small grants were received through partnership working to deliver chair-based exercises in community locations. We have accessed funding **through First Choice Homes Oldham NIF (New Innovations Funding)**.

Charges have been put in place for the chair-based exercise sessions and Sessional charges for partner organisations have been increased to £25 per session.

Charges are made across the service - with the exception of health walks/strolls - although donations are requested for attendance at the Knit and Natter group which go towards volunteer driver expenses for the group.

GGT groups also completed the Greater Manchester Alcohol Survey and we obtained £300 funding for supporting underrepresented groups and people with long-term health conditions to participate in the survey.

Service Objective:

To improve the mental and physical health and wellbeing of older people.

To raise awareness of the benefits of remaining and/or becoming active in later life.

To provide information and resources to enable groups to be able to take part in physical activity.

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To provide activity that is accessible for people with long-term health conditions, people living with dementia and those who are at risk of developing a range of health conditions.

Description of Service:

GGT provides:

4 health walks – accredited by Walking for Health

Chadderton Hall Park 26

Daisy Nook 12

Alexandra Park 8

Tandle Hills 7

2 scenic strolls – 5 people at Dunwood Park and with a range of long-term health conditions.

A monthly Age UK Oldham walk and lunch which is attended by approx. 20 people.

OLGBT walk programme

Knit and Natter group at Alexandra Park in the Boathouse Café with a volunteer driver supporting housebound people to attend (18 people supported through the year 2019/20).

Weekly chair-based exercise sessions have been provided in several community venues:

Sweetbriar House

Bickerton Court

Violet Hill Court

Washbrook Court

Runnymede Court

Hopwood Court

Walton House

Hope Methodist Church

Caribbean Group

South Chadderton Methodist Church (fortnightly)

Trinity House (fortnightly)

Shaw Wednesday Club (monthly)

Demonstrating and loaning equipment for community use – games, indoor curling sets,

Attending outreach sessions and community events to promote the benefits of staying active.

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Partnership working with a range of organisations.

Several successful funding applications were made.

Activity / improvements in last 12 months:

When the GlaxoSmithKline funding finished at the end of October 2016 Age UK Oldham continued to sustain a lower level of activity. Many of the activities we were involved with were sustainable and continuing in their own right and some of the activities required a small amount of support. We continued to provide support for some of the people who still required support to attend activities, e.g. the Knit and Natter/Walk and Talk group at Alexandra Park and the Scenic Strolls. Some activity continued due to its links with the Ambition for Ageing areas.

Older People centred

Supporting the most vulnerable people to maintain independent by keeping physically active.

Providing social opportunities for the most socially isolated.

Value our staff and volunteers

Implementing volunteer suggestions and activities, e.g. Walk and Lunch sessions suggested, planned and delivered by one of our volunteers.

Committed to working in partnership

We work closely with local housing providers to provide sessions in sheltered housing and community venues.

We work closely with local community groups, supporting them to develop their own physical activity sessions.

Continually improving our systems and processes

Our health walks are accredited by Walking for Health.

Relevant figures:

Maintain low-level programme of activity, including walk programmes, chair-based exercise sessions, knit and natter group.

Risks/Threats:

Lack of consistent external funding to continue the activities for the most vulnerable people with more complex health conditions who need ongoing support. There are developments at a Greater Manchester level relating to sport and physical activity for older people, but there is little resource to support this work.

Opportunities

Opportunities for continued small pots of funding from Housing Association partners. Seeking support from Action Together to identify potential funding for sport and physical activity/isolation and loneliness.

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HANDYVAN SERVICE

Funding Source: OMBC Local Authority contract - £30,992

Service Objective:

The objective of the service is to undertake tasks that aim to deliver preventative and practical support that will enable vulnerable older people to live independently and safely in their own homes.

Description of Service:

Our trusted contractors will provide small repairs of electrics, joinery, building and plumbing.

Included in these tasks are home security, alarms, security lights, fitting of key safes, moving furniture, small joinery repairs, garden tidy etc.

Activity / improvements in last 12 months:

We have employed two new electricians' however their hourly charge is £40. This has been accepted by the customers. We are finding it increasingly difficult to recruit at the rate of £30 per hour. We will need to review our charges in the next financial year. Our in-house handyperson charges are £30 and our approved contractor who also undertakes low level tasks such as gardening, painting fences, cleaning drives and general low level repairs continues to have a waiting list of over 5-6 weeks before he can accommodate people. This summer we have taken on a gardener who just undertakes low level garden maintenance.

We have a good reputation and most of our requests come from returning customers or recommendations by friends and neighbours. We have not advertised again this year.

The system works well with our administrator dealing with customers from the request of work (usually by phone) through to invoicing and final payment and lastly the quality questionnaire. This allows us to monitor the quality and standard of work from the contractors and internal handyman in addition to measuring how it has contributed to the customer's independence and feelings of being more in control and safe within their home.

We continue to use the internal Charity log system and this is helping us refer to internal services and to help us track a customer's journey within AUKO. It also records and produces the outcomes for the reporting to the local authority.

We have successfully gained funding from Age UK national to the E-on scheme and provided 120 visits to people who are living in a cold home and or struggling to pay fuel bills.

We offer both advice and free low energy measures and link internally with our Information and Advice team who will in turn look at completing a full benefits check.

The handyperson is also able to sign post to other services and contractors alike will report any areas of concerns about peoples well - being and home circumstances to the manager who will take appropriate action.

When jobs requested are more complex we will assist people who are vulnerable to obtain quotes and assist them throughout the process. We also work with families and social workers as required and ensure the person is getting the best options and value for money.

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Our hourly rate for contractors will be reviewed next year, as we recognise this is below the national average and we will look to applying revised charges on completion of our review. We continue to deduct an administration fee from the contractor's invoice to help make this costly resource more sustainable. This will also need to be reviewed.

Relevant figures:

- Enquires to the services 1881
- Completed jobs 1775
- Contractors 995
- Internal 780

We added 2 additional contractors this year:

1 gardener

1 electrician

Although there is no Warm Homes contract with Age UK Oldham the council provide us with a budget to assist older people who are in fuel poverty and need repairs. We also supply beds and bedding which gives us flexibility to make requests for funds for older people who we feel are in need and at risk when they are unable to pay for repairs

Risks/Threats:

Always the risk of funding being reduced or not renewed for both HandyVan and E-on which are co-existent.
Inability to attract contractors at economical rates.

INTERGENERATIONAL PROJECTS

Funding Source:

Radclyffe School £1,000

Service Objective:

Link older people with the younger generation through a variety of intergenerational projects to share experiences and learn from each other.

Description of Service:

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories with younger people, as well as being a positive role model to the younger generation too. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

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Activity / improvements in last 12 months:

Again we delivered Age Exchange at Radclyffe school and brought 10 older people together with 12 G&T year 7 students.

52 older people attended a Christmas concert at Radclyffe school.

19/20 brought 234 children on an experience tour at GSC with activities led by intergenerational volunteers at GSC

35 Performing Arts students at Oldham College

Relevant figures:

Age Exchange 12 students/ 10 older people

Christmas concert 30 students/ 52 older people

GSC Experience 234 children / 23 intergenerational older volunteers

Oldham College 35 / 39 older people

Risks/Threats:

School are unable to fund Age Exchange / GSC experience tours due to cut backs

LGBT (Lesbian Gay Bisexual Transgender) GROUP - 'OUT AND ABOUT'

Funding Source: Self-funding

Service Objective:

A group for older lesbian gay bisexual and transgender to meet and socialise.

Description of Service:

Out & About is based on the last Friday of each month for the older LGBTQ community

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having a support peer group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. Having this group AUKO has increased its awareness of the needs of older LGBT people helping us progress and plan effectively for the future

Activity / improvements in last 12 months:

One member Terrence became a star by appearing in the ITV Age UK Advert in November but really put us on the map by his appearance on BBC Breakfast – not only the UK but worldwide! Over 3 million people tweeted and shared his story. Not only did we raise over £2,500 from his overnight fame but we also forged a

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future relationship with Oldham College which will help us develop new and exciting services for older people.

Relevant figures:

Our Out & About Group have grown in numbers and we now have 16 – 18 people attending each meeting and 24 additional people on the email group

Risks/Threats:

None discernible, this is a low cost project funded by Age UK Oldham and managed by existing staff member.

LIFE STORY

Funding Source: Oldham Cares CCG

Oldham Cares - £17,459

Service Objective:

To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

Description of Service:

Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered housing and in their own homes. We are funded to provide the life story information for the individual in book format.

The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

Activity / improvements in last 12 months:

We had 30 volunteers registered with the project.

Older people centred

This is an enjoyable and worthwhile activity for everyone involved and is particularly valuable for people living with dementia and their families. It is cherished by the person and their family as an heirloom and is used by care staff to get to know the person they are caring for and provide better care for them. It informs staff about the person's childhood and family history, lists their achievements, documents their likes and dislikes, needs and aspirations. We try to make our life stories accessible for all and record audio books for people who are visually impaired.

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Our Life Story team produced 48 life story books during 2019-2020 and, if consent is given, we provide a copy of each life story book to be held at Oldham Local Studies & Archives Centre and made available to the public. Most people give their permission and they now have a collection of over 200 life story books.

Committed to working in partnership

We continue to work with Pennine Care NHS Foundation Trust Care Home Liaison Service to produce life stories for care home residents seen by their service.

We also work with other Age UK Oldham services to promote life story work to their clients and participants. We try to encourage people to complete the life story 'template' themselves if they are able to do this.

Relevant figures:

Target: 48 life story books.

Achieved: 48 life story books.

We worked with further 21 people who did not complete the whole process due to illness or death. These clients still benefit from the visiting process as the finished life story book is only one aspect of the benefits of the project.

Risks/Threats:

Frailty of clients in the care homes means visits are taking longer to complete or that we are unable to complete the finished product.

Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness.

MEN IN SHEDS

Funding Source: Oldham Cares OMBC/Holroyd Foundation

£61,276 from IBCF (Integrated Better Care Fund)

Service Objective:

Our Men in Sheds at both Failsworth and Greenfield have a distinct community development philosophy and positively impact the health and wellbeing of men who attend. The projects demonstrate they are contributing a dual health and social role for a range of men. In particular male mortality rates are higher and preventable in diseases such as lung cancer, prostate cancer, heart diseases all of which are exacerbated by poor health, lifestyle choices, diet and physical inactivity.

The project targets men over the age of 50 who have become socially isolated due to life changing circumstances or long term or acute health conditions. Men particularly over 50, tend to be slower at going to the doctors for problems that may turn out to be serious and in many instances early detection would be hugely beneficial.

Although there is a great emphasis on the social benefits of men facing retirement issues and social isolation, the Shed's aim is to promote health activities and lifestyle changes. Research shows that men who are socially

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connected take better care of their own health, and seek help earlier from health care professionals leading to healthier lifestyles.

Description of Service:

We continue to run the sheds over two locations. We are closely linked with the PIP service (Promoting independent People) offering places for men who have undergone a life changing event. This has worked well over the last years and GP's welcome the feedback and case studies that have proven this project helps to increase the well-being of men and reduces their isolation.

On average the two sessions daily have around 10 men attending each session. Due to the complex needs of some men, at times this has restricted numbers of admissions for safety reasons.

We hope in the next year to increase this to 15 per session. In doing so we are going start a buddy scheme so that men whose needs are greater can be supported by a mentor. It is clear that a place in the Sheds is an alternative to traditional services and provides a missing preventative element for men of a younger age.

The staff members work hard to address individual need, always thinking outside of the box for men with varying levels of capabilities.

Activity / improvements in last 12 months:

We continue to work out in the community making bespoke items for the districts and schools both in Failsworth and Greenfield.

This year we have renovated memorial benches for the local authority and repaired wooden walkway bridges for the parish council.

The sheds members have also undertaken commission work for planters and bird boxes for members of the public.

Men in Sheds also had stalls at both the Dawsons Field event run by the local authority and Saddleworth show. Both of which were great for promoting the service and selling goods our members had hand made.

We have also applied to get additional funding for the next two years, to expand the Greenfield shed.

We hoped to do this by obtaining funding for the empty unit that has become vacant next door.

Thankfully we were successful in obtaining this funding and will now have the funds to turn the empty unit to a useable space for our Greenfield members use.

This will benefit this shed as we are short of available bench space for members when completing work. It will also mean we are able to offer addition spaces to men waiting to attend the Greenfield shed.

This is a fantastic prospect for the development of the shed at Greenfield and look forward to moving this forward once the funding is in the bank.

We have also increased the session cost to our members from the current £2 to £3 per session to contribute to the activity costs.

Relevant figures:

Sessions attended: 4,508

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Risks/Threats:

Risk of losing funding

MINOR ADAPTATIONS

Funding Source:

Spot Contract – terms agreed on each written request and prices agreed. Requests over £500 need to be approved prior to commencement of each job by Head OT

Service Objective:

This year we have continued to providing the Minor/Major adaptations for the council. As in all previous years this service has no contract or service level agreement.

Age UK Oldham's HandyVan fitter and external contractors supply and fit a range of internal adaptations on a request basis by the Occupational Therapist teams.

We provide this service for both private homes in Oldham and for all the external work for Housing 21.

Description of Service:

Although there have been fewer numbers of requests for jobs this year the work requested is on a larger scale and therefore costlier.

The work requested by Housing 21 is always to adapt outside spaces for accessibility which can be anything from ramps, walls, fencing, patio doors etc. We have adapted to this way of work and our administrator/trusted assessor is more involved in site visits and compiling quotes and co-ordinating the work.

We have a complex database, are committed to quality and every customer receives a quality questionnaire.

Activity / improvements in last 12 months:

Our internal Handyman continues to provide external grab rails, shower seats, floor to ceiling poles and complex stair rails and bespoke requests.

Our contractors are mainly requested to fit external rails, steps/ramps.

In providing this service to the LA and H21 we are more business-like in our approach and our rates are much more competitive than in our care and support services.

This project continues to provide a steady income stream for AUKO.

We continue to improve our systems and are working towards the ISO quality standards.

Relevant figures:

The number of completed adaptations in 18/19 amounted to 610 with a turnover of £162k.
In comparison to 16/17 when we completed 1592 jobs with a turnover of £202k.

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Risks/Threats:

It has been discussed with the council that this project may be added to the HandyVan contract but we have had no further discussions with regard to this and it continues to be a spot contract.

All of the above will have implications on the staff team should the work be withdrawn.

NUTRITION AND HYDRATION

Funding Source:

Age UK Salford - £10,800

Service Objective:

The 2 year Greater Manchester Nutrition and Hydration Project is designed to tackle dehydration and malnutrition among people aged over 65 in Greater Manchester. It uses a specially designed 'paperweight armband' tool to find out if people are at risk and provides resources to help professionals identify people at risk within their services.

Description of Service:

Age UK Oldham is supporting the project in Oldham and Rochdale, working with Age UK Salford and Oldham & Rochdale Public Health teams. Fourteen hours of staff time is allocated to for a project worker to support the Nutrition & Hydration Project Worker employed by Age UK Salford, 7 hours per week in Oldham and 7 hours per week in Rochdale.

The project aims to raise awareness about the risks of malnutrition and dehydration in later life. It takes a positive 'food first' approach, encouraging older people to eat and drink well, giving tips and advice about increasing calorie intake for people who need help to put weight on. It also links with other local schemes that improve self-care, improve oral health, reduce social isolation and improve mental and physical health.

In order to reach people who are at risk of malnutrition and dehydration, the key priority is to urge other organisations who come into contact with older people to enable their frontline workers to train as Nutrition and Hydration Champions and to use the intervention in their everyday work.

Activity / improvements in last 12 months:

We have been involved in the steering group for the Greater Manchester Nutrition & Hydration programme since the application for funding was being put together. We have attended steering group meetings and, since September 2018, have worked in a formal partnership with Age UK Salford to support the project in Oldham and Rochdale.

We continued to organise training sessions for Age UK Oldham staff and volunteers to train them as Nutrition & Hydration Champions and have supported them to embed these 'conversations' about nutrition and hydration into their project's systems and activities. The training opportunity has been promoted by all managers and through Oldham Prevention Alliance. The sessions have also been opened up to staff and volunteers from partner agencies.

Relevant figures:

80.6% of those at risk of malnutrition have had a positive outcome from the programme, compared to an initial Cost Benefit Analysis assumption of 30%.

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During the 2 years of the pilot programme 16,639 conversations were reported to have taken place in Oldham. Of these, 13% were found to be at risk of malnutrition: 610 of the people asked were at risk and a further 1,479 went on to identify a friend or relative they were concerned about and took the resources to have a supportive conversation with them. It is assumed, therefore, that around 2,089 people in Oldham have benefitted from this brief intervention. Age UK Oldham's role in this has been in organising and hosting training; collating statistics from our own services and from partner organisations; committing to train our staff and volunteers; supporting them to embed the process into their systems and activities; identifying and recruiting research participants to take part in the evaluation process; and collating evidence and case studies.

Added benefits identified by the evaluation report:

- Reducing social isolation by encouraging people to seek opportunities to eat in social settings;
- Enabling people to be healthier by increasing their ability to remain active, independent and well connected;
- Safeguarding issues have been highlighted and processes improved;
- Supporting Workforce development – front-line staff that have incorporated this programme in to their service delivery, have reported that it has made them better at their jobs. This theme has been highlighted by staff from a range of services, including Social Workers, Hospital Aftercare, Social Prescribing, Domiciliary Care, Memory Assessment Services & Intermediate Care;
- Improved coordination and communication between services, through reviewing and redesigning of pathways and raising awareness amongst local services. This is congruent with the ambition for integrated public services set out in the GM White Paper ;
- This programme has played a significant part in raising awareness across stakeholders in localities and the general public of the pernicious effects of being underweight in older age;
This project has brought key stakeholders together into local steering groups who are working together to combat malnutrition and dehydration in their localities. Together local Age UKs and the wider third sector are working with Public Health and other relevant stakeholders.

Risks/Threats/Opportunities:

Reputational risk to Age UK Oldham when working with partner Age UK staff.

Funding was extended until the end of March 2021 and a business case for continuation is being presented to commissioners by the Public Health Team in Oldham Council.

OLDHAM PREVENTION ALLIANCE

Funding Source:

Oldham Prevention Alliance has been co-ordinated and funded by Age UK Oldham since February 2012.

Service Objective:

- To bring together local services, including statutory, voluntary, private sector and social enterprise organisations, community groups, faith groups, any group or individual supporting the over 50s to live well and independently in their own homes.
- To raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.
- To improve communication, signposting and information-sharing between services

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- To provide a forum for services to share information and expertise.
- To provide a forum to identify and report gaps in service and more generally feed into decision-making structures within the borough as appropriate e.g. Health & Wellbeing Board. Link with strategic fora and use link organisations, e.g. Action Together, to feed in information as appropriate.
- To promote the referral systems and protocols of members.
- To promote training and funding opportunities and opportunities for joint working.

Description of Service:

Oldham Prevention Alliance was established following consultation in 2006 with older people who identified a number of problems with communication and cross-referral between organisations in the borough. The project was funded initially by Oldham Partnership and Oldham Council.

Oldham Prevention Alliance aims to bring together local services, including statutory, voluntary and private sector organisations and community groups which provide support to the over 50s to keep people living independently in their own homes

Oldham Prevention Alliance is a multi-agency group of professionals who are linked with or have an interest in services for the over 50s. The group meets bi-monthly, co-ordinated and chaired by Age UK Oldham. We raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.

Activity / improvements in last 12 months:

Committed to working in partnerships

Membership of Oldham Prevention Alliance continues to grow and feedback about the meetings is very positive.

Older people centred

Members cascade information to their own services, organisations and networks and pass on information directly to clients who they are in contact with.

Relevant figures:

6 meetings of Oldham Prevention Alliance were held during this period.

Risks/Threats:

Lack of external funding to support the service.

PROMOTING INDEPENDENT PEOPLE (PIP)

Funding Source:

Funded by Pennine Care Foundation Trust (this has changed to Salford Royal Foundation Trust SRFT when Oldham Cares was formed) £150K (PIP) and CCG £30K (ORCAT)

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Since May 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. £47,896

Service Objective:

The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

The aim of the project is:

- To address the social aspects of a patient presenting at the surgery for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed discharge and reduce the frequent attendees in the GP practise.
- Social prescribing provides an opportunity to respond effectively and at an early stage to address presenting symptoms of anxiety depression and distress.

Description of Service:

This service was commissioned based on the pilot project, Home from Hospital. After an initial 3 years funding, the service was given a further 2 years funding, confirmed until 31st March 2019.

Age UK Oldham's PIP advisors are linked to the new 5 GP clusters in the borough of Oldham working with and taking referrals from the integrated care teams.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence. The focus is on sustainability, flexibility and taking back control

PIP's link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, Get Going Together Activities, walking groups, craft sessions to counselling, support groups, community groups etc.

CLUSTERS

September 2018 - PIP Advisors are now based in each of the 5 Clusters as part of the Integrated teams. Different parts of Oldham Council, the NHS and the voluntary sector have come together and formed Oldham Cares. Clusters are decided by the location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers, Senior Practitioners and an Age UK PIP Advisor, working together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience

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for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved and the client support is much more complex to when the service first started out.

ORCAT

A PIP Advisor continues to have a daily presence in the ORCAT (Oldham Rapid Community Assessment team), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. The team support patients for up to 5 days after hospital discharge. The PIP Advisor will carry out a home visit and refer to Age UK and other external services (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred to long-term PIP.

SOCIAL PRESCRIBING

Since July 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in their area. As part of the COVID response, the management of the Oldham Cares Social Prescribing service has been shared between the PIP service, Early Help and Action Together. We have been involved in engagement work with wider stakeholders and referrer agencies to continue to develop the service despite lockdown restrictions. We are about to roll-out the Elemental digital platform for ease of referring into the service, recoding work undertaken and sharing outcomes.

Activity / improvements in last 12 months:

PIP Advisors are now part of the Integrated teams in Cluster as part of Oldham Cares.

ORCAT funding secured to continue to March 2021

We need to continue to produce evidence of effectiveness and cost savings in local health and social care.

Relevant figures:

PIP Manager and Age UK CEO, meet with funders Quarterly, to present Reports/KPI's, which comply with funder's requirements.

PIP Manager reports monthly to CCG on ORCAT PIP service activity

PIP manager attends the Oldham Cares Thriving Communities Group meetings on a quarterly basis to provide feedback on the Social Prescribing service. Weekly management meetings are also attended for the day-to-day management of the full social prescribing service.

Risks/Threats:

Continued funding

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SAFE AT HOME AND SHOPPING SERVICE

Funding Source:

Age UK Oldham

Service Objective:

The home shopping service is based at the Co-Op store in Lees and has been run by Age UK Oldham since July 2006.

This service continues to operate Tuesday to Friday delivering across the borough Wednesday to Friday.

Staffed by 1 part time Co-ordinator and 3 part-time operatives/driver.

Description of Service:

The Shopping Service is funded by the charity due to no Local Authority Funding received for the service for some time. All new client enquiries for the service are passed to a co-ordinator who oversees the service, who will make contact with clients and ask some questions to determine the need for the service and evaluate if there is any other way the client could get their food shopping.

We are constantly reviewing and looking closely at each new client to ensure they reach the criteria. On average we are now delivering to 60 - 65 older people across the borough each week. Provisions purchased on client's behalf from the Co-op is on average of £2,000 per week but despite discussions with the Co-op management they will not provide either a financial contribution or a discount on purchases to partially fund the service.

The service is available to older people across the borough who cannot shop for themselves or access their local shops and to people recovering from illness or a spell in hospital. The majority of our customers are housebound. Frailty levels are such that for every 3-4 admissions we see a discharge of a similar figure per month.

Major benefits include linking to other services and referring on if necessary. This makes it potentially the "eyes and ears" of other services for the people with whom it is in contact and is a major contributor to the local preventative agenda. Our staff work closely with families and case workers. We also report areas of concern and work closely with Social Services and care agencies.

Referrals are encouraged from a wide range of partners and by self-referral and are a vital component of the ORCAT Service (Oldham RAPID Community Assessment Team) which supports people for five days in their own home on discharge from hospital. ORCAT offers support from a multi-disciplinary team of OT's, District nurse, RAID worker, Social worker, community support and an AUKO PIP worker.

The Shopping Service is a vital service for AUKO PIP Advisors based in the Clusters, to refer in to and can be a life line for those people either short term or long term.

All potential customers undergo a holistic assessment of their needs, reviews are carried out every twelve months or as and when there is a change in a customer's need or circumstances.

The staff team currently rings the customer and takes orders over the phone the day before delivery. Customers are encouraged to eat healthily and are given information on offers that are available at the Co-Op.

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The staff carry out the shopping in store and deliver it the following day. They will put the shopping away if required. Staff monitor the client's well-being on the day and, if appropriate, check that the food stored is in date and food ordered by a third party is being consumed by the client. All areas of concern/change are recorded and reported to the manager who will take action.

Activity / improvements in last 12 months:

The charge remains at £8.00. The Manager who oversees the service, went out with the Shopping Service driver on all deliveries, to speak to each client, discuss their needs and ensure there was no other way they could get their food shopping, ensuring that people who had no other ways/means of getting food shopping on a weekly basis. The majority of clients expressed their need for the service and stated how they did not know what they would do without it and had no other means of getting their weekly food shopping.

Full reports are kept on all new clients to establish the need for the service as this may prove valuable should funding become available.

Relevant figures:

As Age UK Oldham's contracts/funding agreements are undergoing efficiencies there is less trading or fundraising surplus to support contracted services.

Risks/Threats:

The service no longer receives Local Authority Funding.

SLIMMIN' WITHOUT WOMEN

Funding Source:

£6,000

Agreed by the Age UK Oldham Board

Service Objective:

To provide regular SWW sessions for men aged 50+ across the borough, starting by piloting twice-weekly sessions for 1 year, with the aim of these becoming sustainable.

Description of Service:

The project is a way of bringing men together in a social setting they can identify with and feel comfortable in. The aim is to support men aged 50+ to:

- Lose weight
- Improve their diet
- Become more active
- Feel good about themselves
- Socialise and pursue new interests

Activity / improvements in last 12 months:

Weekly sessions started in September 2018 at the Oasis Academy in Hollinwood and the Satellite Centre Greenfield.

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A third group was trialled early 2019 based above Positive Cycles. (Oldham town centre) but did not prove successful at the first attempt.

There are some real individual success stories emerging from the groups with substantial weight-loss being achieved. Beyond this however is the fact that men are using the groups to maintain previous weight-loss as well as improving their overall health and fitness through the activities provided.

Relevant figures:

There are currently 22 involved over the two groups. The majority (16) attend the Oasis Academy with 6 attending The Satellite Centre. In addition, there are 2 women who regularly join the activity sessions.

Of the 22 involved, the main priority is:

Losing weight (12)

Maintaining previous weight-loss (3)

Increasing health and fitness (7)

There have been fantastic results from the 2 groups, with examples of Richard who has lost 5 stone, Brian who has lost 4 stone and Brian (senior) who has lost over 3 stone and started to reverse his diabetes.

Risks/Threats:

Attracting income in order for the groups to be fully sustainable longer-term.

Maintaining membership will require continued promotion and marketing.

SAGE KITCHEN

Funding Source: Food & outside catering sales to the public organised from the Sage Kitchen shop.

Service Objective:

To offer a high standard food service to the general public, internal & external catering and provide food requirements for George Street Chapel events and bookings. To generate an income to support Age UK Oldham services.

Description of Service:

Sage Kitchen is a tasty healthy fresh place to grab food on the go, open to public for lunch and delivers outside catering.

Activity / improvements in last 12 months:

Closure of shop to the public to meet the catering demands and local deliveries on foot within the town centre.

Marketing of outside catering service to LA/CCG has achieved results.

Overall review of facility resulted in staffing reduction to allow for budget efficiencies.

Relevant figures:

Received 74 orders for catering events last year, this year 72 orders this could be due to lock down for the month of March 2020

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Risks/Threats:

Most revenue is generated from local business ordering for events, meetings. since outbreak of covid19 and many businesses now working from home we don't envisage getting many catering orders.

Reduction in local funding impacts on catering orders from local authority and businesses

Advertising costs are high – social media advertising is more effective.

Increase in food costs / supplies

Lack of volunteers to support the service – need to pro-actively recruit.

TALKING ABOUT MY GENERATION

Funding Source:

Ambition for Ageing Scaled Programme – National Lottery Community Fund via GMCVO - £8,992

Service Objective:

Talking About My Generation aims to challenge stereotypes about ageing by delivering a media campaign led by people aged 50+.

It aims to raise the profile of local Age UKs and to inspire, showing that later life can be fun, exciting, defiant and empowering.

To develop the project as a partnership with older people as Community Reporters, working with them to design digital content which will be disseminated in a range of different ways.

Description of Service:

Talking About My Generation is a campaign project, led by people aged 50+. The project is led by Yellow Jigsaw, a media company, supported by local Age UKs in the Ambition for Ageing areas of Greater Manchester.

The project works with a team of Community Reporters, aiming for 2 per Ambition for Ageing borough, representing diverse backgrounds.

Monthly 'newsrooms' held to develop the reporters' skills in different areas of media, e.g. podcasts, interviewing skills, writing news releases, editing, etc.

The campaign tells the stories of older people who have overcome barriers to isolation to become involved and engaged in the community. The Community Reporters also develop and publish 'special reports' on themes and events.

Activity / improvements in last 12 months:

Age UK Oldham had the role of co-ordinating steering group meetings, distributing the funding to partners, inputting information onto the Ambition for Ageing database and collating quarterly monitoring information and end of project reporting for GMCVO.

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Relevant figures:

All media targets were exceeded.

The project aimed to recruit 2 Community Reporters per borough (16 total). Oldham recruited 4 local Community Reporters. Community Reporters were not recruited in Rochdale; this was thought to be due to the lack of a local Age UK presence. One of the Oldham Community Reporters offered to cover events in Rochdale to help the project's reach in that area.

Monthly newsrooms were organised which were used to enable staff and volunteers to get to know one another and to upskill staff and volunteers in different areas of media, e.g. interview skills, photography, blogging.

5 steering group meetings were held during 2019/20, bringing together Yellow Jigsaw and the local Age UKs supporting the project.

Risks/Threats:

Short-term project creating a group of Community Reporters, but with no long-term support for those involved. The steering group looked at potential models going forward. Project activity has continued beyond the funding, with 'newsrooms' taking place online since the start of the pandemic. Sustainability was discussed with advertising identified as a potential source of income to maintain the project.

TECHNOLOGY & US COMPUTER CLASSES

Funding Source: Age UK Oldham and Chargeable project

Service Objective:

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

Description of Service:

IT classes are held every Chadderton over 60s – we also support people with mobile phones, digital cameras who may also need a quick lesson to help them

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

Activity / improvements in last 12 months:

Classes are now only held one day a week due to staffing but we have recruited two new volunteers who support the group which helps us with those people new to IT who need more one to one help

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Relevant figures:

On average 6 -8 people attend each week

Risks/Threats:

Classes or day offered not being as popular – numbers falling

VOLUNTEERS

Funding Source: Age UK Oldham

Service Objective: Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services.

We recognise the importance of well trained volunteers so we also deliver a Welcome to Age UK Day induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

Description of Service: Our volunteers help us be there for the people who need us most , from direct service delivery to helping us raise money through our charity shops. Volunteers are our strength

Activity / improvements in last 12 months:

As the need for our services have grown so too have our volunteers , we have recruited more and existing volunteers have taken on new and different roles to help us in our work .

Relevant figures:

New Volunteers

Befrienders	8
Intergenerational	1
Falls	1
Life Story	6
Shops	50
Lunch clubs	5
Community	2

Risks/Threats:

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2019.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

Our organisation

Age UK Oldham is a local autonomous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.

Age UK Oldham has an operational trading subsidiary which generates income to fund the charity's work.

Age UK Oldham and its subsidiary employs around 100 staff, and benefit from the support of 350/400 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status generally considered to be vulnerable to modern slavery in this country. We are not complacent, and have robust policies and procedures in place.

Policies

Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.
2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

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As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

Plans for 2020/21

In the 2020/21 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.
- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2019 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

INVESTMENT POLICY

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long term reserves is to generate an increase in value in excess of inflation over the long term. A small proportion of the charity's long term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

BORROWING POLICY

Age UK Oldham when possible uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £679,559

The Trustees consider that in the event of a significant drop in funding, this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

STRATEGIC REPORT

COVID IMPACT from March 2020

For years we've struggled to get funding for our **supermarket-based shopping service** for vulnerable housebound people and used our precious resources to keep it on the road, despite facing rejection at every turn.

Then came lockdown on 23rd March 2020. At Age UK Oldham, we quickly redeployed additional staff to respond to the deluge of calls from the local authority's emergency hotline by upping the shopping service and doubling the number of home deliveries.

The calls didn't stop, so using what we already knew of people's shopping patterns, we approached a second local store and designed a new model offering a fixed fortnightly grocery and household package. This sped up ordering and packing, helping us to reach more people who were unable to leave their home. At the time of writing, we've made **3570 shopping deliveries** – and counting.

But we haven't stopped there.

Practical support

After liaising with environmental health, our lunch club's catering team transformed into a production line producing and delivering fresh meals for those unable to cook for themselves. We found funding to buy extra equipment (such as fridges, freezers, oven-proof containers, a heat sealing machine and other bits) and to date we have already delivered **19313 meals**.

Volunteers who shopped during the protected hour for older people enabled us to introduce a same-day emergency response, meaning we could also deliver up to five items, such as bread, milk, sanitary items, emergency prescriptions, to help fill the need gap.

We were able to recruit new volunteers and fast-track disclosure and barring service (DBS) checks and references, which enabled us to man a telephone befriending service. As a result, 162 vulnerable people (previously unknown to us) are now able to hear a friendly voice every day.

In total we are now making over 2000 telephone calls each week to check on the welfare of isolated older people and have a friendly chat.

Quite early on we closed our central office, but staff working from home covered our switchboard, Information and Advice, Dementia Support, Choosing the Right Care services over seven days each week. This meant we could also respond to emergency handyman calls for joiners, electricians, plumbers and occupational therapy requests for emergency home adaptations which helped people to stay safe at home. Opening our stores to deliver disability equipment, beds and mattresses helped avert crises and accelerated some hospital discharges.

We supplied **160** people from our Falls Prevention service with information packs, activities and videos and telephoned them weekly to encourage them to carry out exercises. We obtained funding from the CCG for IT

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

equipment and over 40 people can now access the classes on line whilst others can now tune in to Oldham community radio and follow the class instructor.

Library books, activity packs, jigsaws, indoor gardening packs and small 'shed' projects are just some of the parcels we deliver on a weekly basis to help people to remain active and interested.

A shoulder to cry on

People living with dementia and their carers have been disproportionately affected by the rules imposed by lockdown, and the closure of our day-care service was a huge blow. Changes in their routine, unable to leave the house, no respite for carers and families and the trials and tribulations of even a simple shopping trip made life difficult.

To help with the inevitable isolation and try to prevent carer breakdown our staff made daily calls – they were a shoulder to cry on, a friendly listening ear and sometimes a distraction for the person with dementia to talk to a familiar voice. Our dementia support service devised strategies for carers to deal with challenging situations and averted crises on more than one occasion.

Better together

The admission to residential care for eight of our service users was disappointing for staff, of concern to relatives and an added financial cost to the local authority (one person was admitted out of borough where their needs could be better managed) but also an ironic indication of the preventative value of day care, which is sometimes viewed as an outdated service.

In partnership with the local authority, clinical commissioning group and the fire service, we shared our three adapted minibuses and drivers/escorts to provide an **additional hospital discharge service** for both COVID-19 and non-COVID-19 patients. Working together to a tight deadline, we cut through the red tape and launched a new service in less than three weeks – an achievement we all agreed would normally have taken far longer. A lesson learned.

A double whammy

At the start of the crisis we made the decision to do everything we could to help – after all, that's why we exist, but it has been at a cost. The pandemic has delivered a double whammy for small local charities like ours. As we rose to the challenge, dug deep into our financial reserves and upped our game, the independent income we have worked so hard for has disappeared.

Our ten charity shops closed their doors as did our events centre, with all wedding bookings postponed for a year. Our community venues lie silent and, together with other buildings we lease for a myriad of activities, are still a drain on our purse.

Prevention is our byword

Prevention is what we in the voluntary sector have always practised – it is our byword. And though it is discussed and revered at conferences, in plans and is promised, it is rarely commissioned and funded.

All of the services we have put in place are lifelines for many older people who are restricted because of the lockdown. But they will still be needed post-pandemic by many of those who still face restrictions every day because of their health conditions and disabilities. Our shopping service has always been a lifeline, keeping people independent and one of many preventative services that we and others deliver but struggle to fund.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

As we enter the next phase of the pandemic, please don't forget about the value of prevention and about all these people as life returns to normal for the majority. They, and we, will need support more than ever.

Plans for Future Periods:

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops lost due to the pandemic closure.
- Establish Community market and social well being hub at Over 60's centre to build confidence in older people following lockdown restrictions.
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers and we must now
 1. When a vaccine is available, concentrate on rebuilding capacity lost due to infection control restrictions.
 2. Continue to explore opportunities to amalgamate charged for places for those people ineligible for statutory financial support
- Explore and implement more opportunities for charged for services in other areas to replace lost income e.g. Foot care, LPOA's
- Further increase in catering provision both in service and trading areas and consolidatencouraging meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue.
- Continue Involvement in raising standards of good practice in Care Homes;
- Building on previous success with local schools, creating more diverse intergenerational projects;
- Increased involvement with the Asian communities both in service and trading.
- Review ISO quality system and explore alternatives.
- Prepare for and be involved in the future GM agenda

Restricted Funds

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

Financial Review

As commented in the past, the environment the charity operates in is increasingly difficult, particularly with local authority budgets remaining tight. Once again it is pleasing to report another year in which the Charity has made a surplus of £91,959. The Charity has continued to provide high quality services and innovative programmes to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. More so given the crisis that has happened with Covid largely after the year end. Our strong financial position has allowed the continuation of services and also stepping in to specific needs arising from the crisis for our stakeholders. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

In response to the Covid 19 crisis the Trustees have monitored the impact on the business closely by having prepared rolling cash flow forecasts and monitoring them regularly. Having reviewed this and the impacts on the business we have concluded that the going concern assumption is appropriate on approving these financial statements.

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Equalities and Diversity

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees

Alex Boyd (Chairman)
Trustee

Dated: 25 November 2020

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinion

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiaries for the year ended 31 March 2020 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

**TO THE MEMBERS OF AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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, for our audit work, for this report, or for the opinions we have formed.

**Michael Royle BA(Hons)FCA (Senior Statutory Auditor)
for and on behalf of Chadwick & Company (Manchester) Limited**

**Chartered Accountants
Statutory Auditor
Capital House
272 Manchester Road
Droylsden
Manchester
M43 6PW**

25 November 2020

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2020

		Unrestricted funds		Restricted funds	Total 2020	Total 2019
	Notes	general	designated			
		£	£	£	£	£
<u>Income and endowments from:</u>						
Donations and legacies	3	11,893	-	-	11,893	13,928
Charitable activities	4	505,647	-	1,260,795	1,766,442	1,584,842
Activities for generating funds	5	848,465	-	-	848,465	872,593
Investments	6	3,898	-	-	3,898	3,792
Trading compensation		11,945	-	-	11,945	34,445
Total income and endowments		1,381,848	-	1,260,795	2,642,643	2,509,600
<u>Expenditure on:</u>						
Raising funds	7	726	-	-	726	216
Charitable activities	8	313,086	-	1,504,131	1,817,217	1,759,994
Other	5	705,352	-	-	705,352	739,956
Total resources expended		1,019,164	-	1,504,131	2,523,295	2,500,166
Net gains/(losses) on investments	14	(27,389)	-	-	(27,389)	2,374
Net incoming/(outgoing) resources before transfers		335,295	-	(243,336)	91,959	11,808
Gross transfers between funds		(164,528)	(23,619)	188,147	-	-
Net movement in funds		170,767	(23,619)	(55,189)	91,959	11,808
Fund balances at 1 April 2019		1,179,426	703,178	101,692	1,984,296	1,972,488
Fund balances at 31 March 2020		1,350,193	679,559	46,503	2,076,255	1,984,296

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED AND COMPANY BALANCE SHEET

AS AT 31 MARCH 2020

	Notes	2020 Group £	2019 Group £	2020 Company £	2019 Company £
Fixed assets					
Tangible assets	15	1,076,315	1,118,760	1,076,315	1,118,760
Investments	16	256,819	284,208	256,824	284,213
		<u>1,333,134</u>	<u>1,402,968</u>	<u>1,333,139</u>	<u>1,402,973</u>
Current assets					
Stocks	17	3,500	4,934	2,500	3,728
Debtors	18	356,490	174,097	377,268	184,474
Cash at bank and in hand	19	572,032	582,135	545,730	568,897
		<u>932,022</u>	<u>761,166</u>	<u>925,498</u>	<u>757,099</u>
Creditors: amounts falling due within one year	20	188,901	179,837	182,381	175,775
Net current assets		<u>743,121</u>	<u>581,328</u>	<u>743,116</u>	<u>581,323</u>
Total assets less current liabilities		<u><u>2,076,255</u></u>	<u><u>1,984,296</u></u>	<u><u>2,076,255</u></u>	<u><u>1,984,296</u></u>
Income funds					
Restricted funds	21	46,503	101,692	46,503	101,692
Designated funds	22	679,559	703,178	679,559	703,178
Unrestricted funds	22	1,350,193	1,179,426	1,350,193	1,179,426
		<u><u>2,076,255</u></u>	<u><u>1,984,296</u></u>	<u><u>2,076,255</u></u>	<u><u>1,984,296</u></u>

The accounts were approved by the Trustees on 25 November 2020

A Boyd (Chairman)
Trustee

Charity Registration No. 1145196
Company Registration No. 07267880

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
Cash flows from operating activities					
Cash generated from operations	27		4,782		114,143
Investing activities					
Purchase of tangible fixed assets		(18,783)		(428,158)	
Interest received		3,898		3,792	
Net cash used in investing activities			(14,885)		(424,366)
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(10,103)		(310,223)
Cash and cash equivalents at beginning of year			582,135		892,358
Cash and cash equivalents at end of year			572,032		582,135

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

1.1 Company information

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

1.2 Accounting convention

The financial statements have been prepared in accordance with the Companies Act 2006 and “Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)” (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

1.3 Going concern

At the latter end of the period, Covid-19 was designated a pandemic by the World Health Organisation (WHO). The directors continue to review the impact on the business, ensuring provisions are put in place to mitigate any risk to the company’s ability to trade as a going concern. At the date of signing the financial statements, in the opinion of the directors, Covid-19 will not impact on the company’s ability to trade as a going concern. Consequently, the company continues to adopt the going concern basis in preparing the financial statements.

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.4 Charitable funds

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (Continued)

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

1.5 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Investment income, including associated income tax recoveries, is recognised when receivable.

1.6 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (Continued)

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & daycare equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (Continued)

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (Continued)

1.15 Legal status of the charity

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

1.16 Support costs

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2020	2019
	£	£
Donations and gifts	11,893	13,928
	<u> </u>	<u> </u>

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

4 Charitable activities	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing	Community development/ actions	Total 2020	Total 2019
	£	£	£	£	£	£	£	£
Sales within charitable activities	351,196	612,744	217,842	327,085	98,859	158,716	1,766,442	1,584,842
Analysis by fund								
Unrestricted funds	309,764	120,876	405	37,913	10,514	26,175	505,647	
Restricted funds	41,432	491,868	217,437	289,172	88,345	132,541	1,260,795	
	351,196	612,744	217,842	327,085	98,859	158,716	1,766,442	
For the year ended 31 March 2019								
Unrestricted funds	271,034	86,077	426	34,749	9,764	49,653		451,703
Restricted funds	44,365	414,507	201,358	230,300	95,745	146,864		1,133,139
	315,399	500,584	201,784	265,049	105,509	196,517		1,584,842

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

5 Activities for generating funds

	Unrestricted funds	Restricted funds	Total 2020	Total 2019
	£	£	£	£
Shop income	773,798	-	773,798	794,836
Community cafe & catering	-	-	-	5,463
Trading subsidiaries income	74,667	-	74,667	72,294
	<u>848,465</u>	<u>-</u>	<u>848,465</u>	<u>872,593</u>
Activities for generating funds	848,465	-	848,465	872,593
	<u>848,465</u>	<u>-</u>	<u>848,465</u>	<u>872,593</u>
For the year ended 31 March 2019	872,593	-		872,593
	<u>872,593</u>	<u>-</u>		<u>872,593</u>

	Unrestricted funds	Restricted funds	Total 2020	Total 2019
	£	£	£	£
Shop expenditure	630,764	-	630,764	661,106
Community cafe	2,044	-	2,044	8,024
Trading subsidiaries expenditure	72,544	-	72,544	70,826
	<u>705,352</u>	<u>-</u>	<u>705,352</u>	<u>739,956</u>
For the year ended 31 March 2019	739,956	-		739,956
	<u>739,956</u>	<u>-</u>		<u>739,956</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

5 Activities for generating funds (Continued)

Subsidiaries income and expenses

	Age UK Oldham Trading Ltd	George Street Chapel Ltd	More Mobile Ltd	Total 2020	Total 2019
	£	£	£	£	£
Turnover from commissions/sales	-	74,667	-	74,667	72,294
Bank plus other interest	-	-	-	-	-
Total income	-	74,667	-	74,667	72,294
Total expenditure	-	(72,544)	-	(72,544)	(70,826)
Net income before gift aid	-	2,123	-	2,123	1,468

The profits of Age UK Oldham Trading Limited, George Street Chapel Limited and More Mobile Limited are gift aided to the charity so there is no liability to corporation tax for those entities.

6 Investments

	2020	2019
	£	£
Income from listed investments	2,791	2,704
Interest receivable	1,107	1,088
	<u>3,898</u>	<u>3,792</u>

7 Raising funds

	2020	2019
	£	£
<u>Fundraising and publicity</u>		
Fundraising agents	726	216
	<u>726</u>	<u>216</u>

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

8 Charitable activities	Preventative services	Care services	Care view, advice & support	Promoting independence	Health & wellbeing development/ actions	Total 2020	Total 2019
	£	£	£	£	£	£	£
Administration & support costs	344,630	581,678	222,536	349,754	197,180	1,803,217	1,745,994
Share of governance costs (see note 9)	750	3,591	1,565	2,115	5,530	14,000	14,000
	345,380	585,269	224,101	351,869	202,710	1,817,217	1,759,994
Analysis by fund							
Unrestricted funds	205,021	4,305	-	64,366	35,028	313,086	
Restricted funds	140,359	580,964	224,101	287,503	167,682	1,504,131	
	345,380	585,269	224,101	351,869	202,710	1,817,217	
For the year ended 31 March 2019							
Unrestricted funds	181,379	31,028	23,189	60,649	71,620	388,390	
Restricted funds	149,423	485,928	222,191	245,685	172,759	1,371,604	
	330,802	516,956	245,380	306,334	244,379	1,759,994	

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

9 Support costs

	Governance costs £	2020 £	2019 £
Audit fees	14,000	14,000	14,000
	<u>14,000</u>	<u>14,000</u>	<u>14,000</u>
Analysed between Charitable activities	14,000	14,000	14,000
	<u>14,000</u>	<u>14,000</u>	<u>14,000</u>

10 Auditor's remuneration

The analysis of auditor's remuneration is as follows:

Fees payable to the charity's auditor and associates:	2020 £	2019 £
Audit of the charity's annual accounts	14,000	14,000
	<u>14,000</u>	<u>14,000</u>

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or expenses during the year.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

12 Employees

Number of employees

The average monthly number of employees during the year was:

	2020	2019
	Number	Number
Operational programmes	86	83
Management and administration	10	10
	<u>96</u>	<u>93</u>

Employment costs

	2020	2019
	£	£
Wages and salaries	1,482,653	1,396,962
Social security costs	96,228	90,835
Other pension costs	45,903	29,454
	<u>1,624,784</u>	<u>1,517,251</u>

There were no employees whose annual remuneration was £60,000 or more.

13 Pension Costs

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme.

The pension cost charge represents total contributions payable by the company to pension funds during the period amounting to £9,306.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

14 Net gains/(losses) on investments

	2020	2019
	£	£
Revaluation of investments	(27,389)	2,374

15 Tangible fixed assets

GROUP	Freehold property	Long leasehold property	Office & daycare equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2019	751,061	418,562	161,229	83,783	217,685	1,632,320
Additions	-	-	10,533	8,250	-	18,783
At 31 March 2020	751,061	418,562	171,762	92,033	217,685	1,651,103
Depreciation and impairment						
At 1 April 2019	68,718	67,004	148,280	52,464	177,095	513,561
Depreciation charged in the year	13,698	8,371	6,770	12,573	19,815	61,227
At 31 March 2020	82,416	75,375	155,050	65,037	196,910	574,788
Carrying amount						
At 31 March 2020	668,645	343,187	16,712	26,996	20,775	1,076,315
At 31 March 2019	682,344	351,558	12,949	31,319	40,590	1,118,760

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

15 Tangible fixed assets

(Continued)

COMPANY	Freehold property	Long leasehold property	Office & daycare equipment	Fixtures & fittings	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2019	751,061	418,562	161,229	83,783	217,685	1,632,320
Additions	-	-	10,533	8,250	-	18,783
At 31 March 2020	751,061	418,562	171,762	92,033	217,685	1,651,103
Depreciation and impairment						
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At 31 March 2020	82,416	75,375	155,050	65,037	196,910	574,788
Carrying amount						
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AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

16 Fixed asset investments

	Shares in subsidiaries £	UK quoted investments £	Total £
Cost or valuation			
At 1 April 2019	5	284,208	284,213
Valuation changes	-	(27,389)	(27,389)
	<hr/>	<hr/>	<hr/>
At 31 March 2020	5	256,819	256,824
	<hr/>	<hr/>	<hr/>
Fair value			
At 31 March 2020	5	256,819	256,824
	<hr/>	<hr/>	<hr/>
At 31 March 2019	5	284,208	284,213
	<hr/>	<hr/>	<hr/>

The Trustees seek professional advice with respect to its investment policy ensuring the portfolio of investments have a risk profile consistent with that considered appropriate by the Trustees.

The Charity has three subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited, whose country of registration, incorporation and operation is England. Age UK Oldham Trading Limited and More Mobile Limited are no longer trading and have started the formal liquidation process. The principal activity of George Street Chapel Limited is a venue for functions and an educational resource for school groups and members of the public respectively.

17 Stocks	2020 Group £	2019 Group £	2020 Company £	2019 Company £
Finished goods and goods for resale	3,500	4,934	2,500	3,728
	<hr/>	<hr/>	<hr/>	<hr/>
	3,500	4,934	2,500	3,728
	<hr/>	<hr/>	<hr/>	<hr/>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

18 Debtors

	2020	2019	2020	2019
	Group	Group	Company	Company
	£	£	£	£
Amounts falling due within one year:				
Trade debtors	196,218	91,132	186,014	84,294
Amounts due from subsidiary undertakings	-	-	33,415	19,127
Prepayments and accrued income	160,272	82,965	157,839	81,053
	<u>356,490</u>	<u>174,097</u>	<u>377,268</u>	<u>184,474</u>

19 Cash at bank and in hand

	2020	2019	2020	2019
	Group	Group	Company	Company
	£	£	£	£
Short term deposits	74,576	44,113	74,576	44,113
Cash and bank balances	497,456	538,022	471,154	524,784
	<u>572,032</u>	<u>582,135</u>	<u>545,730</u>	<u>568,897</u>

20 Creditors: amounts falling due within one year

	2020	2019	2020	2019
	Group	Group	Company	Company
	£	£	£	£
Other taxation and social security	37,830	12,072	37,780	12,028
Trade creditors	62,149	67,483	60,420	66,972
Other creditors	14,344	11,796	11,844	9,729
Accruals and deferred income	74,578	88,486	72,338	87,046
	<u>188,901</u>	<u>179,837</u>	<u>182,382</u>	<u>175,775</u>

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers between funds	Balance at 31 March 2020
	£	£	£	£	£
Where can I find	12,767	-	-	(12,767)	-
Lunch clubs	-	122,564	(182,014)	59,450	-
Daycare	-	369,304	(398,949)	29,645	-
Nutrition & hydration	3,464	10,800	(12,283)	-	1,981
Dementia care & support (1)	5,000	61,737	(61,737)	(5,000)	-
Care home reviews	-	89,000	(89,000)	-	-
Talking about my generation	2,248	10,613	(7,821)	-	5,040
PIP project	8,231	227,896	(236,227)	100	-
Men in sheds	-	61,276	(51,276)	-	10,000
Handy Van/EON	-	41,432	(140,359)	98,927	-
Get going together	6,100	-	(6,100)	-	-
Out & about	697	-	(436)	-	261
Falls programme	-	77,545	(85,050)	7,505	-
Life story	-	17,459	(21,069)	3,610	-
Dementia project	77	-	(90)	13	-
Information & advice	-	36,700	(38,529)	1,829	-
Ambition for ageing	59,591	101,000	(132,780)	-	27,811
Forum for age	1,050	-	-	-	1,050
Choosing the right care	-	30,000	(34,835)	4,835	-
Community development	2,468	3,469	(5,576)	-	361
	<u>101,692</u>	<u>1,260,795</u>	<u>(1,504,131)</u>	<u>188,147</u>	<u>46,503</u>

(1) On a further detailed review of the grant documentation, £5,000 relating to the opening balance of this fund should not have been treated as restricted. This has been adjusted for by a transfer back into unrestricted funds, inline with the agreement.

**AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

21 Restricted funds

(Continued)

The restricted funds are for particular projects specified by the donor as follows:

Where can I find - at our Chadderton over 60s centre we offered technology and Us computer classes where older people could learn at their own speed and choose which area they wish to learn about. Sessions were weekly and there was a small charge, but this was partly funded by Chadderton DE.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Day care - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Nutrition & hydration - this project aims to reduce dehydration & malnutrition among people aged over 65 by finding those at risk and encouraging them to eat and drink well.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks. This fund heading includes Choosing the right care which is information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability. Some short term funding from Eon is also received to carry out benefit checks.

Care home reviews - commissioned by Oldham Adult Social Care to provide the Annual Monitoring and Review Service to ensure the quality of care received by people living in care homes.

Talking about my generation - this project is trying to challenge stereotypes about aging by producing a media campaign led by people aged 50+.

PIP project. Funded by Pennine Care Foundation NHS Trust. Age UK staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

Men in sheds - a fully equipped workshop project to reduce isolation in older men and create a sense of belonging to improve general health and wellbeing. Refurbishing furniture and making bespoke items whilst being able to access information on finance, health and other services. This is funded by OMBC.

HandyVan/EON - is funded by Eon and is where over 120 bags containing energy efficient measures including light bulbs, fleece blankets, thermal gloves, mugs, cuppa soups were supplied to older people in need. Additional electric blankets were purchased for people identified as living in cold homes through Eon energy assessments.

Get going together - funded by GlaxoSmithKline. Aims to encourage and support older people with long term conditions (who are inactive) to participate in exercise programmes.

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

21 Restricted funds

(Continued)

Out & about - this is a programme for the OLGBT community to offer peer support and reduce isolation and loneliness. It has received funding from the Tony Lloyd Foundation.

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Dementia project - funding from Age UK's national dementia friendly programme to support dementia related activities, training and resources.

Information and Advice - this service provides free, independent information & advice for people over 50 and their carers, covering general advice, local community services, money & age related benefits. It is funded by Age UK Oldham.

Ambition for ageing - Lottery funded project delivered in partnership with Action Together (a local voluntary sector organisation). It is aimed at three wards in Oldham working to increase community involvement and resilience.

Forum for age - forum for people aged 50 and over living in the Oldham borough whose activities include events, training, consultation, engagement & campaigns. Funded this year by Age UK.

Choosing the Right care - funded on contract by Oldham Local Authority, this is an independent information and practical support service to help older people and their carers to find the right care and support and where possible to stay living independently in their own home for as long as is possible.

Community development - funded by Age UK National to provide social and community activities for the benefit of older people.

The transfers between funds relate to the following:

The transfer from restricted to unrestricted funds represents the level of unexpended resources that Age UK Oldham Limited is permitted to retain under the agreement with the donor.

The transfers from unrestricted to restricted funds are made where the restricted funds are in deficit and there is no likelihood of this being covered by future income.

AGE UK OLDHAM LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

22 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				
	Balance at	Surplus for	Transfer to	Transfers	Balance at
	1 April 2019	year	restricted	between	31 March
			funds	funds	2020
	£	£	£	£	£
Unrestricted funds	1,179,426	335,295	(188,147)	23,619	1,350,193
Designated funds	703,178	-	-	(23,619)	679,559
	<u>1,882,604</u>	<u>335,295</u>	<u>(188,147)</u>	<u>-</u>	<u>2,029,752</u>

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

23 Analysis of net assets between funds

	Unrestricted	Designated	Restricted	Total	Total
	funds	funds	funds		
	2020	2020	2020	2020	2019
	£	£	£	£	£
Fund balances at 31 March 2020 are represented by:					
Tangible assets	1,076,315	-	-	1,076,315	1,118,760
Investments	256,819	-	-	256,819	284,208
Current assets/(liabilities)	17,059	679,559	46,503	743,121	581,328
	<u>1,350,193</u>	<u>679,559</u>	<u>46,503</u>	<u>2,076,255</u>	<u>1,984,296</u>

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

24 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £	2019 £
Within one year	27,227	27,227
Between two and five years	97,484	138,181
In over five years	88,976	104,450
	<u>213,687</u>	<u>269,858</u>

25 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2020 £	2019 £
Aggregate compensation	<u>249,883</u>	<u>246,680</u>

During the year the Charity used the services of North Ainley, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £376 (2019: £2,144) for the year and the amount outstanding at the year end was £nil (2019: £nil).

During the year the Charity used the services of Thomson Associates, a Chartered Surveying Company, in which John Thomson is one of the partners. Purchases from the company amounted to £nil (2019: £780) for the year and the amount outstanding at the year end was £nil (2019: £nil).

At the year end the Charity owed £2 (2019: £2) representing share capital from Age UK Oldham Trading Limited, a 100% owned subsidiary.

At the year end the Charity owed £1 (2019: £1) representing share capital from More Mobile Limited, a 100% owned subsidiary.

During the year the Charity paid for £53,298 (2019: £47,292) expenses on behalf of George Street Chapel Limited, a 100% owned subsidiary. For the year ended 31 March 2020 gift aid of £2,123 (2019: £1,468) was payable by the subsidiary and at the year end the Company owed the Charity £33,418 (2019: £19,130).

AGE UK OLDHAM LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

26 Subsidiaries

Details of the charity's subsidiaries at 31 March 2020 are as follows:

Name of undertaking and country of incorporation or residency	Nature of business	Shares held	
		Class	%
Age UK Oldham Trading Limited	England Liquidation	Ordinary	100.00
George Street Chapel Limited	England Events & tours	Ordinary	100.00
More Mobile Limited	England Liquidation	Ordinary	100.00

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/ (Loss) £	Capital and Reserves £
Age UK Oldham Trading Limited	-	2
George Street Chapel Limited	-	2
More Mobile Limited	-	1

During the year More Mobile and Age UK Oldham Trading Limited started the formal liquidation process.

27 Cash generated from operations	2020	2019
	£	£
Surplus for the year	91,959	11,808
Adjustments for:		
Investment income recognised in profit or loss	(3,898)	(3,792)
Fair value gains and losses on investments	27,389	(2,374)
Depreciation and impairment of tangible fixed assets	61,227	87,787
Movements in working capital:		
Decrease/(increase) in stocks	1,434	(808)
(Increase)/decrease in debtors	(182,393)	112,199
Increase/(decrease) in creditors	9,064	(90,677)
Cash generated from operations	4,782	114,143