



Annual Report 2020

Living longer ... living well in Bolton

Foreword

Looking back to the start of 2019-20 from the vantage point of the pandemic I am struck by how much things have changed in a relatively short period of time.

The lockdown brought to an abrupt end what had been another busy and successful year. We had once again grown our service portfolio including our new cleaning and shopping business "Home Services".

This report demonstrates the numbers of people we worked with in each of the different services and projects and, more importantly, shines a light on the difference they made which is, after all, why we exist.

Hardly any of this would have been possible without our amazing volunteers who give of their time, efforts and talents so generously. Without them, we simply would not have been able to support so many older people in Bolton. They never cease to inspire me.

By mid-March the impact of the emerging crisis began to become apparent with most activity classes and community venues closing and volunteers shielding. It was going to be a tough and uncertain road ahead but we knew that older people had never needed us more. We were delighted with the response from volunteers who adapted to different roles in rapidly evolving services. New volunteers came forward wanting to be involved at a time of national emergency.

We found ourselves having to turn on its head our long-standing message of the benefits for mental and physical wellbeing., especially as we age, of getting out and about and socialising. Some activities closed early for Easter and, as it turned out, much longer. Necessity, they say, is the mother of invention and rapidly our befriending volunteers switched to

telephone calls in place of home visits, they made regular welfare calls, did emergency shops and together we learned how to "Zoom". The staff team stepped up and their creativity came to the fore finding new ways to connect and engage. Meanwhile, our Home from Hospital and Home Services teams continued to support older people at home. I would like to thank them all for their flexibility and dedication throughout the year.

I am further indebted to our tremendous trustees for their unswerving support, guidance and encouragement. People are an organization's greatest asset and we are indeed blessed.

Looking ahead it is difficult to see what the future will bring but there will be many challenges ahead. We continue to adapt operations and place an even stronger focus on risk management. Costs have risen to implement additional safety measures whilst unrestricted income is significantly challenged. It is fortunate that the charity is in a healthy financial position with robust governance. We hope that our wonderful volunteers and clients will return and we are working hard to make our premises and activities COVID-secure so they feel safe, comfortable and relaxed

On reflection 2019/20 was a good year with excellent outcomes that I hope you enjoy reading about in this report.



Suzanne Hilton
Chief Executive



This year in numbers

Hot lunches
served
9,793

Active ageing
attendances
29,445

Volunteers
315

Strength &
balance
participants
331

Information
and advice
clients helped
1,385

Home from
hospital
clients supported
1,402

New home
services clients
72

People
befriended
109

Enhanced
day care
attendances
22,099



Volunteering

Volunteers continue to be the heart of our charity and without them we could not deliver a fraction of the things we do.

This year we had an amazing **315 volunteers** actively involved in delivering our services. Several volunteers supported us in more than one role leading to an equivalent of 348 volunteers.

We still pride ourselves in having one of the highest volunteer to staff ratios across the Age UK network. The fact that we are able to not only sustain but expand and enrich the services we offer is all down to our wonderful team of passionate and dedicated volunteers. Without them, our organisation simply would not be able to support so many older people in Bolton and much of our work would not be possible.



315

Volunteers



>500

Hours volunteering



>7,000

Older people supported



“I volunteer to help stimulate my brain following retirement and to put something back into society to help people less able.”

Graham, Information & Advice



“I started volunteering to spend some time with my mum and I enjoy helping older people”

Jeyran, Reception



“I really like meeting people and interacting. I like the social side of volunteering.”

Stephen, Snack Bar and IT assistant

Home Services

This was the first year of trading for our new **Home services business** launched in March 2019 offering paid-for **cleaning and shopping services**.

The service was developed to deliver cleaning, shopping, linen changes and wrap round support. It was established in response to the gaps identified by our Home from Hospital and Information & Advice teams.

The service enables people who struggle with some daily living tasks to remain safely and independently at home and offers a bridge between full independence and home care packages also affording family members the peace of mind that their loved ones are safe and supported. In addition to the specific practical support the service provides a watching eye and helping hand with links to our other services as needed or desired.

In its first year the business has exceeded expectations in terms of demand, business plan forecasts and customer experience.



72

Clients signed up



1941

Hours of service delivery



243%

More hours than forecast

Help at Home

Help at Home service is delivered in partnership with Home Instead Bolton, whose trained and experienced caregivers provide assistance with everyday tasks that have become a struggle.

They support people to remain independent and happy at home. This means that through our partnership, we will be able to provide appropriate, safe, reliable, trusted, comprehensive, professional & seamless support enabling those who choose, to remain in their own home for the rest of their life, or as long as is practical.

Home from Hospital

Our flagship **Home from Hospital service** which operates 7 days per week supports clients for up to six weeks following discharge from hospital for people 65+ who live alone or are the main carer for another.

The team are there to help people who would struggle during their recuperation by providing them with low level practical and emotional support to avoid unnecessary and distressing readmission to hospital.



1402

Clients supported



8318

Supported contacts with clients



2.9%

Readmission rate of home from hospital service



9.2%

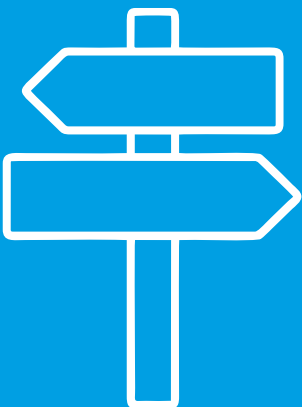
Bolton average 65+ readmission rate



They support people with shopping, housework, collecting prescriptions, walking dogs, eating and drinking healthily and attending follow up medical and associated healthcare appointments as well as dealing with accumulated correspondence. In fact a wide variety of help and assistance and the kind of support that family and good friends provide for people who do not have such support on hand.

Care Navigators

This new 12– month service launched in April 2019 in partnership with Bolton's GP Federation



The two navigators, one employed by each partner, covered **9 GP practices** in the Rumworth and Chorley Roads Primary Care neighbourhoods. They worked closely with GPs and practice staff to identify those patients who may benefit from a home visit. They targeted patients who may be socially isolated, frequently visit or call the practice, in order to reduce the amount of GP home visits and admissions to hospital by using a social prescribing model of support.

Enhanced Day Care

The **Enhanced Day Care** service, delivered in partnership with Bolton Cares, Bolton Dementia Support and Bolton Carers Support was established to enhance the experience of day care for people living with dementia and provide expert support for their carers. The service now runs five days a week and is based on the concept of bringing the activities we deliver for older people in the community into the three day centres, tailored to meet the needs of those living with dementia. So that despite the limitations of age, memory loss and poor health, people can continue to enjoy a fulfilling and appropriately stimulating experience to enrich their later lives.

There are now more than **50 different activities** and services on offer for older people and their carers. The 20 strong team of volunteers this year made sure that **403 older people and 110 of their carers** benefited from **22,099 attendances**.

New activity highlights this year included: 'Joining Generations', a dementia choir developed in partnership with Claypool Primary School; a revamp of the centres' gardens with Winifred Kettle's new design officially opened by Westhoughton's Town Crier and the Mayor of Bolton; nutrition and hydration training and National Health and Wellbeing Programmes such as cancer awareness and "know your numbers week" for blood pressure checks.

Although there are more activities to enjoy numbers are down on the previous year because Bolton Cares had to reduce centre opening from 7 to 5 days per week and because the centres were closed from mid-March due to the Coronavirus pandemic.

I never thought that I would see my wife sing like that again. What the Brazley Centre has achieved is phenomenal.



Information & Advice

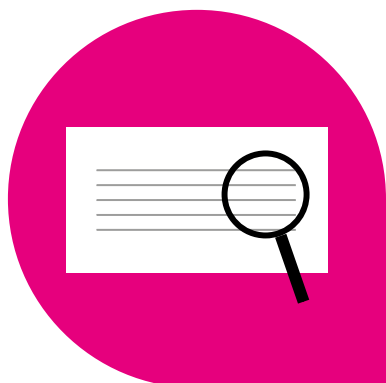


1385

Clients supported

£380,991

Secured in benefits

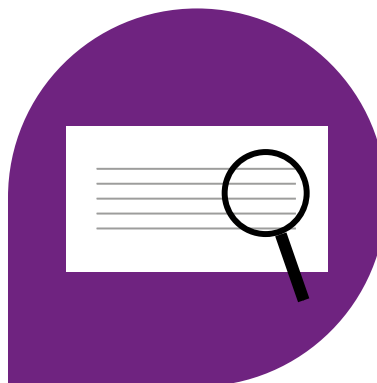


101

Will making appointments

48

Attendees at Legal
Service sessions with
The Bolton Law Society



Befriending

Our traditional **Wellbeing in Later Life** services have, with the exception of lunch clubs, all seen an increase in numbers in relation to the previous year. **109** otherwise lonely and socially isolated older people benefited from a weekly visit from a **befriending** volunteer and we received some genuinely heart-warming feedback about what those visits mean to both parties.

"I love the phone calls, we are getting on like a house on fire. We have great chats and spend most of the call laughing. It is nice to know I am giving something back; I will certainly be continuing my volunteering even when I go back to work."

"I feel so lucky to have Ed (befriender) visiting me. He is an absolute angel and we have such a laugh together. He always tells me what's going on in his life and I love his stories. We always go out and about somewhere different each week and I feel like I never stop smiling the whole time we are together."

With the year coming to an end we had to change how we delivered our befriending service. With restrictions on face to face contact we opened up a telephone befriending option which led to many new clients and volunteers.



Lunch Groups

Attendances at our **lunch and leisure clubs** however were down with **340** older people enjoying **9,793 hot two course lunches** in a wide range of social settings across Bolton. The reason for the fall in numbers relates to weather, illness and retirement of long standing volunteers, the added responsibilities of regulation but more particularly a change in tastes away from the traditional format. In order to adapt to these changes this year we introduced new dining groups whereby volunteers host a lunch at a local pub or café. This is proving popular so we intend to continue to offer both formats to cater for all tastes once restrictions are lifted.

Active Ageing

Being physically, mentally and socially active is vitally important for health and wellbeing and it is encouraging that we have seen attendances at our classes increase for yet another year.

We now offer more than **70 different creative, learning and physical activity classes** in numerous community settings including sheltered housing, extra care schemes, centres of worship and community centres across Bolton including our own Learning & Activities Centre in Farnworth.

Numbers of participants and attendances have been increasing year on year. Encouragingly this year physical activity classes have seen the greatest increase.



1315
People



29,445
Attendances

Overall this was a really successful year for services and activities designed to enable older people to remain as mentally, physically and socially active as possible for as long as possible. The social aspect with the ability to make friends and share an activity, a worry or a joke is an essential ingredient.



Falls Prevention

Our Falls Prevention programme established **13 community based classes** across various settings including community centres, places of worship, libraries, sheltered housing schemes and day centres. **The number of participants** increased by 18.6% compared to last year.

The classes are aimed at improving strength, balance and mobility leading to more independent healthier lifestyles for participants. Maintaining and improving muscle strength and ability to balance is crucial in reducing risk but also critical in helping people live independently as they get older. Our instructors take time to fully engage with each client enabling them to reach their potential by tailoring exercises to cater for different abilities. We pride ourselves in the social aspect of our classes which is a major motivation for many regular participants.



331

People



3547

Attendances



We measure progression with some small functional assessments but also with the client's personal stories of being able to once again climb the stairs, get in and out of the bath unaided, take the dog for a walk, get out in the garden, go shopping and live independently with confidence.



Nutrition & Hydration

The **Nutrition and Hydration programme** played a significant part in raising awareness across stakeholders and the general public of the pernicious effects of being underweight in older age. Our programme manager has provided a focal point and resource to bring together key stakeholders to collaborate to combat malnutrition and dehydration in older people in the community. There were **6,541 awareness raising sessions, 5,361 guided conversations, 508** members of the local health and social care workforce received training in using the paperweight armband and associated resources with a potential **reach of 17,237**. An independent research study conducted by Manchester University based on data collected at week 1 and week 12 of the intervention for 67 participants shows that **81% had a positive response** to the intervention in terms of **gaining weight or stopping weight loss**. This is tremendous as the business case for Greater Manchester Health and Social care Partnership funding was based on just a 30% positive outcome. The success of the programme in Bolton and the other pilot areas, together with the opportunity to scale up across Greater Manchester has secured further funding to continue the programme to April 2021. We will work with local partners over this period to embed the work into local provision.

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Ambition for Ageing

This year saw the end of our successful 5 year award-winning **Ambition for Ageing (AFA) Programme** in partnership with Bolton CVS and Bolton at Home. It focussed on making three of Bolton's neighbourhoods more age-friendly:

Crompton, Halliwell and Tonge with the Haugh. Each of those neighbourhoods were recognised by the Mayor of Greater Manchester with merit awards presented at an internationally attended event at the Museum of Sciences and Industry to make their community more age-friendly and tackle social isolation.



Activation Bolton

Activation Bolton was a 2-year pilot programme, funded by Sport England and working with Greater Sport, to help people living in Bolton, who are aged over 55, to get physically active.

The programme was based on a number of small investment awards of up to £1,000 to local community organisations,, social entrepreneurs and businesses to support innovation. By March 2020, **10 of these projects were up and running** with a combined total of **744 active attendances** made across the project.

Talking About My Generation

Talking About My Generation has been a successful partnership campaign to challenge the narrative on ageing led by Yellow Jigsaw with a number of Greater Manchester Age UKs including Age UK Bolton. Each participating borough contributed two amazing community reporters to the “newsroom”. Highlights of the programme this year were the “Living Library” hosted by Manchester Central Library in October and the publication of **The Record** magazine in digital and print formats. The fabulous celebration planned at The Foundry at the end of March unfortunately also had to be cancelled as a result of the Coronavirus pandemic.

Volunteers in Care Homes

Volunteers in Care Homes project had originally been agreed as a 12 month pilot but was extended for six months to the end of this financial year. The programme had been designed to bring the benefits of the Enhanced Day Care service into a residential setting to reduce loneliness and improve the quality of life and sense of fun of the residents living in the participating care homes. 10 homes participated across the life of the programme with 6 or 7 whose residents continued to be actively engaged. There were **15 volunteers** delivering a wide range of appropriately tailored creative, learning and physical activities including crafts, baking, regular friendship cafes, talks and group and one to one befriending.

Veterans Intergenerational (VIP) Project

This project launched in April 2019, arranged a series of events and trips out for socially isolated veterans to connect them to one another, to current service personnel and to local cadets. There were several very popular afternoon teas with entertainment, military themed memory sessions, The programme engaged 70 veterans and at the end of 12 months many had forged several new friendships which they intend to maintain some by meeting up at our regular community afternoon teas.



Finance

Where our income came from in 2019/20

Grants and Similar Income

£607,347

Dividends

£74,901

Other Income

£40,393

Learning & Activities Centre

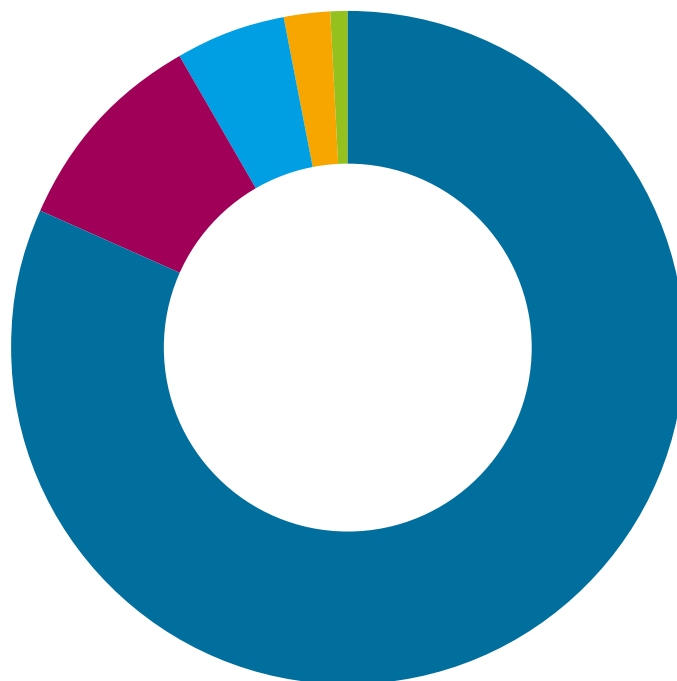
£15,693

Donations and Legacies

£5,187

Total

£743,521



How we spent our income in 2019/20

Funded Services

£467,734

Other Services

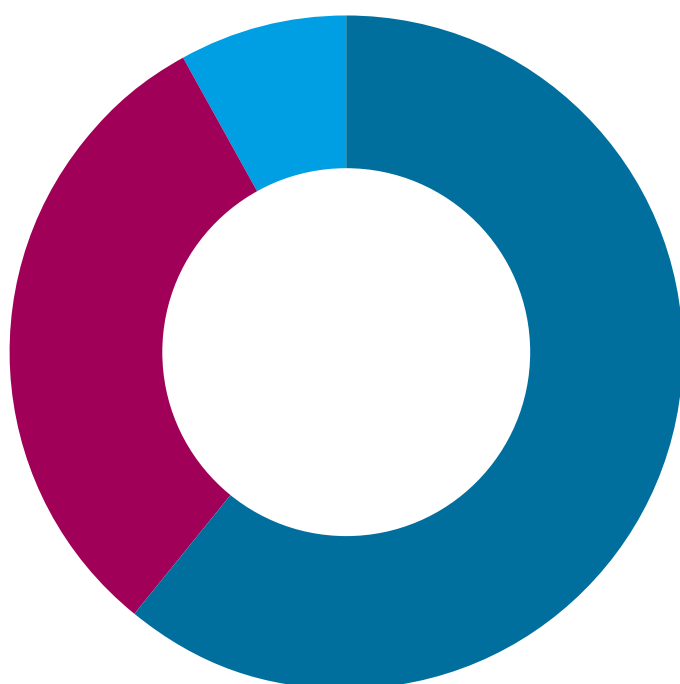
£239,228

Learning & Activities Centre

£59,729

Total

£766,691



Thank You

As a small independent local charity Age UK Bolton is self-financing and depends on others to deliver all its charitable services and activities that enable older people to enjoy full and rewarding lives while remaining safe, independent and as mentally physically and socially active as possible.

We acknowledge with gratitude the kind and generous monetary and other gifts received from individuals, groups and organisations and those given in memory of a late friend or family member, including: Philip Jeffrey Clooney and Mary Bard.

Donations received from those individuals who have used our Information and Advice, Home from Hospital and Wheelchair Hire services are also received with gratitude. We are particularly indebted to those individuals and organisations that have supported us this year including: Team Eagley Bank; Bolton District Golf Clubs; Age Concern Ramblers Club; Golden Voices Choir; Topham Court Lunch Club; Slaterfield Daycare; The Operetta Company; Bolton School; Turton High School; The Chartered Trust and Brown Shipley Private Banking who sponsor our Money Matters service.

All our services are delivered by or with volunteers so a special debt of gratitude is owed to the wonderful band of dedicated people who regularly donate their time, energies, skills and talents to enhance the quality of life of others and without whom none of the achievements set out in this report would have been possible. The trustees would also wish to thank the staff team for their excellent service in supporting and co-ordinating the work of our volunteers.

The following served on the Board of Trustees during the period under review:

David Smart (Chairman); John Cooper (Vice Chairman); Mark Critchlow (Honorary Treasurer); Margaret Rothwell; Emma Wood; Dr Mehran Javeed; Paul Twichett and Cllr Andrew Morgan.



How you can support us

There are lots of things you can do to get involved. Whether you want to give your time by volunteering or donate, your help is much appreciated.

How to get involved:

Make a Donation

We rely on your support to keep helping older people in Bolton. Any donation, no matter how much, is greatly appreciated.

Get your organisation involved

A partnership with us could be beneficial for your business by helping you meet your corporate social responsibility objectives. It's a great way to motivate employees, gain insight into the over-50s market and help Age UK Bolton to support vulnerable people in the local community. You can get your organisation involved by; Displaying a collection tin; Donating a raffle prize or service; Donating equipment or even sending some employees to volunteer.

A massive Thank You to all of our supporters, especially those who continue to do so on a regular basis

Volunteer with us

Our amazing volunteers help us to do so much in Bolton. Whether you have an hour or a day to spare, we have lots of opportunities for volunteers. Without our volunteers, Age UK Bolton couldn't offer the variety and range of services we have available to the older people of Bolton.

Leave a legacy in your Will

Ensure your support continues for years to come. You can do so either as a specific sum or a share of your estate. Anyone with an estate worth more than the Inheritance tax threshold of £325,000 can reduce this tax from 40% to 36% if more than 10% of the estate is given to charity. Your solicitor will be able to advise as to the best way or, if you have not yet written a will, our confidential Will-making service, in conjunction with Bolton Law Society, may be of assistance at a specially negotiated charge.

For more information contact:

01204 382411

Registered charity number 223240



The Square, 53-55 Victoria Square, Bolton, BL1 1RZ

Email: enquiries@ageukbolton.org.uk

Telephone: 01204 382411



AgeUKBolton



@ageukbolton

Age UK Bolton

Trustees' Report and Consolidated Financial Statements
For the year ended 31 March 2020

Charity Registration Number - 223240



Age UK Bolton

Trustees' Report and Financial Statements

For the year ended 31 March 2020

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Report of the Trustees

For the year ended 31 March 2020

The Trustees present their annual report and financial statements for the year ended 31 March 2020. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the Charity.

The Trustees have complied with the duty to have regard to guidance issued by the Charity Commission.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity number	223240
Principal office	The Square 53 - 55 Victoria Square Bolton BL1 1RZ
Honorary President	His Worship the Mayor of Bolton
Trustees	Mr David Smart - Chairman Mr John Cooper - Vice Chairman Mr Mark Critchlow - Honorary Treasurer (Resigned 20 July 2020) Mrs Margaret Rothwell Ms Emma Wood Dr Mehran Javeed (Resigned 10 May 2019) Mr Paul Twitchett Cllr Andrew Morgan Dr Arun Kallat (Appointed 25 February 2020)
Council Representative	Cllr Guy Harkin (to May 2019) Cllr Susan Baines (from May 2019)
Principal Officer	
Chief Executive	Ms Suzanne Hilton
Professional Advisers	
Independent examiner	Mr Michael Garrett FCA Kay Johnson Gee Limited 1 City Road East Manchester M15 4PN
Bankers	Lloyds Bank Bolton BL1 1DB Brown Shipley Private Banking 3 Hardman Street Manchester M3 3HF

Report of the Trustees

For the year ended 31 March 2020

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing document

Age UK Bolton is an unincorporated association governed by a constitution.

Appointment or renewal of Trustees

Age UK Bolton's Board of Trustees (including the Chair) is normally elected on an annual basis at the Annual General Meeting. There are no restrictions on who can be nominated. The Board also has the power to co-opt a limited number of members.

New Trustees are supported through an individual induction process including details on their responsibilities as Trustees and are encouraged to meet staff, volunteers and people who use our services.

Organisational structure and decision making

The Board of Trustees usually meets up to six times per year and is responsible for the governance of the organisation.

Decisions on the day to day operation of the Charity are taken by the Chief Executive and the senior management of the organisation. The Board receives regular reports from the Chief Executive on operational matters and from the Honorary Treasurer on financial performance.

Key decisions and matters with significant implications for the organisation are brought to the Board of Trustees for resolution. These include inter alia:

- Policy development and review
- Organisational priorities
- Significant organisational change
- Major service developments
- Risk identification, management

Related party

The net profits of the company Age UK Bolton Enterprises Limited are paid over to the Charity Age UK Bolton under the current United Kingdom gift aid legislation.

OBJECTIVES AND ACTIVITIES

Object of the Charity

The object of the Charity is to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around Bolton. In setting out our objectives the Trustees have given due regard and careful consideration to the Charity Commission's general guidance on public benefit.

The relevant powers granted to it by the constitution to achieve this are:

- To encourage, promote and organise direct services appropriate to the needs of older people.
- To work in partnership with other organisations with a similar goal.
- To engage in research and the provision and publication of information.

Details of services and activities delivered during 2018/19 are set out in the Annual Report

Current and future objectives

- To deliver high quality, accessible services, activities and learning opportunities, to enable those over 50 to remain safe, independent, mentally, physically and socially active and to enjoy a fulfilled later life ;
- To strive with others to ensure that older people are not seen as a drain on society but as the valuable resource and assets they are ;
- To ensure that older people are listened to and that their views inform and influence both our work and wider service and policy development ;
- To be a sustainable, fit for purpose, relevant and evolving organisation focussed on the needs and aspirations of all older people in Bolton ;
- To value, respect and support our staff, volunteers, customers and partners ;
- To promote and respect equality and diversity in all our policies, operations and relationships.

Report of the Trustees

For the year ended 31 March 2020

FINANCIAL REVIEW

Reserves policy

The Charity's Trustees conduct an annual review of the level of unrestricted reserves, by considering risks associated with service development and delivery, the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of reserves that are sufficient :

- To allow sufficient time for re-organisation in the event of a down turn in income or asset values ;
- To meet its commitment and obligations ;
- To protect on-going services and assets ;
- To enable the Charity to meet its objectives including through new service development.

In making their judgement on the level of unrestricted reserves the Trustees take account of the following issues and risks :

- Over dependence on any single source of income
- The likelihood of a downturn in any income streams
- The period of time needed to identify and re-establish income streams
- The period of time required to adjust or downsize the Charity's operations
- Whether there is adequate control over budgets and assets.

In doing so the Trustees are supported by regular financial reports and forecasts and on the basis of information and advice provided by the Honorary Treasurer and Chief Executive.

Investment policy

In order to obtain improved returns on capital the Charity has appointed Brown Shipley to manage and invest surplus cash funds on a low-risk and long term basis. In addition the Charity has two small long-term investments in ordinary shares issued by Lloyds Bank plc and Groupe Eurotunnel S.A in the name of the Honorary Treasurer as nominee for Age UK Bolton.

The Charity has not specified any particular ethical stance or companies to avoid and rely on the investment managers in this respect. They have confirmed that the portfolio is managed in line with their general view that companies that they invest in are socially responsible.

Grant making

The Charity is not currently involved in the awarding of grants or funded contracts.

Income and expenditure

The accounts reflect net surplus expenditure of £23,170 (2019 - £606) before taking account of the revaluation of investments and actuarial adjustments to the defined benefit scheme. The fall in value of investments was £237,380 (2019 - gain of £50,223) which reflects the impact of COVID. The June valuation showed that most of this reduction in value had been recovered.

Income for the year was £743,251 compared with £757,108 in the previous year. Interest and dividends for the year were £74,901 compared with £81,215 in the previous year. Both the current trading environment and the current public sector funding climate remain challenging.

Overheads for the year were £766,691 compared with £757,714 in the previous year, an increase of only 1.2%.

Balance Sheet

As regards balance sheet strength, the Charity's net assets at 31 March 2020 amounted to £2,268,453 compared with £2,512,003 at 31 March 2019 (the reduction of £243,550 being the surplus expenditure for the year of £23,170, the fall in market value of our investment portfolio of £237,380 and a reduction in our defined pension scheme liability of £17,000). At the two year ends, the total assets comprised :

	2020	2019
	£	£
Tangible fixed assets and investments	2,251,260	2,401,023
Bank balances and short term deposits	127,703	208,752
Pension Liability	(1,000)	(23,000)
Total net assets	2,268,453	2,512,003

Forecasts for Financial Year to 31st March 2021

The Trustees approved a deficit Budget for the year 2020/2021 of £204K which, at the time, was considered to be a prudent forecast and further that, based on the track record of the previous five years, we expected to be able to attract additional income to support new and existing services and projects to achieve a much improved position.

This was however before the full impact and likely duration of the pandemic became apparent.

It is therefore likely that there will be a significant deficit in the order forecast this year which will require a call on our reserves in accordance with our Use of Reserves policy.

At present, however, the Charity continues in excellent financial health.

Report of the Trustees

For the year ended 31 March 2020

PERFORMANCE AND ACHIEVEMENTS

Looking back to the start of this financial year in April 2019, from the vantage point of the COVID 19 pandemic, we are struck by how much things have changed in a relatively short period of time.

The arrival of COVID 19 and the lockdown in March brought an abrupt end to the year. We found ourselves having to turn on its head our long standing message of the benefit of getting out and about and socialising for mental and physical wellbeing which is ever more important as we age. Rapidly our befriending volunteers switched to telephone calls in place of home visits or a trips out but other services closed early for Easter and, as it turned out, much longer.

As has been the case for a number of years now, we began 2019/20 with our **service portfolio growing and developing**, existing services going from strength to strength and several new services and projects coming on stream to augment our menu of opportunities to improve the health, wellbeing and general quality of life for older people in Bolton. It was on reflection a good year for our charity with strong performance and excellent outcomes across the broad range of services and activities.

Our traditional **Wellbeing in Later Life** services have, with the exception of lunch clubs, all seen an increase in numbers in relation to the previous year. **109** otherwise lonely and socially isolated older people benefitted from a weekly visit from a **befriending** volunteer and we received some genuinely heart-warming feedback about what those visits mean to both parties. There were **476 attendances** at the popular **monthly afternoon teas** which take place at venues in the north and the south of the borough which were also up on 2018/19. Attendances at our **lunch and leisure clubs** however were down with **340** older people enjoying **9,793 hot two course lunches** in a wide range of social settings across Bolton. The reason for the fall in numbers relates to weather, illness and retirement of long standing volunteers, the added responsibilities of regulation but more particularly a change in tastes away the traditional format. In order to adapt to these changes this year we introduced new dining groups whereby volunteers host a lunch at a local pub or café. This is proving popular so we intend to continue to offer both formats to cater for all tastes. Most pleasingly, community activities have seen both an increase in the number of participants and in the total and individual attendances. We now offer more than **70 different creative, learning and physical activity classes** in numerous community settings including sheltered housing, extra care schemes, centres of worship and community centres across Bolton including our own Learning & Activities Centre in Farnworth. Numbers of participants and attendances have been increasing year on year with this year seeing **1,315 people** (an increase of 13.4%) making **29,445 attendances** (up 25.5% on last year). Encouragingly physical activity classes have seen the greatest increase. Overall this was a really successful year for services and activities designed to enable older people to remain as mentally, physically and socially active as possible for as long as possible. The social aspect with the ability to make friends and share an activity, a worry or a joke is an essential ingredient.

There were a total of **1,385 clients** helped by our **Information and Advice service** in 2019/20 which is reduction on previous years. The appointments took place to complete forms to claim Attendance Allowance Personal Independence Payment, Pension Credit, Council Tax Support and Carers Allowance. A total of **£380,991 was secured in benefits** during this period this is also much down on recent years where the figure has been around half a million pounds. **101** people accessed our **Will making** service and **48** attended the **free Legal clinic** sessions in partnership with The Bolton Law Society. The reason for the drop in clients assisted and benefits secured is in part due to the retirement at very short notice of our Information and Advice Officer after 25 years' service, precipitated by the Coronavirus. The full advice service was suspended and a basic Information and Signposting service introduced. This was augmented by Pension age benefits advice through our **Money Matters service** delivered in partnership with Age UK Blackburn with Darwen. Working-age benefits being referred to our local Citizens Advice Bureau.

Our flagship **Home from Hospital** service which operates 7 days per week supported **1402 clients** this year delivering **8318 support contacts** for up to six weeks following discharge from hospital for people 65+ who live alone or are the main carer for another. The team are there to help people who would struggle during their recuperation by providing them with low level practical and emotional support to avoid unnecessary and distressing readmission to hospital. They support people with shopping, housework, collecting prescriptions, walking dogs, eating and drinking healthily and attending follow up medical and associated healthcare appointments as well as dealing with accumulated correspondence. In fact a wide variety of help and assistance and the kind of support that family and good friends provide for people who do not have such support on hand. The **readmission rate** within 30 days for people supported by the team was **just 2.9%** set against the **Bolton average 65+ readmission rate of 9.2%** and down 46% on the previous year. This is particularly impressive considering that many of the people supported have complex needs and are amongst the most frail and vulnerable in that patient cohort. Typically, similar discharge and aftercare services will reduce readmission rates by up to 50% so this is again a significantly positive outcome. As are the client satisfaction rates which showed that **100% felt the service were completely suitable** for their individual needs, **90% rated punctuality outstanding** and **10% good**, **91%** found the service received **outstanding**, **9% good** and a tremendous **100%** would recommend it to others.

Report of the Trustees

For the year ended 31 March 2020

The **Enhanced Day Care** service, delivered in partnership with Bolton Cares, Bolton Dementia Support and Bolton Carers Support was established to enhance the experience of day care for people living with dementia and provide expert support for their carers. The service now runs five days a week and is based on the concept of bringing the activities we deliver for older people in the community into the three day centres, tailored to meet the needs of those living with dementia. So that despite the limitations of age, memory loss and poor health, people can continue to enjoy a fulfilling and appropriately stimulating experience to enrich their later lives. There are now more than **50 different activities and services** on offer for older people and their carers. New highlights this year included: 'Joining Generations', a dementia choir developed in partnership with Claypool Primary School; a revamp of the centres' gardens with Winifred Kettle's new design officially opened by Westhoughton's Town Crier and the Mayor of Bolton; nutrition and hydration training and National Health and Wellbeing Programmes such as cancer awareness and "know your numbers week" for blood pressure checks. The 20 strong team of volunteers this year made sure that **403 older people and 110 of their carers** benefited from **22,099 attendances**. Although there are more activities to enjoy numbers are down on the previous year because Bolton Cares had to reduce centre opening from 7 to 5 days per week and because the centres were closed from mid-March due to the Coronavirus pandemic. The service benefits both the older people who attend and their carers as illustrated by one gentleman who told us "I never thought that I would see my wife sing like that again. What the Brazley Centre has achieved is phenomenal".

Falls Prevention Strength & Balance Exercise Programme established **13 community based classes** across various settings including community centres, places of worship, libraries, sheltered housing schemes and day centres. **331 people** benefitted during the year (increase of 18.6% on last year) making **3,547 attendances**. The classes are aimed at improving strength, balance and mobility leading to more independent healthier lifestyles for participants. Maintaining and improving muscle strength and ability to balance is crucial in reducing risk but also critical in helping people live independently as they get older. Our instructors take time to fully engage with each client enabling them to reach their potential by tailoring exercises to cater for different abilities. We pride ourselves in the social aspect of our classes which is a major motivation for many regular participants. We measure progression with some small functional assessments but also with the client's personal stories of being able to once again climb the stairs, get in and out of the bath unaided, take the dog for a walk, get out in the garden, go shopping and live independently with confidence.

The instructor also delivered **12 education workshops** on the 5 ways to prevent falls highlighting eye tests, medication reviews, nutrition and hydration, correctly fitted supportive footwear, trip hazards alongside the super 6 strength and balance exercises. Classes were developed in 3 local care homes and staff trained to continue the classes which the instructor monitors in terms of quality and progression.

The Nutrition and Hydration programme played a significant part in raising awareness across stakeholders and the general public of the pernicious effects of being underweight in older age. Our programme manager has provided a focal point and resource to bring together key stakeholders to collaborate to combat malnutrition and dehydration in older people in the community. There were **6,541 awareness raising sessions**, **5,361 guided conversations**, **508 members** of the local health and social care workforce received trained in using the paperweight armband and associated resources with a potential reach of **17,237**. An independent research study conducted by Manchester University based on data collected at week 1 and week 12 of the intervention for 67 participants shows that **81% had a positive response** to the intervention in terms of **gaining weight or stopping weight loss**. This is tremendous as the business case for Greater Manchester Health and Social care Partnership funding was based on just a 30% positive outcome. The success of the programme in Bolton and the other pilot areas, together with the opportunity to scale up across Greater Manchester has secured further funding to continue the programme to April 2021. We will work with local partners over this period to embed the work into local provision.

A number of **projects and programmes came to an end** this financial year:

The successful **Community Access Navigator Programme** in partnership with Bolton CVS, BAND, Bolton Wanderers Community Trust, the Octagon Theatre and Bolton Lads and Girls' Club concluded in December 2019. Our charity seconded one of the team of social prescribing link workers to provide expertise in issues and services for the ageing population. The programme was designed to connect the health and social care workforce to the diverse voluntary and community sector offer in Bolton; to ensure that individuals accessed non-clinical interventions to improve their physical and emotional health and wellbeing. Over the 2 years of the programme the team dealt with and connected local residents to more than **5,700 different activities and support** including our own Age UK Bolton services such as Befriending, Lunch Clubs, community classes and Information & Advice. The emphasis was placed on the time to have conversations and really listen to people and understand their issues in order to connect them to the most appropriate type of support. Our Navigator was invited to present at the NHS Expo to highlight the benefits of the Bolton approach and its successful outcomes. Although the programme funding came to an end with the year, it provided strong proof of concept for the positive impact of social prescribing led by the voluntary and community sector and was a forerunner of the current Social Prescribing Link Worker programme.

Report of the Trustees

For the year ended 31 March 2020

The **Veterans Intergenerational (VIP) Project** launched in April 2019, arranged a series of events and trips out for socially isolated veterans to connect them to one another, to current service personnel and to local cadets. There were several very popular afternoon teas with entertainment, military themed memory sessions, a trip to the Memorial Arboretum and several commemorations including VE and VJ Days, Raising the Flag and Armistice Day at the cenotaph. The veterans also enjoyed watching the cadets compete in the Challenge Centenary Shield. Two real highlights for the veterans and their families were lunch with the Mayor in the Mayoral parlour and a film showing of "A Royal Night Out" which depicts the young Princesses Elizabeth and Margaret as they escape the Palace to join in the celebrations on VE night. The programme engaged **70 veterans** and at the end of 12 months many had forged several new friendships which they intend to maintain some by meeting up at our regular community afternoon teas. One veteran told us "You know I go to a club every week with over 40 people and no one talks to each other, but this has been brilliant"

March saw the end of our successful 5 year award-winning **Ambition for Ageing (AFA) Programme** in partnership with Bolton CVS and Bolton at Home. It focussed on making three of Bolton's neighbourhoods more age-friendly: Crompton, Halliwell and Tonge with the Haugh. Each of those neighbourhoods were recognised by the Mayor of Greater Manchester with merit awards presented at an internationally attended event at the Museum of Sciences and Industry. The AFA ambassadors connected with other older people within their local neighbourhood community in order to make connections, develop activities, services and facilities to make their community more age-friendly and tackle social isolation. The programme supported this work by making **small investment awards totalling £230,207** across the life of the programme to **177 local groups** which engaged **566 individuals** in the 3 neighbourhoods. The programme was highlighted as an example of good practice by Dawn Austwick CEO of the Lottery at the national conference on Ageing. Unfortunately the event planned to celebrate the achievements of the programme with ambassadors, local people and key partners became another casualty of the pandemic a few days before lockdown in March.

Volunteers in Care Homes project had originally been agreed as a 12 month pilot but was extended for six months to the end of this financial year. The programme had been designed to bring the benefits of the Enhanced Day Care service into a residential setting to reduce loneliness and improve the quality of life and sense of fun of the residents living in the participating care homes. It may seem counter intuitive that people in care homes experience loneliness, but when one remembers that going to live in a care home is not always, initially, a positive choice, that it can come on the back of trauma or emergency and that people have not actively chosen the other people to live with, the research evidencing that care home residents experience higher rates of loneliness, starts to make more sense. Participating in fun activities together is a great way to build new friendships over shared interests. 10 homes participated across the life of the programme with 6 or 7 whose residents continued to be actively engaged. There were **15 volunteers** delivering a wide range of appropriately tailored creative, learning and physical activities including crafts, baking, regular friendship cafes, talks and group and one to one befriending.

Activation Bolton emerged from the work developed with SOMO funded by Greater Sport as part of the **Great Manchester Active Ageing** programme to develop incentives to encourage and support people 65 and over to become, or resume being, more physically active. While individual levels of activity among the population of Bolton are roughly in line with national averages, there is significant drop off in activity once people reach the age of 65. The programme was based on a number of small investment awards of up to £1,000 to local community organisations,, social entrepreneurs and businesses to support innovation. By March 2020, **10 of these projects were up and running** with a combined total of **744 active attendances** made across the project. The final 2 projects Claypool Primary School and Bolton Flat Green Bowling Club were due to launch in the summer of 2020, prior to the Covid-19 pandemic. It is anticipated that these projects will go ahead in 2021 pending the public health situation at that time.

Talking About My Generation has been a successful partnership campaign to challenge the narrative on ageing led by Yellow Jigsaw with a number of Greater Manchester Age UKs including Age UK Bolton. Each participating borough contributed two amazing community reporters to the "newsroom". Highlights of the programme this year were the "Living Library" hosted by Manchester Central Library in October and the publication of **The Record** magazine in digital and print formats. The fabulous celebration planned at The Foundry at the end of March unfortunately also had to be cancelled as a result of the Coronavirus pandemic.

Report of the Trustees

For the year ended 31 March 2020

As some projects ended, **new services** were added to the portfolio:

Care Navigators was a new service launched in April 2019 in partnership with Bolton's GP Federation. The two navigators, one employed by each partner, covered **nine GP practices** in the Rumworth and Chorley Road neighbourhoods across two Primary Care Networks. They worked closely with GPs and practice staff to identify those patients who may benefit from a home visit. They targeted patients who may be socially isolated, frequently visit the practice, ring often or use the out of hour's service frequently in order to reduce the amount of GP home visits and admissions to hospital by using a social prescribing model of support. The 12 month project came to a natural end in March 2020 but its successful outcomes enabled our continued involvement in the new borough- wide, primary care led Social Prescribing Link Worker programme introduced from April 2020. Partners have welcomed the added value evidenced by the involvement of our charity and its link into the wider voluntary sector provision.

This was the first year of trading for our new **Home services** business launched in March 2019 offering paid-for **cleaning and shopping services**. The service was developed to deliver cleaning, shopping, linen changes and wrap round support. It was established in response to the gap in provision identified by our Home from Hospital and Information & Advice teams. The service enables people who struggle with some daily living tasks to remain safely and independently at home and offers a bridge between full independence and home care packages also affording family members the peace of mind that their loved ones are safe and supported. In addition to the specific practical support the service provides a watching eye and helping hand with links to our other services as needed or desired. In its first year the business has exceeded expectations in terms of demand, business plan forecasts and customer experience.

Volunteers continue to be vital to all the services and activities delivered by Age UK Bolton. During 2019/20 we had around **315 active** volunteers at any one time. Several volunteers support in more than one role which gives us an **equivalent of 348**. We still pride ourselves in having **one of the highest volunteer to staff ratios** across the Age UK network. The fact that we are able to not only sustain but expand and enrich the services we offer is all down to our wonderful team of passionate and dedicated volunteers. Without them, our organisation simply would not be able to support so many older people in Bolton and much of the work outlined in this report would not be possible.

Our **Volunteers' Week** celebrations took on a new angle in 2019 with more emphasis on social media and the use of video to highlight the stories of our volunteers and what motivates them. The campaign was a great success in raising awareness of our services, generating interest in volunteering and recognising the impact of our volunteers.

As the year ended, the growing impact of the Coronavirus affected some of the volunteer-led services with many activity classes and community venues closing. We were delighted with the response from several volunteers who adapted to take on a different role in order to support new services that were created out of the emerging crisis. There was also an increase in applications from new volunteers who wished to be more involved at a time of uncertainty for older people.

In **April 2019** the charity had **25 employees (21.9 f.t.e)** and the trading company **two Home Services Assistants** on casual worker contracts. By **March 2020**, there were **23 employees (20.3 f.t.e)** in charity and **six Home Services Assistants** in the trading company. This reflects a number of projects ending and beginning and the encouraging growth of the Home Services business during the course of the year.

Robust governance and quality. Age UK Bolton is proud to hold the Charity Commission endorsed Age UK Charity Quality Standard which recognises the high standard of our performance as an organisation. It certifies that we are a well-governed and effective organisation committed to the well-being of older people, our staff and volunteers and to working effectively in partnership. This gives older people who use our services, their families and carers, the partners and commissioners with confidence.

Grateful Thanks

A debt of gratitude is owed to: our amazing band of volunteers for their conviction, passion and the precious gift of their time and talents; to the staff team for their dedication, commitment and enthusiasm; to trustees for their wise counsel; partners for their co-operation; funders and commissioners for their confidence and support and of course our donors for their generosity in making donations of monetary or other gifts to support our work for, with and on behalf of older people in the town.

Looking ahead to 2020/21 through the distorted lens of the pandemic, it is difficult to see what the year will bring but it is clear that there will be many challenges ahead. We must adapt our operational delivery models and place an even stronger focus on risk management. Costs will rise to implement additional safety measures and unrestricted income will be significantly challenged as many face to face services are suspended or closed. It is fortunate that the charity is in a healthy financial position and continues to have robust governance in place. We hope that our wonderful volunteers and clients will return and we are working hard to make our premises and our services and activities COVID secure so they feel safe, comfortable and relaxed.

Report of the Trustees

For the year ended 31 March 2020

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Practice). The law applicable to charities in England & Wales 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 Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

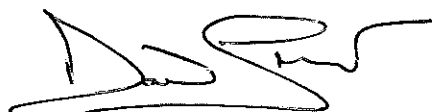
- Select suitable accounting policies and then apply them consistently ;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent ;
- State whether applicable accounting standards have been followed ; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The systems of internal control are designed to provide reasonable, but not absolute, reassurance against material misstatement of loss. Internal control processes implemented by the Trustees include :

- Agreement of policy and service development objectives by Trustees ;
- An annual budget approved by the Trustees ;
- Regular consideration by the Trustees of financial results including variance from budgets and forecasts ;
- Delegation of authority to appropriate levels of management ; and
- Identification and management of risk.

On behalf of the Trustees :



David Smart
Chairman



John Cooper
Vice-chairman

27 October 2020

Independent Examiner's Report to the Trustees of Age UK Bolton

For the year ended 31 March 2020

I report to the Trustees on my examination of the financial statements of Age UK Bolton ('the charity') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Respective responsibilities of Trustees and examiner

The Charity's Trustees are responsible for the preparation of financial statements. The Trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the '2011 Act') and that an independent examination is needed. The Charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

It is my responsibility to:

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- a) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act ; and
 - to prepare financial statements which accord with the accounting records and to comply with the accounting requirements of the 2011 Act
- have not been met; or
- b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Use of our report

This report is made solely to the Charity's Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work, for this report, or for the opinions I have formed.



Michael Garrett FCA
Kay Johnson Gee Limited
1 City Road East
Manchester
M15 4PN

27 October 2020

Consolidated Statement of Financial Activities

For the year ended 31 March 2020

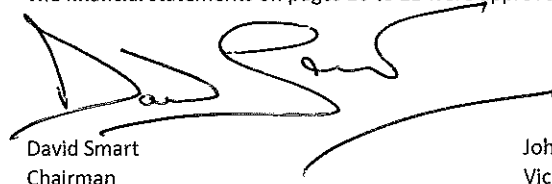
	Notes	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Total Funds 2019 £
INCOME					
<i>Income from donations and legacies</i>		5,187	-	5,187	10,970
<i>Other trading income</i>					
- Home Services	1	32,453	-	32,453	1,070
<i>Investment income</i>	2	74,901	-	74,901	81,215
<i>Income from charitable activities</i>					
- Bolton Council - Preventative Services Grant		49,995	-	49,995	49,995
- Bolton NHS - CCG- Falls Prevention Service		107,866	-	107,866	106,316
- Bolton NHS - CCG- Home from Hospital		216,656	-	216,656	266,656
- Bolton Council- Enhanced Daycare		37,800	-	37,800	37,800
- Age UK Enterprises		14,036	-	14,036	4,846
- Learning & activities centre		15,693	-	15,693	18,074
- Other income		7,940	-	7,940	9,163
- Other grants		180,994	-	180,994	171,003
Total Income		743,521	-	743,521	757,108
EXPENDITURE					
<i>Expenditure on raising funds</i>					
<i>Fundraising trading: cost of goods sold & other costs</i>					
- Home Services	6	33,933		33,933	1,055
<i>Expenditure on charitable activities</i>					
- Preventative Services	6	105,413	-	105,413	107,203
- Falls Prevention Service	6	107,866	-	107,866	106,299
- Home from Hospital Service	6	216,655	-	216,655	266,656
- Enhanced Daycare	6	37,800	-	37,800	37,800
- Men in Sheds	6	-	-	-	4,846
- Other services	6	197,441	-	197,441	164,329
- Learning & activities centre	6	51,433	8,296	59,729	62,526
- Governance costs	6	7,854	-	7,854	7,000
Total expenditure		758,395	8,296	766,691	757,714
<i>Net income (expenditure) and net movement in funds before exceptional costs, gains and losses on investments and actuarial gains and losses on pension scheme</i>		(14,874)	(8,296)	(23,170)	(606)
Net gains and losses on investments	9	(237,380)	-	(237,380)	50,223
Actuarial gain (loss) on defined benefit pension scheme	14	17,000	-	17,000	5,000
Net movement in funds		(235,254)	(8,296)	(243,550)	54,617
Total funds brought forward		2,248,092	263,911	2,512,003	2,457,386
Total funds carried forward	12	2,012,838	255,615	2,268,453	2,512,003

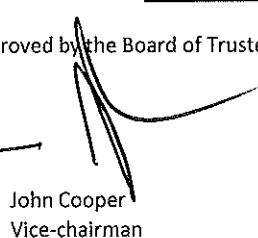
Consolidated and Charity Balance Sheets

As at 31 March 2020

	Notes	Group		Charity	
		2020	2019	2020	2019
		£	£	£	£
Fixed assets					
Tangible assets	8	255,615	263,911	255,615	263,911
Investments	9	1,995,645	2,137,112	1,995,647	2,137,114
		2,251,260	2,401,023	2,251,262	2,401,025
Current assets					
Debtors	10	13,760	51,344	8,311	50,772
Cash at bank and in hand		17,891	58,852	17,066	58,345
Short term deposits		109,812	149,900	109,812	149,900
		141,463	260,096	135,189	259,017
Creditors: amounts falling due within one year	11	(123,270)	(126,116)	(116,998)	(125,039)
Net current assets		18,193	133,980	18,191	133,978
Net assets excluding pension liability		2,269,453	2,535,003	2,269,453	2,535,003
Pension liability	14	(1,000)	(23,000)	(1,000)	(23,000)
Net assets including pension liability		2,268,453	2,512,003	2,268,453	2,512,003
Represented by:					
Restricted income funds	12	255,615	263,911	255,615	263,911
Unrestricted income funds					
- General funds	12	2,013,838	2,271,092	2,013,838	2,271,092
<i>Unrestricted funds excluding pension liability</i>		2,013,838	2,271,092	2,013,838	2,271,092
Total funds excluding pension reserve		2,269,453	2,535,003	2,269,453	2,535,003
- Pension reserve	12	(1,000)	(23,000)	(1,000)	(23,000)
Total Charity funds	12	2,268,453	2,512,003	2,268,453	2,512,003

The financial statements on pages 10 to 22 were approved by the Board of Trustees and signed on its behalf by:


David Smart
Chairman


John Cooper
Vice-chairman

27 October 2020

Consolidated Statement of Cash Flows

For the year ended 31 March 2020

	2020 £	2019 £
Net cash flow from operating activities	14,864	44,977
	14,864	44,977
Cash flow from investing activities		
Purchase of investments	(361,326)	(135,522)
Disposals of investments	265,413	228,849
Net cash flow from investing activities	(95,913)	93,327
Change in cash and cash equivalents in the year	(81,049)	138,304
Cash and cash equivalents brought forward	208,752	70,448
Cash and cash equivalents carried forward	127,703	208,752
Cash and cash equivalents consists of:		
Cash at bank and in hand	17,891	58,852
Short term deposits	109,812	149,900
	127,703	208,752
Net cash flow from operating activities		
Net movement in funds before exceptional costs, gains and losses on investments and actuarial gains and losses on pension scheme	(23,170)	(606)
Depreciation	8,296	8,296
Pension scheme adjustment	(5,000)	(1,000)
Decrease/(increase) in debtors	37,584	(9,673)
(Decrease)/increase in creditors	(2,846)	47,960
	14,864	44,977

Notes to the Financial Statements

For the year ended 31 March 2020

General information

Age UK Bolton is a registered Charity (Charity number 223240) and is an unincorporated association governed by its constitution.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional and presentational currency of the Charity.

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

Consolidation

These financial statements consolidate the results of the Charity and its wholly-owned subsidiary, Age UK Bolton Enterprises Limited which is owned by the Charity by way of the Trustees as nominees. All intra-group transactions are eliminated on consolidation. A separate Statement of Financial Activities, or income and expenditure account, for the Charity itself is not presented because the Charity has taken advantage of the available exemptions.

Income

All income is directly apportioned to the relevant category of income as disclosed on the face of the Statement of Financial Activities.

Grants

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable, except for those grants which are for a specific future period, in which case the relevant amount is deferred to that period.

Investment income

Income from investments is included in the Statement of Financial activities in the year in which it is receivable.

Other income

Other income is recognised in full in the Statement of Financial Activities in the year in which it is receivable with the exception of fundraising events where income is recognised by reference to the event date.

Deferred income

Income is deferred on fundraising events where the actual event has not taken place as at the year end.

Legacies

Legacies are recognised upon receipt of amounts due.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

- Expenditure on raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.
- Expenditure on charitable activities comprises those costs incurred by the Charity in the delivery of its activities and service for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs comprise all costs involving the accountability of the Charity and its compliance with regulation and good practice. These costs include charges related to the independent examination and legal fees together with an apportionment of overheads and support costs.

Notes to the Financial Statements

For the year ended 31 March 2020

Expenditure (continued)

- All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. Floor area or estimated usage as set out in Note 6 to the financial statements.

Financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangement entered into, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the Charity after deducting all of its financial liabilities.

Fixed asset investments

Investments are stated at market value, as at the balance sheet date. The Statement of Financial Activities includes the net gains or losses arising on revaluation and disposals throughout the year.

The investments are held as a reserve fund and are not available for funding general overheads.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value or cost in the year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

Tangible fixed assets and depreciation

Expenditure on fixed assets has been capitalised and included at cost on the Balance Sheet as Tangible Fixed Assets. Any related grants are shown as restricted fixed asset funds which fund future depreciation of the assets.

Fixed assets are depreciated so as to write off cost or valuation, less anticipated residual value, over their anticipated useful lives, on a straight line basis, as follows:

Long leasehold property	0
Equipment	25 to 33.33%

Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits that are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements. The fixed asset fund balance represents future depreciation of assets originally purchased using restricted funds and which the donor specified must be retained.

Debtors and creditors receivable/payable within one year

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

Taxation

Age UK Bolton is a registered Charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income. The whole of the taxable profits of the subsidiary, Age UK Bolton Enterprises Limited are donated to the Charity.

Pension costs

The Charity contributes to the Age UK Retirement Benefits Scheme, which is a defined benefits scheme, at rates set by the Scheme Actuary and advised to the Board by the Scheme Administrator. The Scheme is a multi employer pension scheme.

Notes to the Financial Statements

For the year ended 31 March 2020

Pension costs (continued)

In respect of the Scheme, assets are measured using market values and liabilities are measured using the projected unit actuarial method and are discounted at the current rate of return on a high quality corporate bond of equivalent term and currency to the liability. Any increase in the present value of the liabilities expected to arise from employee service in the year is charged against net income. The expected return on assets and the increase during the year in the present value of liabilities arising from the passage of time are included within net income. Actuarial gains and losses are recognised within the net movement of funds. The Scheme's net deficit is recognised on the balance sheet.

The Charity also offers a stakeholder pension arrangement to staff. The pension cost charge represents contributions payable by the Charity in respect of the year.

Liquid resources

Liquid resources represent funds held on deposit with recognised banks and building societies.

Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

Notes to the Financial Statements

For the year ended 31 March 2020

1 Commercial trading operations

The wholly-owned trading subsidiary, Age UK Bolton Enterprises Limited, provided tailor-made insurance products to meet the needs of people in later life. This service ceased in March 2018. The provision of Home Services commenced in March 2019. A summary of the trading results is shown below:

Summary profit and loss account	2020 £	2019 £
Turnover	32,453	1,070
Other income	2,765	-
Administrative expenses	(35,218)	(1,054)
Donation to parent company	-	(15)
Retained profit for the year	-	-

The assets and liabilities of the subsidiary were:

	2020 £	2019 £
Debtors	7,689	8,145
Cash at bank	826	507
Creditors: amounts falling due within one year	(8,513)	(8,649)
Net assets	2	2

2 Investment income

	2020 £	2019 £
Dividends from listed UK investments	74,901	81,215
	74,901	81,215

3 Net movement in funds

	Group		Charity	
	2020 £	2019 £	2020 £	2019 £
Net movement in funds is stated after charging:				
Depreciation of tangible fixed assets	8,296	8,296	8,296	8,296
Independent examination	5,360	5,360	3,500	3,500

4 Taxation

The Charity is exempt from tax on its charitable activities.

5 Trustees remuneration

No Trustee received any remuneration from the Charity during the year.

No out of pocket expenses were reimbursed to any Trustee in either the current year or the previous period.

Notes to the financial statements

For the year ended 31 March 2020

6 Expenditure

Costs directly allocated to activities	Basis of allocation	Home Services (2018 Insurance products & services)	Preventative Services	Falls Prevention Service	Home from Hospital Service	Enhanced Daycare Service	Men in Sheds	Other services	Learning & activities centre	Management & Administration	Governance costs	2020 Total	2019 Total
		£	£	£	£	£	£	£	£	£	£	£	£
Staff salaries	Direct	29,388	49,762	33,242	135,154	24,571		101,517	26,349	191,854		591,837	579,160
FRS 102 adjustment	Direct									(5,000)		(5,000)	(1,000)
Volunteers	Direct		1,903		77			333		1,055		3,368	5,819
Other staff costs	Direct	3,232	1,045	1,795	6,062			1,133	52	4,368		17,687	20,969
Advertising and publicity	Direct											-	125
Accommodation	Direct									20,753		20,753	21,568
Communications	Direct									19,928		19,928	19,413
Independent examination	Direct										6,211	6,211	4,350
Professional fees	Direct										1,643	1,643	3,000
Bank charges	Direct											-	19,804
Other expenses	Direct	1,313	1,453	15,735		12,800		18,835		26,350		76,486	49,567
Management charge	Direct		47,250	57,094	60,362	429		75,623	18,550	(259,308)	-	-	-
Learning and activities centre													
- Running	Direct		4,000		15,000				3,199			22,199	23,804
- Trading	Direct								3,283			3,283	2,859
- Depreciation	Direct								8,296			8,296	8,296
TOTAL - 2020		33,933	105,413	107,866	216,655	37,800	-	197,441	59,729	-	7,854	766,691	757,714
TOTAL - 2019		1,055	107,203	106,299	266,656	37,800	4,846	164,329	62,526	-	7,000		

Notes to the Financial Statements

For the year ended 31 March 2020

7 Analysis of staff costs	2020 £	2019 £
Salaries and wages	533,246	553,573
Social security costs	28,178	39,314
Pension costs - executive	24,833	21,940
Pension costs - stakeholder	5,580	5,580
	591,837	620,406

The average monthly number of employees, analysed by function, were:

	No.	No.
Chief executive	1	1
Services	17	19
Administration	7	6
Home services	4	-
	29	26

8 Tangible fixed assets	Long leasehold land & buildings £	Equipment £	Total £
Group and Charity			
Cost			
At 1 April 2019	406,501	66,299	472,800
At 31 March 2020	406,501	66,299	472,800
Depreciation			
At 1 April 2019	142,590	66,299	208,889
Charge for the year	8,296	-	8,296
At 31 March 2020	150,886	66,299	217,185
Net book value			
At 31 March 2020	255,615	-	255,615
At 1 April 2019	263,911	-	263,911

The cost of long leasehold land and buildings includes £4,000 in respect of land.

9 Fixed asset investments	Shares in subsidiary undertakings £	Listed investments £	Total £
Cost or market value			
At 31 March 2020	2	1,995,645	1,995,647
At 1 April 2019	2	2,137,112	2,137,114

Shares in subsidiary undertakings

The trading company, Age UK Bolton Enterprises Limited, is a wholly owned subsidiary of the Charity which owns 100% of the issued share capital of the company.

Age UK Enterprises Limited was established to support the Charity and any profits earned are donated to the Charity annually.

Notes to the Financial Statements

For the year ended 31 March 2020

9 Fixed asset investments (continued)**Investments at market value**

	2020	2019
	£	£
Group and Charity		
At 1 April 2019	2,137,112	2,180,216
Additions	361,326	135,522
Disposals	(265,413)	(228,849)
Change in market value	(237,380)	50,223
At 31 March 2020	1,995,645	2,137,112

All investments are carried at their market value. Investment in equities and fixed interest securities are all traded in quoted public markets including the London Stock Exchange. Holdings in common investment funds, unit trusts and open ended investment companies are at bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Equities	1,059,489	1,159,742
Bonds	527,998	594,341
Structured products	269,466	-
Gold and other commodities	26,633	-
Other investments	112,059	-
Alternatives	-	383,028
	1,995,645	2,137,112

10 Debtors

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade debtors	8,075	47,769	2,626	47,197
Other debtors and prepayments	5,685	3,575	5,685	3,575
	13,760	51,344	8,311	50,772

11 Creditors: Amounts falling due within one year

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade creditors	11,107	14,116	11,107	14,116
Taxation and social security	9,682	13,147	9,682	13,147
Other creditors and accruals	102,481	98,853	93,968	90,203
Amounts owed to group undertakings	-	-	2,241	7,573
	123,270	126,116	116,998	125,039

Notes to the Financial Statements

For the year ended 31 March 2020

12 Movement in funds - Group and Charity	Balance at 1 April 2019 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2020 £
Restricted funds:					
<i>Learning and Activities Centre</i>					
Fixed assets	263,911	-	(8,296)	-	255,615
Total restricted funds	263,911	-	(8,296)	-	255,615
Unrestricted funds:					
<i>Other charitable funds</i>	2,271,092	506,141	(763,395)	-	2,013,838
Total unrestricted funds excluding pension reserve	2,271,092	506,141	(763,395)	-	2,013,838
Pension reserve	(23,000)	17,000	5,000	-	(1,000)
Total funds	2,512,003	523,141	(766,691)	-	2,268,453

Purposes of restricted funds

All of the above represent the principal sources of funding for the Learning and Activities Centre land and buildings. In the opinion of the Trustees, these funds have been applied entirely to the purposes for which they were received. Depreciation on the land and buildings acquired with these funds has been allocated to this fund in the current year and will continue to be in future years in accordance with the accounting policies of the Charity.

13 Analysis of total funds	General Funds £	Designated Funds £	Restricted Funds £	31 March 2020 £	31 March 2019 £
Tangible fixed assets	-	-	255,615	255,615	263,911
Investments	1,995,645	-	-	1,995,645	2,137,112
Net current assets (liabilities)	18,193	-	-	18,193	133,980
Pension reserve	(1,000)	-	-	(1,000)	(23,000)
	2,012,838	-	255,615	2,268,453	2,512,003

14 Pension schemes**Age UK Retirement Benefits Scheme**

The Charity participates in a multi employer defined benefits pension scheme, the Age UK Retirement Benefit Scheme (the "Scheme"). The Scheme is closed to new entrants and to future benefit accrual from 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2020 by a qualified independent actuary.

The expected employer contributions for the year ending 31 March 2021 are to be confirmed. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Notes to the Financial Statements

For the year ended 31 March 2020

14 Pension schemes (continued)

The principal assumptions used to calculate the liabilities under FRS 102 are set out below :	2020	2019
	%	%
RPI Inflation	2.80	3.40
CPI Inflation	1.80	2.40
Rate of increase in salaries	N/A	N/A
Pension Increases		
Rate of increase in payment of pre 2006 pensions	3.00	3.40
Rate of increase in payment of post 2006 pensions	2.50	2.50
Discount rate for Scheme liabilities	2.20	2.40

Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

The mortality assumptions are: S3P base tables projected by year of birth assuming future improvements in line with CMI 2019 core projections with a long-term rate of improvement of 1.0% pa. The mortality assumptions at 31 March 2019 adopted the S2P base tables projected by year of birth assuming future improvements in line with CMI 2018 core projections with a long term improvement rate of 1.0% pa.

The assumed life expectancies on retirement at age 65 are:	2020	2019
	Years	Years
Retiring Today - Males	86.70	86.30
Retiring Today - Females	89.00	88.20
Retiring in 20 years - Males	87.70	87.30
Retiring in 20 years - Females	90.20	89.40

Age UK Retirement Benefits Scheme

Major categories of scheme assets as a percentage of total assets	2020	2019
	%	%
Equities	14.70	20.60
Diversified Growth	12.40	18.30
Property	7.10	7.30
Gilts/Fixed Interest Gilts	64.80	53.60
Cash	1.00	0.20

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

Movement in deficit in the year:	Scheme assets		Pension liabilities		Net deficit	
	2020	2019	2020	2019	2020	2019
	£	£	£	£	£	£
At 1 April 2019	288,000	269,000	(311,000)	(298,000)	(23,000)	(29,000)
Contributions by employer	6,000	6,000	-	-	6,000	6,000
Interest on pension liabilities	-	-	(7,000)	(12,000)	(7,000)	(12,000)
Expected return on scheme assets	7,000	7,000	-	-	7,000	7,000
Benefits paid and expenses	(8,000)	(13,000)	7,000	13,000	(1,000)	-
Actuarial gains (losses)	(54,000)	19,000	71,000	(14,000)	17,000	5,000
At 31 March 2020	239,000	288,000	(240,000)	(311,000)	(1,000)	(23,000)

The actual return on the scheme assets during the year was £7,000 (2019: £7,000).

Notes to the Financial Statements

For the year ended 31 March 2020

14 Pension schemes (continued)

The amounts recognised in the Statement of Financial Activities are as follows:

	2020 £	2019 £
Contributions	(6,000)	(6,000)
Interest on pension scheme liabilities	7,000	12,000
Expected return on scheme assets	(7,000)	(7,000)
Benefits paid and expenses	1,000	-
	(5,000)	(1,000)

The amounts recognised in the Net Movement in Funds are as follows:

	2020 £	2019 £
Asset gains (losses) arising during the year	(54,000)	19,000
Liability gains (losses) arising during the year	71,000	(14,000)
	17,000	5,000

Age UK Stakeholder Pension Scheme

The Scheme commenced on 1 October 2001 and was made available to all employees who were not already members of the Age UK Retirement Benefits Scheme.

15 Financial risk management objectives and policies

The company holds or issues financial instruments in order to achieve three main objectives, being:

- (a) to finance its operations;
- (b) to manage its exposure to interest risks arising from its operations and from its sources of finance; and
- (c) for trading purposes.

In addition, the company has various other financial assets and liabilities such as trade debtors and trade creditors arising directly from the company's operations.

Transactions in financial instruments result in the company assuming or transferring to another party one or more of the financial risks described below.

Interest rate risk

The company usually operates with sufficient funds so that borrowings are seldom required. On any necessary borrowings the company would be exposed to fair value interest rate risk on its fixed rate borrowings and cash flow interest rate risk on bank overdrafts and loans.

Credit risk

Investments of cash surpluses and borrowings are made through banks and companies which must fulfil credit rating criteria approved by the Board.

All customers who wish to trade on credit terms are subject to credit verification procedures. Trade debtors are reviewed on a regular basis and provision is made for doubtful debts when necessary.

Liquidity risk

The company manages its cash and borrowing requirements in order to maximise interest income and minimise interest expense, whilst ensuring the company has sufficient liquid resources to meet the operating needs of the business.

16 Indemnity insurance

Age UK provides insurance for the Trustees and officers of the Charity against liability arising from wrongful acts in relation to the Charity.

17 Ultimate control

There is no ultimate controlling party.

Age UK Bolton

Trustees' Report and Consolidated Financial Statements
For the year ended 31 March 2020

Charity Registration Number - 223240



Age UK Bolton

Trustees' Report and Financial Statements

For the year ended 31 March 2020

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Report of the Trustees

For the year ended 31 March 2020

The Trustees present their annual report and financial statements for the year ended 31 March 2020. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the Charity.

The Trustees have complied with the duty to have regard to guidance issued by the Charity Commission.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity number	223240
Principal office	The Square 53 - 55 Victoria Square Bolton BL1 1RZ
Honorary President	His Worship the Mayor of Bolton
Trustees	Mr David Smart - Chairman Mr John Cooper - Vice Chairman Mr Mark Critchlow - Honorary Treasurer (Resigned 20 July 2020) Mrs Margaret Rothwell Ms Emma Wood Dr Mehran Javeed (Resigned 10 May 2019) Mr Paul Twitchett Cllr Andrew Morgan Dr Arun Kallat (Appointed 25 February 2020)
Council Representative	Cllr Guy Harkin (to May 2019) Cllr Susan Baines (from May 2019)
Principal Officer	
Chief Executive	Ms Suzanne Hilton
Professional Advisers	
Independent examiner	Mr Michael Garrett FCA Kay Johnson Gee Limited 1 City Road East Manchester M15 4PN
Bankers	Lloyds Bank Bolton BL1 1DB Brown Shipley Private Banking 3 Hardman Street Manchester M3 3HF

Report of the Trustees

For the year ended 31 March 2020

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing document

Age UK Bolton is an unincorporated association governed by a constitution.

Appointment or renewal of Trustees

Age UK Bolton's Board of Trustees (including the Chair) is normally elected on an annual basis at the Annual General Meeting. There are no restrictions on who can be nominated. The Board also has the power to co-opt a limited number of members.

New Trustees are supported through an individual induction process including details on their responsibilities as Trustees and are encouraged to meet staff, volunteers and people who use our services.

Organisational structure and decision making

The Board of Trustees usually meets up to six times per year and is responsible for the governance of the organisation.

Decisions on the day to day operation of the Charity are taken by the Chief Executive and the senior management of the organisation. The Board receives regular reports from the Chief Executive on operational matters and from the Honorary Treasurer on financial performance.

Key decisions and matters with significant implications for the organisation are brought to the Board of Trustees for resolution. These include inter alia:

- Policy development and review
- Organisational priorities
- Significant organisational change
- Major service developments
- Risk identification, management

Related party

The net profits of the company Age UK Bolton Enterprises Limited are paid over to the Charity Age UK Bolton under the current United Kingdom gift aid legislation.

OBJECTIVES AND ACTIVITIES

Object of the Charity

The object of the Charity is to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around Bolton. In setting out our objectives the Trustees have given due regard and careful consideration to the Charity Commission's general guidance on public benefit.

The relevant powers granted to it by the constitution to achieve this are:

- To encourage, promote and organise direct services appropriate to the needs of older people.
- To work in partnership with other organisations with a similar goal.
- To engage in research and the provision and publication of information.

Details of services and activities delivered during 2018/19 are set out in the Annual Report

Current and future objectives

- To deliver high quality, accessible services, activities and learning opportunities, to enable those over 50 to remain safe, independent, mentally, physically and socially active and to enjoy a fulfilled later life ;
- To strive with others to ensure that older people are not seen as a drain on society but as the valuable resource and assets they are ;
- To ensure that older people are listened to and that their views inform and influence both our work and wider service and policy development ;
- To be a sustainable, fit for purpose, relevant and evolving organisation focussed on the needs and aspirations of all older people in Bolton ;
- To value, respect and support our staff, volunteers, customers and partners ;
- To promote and respect equality and diversity in all our policies, operations and relationships.

Report of the Trustees

For the year ended 31 March 2020

FINANCIAL REVIEW

Reserves policy

The Charity's Trustees conduct an annual review of the level of unrestricted reserves, by considering risks associated with service development and delivery, the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of reserves that are sufficient :

- To allow sufficient time for re-organisation in the event of a down turn in income or asset values ;
- To meet its commitment and obligations ;
- To protect on-going services and assets ;
- To enable the Charity to meet its objectives including through new service development.

In making their judgement on the level of unrestricted reserves the Trustees take account of the following issues and risks :

- Over dependence on any single source of income
- The likelihood of a downturn in any income streams
- The period of time needed to identify and re-establish income streams
- The period of time required to adjust or downsize the Charity's operations
- Whether there is adequate control over budgets and assets.

In doing so the Trustees are supported by regular financial reports and forecasts and on the basis of information and advice provided by the Honorary Treasurer and Chief Executive.

Investment policy

In order to obtain improved returns on capital the Charity has appointed Brown Shipley to manage and invest surplus cash funds on a low-risk and long term basis. In addition the Charity has two small long-term investments in ordinary shares issued by Lloyds Bank plc and Groupe Eurotunnel S.A in the name of the Honorary Treasurer as nominee for Age UK Bolton.

The Charity has not specified any particular ethical stance or companies to avoid and rely on the investment managers in this respect. They have confirmed that the portfolio is managed in line with their general view that companies that they invest in are socially responsible.

Grant making

The Charity is not currently involved in the awarding of grants or funded contracts.

Income and expenditure

The accounts reflect net surplus expenditure of £23,170 (2019 - £606) before taking account of the revaluation of investments and actuarial adjustments to the defined benefit scheme. The fall in value of investments was £237,380 (2019 - gain of £50,223) which reflects the impact of COVID. The June valuation showed that most of this reduction in value had been recovered.

Income for the year was £743,251 compared with £757,108 in the previous year. Interest and dividends for the year were £74,901 compared with £81,215 in the previous year. Both the current trading environment and the current public sector funding climate remain challenging.

Overheads for the year were £766,691 compared with £757,714 in the previous year, an increase of only 1.2%.

Balance Sheet

As regards balance sheet strength, the Charity's net assets at 31 March 2020 amounted to £2,268,453 compared with £2,512,003 at 31 March 2019 (the reduction of £243,550 being the surplus expenditure for the year of £23,170, the fall in market value of our investment portfolio of £237,380 and a reduction in our defined pension scheme liability of £17,000). At the two year ends, the total assets comprised :

	2020	2019
	£	£
Tangible fixed assets and investments	2,251,260	2,401,023
Bank balances and short term deposits	127,703	208,752
Pension Liability	(1,000)	(23,000)
Total net assets	2,268,453	2,512,003

Forecasts for Financial Year to 31st March 2021

The Trustees approved a deficit Budget for the year 2020/2021 of £204K which, at the time, was considered to be a prudent forecast and further that, based on the track record of the previous five years, we expected to be able to attract additional income to support new and existing services and projects to achieve a much improved position.

This was however before the full impact and likely duration of the pandemic became apparent.

It is therefore likely that there will be a significant deficit in the order forecast this year which will require a call on our reserves in accordance with our Use of Reserves policy.

At present, however, the Charity continues in excellent financial health.

Report of the Trustees

For the year ended 31 March 2020

PERFORMANCE AND ACHIEVEMENTS

Looking back to the start of this financial year in April 2019, from the vantage point of the COVID 19 pandemic, we are struck by how much things have changed in a relatively short period of time.

The arrival of COVID 19 and the lockdown in March brought an abrupt end to the year. We found ourselves having to turn on its head our long standing message of the benefit of getting out and about and socialising for mental and physical wellbeing which is ever more important as we age. Rapidly our befriending volunteers switched to telephone calls in place of home visits or a trips out but other services closed early for Easter and, as it turned out, much longer.

As has been the case for a number of years now, we began 2019/20 with our **service portfolio growing and developing**, existing services going from strength to strength and several new services and projects coming on stream to augment our menu of opportunities to improve the health, wellbeing and general quality of life for older people in Bolton. It was on reflection a good year for our charity with strong performance and excellent outcomes across the broad range of services and activities.

Our traditional **Wellbeing in Later Life** services have, with the exception of lunch clubs, all seen an increase in numbers in relation to the previous year. **109** otherwise lonely and socially isolated older people benefitted from a weekly visit from a **befriending** volunteer and we received some genuinely heart-warming feedback about what those visits mean to both parties. There were **476 attendances** at the popular **monthly afternoon teas** which take place at venues in the north and the south of the borough which were also up on 2018/19. Attendances at our **lunch and leisure clubs** however were down with **340** older people enjoying **9,793 hot two course lunches** in a wide range of social settings across Bolton. The reason for the fall in numbers relates to weather, illness and retirement of long standing volunteers, the added responsibilities of regulation but more particularly a change in tastes away the traditional format. In order to adapt to these changes this year we introduced new dining groups whereby volunteers host a lunch at a local pub or café. This is proving popular so we intend to continue to offer both formats to cater for all tastes. Most pleasingly, community activities have seen both an increase in the number of participants and in the total and individual attendances. We now offer more than **70 different creative, learning and physical activity classes** in numerous community settings including sheltered housing, extra care schemes, centres of worship and community centres across Bolton including our own Learning & Activities Centre in Farnworth. Numbers of participants and attendances have been increasing year on year with this year seeing **1,315 people** (an increase of 13.4%) making **29,445 attendances** (up 25.5% on last year). Encouragingly physical activity classes have seen the greatest increase. Overall this was a really successful year for services and activities designed to enable older people to remain as mentally, physically and socially active as possible for as long as possible. The social aspect with the ability to make friends and share an activity, a worry or a joke is an essential ingredient.

There were a total of **1,385 clients** helped by our **Information and Advice service** in 2019/20 which is reduction on previous years. The appointments took place to complete forms to claim Attendance Allowance Personal Independence Payment, Pension Credit, Council Tax Support and Carers Allowance. A total of **£380,991 was secured in benefits** during this period this is also much down on recent years where the figure has been around half a million pounds. **101** people accessed our **Will making** service and **48** attended the **free Legal clinic** sessions in partnership with The Bolton Law Society. The reason for the drop in clients assisted and benefits secured is in part due to the retirement at very short notice of our Information and Advice Officer after 25 years' service, precipitated by the Coronavirus. The full advice service was suspended and a basic Information and Signposting service introduced. This was augmented by Pension age benefits advice through our **Money Matters service** delivered in partnership with Age UK Blackburn with Darwen. Working-age benefits being referred to our local Citizens Advice Bureau.

Our flagship **Home from Hospital** service which operates 7 days per week supported **1402 clients** this year delivering **8318 support contacts** for up to six weeks following discharge from hospital for people 65+ who live alone or are the main carer for another. The team are there to help people who would struggle during their recuperation by providing them with low level practical and emotional support to avoid unnecessary and distressing readmission to hospital. They support people with shopping, housework, collecting prescriptions, walking dogs, eating and drinking healthily and attending follow up medical and associated healthcare appointments as well as dealing with accumulated correspondence. In fact a wide variety of help and assistance and the kind of support that family and good friends provide for people who do not have such support on hand. The **readmission rate** within 30 days for people supported by the team was **just 2.9%** set against the **Bolton average 65+ readmission rate of 9.2%** and down 46% on the previous year. This is particularly impressive considering that many of the people supported have complex needs and are amongst the most frail and vulnerable in that patient cohort. Typically, similar discharge and aftercare services will reduce readmission rates by up to 50% so this is again a significantly positive outcome. As are the client satisfaction rates which showed that **100% felt the service were completely suitable** for their individual needs, **90% rated punctuality outstanding** and **10% good**, **91%** found the service received **outstanding**, **9% good** and a tremendous **100%** would recommend it to others.

Report of the Trustees

For the year ended 31 March 2020

The **Enhanced Day Care** service, delivered in partnership with Bolton Cares, Bolton Dementia Support and Bolton Carers Support was established to enhance the experience of day care for people living with dementia and provide expert support for their carers. The service now runs five days a week and is based on the concept of bringing the activities we deliver for older people in the community into the three day centres, tailored to meet the needs of those living with dementia. So that despite the limitations of age, memory loss and poor health, people can continue to enjoy a fulfilling and appropriately stimulating experience to enrich their later lives. There are now more than **50 different activities and services** on offer for older people and their carers. New highlights this year included: 'Joining Generations', a dementia choir developed in partnership with Claypool Primary School; a revamp of the centres' gardens with Winifred Kettle's new design officially opened by Westhoughton's Town Crier and the Mayor of Bolton; nutrition and hydration training and National Health and Wellbeing Programmes such as cancer awareness and "know your numbers week" for blood pressure checks. The 20 strong team of volunteers this year made sure that **403 older people and 110 of their carers** benefited from **22,099 attendances**. Although there are more activities to enjoy numbers are down on the previous year because Bolton Cares had to reduce centre opening from 7 to 5 days per week and because the centres were closed from mid-March due to the Coronavirus pandemic. The service benefits both the older people who attend and their carers as illustrated by one gentleman who told us "I never thought that I would see my wife sing like that again. What the Brazley Centre has achieved is phenomenal".

Falls Prevention Strength & Balance Exercise Programme established **13 community based classes** across various settings including community centres, places of worship, libraries, sheltered housing schemes and day centres. **331 people** benefitted during the year (increase of 18.6% on last year) making **3,547 attendances**. The classes are aimed at improving strength, balance and mobility leading to more independent healthier lifestyles for participants. Maintaining and improving muscle strength and ability to balance is crucial in reducing risk but also critical in helping people live independently as they get older. Our instructors take time to fully engage with each client enabling them to reach their potential by tailoring exercises to cater for different abilities. We pride ourselves in the social aspect of our classes which is a major motivation for many regular participants. We measure progression with some small functional assessments but also with the client's personal stories of being able to once again climb the stairs, get in and out of the bath unaided, take the dog for a walk, get out in the garden, go shopping and live independently with confidence.

The instructor also delivered **12 education workshops** on the 5 ways to prevent falls highlighting eye tests, medication reviews, nutrition and hydration, correctly fitted supportive footwear, trip hazards alongside the super 6 strength and balance exercises. Classes were developed in 3 local care homes and staff trained to continue the classes which the instructor monitors in terms of quality and progression.

The Nutrition and Hydration programme played a significant part in raising awareness across stakeholders and the general public of the pernicious effects of being underweight in older age. Our programme manager has provided a focal point and resource to bring together key stakeholders to collaborate to combat malnutrition and dehydration in older people in the community. There were **6,541 awareness raising sessions**, **5,361 guided conversations**, **508 members** of the local health and social care workforce received trained in using the paperweight armband and associated resources with a potential reach of **17,237**. An independent research study conducted by Manchester University based on data collected at week 1 and week 12 of the intervention for 67 participants shows that **81% had a positive response** to the intervention in terms of **gaining weight or stopping weight loss**. This is tremendous as the business case for Greater Manchester Health and Social care Partnership funding was based on just a 30% positive outcome. The success of the programme in Bolton and the other pilot areas, together with the opportunity to scale up across Greater Manchester has secured further funding to continue the programme to April 2021. We will work with local partners over this period to embed the work into local provision.

A number of **projects and programmes came to an end** this financial year:

The successful **Community Access Navigator Programme** in partnership with Bolton CVS, BAND, Bolton Wanderers Community Trust, the Octagon Theatre and Bolton Lads and Girls' Club concluded in December 2019. Our charity seconded one of the team of social prescribing link workers to provide expertise in issues and services for the ageing population. The programme was designed to connect the health and social care workforce to the diverse voluntary and community sector offer in Bolton; to ensure that individuals accessed non-clinical interventions to improve their physical and emotional health and wellbeing. Over the 2 years of the programme the team dealt with and connected local residents to more than **5,700 different activities and support** including our own Age UK Bolton services such as Befriending, Lunch Clubs, community classes and Information & Advice. The emphasis was placed on the time to have conversations and really listen to people and understand their issues in order to connect them to the most appropriate type of support. Our Navigator was invited to present at the NHS Expo to highlight the benefits of the Bolton approach and its successful outcomes. Although the programme funding came to an end with the year, it provided strong proof of concept for the positive impact of social prescribing led by the voluntary and community sector and was a forerunner of the current Social Prescribing Link Worker programme.

Report of the Trustees

For the year ended 31 March 2020

The **Veterans Intergenerational (VIP) Project** launched in April 2019, arranged a series of events and trips out for socially isolated veterans to connect them to one another, to current service personnel and to local cadets. There were several very popular afternoon teas with entertainment, military themed memory sessions, a trip to the Memorial Arboretum and several commemorations including VE and VJ Days, Raising the Flag and Armistice Day at the cenotaph. The veterans also enjoyed watching the cadets compete in the Challenge Centenary Shield. Two real highlights for the veterans and their families were lunch with the Mayor in the Mayoral parlour and a film showing of "A Royal Night Out" which depicts the young Princesses Elizabeth and Margaret as they escape the Palace to join in the celebrations on VE night. The programme engaged **70 veterans** and at the end of 12 months many had forged several new friendships which they intend to maintain some by meeting up at our regular community afternoon teas. One veteran told us "You know I go to a club every week with over 40 people and no one talks to each other, but this has been brilliant"

March saw the end of our successful 5 year award-winning **Ambition for Ageing (AFA) Programme** in partnership with Bolton CVS and Bolton at Home. It focussed on making three of Bolton's neighbourhoods more age-friendly: Crompton, Halliwell and Tonge with the Haugh. Each of those neighbourhoods were recognised by the Mayor of Greater Manchester with merit awards presented at an internationally attended event at the Museum of Sciences and Industry. The AFA ambassadors connected with other older people within their local neighbourhood community in order to make connections, develop activities, services and facilities to make their community more age-friendly and tackle social isolation. The programme supported this work by making **small investment awards totalling £230,207** across the life of the programme to **177 local groups** which engaged **566 individuals** in the 3 neighbourhoods. The programme was highlighted as an example of good practice by Dawn Austwick CEO of the Lottery at the national conference on Ageing. Unfortunately the event planned to celebrate the achievements of the programme with ambassadors, local people and key partners became another casualty of the pandemic a few days before lockdown in March.

Volunteers in Care Homes project had originally been agreed as a 12 month pilot but was extended for six months to the end of this financial year. The programme had been designed to bring the benefits of the Enhanced Day Care service into a residential setting to reduce loneliness and improve the quality of life and sense of fun of the residents living in the participating care homes. It may seem counter intuitive that people in care homes experience loneliness, but when one remembers that going to live in a care home is not always, initially, a positive choice, that it can come on the back of trauma or emergency and that people have not actively chosen the other people to live with, the research evidencing that care home residents experience higher rates of loneliness, starts to make more sense. Participating in fun activities together is a great way to build new friendships over shared interests. 10 homes participated across the life of the programme with 6 or 7 whose residents continued to be actively engaged. There were **15 volunteers** delivering a wide range of appropriately tailored creative, learning and physical activities including crafts, baking, regular friendship cafes, talks and group and one to one befriending.

Activation Bolton emerged from the work developed with SOMO funded by Greater Sport as part of the **Great Manchester Active Ageing** programme to develop incentives to encourage and support people 65 and over to become, or resume being, more physically active. While individual levels of activity among the population of Bolton are roughly in line with national averages, there is significant drop off in activity once people reach the age of 65. The programme was based on a number of small investment awards of up to £1,000 to local community organisations,, social entrepreneurs and businesses to support innovation. By March 2020, **10 of these projects were up and running** with a combined total of **744 active attendances** made across the project. The final 2 projects Claypool Primary School and Bolton Flat Green Bowling Club were due to launch in the summer of 2020, prior to the Covid-19 pandemic. It is anticipated that these projects will go ahead in 2021 pending the public health situation at that time.

Talking About My Generation has been a successful partnership campaign to challenge the narrative on ageing led by Yellow Jigsaw with a number of Greater Manchester Age UKs including Age UK Bolton. Each participating borough contributed two amazing community reporters to the "newsroom". Highlights of the programme this year were the "Living Library" hosted by Manchester Central Library in October and the publication of **The Record** magazine in digital and print formats. The fabulous celebration planned at The Foundry at the end of March unfortunately also had to be cancelled as a result of the Coronavirus pandemic.

Report of the Trustees

For the year ended 31 March 2020

As some projects ended, **new services** were added to the portfolio:

Care Navigators was a new service launched in April 2019 in partnership with Bolton's GP Federation. The two navigators, one employed by each partner, covered **nine GP practices** in the Rumworth and Chorley Road neighbourhoods across two Primary Care Networks. They worked closely with GPs and practice staff to identify those patients who may benefit from a home visit. They targeted patients who may be socially isolated, frequently visit the practice, ring often or use the out of hour's service frequently in order to reduce the amount of GP home visits and admissions to hospital by using a social prescribing model of support. The 12 month project came to a natural end in March 2020 but its successful outcomes enabled our continued involvement in the new borough- wide, primary care led Social Prescribing Link Worker programme introduced from April 2020. Partners have welcomed the added value evidenced by the involvement of our charity and its link into the wider voluntary sector provision.

This was the first year of trading for our new **Home services** business launched in March 2019 offering paid-for **cleaning and shopping services**. The service was developed to deliver cleaning, shopping, linen changes and wrap round support. It was established in response to the gap in provision identified by our Home from Hospital and Information & Advice teams. The service enables people who struggle with some daily living tasks to remain safely and independently at home and offers a bridge between full independence and home care packages also affording family members the peace of mind that their loved ones are safe and supported. In addition to the specific practical support the service provides a watching eye and helping hand with links to our other services as needed or desired. In its first year the business has exceeded expectations in terms of demand, business plan forecasts and customer experience.

Volunteers continue to be vital to all the services and activities delivered by Age UK Bolton. During 2019/20 we had around **315 active** volunteers at any one time. Several volunteers support in more than one role which gives us an **equivalent of 348**. We still pride ourselves in having **one of the highest volunteer to staff ratios** across the Age UK network. The fact that we are able to not only sustain but expand and enrich the services we offer is all down to our wonderful team of passionate and dedicated volunteers. Without them, our organisation simply would not be able to support so many older people in Bolton and much of the work outlined in this report would not be possible.

Our **Volunteers' Week** celebrations took on a new angle in 2019 with more emphasis on social media and the use of video to highlight the stories of our volunteers and what motivates them. The campaign was a great success in raising awareness of our services, generating interest in volunteering and recognising the impact of our volunteers.

As the year ended, the growing impact of the Coronavirus affected some of the volunteer-led services with many activity classes and community venues closing. We were delighted with the response from several volunteers who adapted to take on a different role in order to support new services that were created out of the emerging crisis. There was also an increase in applications from new volunteers who wished to be more involved at a time of uncertainty for older people.

In **April 2019** the charity had **25 employees (21.9 f.t.e)** and the trading company **two Home Services Assistants** on casual worker contracts. By **March 2020**, there were **23 employees (20.3 f.t.e)** in charity and **six Home Services Assistants** in the trading company. This reflects a number of projects ending and beginning and the encouraging growth of the Home Services business during the course of the year.

Robust governance and quality. Age UK Bolton is proud to hold the Charity Commission endorsed Age UK Charity Quality Standard which recognises the high standard of our performance as an organisation. It certifies that we are a well-governed and effective organisation committed to the well-being of older people, our staff and volunteers and to working effectively in partnership. This gives older people who use our services, their families and carers, the partners and commissioners with confidence.

Grateful Thanks

A debt of gratitude is owed to: our amazing band of volunteers for their conviction, passion and the precious gift of their time and talents; to the staff team for their dedication, commitment and enthusiasm; to trustees for their wise counsel; partners for their co-operation; funders and commissioners for their confidence and support and of course our donors for their generosity in making donations of monetary or other gifts to support our work for, with and on behalf of older people in the town.

Looking ahead to 2020/21 through the distorted lens of the pandemic, it is difficult to see what the year will bring but it is clear that there will be many challenges ahead. We must adapt our operational delivery models and place an even stronger focus on risk management. Costs will rise to implement additional safety measures and unrestricted income will be significantly challenged as many face to face services are suspended or closed. It is fortunate that the charity is in a healthy financial position and continues to have robust governance in place. We hope that our wonderful volunteers and clients will return and we are working hard to make our premises and our services and activities COVID secure so they feel safe, comfortable and relaxed.

Report of the Trustees

For the year ended 31 March 2020

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Practice). The law applicable to charities in England & Wales 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 Charity and of the incoming resources and application of resources of the Charity for that period. In preparing these financial statements, the Trustees are required to:

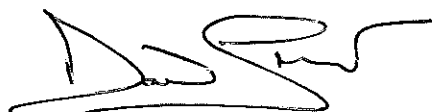
- Select suitable accounting policies and then apply them consistently ;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent ;
- State whether applicable accounting standards have been followed ; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The systems of internal control are designed to provide reasonable, but not absolute, reassurance against material misstatement of loss. Internal control processes implemented by the Trustees include :

- Agreement of policy and service development objectives by Trustees ;
- An annual budget approved by the Trustees ;
- Regular consideration by the Trustees of financial results including variance from budgets and forecasts ;
- Delegation of authority to appropriate levels of management ; and
- Identification and management of risk.

On behalf of the Trustees :



David Smart
Chairman



John Cooper
Vice-chairman

27 October 2020

Independent Examiner's Report to the Trustees of Age UK Bolton

For the year ended 31 March 2020

I report to the Trustees on my examination of the financial statements of Age UK Bolton ('the charity') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

Respective responsibilities of Trustees and examiner

The Charity's Trustees are responsible for the preparation of financial statements. The Trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the '2011 Act') and that an independent examination is needed. The Charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

It is my responsibility to:

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- a) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act ; and
 - to prepare financial statements which accord with the accounting records and to comply with the accounting requirements of the 2011 Act
- have not been met; or
- b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Use of our report

This report is made solely to the Charity's Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work, for this report, or for the opinions I have formed.



Michael Garrett FCA
Kay Johnson Gee Limited
1 City Road East
Manchester
M15 4PN

27 October 2020

Consolidated Statement of Financial Activities

For the year ended 31 March 2020

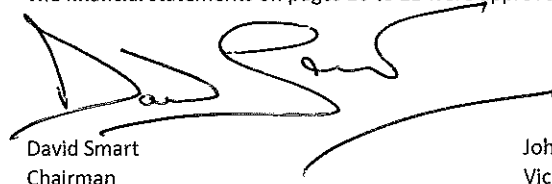
	Notes	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Total Funds 2019 £
INCOME					
<i>Income from donations and legacies</i>		5,187	-	5,187	10,970
<i>Other trading income</i>					
- Home Services	1	32,453	-	32,453	1,070
<i>Investment income</i>	2	74,901	-	74,901	81,215
<i>Income from charitable activities</i>					
- Bolton Council - Preventative Services Grant		49,995	-	49,995	49,995
- Bolton NHS - CCG- Falls Prevention Service		107,866	-	107,866	106,316
- Bolton NHS - CCG- Home from Hospital		216,656	-	216,656	266,656
- Bolton Council- Enhanced Daycare		37,800	-	37,800	37,800
- Age UK Enterprises		14,036	-	14,036	4,846
- Learning & activities centre		15,693	-	15,693	18,074
- Other income		7,940	-	7,940	9,163
- Other grants		180,994	-	180,994	171,003
Total Income		743,521	-	743,521	757,108
EXPENDITURE					
<i>Expenditure on raising funds</i>					
<i>Fundraising trading: cost of goods sold & other costs</i>					
- Home Services	6	33,933		33,933	1,055
<i>Expenditure on charitable activities</i>					
- Preventative Services	6	105,413	-	105,413	107,203
- Falls Prevention Service	6	107,866	-	107,866	106,299
- Home from Hospital Service	6	216,655	-	216,655	266,656
- Enhanced Daycare	6	37,800	-	37,800	37,800
- Men in Sheds	6	-	-	-	4,846
- Other services	6	197,441	-	197,441	164,329
- Learning & activities centre	6	51,433	8,296	59,729	62,526
- Governance costs	6	7,854	-	7,854	7,000
Total expenditure		758,395	8,296	766,691	757,714
<i>Net income (expenditure) and net movement in funds before exceptional costs, gains and losses on investments and actuarial gains and losses on pension scheme</i>		(14,874)	(8,296)	(23,170)	(606)
Net gains and losses on investments	9	(237,380)	-	(237,380)	50,223
Actuarial gain (loss) on defined benefit pension scheme	14	17,000	-	17,000	5,000
Net movement in funds		(235,254)	(8,296)	(243,550)	54,617
Total funds brought forward		2,248,092	263,911	2,512,003	2,457,386
Total funds carried forward	12	2,012,838	255,615	2,268,453	2,512,003

Consolidated and Charity Balance Sheets

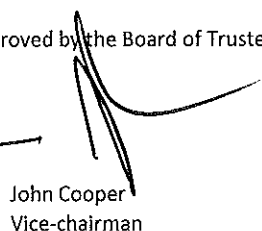
As at 31 March 2020

	Notes	Group		Charity	
		2020	2019	2020	2019
		£	£	£	£
Fixed assets					
Tangible assets	8	255,615	263,911	255,615	263,911
Investments	9	1,995,645	2,137,112	1,995,647	2,137,114
		2,251,260	2,401,023	2,251,262	2,401,025
Current assets					
Debtors	10	13,760	51,344	8,311	50,772
Cash at bank and in hand		17,891	58,852	17,066	58,345
Short term deposits		109,812	149,900	109,812	149,900
		141,463	260,096	135,189	259,017
Creditors: amounts falling due within one year	11	(123,270)	(126,116)	(116,998)	(125,039)
Net current assets		18,193	133,980	18,191	133,978
Net assets excluding pension liability		2,269,453	2,535,003	2,269,453	2,535,003
Pension liability	14	(1,000)	(23,000)	(1,000)	(23,000)
Net assets including pension liability		2,268,453	2,512,003	2,268,453	2,512,003
Represented by:					
Restricted income funds	12	255,615	263,911	255,615	263,911
Unrestricted income funds					
- General funds	12	2,013,838	2,271,092	2,013,838	2,271,092
<i>Unrestricted funds excluding pension liability</i>		2,013,838	2,271,092	2,013,838	2,271,092
Total funds excluding pension reserve		2,269,453	2,535,003	2,269,453	2,535,003
- Pension reserve	12	(1,000)	(23,000)	(1,000)	(23,000)
Total Charity funds	12	2,268,453	2,512,003	2,268,453	2,512,003

The financial statements on pages 10 to 22 were approved by the Board of Trustees and signed on its behalf by:



David Smart
Chairman



John Cooper
Vice-chairman

27 October 2020

Consolidated Statement of Cash Flows

For the year ended 31 March 2020

	2020 £	2019 £
Net cash flow from operating activities	14,864	44,977
	14,864	44,977
Cash flow from investing activities		
Purchase of investments	(361,326)	(135,522)
Disposals of investments	265,413	228,849
Net cash flow from investing activities	(95,913)	93,327
Change in cash and cash equivalents in the year	(81,049)	138,304
Cash and cash equivalents brought forward	208,752	70,448
Cash and cash equivalents carried forward	127,703	208,752
Cash and cash equivalents consists of:		
Cash at bank and in hand	17,891	58,852
Short term deposits	109,812	149,900
	127,703	208,752
Net cash flow from operating activities		
Net movement in funds before exceptional costs, gains and losses on investments and actuarial gains and losses on pension scheme	(23,170)	(606)
Depreciation	8,296	8,296
Pension scheme adjustment	(5,000)	(1,000)
Decrease/(increase) in debtors	37,584	(9,673)
(Decrease)/increase in creditors	(2,846)	47,960
	14,864	44,977

Notes to the Financial Statements

For the year ended 31 March 2020

General information

Age UK Bolton is a registered Charity (Charity number 223240) and is an unincorporated association governed by its constitution.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Accounting policies

Basis of preparation of financial statements

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional and presentational currency of the Charity.

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

Consolidation

These financial statements consolidate the results of the Charity and its wholly-owned subsidiary, Age UK Bolton Enterprises Limited which is owned by the Charity by way of the Trustees as nominees. All intra-group transactions are eliminated on consolidation. A separate Statement of Financial Activities, or income and expenditure account, for the Charity itself is not presented because the Charity has taken advantage of the available exemptions.

Income

All income is directly apportioned to the relevant category of income as disclosed on the face of the Statement of Financial Activities.

Grants

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable, except for those grants which are for a specific future period, in which case the relevant amount is deferred to that period.

Investment income

Income from investments is included in the Statement of Financial activities in the year in which it is receivable.

Other income

Other income is recognised in full in the Statement of Financial Activities in the year in which it is receivable with the exception of fundraising events where income is recognised by reference to the event date.

Deferred income

Income is deferred on fundraising events where the actual event has not taken place as at the year end.

Legacies

Legacies are recognised upon receipt of amounts due.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

- Expenditure on raising funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.
- Expenditure on charitable activities comprises those costs incurred by the Charity in the delivery of its activities and service for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs comprise all costs involving the accountability of the Charity and its compliance with regulation and good practice. These costs include charges related to the independent examination and legal fees together with an apportionment of overheads and support costs.

Notes to the Financial Statements

For the year ended 31 March 2020

Expenditure (continued)

- All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. Floor area or estimated usage as set out in Note 6 to the financial statements.

Financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangement entered into, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the Charity after deducting all of its financial liabilities.

Fixed asset investments

Investments are stated at market value, as at the balance sheet date. The Statement of Financial Activities includes the net gains or losses arising on revaluation and disposals throughout the year.

The investments are held as a reserve fund and are not available for funding general overheads.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value or cost in the year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

Tangible fixed assets and depreciation

Expenditure on fixed assets has been capitalised and included at cost on the Balance Sheet as Tangible Fixed Assets. Any related grants are shown as restricted fixed asset funds which fund future depreciation of the assets.

Fixed assets are depreciated so as to write off cost or valuation, less anticipated residual value, over their anticipated useful lives, on a straight line basis, as follows:

Long leasehold property	0
Equipment	25 to 33.33%

Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits that are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements. The fixed asset fund balance represents future depreciation of assets originally purchased using restricted funds and which the donor specified must be retained.

Debtors and creditors receivable/payable within one year

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

Taxation

Age UK Bolton is a registered Charity and has no liabilities to taxation. It is able to recover taxation on Gift Aid and Investment Income. The whole of the taxable profits of the subsidiary, Age UK Bolton Enterprises Limited are donated to the Charity.

Pension costs

The Charity contributes to the Age UK Retirement Benefits Scheme, which is a defined benefits scheme, at rates set by the Scheme Actuary and advised to the Board by the Scheme Administrator. The Scheme is a multi employer pension scheme.

Notes to the Financial Statements

For the year ended 31 March 2020

Pension costs (continued)

In respect of the Scheme, assets are measured using market values and liabilities are measured using the projected unit actuarial method and are discounted at the current rate of return on a high quality corporate bond of equivalent term and currency to the liability. Any increase in the present value of the liabilities expected to arise from employee service in the year is charged against net income. The expected return on assets and the increase during the year in the present value of liabilities arising from the passage of time are included within net income. Actuarial gains and losses are recognised within the net movement of funds. The Scheme's net deficit is recognised on the balance sheet.

The Charity also offers a stakeholder pension arrangement to staff. The pension cost charge represents contributions payable by the Charity in respect of the year.

Liquid resources

Liquid resources represent funds held on deposit with recognised banks and building societies.

Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

Notes to the Financial Statements

For the year ended 31 March 2020

1 Commercial trading operations

The wholly-owned trading subsidiary, Age UK Bolton Enterprises Limited, provided tailor-made insurance products to meet the needs of people in later life. This service ceased in March 2018. The provision of Home Services commenced in March 2019. A summary of the trading results is shown below:

Summary profit and loss account	2020 £	2019 £
Turnover	32,453	1,070
Other income	2,765	-
Administrative expenses	(35,218)	(1,054)
Donation to parent company	-	(15)
Retained profit for the year	-	-

The assets and liabilities of the subsidiary were:

	2020 £	2019 £
Debtors	7,689	8,145
Cash at bank	826	507
Creditors: amounts falling due within one year	(8,513)	(8,649)
Net assets	2	2

2 Investment income

	2020 £	2019 £
Dividends from listed UK investments	74,901	81,215
	74,901	81,215

3 Net movement in funds

	Group		Charity	
	2020 £	2019 £	2020 £	2019 £
Net movement in funds is stated after charging:				
Depreciation of tangible fixed assets	8,296	8,296	8,296	8,296
Independent examination	5,360	5,360	3,500	3,500

4 Taxation

The Charity is exempt from tax on its charitable activities.

5 Trustees remuneration

No Trustee received any remuneration from the Charity during the year.

No out of pocket expenses were reimbursed to any Trustee in either the current year or the previous period.

Notes to the financial statements

For the year ended 31 March 2020

6 Expenditure

Costs directly allocated to activities	Basis of allocation	Home Services (2018 Insurance products & services)	Preventative Services	Falls Prevention Service	Home from Hospital Service	Enhanced Daycare Service	Men in Sheds	Other services	Learning & activities centre	Management & Administration	Governance costs	2020 Total	2019 Total
		£	£	£	£	£	£	£	£	£	£	£	£
Staff salaries	Direct	29,388	49,762	33,242	135,154	24,571		101,517	26,349	191,854		591,837	579,160
FRS 102 adjustment	Direct									(5,000)		(5,000)	(1,000)
Volunteers	Direct		1,903		77			333		1,055		3,368	5,819
Other staff costs	Direct	3,232	1,045	1,795	6,062			1,133	52	4,368		17,687	20,969
Advertising and publicity	Direct											-	125
Accommodation	Direct									20,753		20,753	21,568
Communications	Direct									19,928		19,928	19,413
Independent examination	Direct										6,211	6,211	4,350
Professional fees	Direct										1,643	1,643	3,000
Bank charges	Direct											-	19,804
Other expenses	Direct	1,313	1,453	15,735		12,800		18,835		26,350		76,486	49,567
Management charge	Direct		47,250	57,094	60,362	429		75,623	18,550	(259,308)		-	-
Learning and activities centre													
- Running	Direct		4,000		15,000				3,199			22,199	23,804
- Trading	Direct								3,283			3,283	2,859
- Depreciation	Direct								8,296			8,296	8,296
TOTAL - 2020		33,933	105,413	107,866	216,655	37,800	-	197,441	59,729	-	7,854	766,691	757,714
TOTAL - 2019		1,055	107,203	106,299	266,656	37,800	4,846	164,329	62,526	-	7,000		

Notes to the Financial Statements

For the year ended 31 March 2020

7 Analysis of staff costs	2020 £	2019 £
Salaries and wages	533,246	553,573
Social security costs	28,178	39,314
Pension costs - executive	24,833	21,940
Pension costs - stakeholder	5,580	5,580
	591,837	620,406

The average monthly number of employees, analysed by function, were:

	No.	No.
Chief executive	1	1
Services	17	19
Administration	7	6
Home services	4	-
	29	26

8 Tangible fixed assets	Long leasehold land & buildings £	Equipment £	Total £
Group and Charity			
Cost			
At 1 April 2019	406,501	66,299	472,800
At 31 March 2020	406,501	66,299	472,800
Depreciation			
At 1 April 2019	142,590	66,299	208,889
Charge for the year	8,296	-	8,296
At 31 March 2020	150,886	66,299	217,185
Net book value			
At 31 March 2020	255,615	-	255,615
At 1 April 2019	263,911	-	263,911

The cost of long leasehold land and buildings includes £4,000 in respect of land.

9 Fixed asset investments	Shares in subsidiary undertakings £	Listed investments £	Total £
Cost or market value			
At 31 March 2020	2	1,995,645	1,995,647
At 1 April 2019	2	2,137,112	2,137,114

Shares in subsidiary undertakings

The trading company, Age UK Bolton Enterprises Limited, is a wholly owned subsidiary of the Charity which owns 100% of the issued share capital of the company.

Age UK Enterprises Limited was established to support the Charity and any profits earned are donated to the Charity annually.

Notes to the Financial Statements

For the year ended 31 March 2020

9 Fixed asset investments (continued)**Investments at market value**

	2020	2019
Group and Charity	£	£
At 1 April 2019	2,137,112	2,180,216
Additions	361,326	135,522
Disposals	(265,413)	(228,849)
Change in market value	(237,380)	50,223
At 31 March 2020	1,995,645	2,137,112

All investments are carried at their market value. Investment in equities and fixed interest securities are all traded in quoted public markets including the London Stock Exchange. Holdings in common investment funds, unit trusts and open ended investment companies are at bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Equities	1,059,489	1,159,742
Bonds	527,998	594,341
Structured products	269,466	-
Gold and other commodities	26,633	-
Other investments	112,059	-
Alternatives	-	383,028
	1,995,645	2,137,112

10 Debtors

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade debtors	8,075	47,769	2,626	47,197
Other debtors and prepayments	5,685	3,575	5,685	3,575
	13,760	51,344	8,311	50,772

11 Creditors: Amounts falling due within one year

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade creditors	11,107	14,116	11,107	14,116
Taxation and social security	9,682	13,147	9,682	13,147
Other creditors and accruals	102,481	98,853	93,968	90,203
Amounts owed to group undertakings	-	-	2,241	7,573
	123,270	126,116	116,998	125,039

Notes to the Financial Statements

For the year ended 31 March 2020

12 Movement in funds - Group and Charity	Balance at 1 April 2019 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2020 £
Restricted funds:					
<i>Learning and Activities Centre</i>					
Fixed assets	263,911	-	(8,296)	-	255,615
Total restricted funds	263,911	-	(8,296)	-	255,615
Unrestricted funds:					
<i>Other charitable funds</i>	2,271,092	506,141	(763,395)	-	2,013,838
Total unrestricted funds excluding pension reserve	2,271,092	506,141	(763,395)	-	2,013,838
Pension reserve	(23,000)	17,000	5,000	-	(1,000)
Total funds	2,512,003	523,141	(766,691)	-	2,268,453

Purposes of restricted funds

All of the above represent the principal sources of funding for the Learning and Activities Centre land and buildings. In the opinion of the Trustees, these funds have been applied entirely to the purposes for which they were received. Depreciation on the land and buildings acquired with these funds has been allocated to this fund in the current year and will continue to be in future years in accordance with the accounting policies of the Charity.

13 Analysis of total funds	General Funds £	Designated Funds £	Restricted Funds £	31 March 2020 £	31 March 2019 £
Tangible fixed assets	-	-	255,615	255,615	263,911
Investments	1,995,645	-	-	1,995,645	2,137,112
Net current assets (liabilities)	18,193	-	-	18,193	133,980
Pension reserve	(1,000)	-	-	(1,000)	(23,000)
	2,012,838	-	255,615	2,268,453	2,512,003

14 Pension schemes**Age UK Retirement Benefits Scheme**

The Charity participates in a multi employer defined benefits pension scheme, the Age UK Retirement Benefit Scheme (the "Scheme"). The Scheme is closed to new entrants and to future benefit accrual from 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2020 by a qualified independent actuary.

The expected employer contributions for the year ending 31 March 2021 are to be confirmed. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Notes to the Financial Statements

For the year ended 31 March 2020

14 Pension schemes (continued)

The principal assumptions used to calculate the liabilities under FRS 102 are set out below :	2020	2019
	%	%
RPI Inflation	2.80	3.40
CPI Inflation	1.80	2.40
Rate of increase in salaries	N/A	N/A
Pension Increases		
Rate of increase in payment of pre 2006 pensions	3.00	3.40
Rate of increase in payment of post 2006 pensions	2.50	2.50
Discount rate for Scheme liabilities	2.20	2.40

Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

The mortality assumptions are: S3P base tables projected by year of birth assuming future improvements in line with CMI 2019 core projections with a long-term rate of improvement of 1.0% pa. The mortality assumptions at 31 March 2019 adopted the S2P base tables projected by year of birth assuming future improvements in line with CMI 2018 core projections with a long term improvement rate of 1.0% pa.

The assumed life expectancies on retirement at age 65 are:	2020	2019
	Years	Years
Retiring Today - Males	86.70	86.30
Retiring Today - Females	89.00	88.20
Retiring in 20 years - Males	87.70	87.30
Retiring in 20 years - Females	90.20	89.40

Age UK Retirement Benefits Scheme

Major categories of scheme assets as a percentage of total assets	2020	2019
	%	%
Equities	14.70	20.60
Diversified Growth	12.40	18.30
Property	7.10	7.30
Gilts/Fixed Interest Gilts	64.80	53.60
Cash	1.00	0.20

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

Movement in deficit in the year:	Scheme assets		Pension liabilities		Net deficit	
	2020	2019	2020	2019	2020	2019
	£	£	£	£	£	£
At 1 April 2019	288,000	269,000	(311,000)	(298,000)	(23,000)	(29,000)
Contributions by employer	6,000	6,000	-	-	6,000	6,000
Interest on pension liabilities	-	-	(7,000)	(12,000)	(7,000)	(12,000)
Expected return on scheme assets	7,000	7,000	-	-	7,000	7,000
Benefits paid and expenses	(8,000)	(13,000)	7,000	13,000	(1,000)	-
Actuarial gains (losses)	(54,000)	19,000	71,000	(14,000)	17,000	5,000
At 31 March 2020	239,000	288,000	(240,000)	(311,000)	(1,000)	(23,000)

The actual return on the scheme assets during the year was £7,000 (2019: £7,000).

Notes to the Financial Statements

For the year ended 31 March 2020

14 Pension schemes (continued)

The amounts recognised in the Statement of Financial Activities are as follows:

	2020 £	2019 £
Contributions	(6,000)	(6,000)
Interest on pension scheme liabilities	7,000	12,000
Expected return on scheme assets	(7,000)	(7,000)
Benefits paid and expenses	1,000	-
	(5,000)	(1,000)

The amounts recognised in the Net Movement in Funds are as follows:

	2020 £	2019 £
Asset gains (losses) arising during the year	(54,000)	19,000
Liability gains (losses) arising during the year	71,000	(14,000)
	17,000	5,000

Age UK Stakeholder Pension Scheme

The Scheme commenced on 1 October 2001 and was made available to all employees who were not already members of the Age UK Retirement Benefits Scheme.

15 Financial risk management objectives and policies

The company holds or issues financial instruments in order to achieve three main objectives, being:

- (a) to finance its operations;
- (b) to manage its exposure to interest risks arising from its operations and from its sources of finance; and
- (c) for trading purposes.

In addition, the company has various other financial assets and liabilities such as trade debtors and trade creditors arising directly from the company's operations.

Transactions in financial instruments result in the company assuming or transferring to another party one or more of the financial risks described below.

Interest rate risk

The company usually operates with sufficient funds so that borrowings are seldom required. On any necessary borrowings the company would be exposed to fair value interest rate risk on its fixed rate borrowings and cash flow interest rate risk on bank overdrafts and loans.

Credit risk

Investments of cash surpluses and borrowings are made through banks and companies which must fulfil credit rating criteria approved by the Board.

All customers who wish to trade on credit terms are subject to credit verification procedures. Trade debtors are reviewed on a regular basis and provision is made for doubtful debts when necessary.

Liquidity risk

The company manages its cash and borrowing requirements in order to maximise interest income and minimise interest expense, whilst ensuring the company has sufficient liquid resources to meet the operating needs of the business.

16 Indemnity insurance

Age UK provides insurance for the Trustees and officers of the Charity against liability arising from wrongful acts in relation to the Charity.

17 Ultimate control

There is no ultimate controlling party.