



Annual Report 2018

Living longer ... living well in Bolton



Foreword

Age UK Bolton established in 1947, one year before the NHS, turned 70 this year. An anniversary we were very proud to celebrate with volunteers, staff, trustees and partners at our Annual General Meeting in November.

Like many charities, we faced significant challenges this year but predominantly it was another year of growth with new services coming on stream, increasingly developed with partners. In September we launched the Falls Prevention programme and in January we joined the Community Asset Navigation programme led by Bolton CVS.

As the report shows it was a good year for our established services too. Notably, our flagship Home from Hospital service was awarded additional funding to extend operations to 9am to 9pm seven days a week. The Enhanced Day Care service, introduced in 2016, went from strength to strength, challenging perceptions of older people's day centres. There are now over 50 different activities and opportunities for older people and their carers to enjoy and underpin carers' ability to continue to care for their loved ones.

As a dynamic and growing organisation in terms of our menu of services and activities and the staff and volunteers needed to deliver them, responding to ever increasing levels of compliance, we bolstered our small governance team with the addition of our first ever apprentice. We also invested in new technology and embraced social media more proactively.

Steering a course through this year has not all been smooth sailing. We struggled to secure funding to sustain our highly valued Men in Sheds project. The most challenging however was the loss of our insurance products and services business. Unfortunately we were obliged to cease trading following the national charity Age UK's decision to streamline its network of Trading Alliance Members and closed our outlet after more than 20 years of successful and compliant trading.

So our major challenge ahead is to manage without one of our most significant sources of unrestricted income; placing greater reliance on fundraising and investment income. Still, we look ahead with great optimism and firm plans to launch even more new services and

activities from April. Among them an enhanced respite care and a Help at Home service. Watch this space!

I invested a lot of time this year contributing to various boards and steering groups such as the Greater Manchester Ageing Hub. Positioning and influencing is important to fulfil our role in campaigning and awareness raising, encouraging others to value and respect the tremendous contribution older people have, and continue to make.

I feel privileged to lead this wonderful organisation and would like to thank everyone who makes my role so rewarding: our Chairman and trustees for their wise counsel and support; my colleagues for their commitment and dedication; most of all our clients and customers for making it all worthwhile and our inspirational band of talented volunteers for their generosity of time and spirit, without whom none of it would be possible.

Suzanne Hilton
Chief Executive



Chairman David Smart
CEO Suzanne Hilton

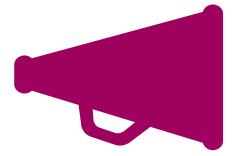
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***‘Working with, for & on behalf of
older people since 1947’***

Ambition for Ageing

It's good to be connected

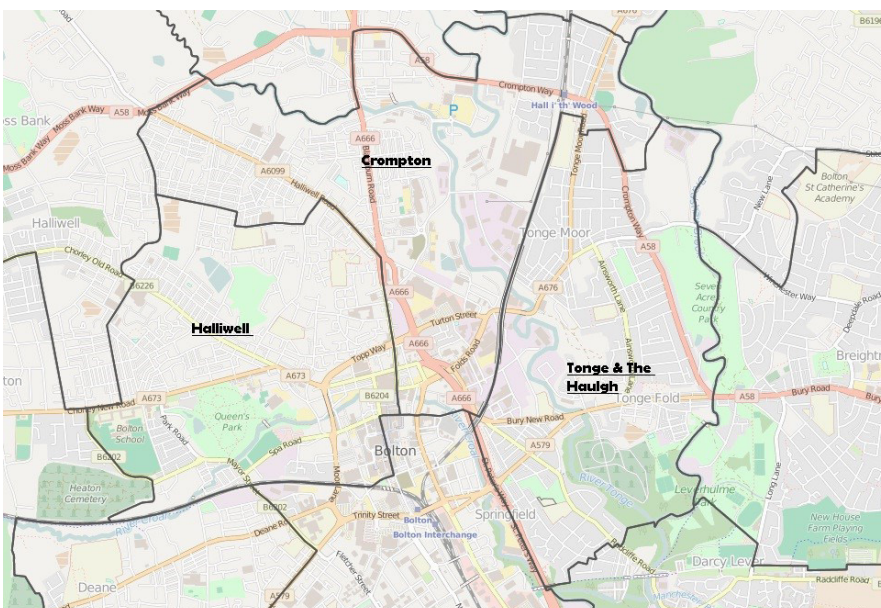


This programme connects socially isolated older people and supports them to develop age-friendly environments in their local neighbourhoods. This year 198 people participated in the programme which invested in 45 local projects with a total value of £58,131.

The Octagon Theatre had an investment which enabled them to look at how they could become more age-friendly and encourage more older people to come to productions. A range of consultation sessions with older residents asked what people liked about The Octagon and what could be improved. The Octagon have put their findings into action by developing a Dementia friendly touring show, visiting day centres, dementia cafes and residential care homes, bringing music and drama to those living with dementia.

'Before Ambition for Ageing I felt that it was always younger people who were given the opportunity to share their views and shape what was going on in the community. I felt that older people had things to say but didn't have anybody to listen to them. This programme has provided an opportunity for us to speak up and know that somebody is always listening and will take our views on board.'

Steve Sherry - Ambition for Ageing Ambassador



£58,131

**worth of investments
made to 45 different
local projects**

Home from Hospital

Safely back at home



This service provides low level practical and emotional support, for up to 6 weeks, helping those 65 or over who live alone or are a main carer and have been discharged from hospital to recover safely at home. This service provides much needed support to people when they need it most and helps reduce hospital readmission rates significantly. In 2017-18 the service supported 600 clients with 3,255 contacts and has achieved a readmission rate of 5.3% compared to the Bolton 65+ average of 10%. With the success of the service it has recently been extended to 9am to 9pm, 7 days a week.

600 clients were supported in 2017-18 with a readmission rate of 5.3%

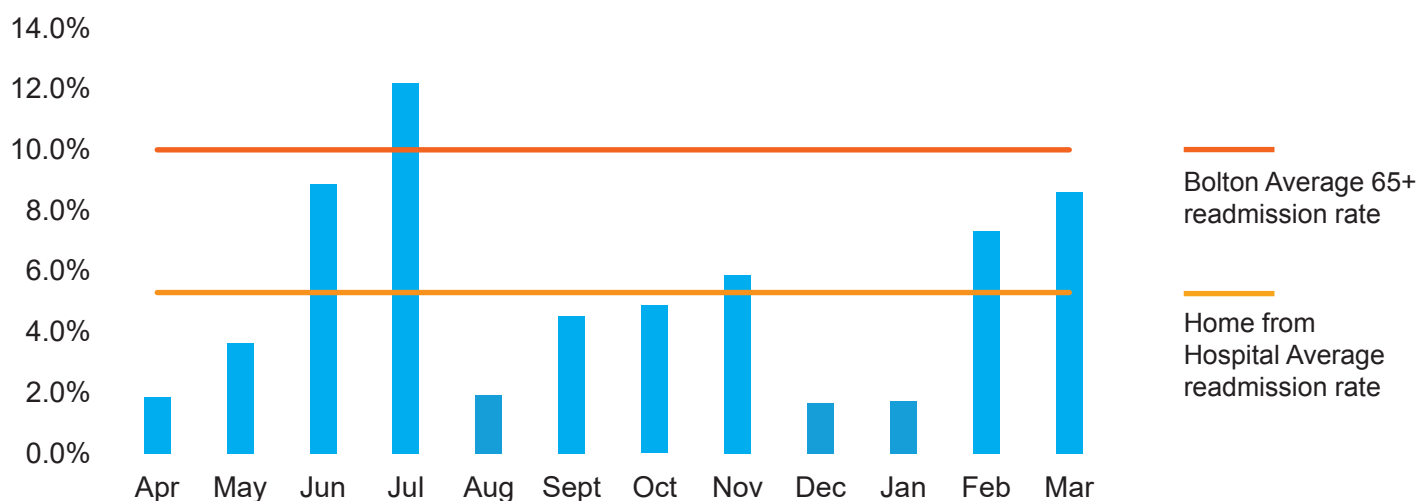
Eddie is 81 and lives alone, he has a good social circle and family nearby who support him when they can. He had knee surgery at Bolton Hospital but originally declined the Home from Hospital service as he thought he would be fine at home without any formal support. A follow up call a week later found that he was struggling and would like support from the Home from Hospital team. The team supported him to go shopping and get back to socialising. They helped him visit a sports complex and look at ways he could take part in physical activity again.

Since having this support, Eddie has regained his ability to drive and his independence. He is now an active befriending volunteer within Age UK Bolton.

'Without this service I would have given up on life, the support I received was wonderful.'



Readmissions 2017 - 2018



Enhanced Day Care

It's a good place to be



**467 people
& 134 carers
benefitted from
Enhanced Day Care
with
21,602
attendances**

This service has transformed the day care experience for the older people and their carers who attend Bolton Cares' three day centres. The service provides a sense of belonging, being cared for and having something fulfilling to do with others which is vitally important despite the limitations of age, memory loss or the impact of long term health conditions. The centres provide a range of creative activities and well-being services to provide a stimulating, supportive and engaging environment which helps people to remain at home for longer. The service offers holistic support, information, respite time and therapies for carers. This year 476 older people and 134 carers attended a total of 21,602 sessions, compared to 7,601 sessions last year. Thanks to our Service Co-ordinator and her volunteers we continue to add to the variety of activities with more than 50 now on offer, from chair-based exercise, holistic therapy to touring theatres.

'I thoroughly enjoy using the interactive table when I come to the centre, I am always waiting for it to be wheeled out after breakfast. My favourite activity is colouring in on the machine. I love animals and it is great when they go from black and white into vivid colours, it is like magic. Sometimes we get a little bit carried away and competitive on the games but that is all part of the fun of it. We always have a good laugh with everyone.'

'It is wonderful that the theatre can be brought to us in the centre. I haven't been to see a play for over 10 years due to my health problems and reduced mobility. It was a real treat.'



Information & Advice

It's good to know



1,967 clients were helped by our Information and Advice service in **2017-18**



'A massive thank you for the help and support with the application for we could not have done it on our own.'



£517,895
secured in benefits
such as Attendance
Allowance

This year we have helped 1,967 people with a range of issues, from housing and accessing care to financial benefits. We managed to secure £517,895 in additional benefits that will support, maintain independence and improve our clients' quality of life, up by 8% on last year. In partnership with Bolton Law Society and six local solicitors' practices we offered fortnightly legal clinics and a discounted Will-Making service which 89 individuals or couples benefitted from. The partnership with Age UK Blackburn with Darwen and continued sponsorship from Brown Shipley supports Money Matters sessions on a monthly basis. 39 people were supported to make informed decisions about their retirement through this specialist independent service.



89 individuals and couples benefitted from our
discounted will making service

Befriending

It's good to have a friend



Our Befriending service provides friendship and informal support for people 50 or over who are socially isolated or are experiencing feelings of loneliness. This year 91 people enjoyed the companionship and support from our volunteer Befrienders. People describe these visits as a real lifeline, something to look forward to and a 'Godsend'.

'Carol is an absolute smasher, I could talk to her all day. I like watching my news channels from around the world and Carol has been to all the places I watch on the television. She is very interesting, we could talk and laugh all day. I did use to feel lonely in my flat. Being visually impaired means I can't go down the stairs on my own, but getting to see Carol once a week helps with that isolation a lot.'

91 lonely and isolated older people benefitted from the support of a befriender



Lunch and Leisure Clubs

Sharing food with friends



These clubs continue to play an important role in combating the dual concerns of social isolation and poor nutrition by offering a hot two course meal in a social setting and the chance to make new friends. This year our volunteers served up 16,018 meals to 637 people.

'I am 87 years old and most of my friends have passed away. I think the lunch clubs are a wonderful idea. I have made some really nice friends and the food is lovely. The volunteers make me feel so welcome and make sure that I am well looked after. They even put some food in a tub for me to take home for my dinner the following day. One of the other ladies who goes to the club gave me her phone number and we now chat nearly every day. We keep an eye out for each other.'



Our lunch and leisure clubs served up 16,018 hot two-course lunches to 637 people

Active Ageing

It's good to be active, creative and learn



327 older people benefitted from our community creative & learning activities with 6,719 attendances

Keeping physically, mentally and socially active is extremely important for our health and wellbeing. This year 673 individuals participated in our physical activities classes with a total attendance of 13,338. Creative and leisure activities, such as Painting & Drawing and Knit & Natter have been well attended this year with 327 people making 6,719 attendances. Intergenerational activities remained popular at Turton School with a range of activities held and guest speakers enjoyed.

'I had never thought of going to a chair based exercise class until I went to the doctor and he suggested trying one to build up the muscles in my legs. I was a bit nervous at going at first so I put it off for a few weeks but I didn't need to. The lady on the telephone, who told me which class was closest to me, was lovely and the volunteer and group of ladies and gents welcomed me in like I had known them all my life. I have been going for over a month now and I can already see a difference; I even do the balancing exercises while making a cup of tea on a morning!'



Our purpose built Learning & Activities Centre in Farnworth, continued to offer a warm, welcoming and safe environment. There are a variety of activities held here ranging from arts and crafts, music lessons to IT and communication. This year we offered 988 places and achieved 90% attendance across the three terms. The Centre now hosts a foot care and toenail cutting service, a regular Police Community Support officers' drop in and a Dementia support clinic which is led by a specialist nurse.

'I not only love coming to the IT sessions for the computer help but for the conversations I have with Pat (the volunteer), she is like a friend to me. Pat has taught me so much, I never thought I would be emailing pictures across to my family on the other side of the world at 84 let alone using a computer mouse with one hand.'



673 older people benefitted from physical, dance and fitness activity classes with 13,338 attendances

Volunteering

It's good to get involved



Evidence shows that volunteering is good for health and wellbeing, providing a sense of purpose, value and belonging. At Age UK Bolton volunteers are the lifeblood of our charity and we would not be able to deliver a fraction of what we do without them. All our services and activities are delivered by or with our ever growing band of committed and dedicated volunteers. This year there were a total of 367 active volunteers who regularly contributed between two and four hours a week. Totalling more than 50,000 hours a year this is equivalent to 30 additional staff and at National Living Wage would cost more than £400,000. As volunteers however they are priceless. One lady said that she regards volunteering for Age UK Bolton as the highlight of her week and that it has helped her to regain her sense of purpose and self-worth.



Volunteer Roles

- Afternoon Tea
- Ambition for Ageing
- Arts & Crafts Tutor
- Befriender
- Database/Admin
- Day Care Companion
- Enhanced Respite Care
- General Activity
- Governance
- Home from Hospital
- Information & Advice
- IT Tutor
- Knit and Natter Tutor
- Lunch Club
- Music Tutor
- Physical Activity Instructor
- Receptionist
- Reminiscence
- Snack Bar Assistant
- Strength and Balance



'I have always struggled with my weight and Diabetes and when the doctor told me I would have to do something about it otherwise something serious would happen I knew things would have to change. In my younger days I enjoyed Tai Chi so after speaking to a receptionist at Age UK I booked a place at a session at one of the community centres round the corner from my house. I was nervous to go at first but as time passed throughout the session I remembered more and more from my younger days. I continued to attend the session every week and slowly began to see my health improve. I made new friends and became really passionate about Tai Chi. I was chatting to the volunteer who takes the class and he said to me why did I not train to become an instructor. Through Age UK Bolton, I went on a two day training course to become a qualified Tai Chi instructor. Now I have my own class and also cover at the community centre when the regular volunteer is absent. Eighteen months ago I would have never seen myself going to a Tai Chi class again let alone being a qualified instructor, it has changed my entire life.'

John Mulraney

Falls Prevention

It's good to stay steady



Falls are a common cause of injury and loss of independence in older people. They can lead to increased anxiety and depression, reduced activity, mobility and social contact. In September we launched the borough's first Falls Prevention programme to help increase strength and balance in older people to reduce their reliance on statutory health & social care services and maximise the participant's independence and quality of life. Our Strength & Balance Exercise Coach has established 6 new classes with 79 participants each month. The classes are held in various places across Bolton including community centres, older people's housing schemes and day centres.

'Before I started the strength and balance classes, day to day activities were becoming a real struggle. After several weeks of attending the Age UK's Strength and Balance class I noticed small changes in my mobility that really boosted my confidence. For the first time since I had two knee replacements I was able to get out the bath without struggle. This has given me the motivation to keep attending and see how far I can progress'

Jean Haslam



'I feel really chuffed today, I usually walk round and use the ramp but today I came up the steps. There are only two steps but I can't usually do them. I feel proud of myself.'



6 new Strength and Balance classes with 79 participants each month (to date)

New Year - New Services

We have firm plans in place, working with partners to introduce more new services for local residents aged 50 and over next year.



Bolton CVS Your Personal Wellbeing Prescription

Patient Name: _____

Please tick appropriate boxes

- ☐ **Physical Activity**
Including taking a walk, team sports, walking football, gardening or chair based exercises
- ☐ **Social Inclusion**
Including volunteering, support for families, access to affordable food and life skills
- ☐ **Emotional Wellbeing**
Including peer support, creative activities and learning new skills
- ☐ **Ageing Well**
Including befriending, social groups and carers support
- ☐ **Young People**
Including listening services, arts and leisure activities, leadership development and mentoring.

Signed _____ Date ____/____/____

To obtain your personal prescription contact the Community Asset Navigator Team at Bolton CVS on 01204 546 048 or email can@boltoncvs.org.uk

Community Asset Navigator Programme

We were pleased to be invited to join Bolton's new Community Asset Navigation programme as the lead on information and support available for the ageing population. This is a partnership with Bolton CVS and 4 other local not for profit organisations. By engaging individuals and communities in their own health and wellbeing, the aim of this programme is to ease pressures on the Health Service by developing people's knowledge, skills and confidence to manage their own care. Essentially social prescribing, the team help people take control of their health and well-being and put health care professionals and their patients in touch with helpful, community-based services and activities in place of clinical responses. The programme is funded for two years to January 2020. From January to March the Community Asset Navigators focussed on setting up the programme, developing the referral networks and supporting 48 people which bodes well for next year.

Improving Nutrition and Hydration

Bolton has the second highest rate of malnutrition related hospital admissions in Greater Manchester and 1 in 10 older people living in the community are, or are at serious risk of becoming, malnourished. From April we will be hosting a Nutrition and Hydration worker as part of the Greater Manchester Health & Social Care Partnership's Older People's Nutrition & Hydration programme led by Age UK Salford.



Enhanced Respite Service

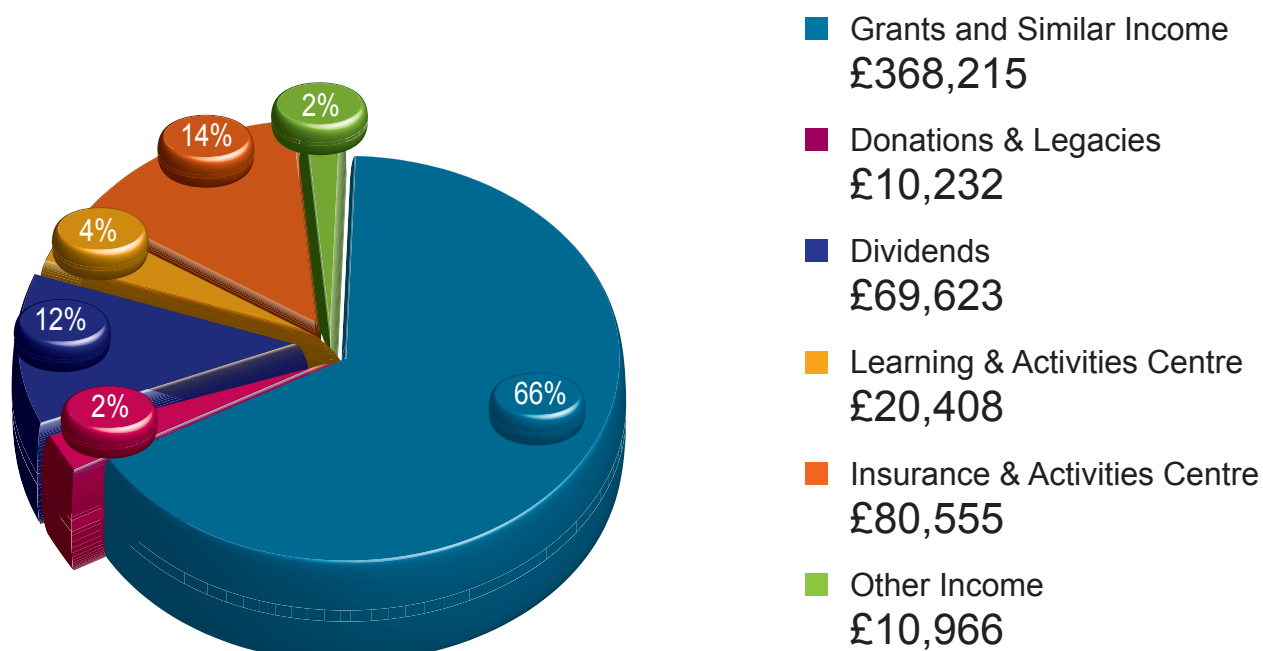
In April we will launch the Enhanced Respite service, based at Wilfred Geere care home in partnership with Bolton's GP Federation. This project is designed to offer an engaging and appropriately stimulating environment with meaningful activity. We believe that when people access respite, which is often because their carer is going on a much needed holiday, that they should feel like they are having a holiday too. Working with the GP Federation and Carers Support Group we will be able to offer both the person and their carer a full health 'MOT' and carer's assessment and put appropriate post respite support in place for the carer.

Help at Home

Help at Home, also launching in April in commercial partnership with Home Instead Senior Care Bolton, is for older people who need a little extra help to remain independent and happy in their own home. The service will include housework, meal preparation, errands, shopping, assistance with laundry and linen changes, ironing, escorted appointments and outings where compassion, conversation and companionship are equally essential components. A tailor made service for when a little extra help is needed to support and aid independence and safety in the home.

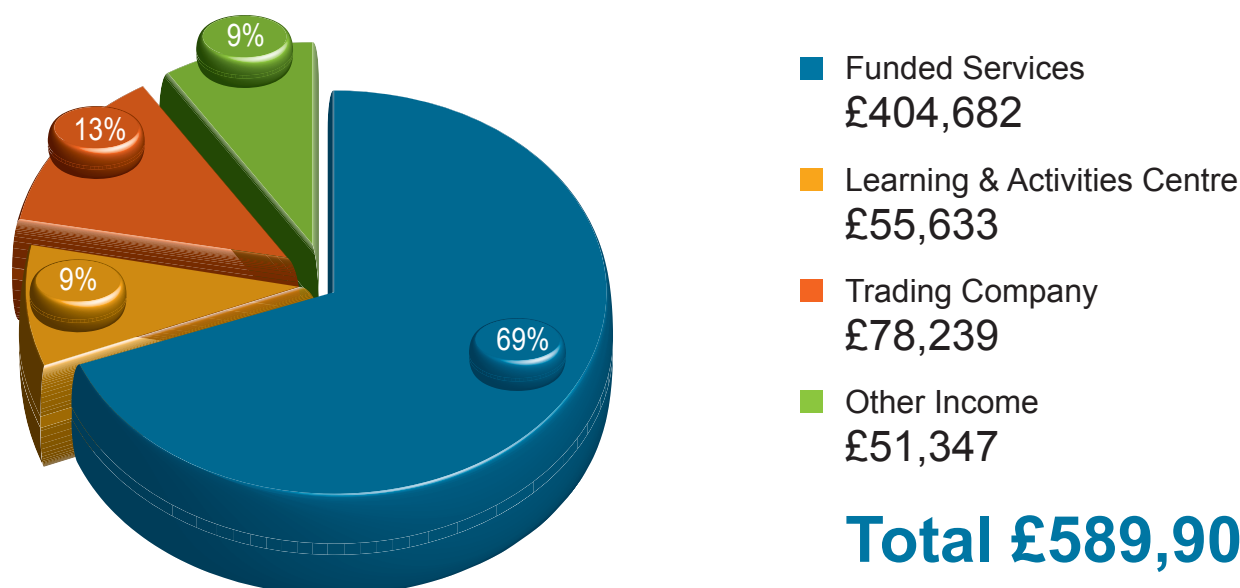
Finance 2017/18

Where our income came from in 2017/18



Total £559,999

How we spent our income in 2017/18



Total £589,901

Acknowledgements

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.

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: Brightmet Library Knit and Natter and Sew So Crafty Groups; Harwood Library Knit and Natter Group; Age Concern Ramblers Club; The Operetta Company; St John's Fellowship MBDA Charity Challenge; Parcel to Go; Team Eagley Bank and Brown Shipley Private Banking who sponsor our Money Matters service.

We received a generous donation of £5,000 from the Directors of Greenhalgh Craft Bakery on the occasion of their 60th anniversary in memory of the late Mr William Allan Smart, himself a former Chairman of our Charity from 1994 to 1997.

All our services are delivered by or with volunteers so a special debit 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); Mark Critchlow (Vice Chair and Honorary Treasurer); Margaret Rothwell; Emma Wood; Dr Mehran Javeed; John Cooper; Paul Twichett and Cllr Andrew Morgan. Cllr Susan Haworth also served on the board as Bolton Council's nominee.



How you can support us

Why not get involved and support Age UK Bolton?

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 supporting some employees to volunteer.

A massive Thank You to all who support us, 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***



Our Vision

No matter what our age, we have all the necessary opportunity, information and support to enjoy an independent, fulfilled, quality of life and continue to make a valuable contribution to the communities we live and work within.

Our Mission

To be a sustainable relevant and fit for purpose organisation recognised as the leading authority on ageing well in Bolton; a trusted source of information advice and access to opportunities and support for everyone over 50.

Our Values

To be aspirational for the people of Bolton and our charity with respect for individuals, their families & carers, our staff, volunteers and partners and for the diversity of our communities and the environment.

Our Ambitions

To value, respect and support our staff, volunteers, customers and partners. To deliver high quality accessible services, activities and learning opportunities to enable those 50 and over to remain safe, independent and mentally, physically and socially active.



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 2018

Charity Registration Number - 223240



Trustees' Report and Financial Statements

For the year ended 31 March 2018

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Report of the Trustees

For the year ended 31 March 2018

The Trustees present their annual report and financial statements for the year ended 31 March 2018. 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 Mark Critchlow - Honorary Treasurer/Vice Chairman Mrs Margaret Rothwell Ms Emma Wood Dr Mehran Javeed Mr John Cooper Mr Paul Twitchett Cllr Andrew Morgan
Council Representative	Cllr Susan Haworth
Principal Officer	
Chief Executive	Ms Suzanne Hilton
Professional Advisers	
Independent examiner	Mr Michael Garrett FCA Kay Johnson Gee LLP 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 2018

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 2017/18 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 2018

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

A surplus of expenditure over income of £41,058 was incurred during the year (2017 - surplus income of £196,245), of which £16,156 relates to a decrease in the market value of the investment portfolio compared with an increase of £200,367 in the previous year.

Income for the year was £559,999 compared with £480,023 in the previous year. Interest and dividends for the year were £69,623 compared with £75,072 in the previous year. Both the current trading environment and the current public sector funding climate remain challenging.

Overheads for the year were £589,901 compared with £475,145 in the previous year, the increase principally attributable to additional staff employed during the year to support new service development.

Balance Sheet

As regards balance sheet strength, the Charity's net assets at 31 March 2018 amounted to £2,457,386 compared with £2,498,444 at 31 March 2017 (the difference of £41,058 being the deficit for the year). At the two year ends, the total assets comprised:-

	2018	2017
	£	£
Tangible fixed assets and investments	2,452,423	2,420,138
Bank balances and short term deposits	70,448	148,206
Pension Liability	(29,000)	(35,000)
Total net assets	2,457,386	2,498,444

Forecasts for Financial Year to 31st March 2019

With regard to the financial year 2018/19, the Trustees have approved a budget which indicates a deficit of £57,000. This is forecast to arise in order to sustain existing services should additional income streams not be identified during the year.

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

Report of the Trustees

For the year ended 31 March 2018

PERFORMANCE AND ACHIEVEMENTS

Our 70th year- still relevant and always adapting

We celebrated the Charity's 70th anniversary this year at our AGM with staff, volunteers and partners. Founded in 1947, we are very proud to be one year older than the NHS, still relevant and continuing to adapt to the changing needs and aspirations of different generations of older people in Bolton. We are proud to be a trusted source of information and advice for those over 50, to offer a wide portfolio of activities and services, enabling them to make the most of their lives, support to manage the challenges they face and to be there when they need us most.

Like many charities we have faced significant challenges this year but it has predominantly been another year of growth in terms of the range and diversity of our offer to older people in the town and our partnership work.

Developing services

Listening to our customers, staff, volunteers and partners helps us to be aware of issues facing older people and of gaps in services locally, whether they be gaps in availability or quality and resources and opportunities to respond. This year we have again worked hard to develop new services, offer new activities and improve or extend our existing services.

Falls are a common cause of injury and loss of independence in older people. They can lead to increased anxiety and depression, reduced activity, mobility and social contact, higher use of medication and greater dependence on health and social care services. Age UK Bolton was delighted thus to be asked to lead Bolton's multi-agency Falls Prevention partnership work. In September we launched the borough's first Falls Prevention programme to ensure that older people have fewer falls and falls-related injuries, maximise their independence and quality of life and reduce their reliance on statutory health & social care services. Our Strength & Balance Exercise Coach established 6 new strength and balance classes with 79 participants each month across the borough in community centres, older people's housing schemes and day centres. These classes have already evidenced the progress being made in improved strength and balance. Employing a Falls Prevention Co-ordinator enabled us to raise awareness of the 5 ways to prevent falls among older people, their families, carers, private and VCSE service providers and the general public. Falls Prevention was the theme for Bolton's Care Homes Excellence event in March which featured guest speakers and practical demonstrations of Tai Chi. The session concluded with 21 of 34 delegates making pledges to improve falls prevention in their care homes with 7 committing to appoint a Falls Champion. The programme, which is funded under Bolton's Locality Plan Transformation Fund initially to March next year, also has a focus on innovation in technology-enabled risk identification and support.

In January, Bolton launched the **Community Asset Navigators (CAN) programme**. Age UK Bolton is taking the lead on information and support available for the ageing population within this partnership of Bolton CVS and 4 other VCSE partner organisations. Essentially social prescribing, the CAN team help people take control of their health and well-being, improve their self-care and put health care professionals and their patients in touch with helpful, community-based services and activities in place of clinical interventions. The programme is funded for two years to January 2020.

The **Home from Hospital** service provides low level practical and emotional support for six weeks after discharge for people 65 and over who live alone or are the main carer of another, to enable them to recover safely at home. Since its inception in December 2014 this has proved a highly effective and highly valued service, providing friendly, reliable support to people when they need it most and reducing hospital readmissions by around 50%. In recognition of these achievements our commissioners increased funding to support an extension of the operating hours from 9am to 9pm seven days a week with effect from the end of February 2018. In 2017-18 the service supported 600 clients with 3,255 contacts and achieved a readmission rate of 5.3% (this represents a 0.8% increase on last year). This is impressive however against the Bolton 65+ average of 10% particularly given that the people supported are among the most vulnerable with complex needs.

The **Enhanced Day Care Service** introduced in April 2016, has gone from strength to strength this year. Many people's vision of older people's day care is of sad, disengaged people sitting in a semi-circle around a TV playing away to itself. No more, this service has transformed the experience of the older people who attend Bolton Cares' three day centres. A range of creative activities and well-being services combine to provide a stimulating, supportive and engaging environment to enable them to remain at home for longer. A sense of belonging, being cared for and having something fulfilling to do with others is vitally important despite the limitations of age, memory loss or the impact of long term health conditions. The service also offers holistic support, information and advice, respite time and diverting activities and therapies for their carers. Thus underpinning their ability to continue caring for their loved ones and avoid stress and carer breakdown.

This year 476 older people and 134 carers attended a total of 21,602 sessions (up from 7,601 last year). Our Service Co-ordinator and her amazing band of volunteers continue to add to the incredibly varied menu of activities including chair-based exercises, Creative Crafters, 90's Group, holistic therapy, friendship groups, footcare, hairdressing, Music for the Mind, day care discussion groups with more than 50 different activities and opportunities now available.

Report of the Trustees

For the year ended 31 March 2018

One of this year's exciting developments was the introduction of OMI Interactive. This table top entertainment centre creates hours of fun in an inclusive sensory environment that truly engages by providing incredibly powerful tools inspiring people of all abilities. Neurological research supports claims that regularly involving people in activities which stimulate movement, communication and mental engagement will always be beneficial to people living with dementia and ultimately enhance their quality of life. So do the smiles on their faces.

Sustaining existing services

Information & Advice is not only a mandatory service for all Age UK brand partners, it is also a mainstay of our portfolio, highly valued by clients and partners and an important gateway to our wider menu of services. This we helped 1,967 people with a range of issues from housing to accessing care with the most popular topics relating to financial benefits, including Attendance Allowance, Pension Credit, Housing Benefit and Council Tax Support. This year £517,895.04 was secured for our clients in additional benefits to support and maintain independence and improve quality of life which is an increase of 8% on the previous year. Through our long standing partnership with Bolton Law Society and six local solicitors' practices we have been able to sustain fortnightly legal clinics and a discounted Will-making service from which 89 individuals or couples benefitted.

Continued sponsorship from our investment fund managers Brown Shipley has enabled us to continue monthly **Money Matters** sessions in partnership with Age UK Blackburn with Darwen. This specialist independent pension and related financial advice has enabled 39 people to make informed decisions about their retirement plans by maximising retirement income and importantly in several cases avoiding hardship.

There is a substantial body of evidence that loneliness is as bad for our health as smoking and misusing alcohol but that keeping mentally, physically and socially active for as long as possible, is the key to improved health and wellbeing and remaining independent. All our services are designed to enable people to do just that and, none more so than our long- standing services packaged as Wellbeing in Later Life. This includes befriending, lunch and leisure clubs and community activities:

This year 91 otherwise lonely and socially isolated older people enjoyed the companionship and support of our volunteer **Befrienders**. Beneficiaries describe these visits as a real lifeline, something to look forward to and a "God-send". For many, the weekly visit remains a simple but priceless chat over a "cuppa" but increasingly our screened and carefully matched befrienders, who invariably become good friends, accompany the person they visit on outings. Sometimes the trips are to shared places of interest or in several cases to activities such as football, cricket or Bridge. Our popular monthly afternoon teas present an additional something to look forward to, in the form of a social occasion with entertainment, for those older people who benefit from the companionship of a befriender and for those who are on the waiting list, which sadly remains substantial.

Our network of traditional **Lunch and Leisure clubs** continue to play an important role in combatting the dual concerns of social isolation and poor nutrition. They offer the opportunity to enjoy a hot two course meal in a social setting and make new friends. This year our volunteers served up 16,018 meals to 637 older people.

Encouragingly, 673 individuals participated in our physical activity classes with a total attendance of 13,338. Our new Strength and Balance Exercise Coach introduced additional classes and also supported existing chair based exercise volunteer instructors. Walking Netball continued to go from strength the strength with three Age UK Bolton volunteers undertaking the training to host sessions jointly with an England Netball coach. They also participated in another regional tournament in Wigan this February.

Creative and leisure activities such as card making, painting and drawing and Knit & Natter continued to be well attended this year with 327 individuals making 6719 attendances. Intergenerational activities remained ever popular at Turton High School where the volunteer leader arranged a variety of activities and guest speakers.

Our purpose-built **Learning and Activities Centre** continued to be the hub of community services and activities, offering a warm, safe, welcoming, club-style environment where socialising and having fun is of equal importance to learning or practising one's chosen activity. These include: arts and crafts; IT and communication; family history; board games; choir; orchestra and music lessons; book club; dance and fitness and much more. This year we offered nearly 1,000 places and achieved xx% occupancy. Pleasingly not only has the centre developed further its role as a resource for the Charity but also increasingly over the last year for the wider community. It now hosts a foot-care and toenail cutting service; a regular Police Community Support Officers' drop-in and a Dementia support clinic led by a specialist dementia nurse as well as a community meeting and rehearsal space for performing arts.

Report of the Trustees

For the year ended 31 March 2018

We are pleased to be a local delivery lead for Bolton's successful **Ambition for Ageing programme** connecting socially isolated older people and supporting them to develop age- friendly environments in their local neighbourhoods. This is done by supporting the development of projects and infrastructure improvements led by older people in the three wards of Tonge with the Haulgh, Halliwell and Crompton and enabling their voices to be heard by policy makers and service providers. This year 198 people participated in the programme which invested in 45 local projects with a total value of £58,131. Big Lottery CEO Dawn Austwick singled out our Bolton programme for praise when she gave her keynote address to the National Conference on Ageing in December.

Challenges

Steering our course through this year has not all been smooth sailing. We struggled to secure further funding to sustain and develop our highly valued Men in Sheds project which has been so successful in engaging and supporting socially isolated older men since its inception in April 2016. A funding priority for next year we closed the year with a couple of "irons in the fire" and our fingers firmly crossed.

The major challenge however came in the form of the loss of our insurance products and services business in March. For over 20 years our trading company Age UK Bolton Enterprises Ltd has been an Appointed Representative of the national Charity's wholly owned trading company Age UK Enterprises Ltd as a member of its national network of trading alliance members. Unfortunately as a consequence of a business decision to restructure and streamline the network of trading outlets Age UK Enterprises decided to terminate our trading alliance agreement with effect from April 2018. After trading successfully and compliantly for over 20 years we closed to the public on 29 March. Commission from arranging insurance products and services Gift-aided to our Charity has proved a valuable source of unrestricted income to underpin core governance costs and Charity services. Trustees agreed the importance of continuing to diversify our income streams, not only to replace lost trading income, survive and thrive in a challenging and dynamic sector but to ensure we continue to deliver our mission to be a relevant and fit for purpose organisation delivering vital services for older people. Developing significant and valid steps towards our vision to ensure that we all have the necessary opportunity, information and support to enjoy an independent, fulfilled, quality of life and continue to make a valuable contribution to the communities we live and work within. This is the major challenge for the year ahead.

Looking ahead, we have firm plans in place, working with partners, to introduce more new services for local residents aged 50 and over next year. Bolton has the second highest rate of malnutrition related hospital admissions in Greater Manchester and 1 in 10 older people living in the community are, or are at serious risk of becoming, malnourished. From April we will be hosting a Nutrition and Hydration worker as part of the Greater Manchester Health & Social Care Partnership's Older People's **Nutrition & Hydration programme** led by Age UK Salford. The programme will roll out the successful Salford pilot to five other districts. April will also see us launch a new **Enhanced Respite Service** based at Wilfred Geere care home jointly with Bolton's GP Federation. This project builds on our existing partnership with primary care where our Home from Hospital team provide important post discharge support to people in the home's "Discharge to Assess" beds. It owes much to the successful ingredients of the Enhanced Day Care service as it is also designed to offer an engaging and appropriately stimulating environment with meaningful activity. We believe that when people access respite, which is often because their carer is going on a much needed holiday that they should feel like they are having a holiday too. Working with the GP Federation and Carers Support Group we will be able to offer both the person and their carer a full health "MOT" and carer's assessment and put appropriate post respite support in place for the carer.

Given the loss of our major source of unrestricted income, the next financial year will no doubt be highly challenging but it also presents us with the opportunity to develop a new menu of paid for services which respond to gaps in existing service provision and complement our charitable portfolio. The first of which is now set to launch in April as a commercial partnership with Home Instead Senior Care Bolton. **Help at Home** is for older people who need a little extra help to remain independent and happy in their own home for longer. The service will include housework, meal preparation, errands, shopping, assistance with laundry and linen changes, ironing, escorted appointments and outings where compassion, conversation and companionship are equally essential components.

Report of the Trustees

For the year ended 31 March 2018

Volunteers

All the evidence shows that volunteering is good for our health and well-being, providing a sense of purpose, value and belonging. At Age UK Bolton volunteers are the lifeblood of our Charity and we would not be able to deliver a fraction of what we do without them. All our services and activities are delivered by or with volunteers and it is tremendous that our band of dedicated volunteers continues to grow. In March this year we had 351 active volunteers who regularly contributed between two and four hours every week which totals over 50,000 hours a year. As our service portfolio has grown we have expanded the number and variety of volunteering roles on offer. Pleasingly, we continued to receive positive feedback from our volunteers. One of whom said that she regards volunteering for Age UK Bolton as the highlight of her week and that it has helped her to regain her sense of purpose and self-worth. She added that she feels as if her family see her as more of a nuisance but being able to volunteer with us makes her realise that she still has a valuable role to play in society.

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 with others. This means that older people who use our services, their families and carers, the partners that work with us and those that commission us can all do so with confidence. As a dynamic and growing organisation in terms of the number of services and activities we offer and therefore the size of the staff and volunteer workforce place and in order to respond to the ever increasing level of compliance expected of charities, we have continued to review our governance systems and processes; invest in new technology and embrace social media. In the last year we also strengthened our small governance team including taking on our first ever apprentice.

Positioning and influencing

Partnership development and delivery has again been a key theme this year. We take very seriously our role of campaigning and awareness raising around the issues that people face as they transition through their later years, supporting them to enjoy a good quality of life. Also encouraging others to respect and value older people and the tremendous contribution they have and many continue to make to their local communities. To this end we have invested a lot of time and energy in ensuring that the voice and interests of older people are represented and reflected in policy making at the local and regional levels. Our Chief Executive is a member of Bolton's Health Overview Adult Services and Children's Scrutiny Committee, Population Health and Prevention Planning and Steering Group, Bolton's Dementia Partnership Board, is a Trustee of Bolton CVS and chairs the Falls Prevention and co-chairs the Nutrition and Hydration Steering Groups. She also represents Age UKs across Greater Manchester and its ageing population on Greater Manchester's VCSE Devolution Reference Group and the Greater Manchester Shadow Equalities Board as well as the GM Ageing Hub among others.

Grateful thanks

Despite the challenge, this has certainly been a successful year for our Charity, adding to its service portfolio and influence. A debt of gratitude is therefore due 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 fellow 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.

Report of the Trustees

For the year ended 31 March 2018

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



Mark Critchlow
Honorary Treasurer

28 August 2018

Independent Examiner's Report to the Trustees of Age UK Bolton**For the year ended 31 March 2018**

I report on the financial statements of the Charity for the year ended 31 March 2017 as set out on pages 10 to 23.

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.



M G Garrett FCA
Kay Johnson Gee LLP
1 City Road East
Manchester
M15 4PN

28 August 2018

Consolidated Statement of Financial Activities

For the year ended 31 March 2018

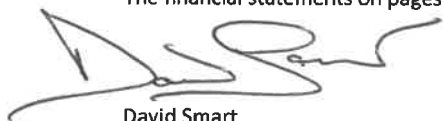
	Notes	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £	Total Funds 2017 £
INCOME					
<i>Income from donations and legacies</i>		10,232	-	10,232	4,264
<i>Other trading income</i>					
- Insurance products & services	1	80,555	-	80,555	103,160
<i>Investment income</i>	2	69,623	-	69,623	75,072
<i>Income from charitable activities</i>					
- Bolton Council - Preventative Services Grant		50,000	-	50,000	50,000
- Bolton NHS - CCG- Falls Prevention Service		66,483	-	66,483	-
- Bolton NHS - CCG- Home from Hospital		169,442	-	169,442	145,000
- Bolton Council- Enhanced Daycare		35,500	-	35,500	25,000
- Bolton Council-Men in Sheds		12,217	-	12,217	10,000
- Learning & activities centre		20,408	-	20,408	21,253
- Other income		10,966	-	10,966	10,410
- Other grants		34,573	-	34,573	35,864
Total income		559,999	-	559,999	480,023
EXPENDITURE					
<i>Expenditure on raising funds</i>					
<i>Fundraising trading: cost of goods sold & other costs</i>					
- Insurance products & services	1	78,239		78,239	71,208
<i>Expenditure on charitable activities</i>					
- Preventative Services	6	108,639	-	108,639	111,498
- Public health	6	66,484	-	66,484	-
- Home from Hospital Service	6	165,015	-	165,015	150,585
- Enhanced Daycare	6	35,501	-	35,501	37,168
- Men in Sheds	6	20,217	-	20,217	15,947
- Other services	6	51,347	-	51,347	34,265
- Learning & activities centre	6	47,337	8,296	55,633	50,451
- Governance costs	6	8,826	-	8,826	4,023
Total expenditure		581,605	8,296	589,901	475,145
<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>		(21,606)	(8,296)	(29,902)	4,878
Net gains and losses on investments	9	(16,156)	-	(16,156)	200,367
Actuarial gain (loss) on defined benefit pension scheme	14	5,000	-	5,000	(9,000)
Net movement in funds		(32,762)	(8,296)	(41,058)	196,245
Total funds brought forward		2,217,941	280,503	2,498,444	2,302,199
Total funds carried forward	12	2,185,179	272,207	2,457,386	2,498,444

Consolidated and Charity Balance Sheets

As at 31 March 2018

	Notes	Group 2018 £	2017 £	Charity 2018 £	2017 £
Fixed assets					
Tangible assets	8	272,207	280,503	272,207	280,503
Investments	9	2,180,216	2,139,635	2,180,218	2,139,637
		2,452,423	2,420,138	2,452,425	2,420,140
Current assets					
Debtors	10	41,671	27,041	41,102	50,138
Cash at bank and in hand		15,230	35,688	6,881	11,636
Short term deposits		55,218	112,518	55,218	112,518
		112,119	175,247	103,201	174,292
Creditors: amounts falling due within one year	11	(78,156)	(61,941)	(69,240)	(60,988)
Net current assets		33,963	113,306	33,961	113,304
Net assets excluding pension liability		2,486,386	2,533,444	2,486,386	2,533,444
Pension liability	14	(29,000)	(35,000)	(29,000)	(35,000)
Net assets including pension liability		2,457,386	2,498,444	2,457,386	2,498,444
Represented by:					
Restricted income funds	12	272,207	280,503	272,207	280,503
Unrestricted income funds					
- Designated funds	12	201,151	201,151	201,151	201,151
- General funds	12	2,013,028	2,051,790	2,013,028	2,051,790
<i>Unrestricted funds excluding pension liability</i>		2,214,179	2,252,941	2,214,179	2,252,941
Total funds excluding pension reserve		2,486,386	2,533,444	2,486,386	2,533,444
- Pension reserve	12	(29,000)	(35,000)	(29,000)	(35,000)
Total Charity funds	12	2,457,386	2,498,444	2,457,386	2,498,444

The financial statements on pages 10 to 23 were approved by the Board of Trustees and signed on its behalf by:



David Smart
Chairman



Mark Critchlow
Honorary Treasurer

28 August 2018

Consolidated Statement of Cash Flows
For the year ended 31 March 2017

	2018 £	2017 £
Net cash flow from operating activities	(21,021)	(24,173)
	(21,021)	(24,173)
Cash flow from investing activities		
Purchase of investments	(477,353)	(650,809)
Disposals of investments	420,616	635,946
Net cash flow from investing activities	(56,737)	(14,863)
Change in cash and cash equivalents in the year	(77,758)	(39,036)
Cash and cash equivalents brought forward	148,206	187,242
Cash and cash equivalents carried forward	70,448	148,206
Cash and cash equivalents consists of:		
Cash at bank and in hand	15,230	35,688
Short term deposits	55,218	112,518
	70,448	148,206
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	(29,902)	4,878
Depreciation	8,296	8,296
Pension scheme adjustment	(1,000)	(2,000)
Decrease/(increase) in debtors	(14,630)	82,358
(Decrease)/increase in creditors	16,215	(117,705)
	(21,021)	(24,173)

Notes to the Financial Statements

For the year ended 31 March 2018

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.

Notes to the Financial Statements

For the year ended 31 March 2018

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.
- 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 eg. 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	2%
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.

Notes to the Financial Statements

For the year ended 31 March 2018

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.

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 2018

1 Commercial trading operations

The wholly-owned trading subsidiary, Age UK Bolton Enterprises Limited, provides tailor-made insurance products to meet the needs of people in later life. A summary of the trading results is shown below:

Summary profit and loss account	2018	2017
	£	£
Turnover	80,555	103,160
Administrative expenses	(44,239)	(37,208)
Management charges - Age UK Bolton	(34,000)	(34,000)
Donation to parent company	(2,316)	(32,010)
Interest receivable and similar income	-	58
Retained profit for the year	-	-

The assets and liabilities of the subsidiary were:

	2018	2017
	£	£
Debtors	6,990	8,039
Cash at bank	8,349	24,051
Creditors: amounts falling due within one year	(15,337)	(32,088)
Net assets	2	2

2 Investment income

	2018	2017
	£	£
Dividends from listed UK investments	69,623	74,977
Bank interest receivable	-	95
	69,623	75,072

3 Net movement in funds

	Group		Charity	
	2018	2017	2018	2017
	£	£	£	£
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	4,530	3,500	3,000

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 2018

6 Expenditure

Costs directly allocated to activities	Basis of allocation	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	2018 Total	2017 Total
		£	£	£	£	£	£	£	£	£	£	£	£
Staff salaries	Direct	42,246	47,604	29,203	94,204	20,738	10,517	26,421	28,222	126,567		425,722	344,401
FRS 102 adjustment	Direct									(1,000)		(1,000)	(2,000)
Volunteers	Direct	199	2,075		1,089	435		472		2,872		7,142	5,833
Other staff costs	Direct		1,130	9,695	5,922	1,067		898		3,884		22,596	16,251
Advertising and publicity	Direct									1,490		1,490	5,084
Accommodation	Direct									21,823		21,823	20,385
Communications	Direct			3,736	3,744					12,213		19,693	16,866
Independent examination	Direct	1,560									3,800	5,360	4,530
Professional fees	Direct										5,026	5,026	1,023
Bank charges	Direct									20,164		20,164	18,347
Other expenses	Direct	234	3,230	2,593		9,875		1,080		8,462		25,474	14,047
Costs of moving premises	Direct											-	-
Management charge	Direct	34,000	49,600	21,257	45,056	3,386	9,700	22,476	11,000	(196,475)		-	-
Learning and activities centre													
- Running	Direct		5,000		15,000				5,038			25,038	18,127
- Trading	Direct								3,077			3,077	3,955
- Depreciation	Direct								8,296			8,296	8,296
TOTAL - 2018		78,239	108,639	66,484	165,015	35,501	20,217	51,347	55,633	-	8,826	589,901	475,145
TOTAL - 2017		71,208	111,498	-	150,585	37,168	15,947	34,265	50,451	-	4,023		

Notes to the Financial Statements
For the year ended 31 March 2018

7 Analysis of staff costs

	2018 £	2017 £
Salaries and wages	378,733	310,763
Social security costs	26,847	20,274
Pension costs - executive	14,562	8,876
Pension costs - stakeholder	5,580	4,488
	425,722	344,401

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

	No.	No.
Chief executive	1	1
Services	14	11
Administration	3	3
Insurance service	3	2
	21	17

8 Tangible fixed assets

Group and Charity

Cost

	Long leasehold land & buildings £	Equipment £	Total £
At 1 April 2017	406,501	66,299	472,800
Additions	-	-	-
Disposals	-	-	-
At 31 March 2018	406,501	66,299	472,800

Depreciation

	Long leasehold land & buildings £	Equipment £	Total £
At 1 April 2017	125,998	66,299	192,297
Charge for the year	8,296	-	8,296
Disposals	-	-	-
At 31 March 2018	134,294	66,299	200,593

Net book value

	Long leasehold land & buildings £	Equipment £	Total £
At 31 March 2018	272,207	-	272,207
At 1 April 2017	280,503	-	280,503

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

Notes to the Financial Statements

For the year ended 31 March 2018

9 Fixed asset investments

Cost or market value	Shares in subsidiary undertakings £	Listed investments £	Total £
At 31 March 2018	2	2,180,216	2,180,218
At 1 April 2017	2	2,139,635	2,139,637

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.

Investments at market value

	2018 £	2017 £
Group and Charity		
At 1 April 2017	2,139,635	1,924,405
Additions	477,353	650,809
Disposals	(420,616)	(635,946)
Change in market value	(16,156)	200,367
At 31 March 2018	2,180,216	2,139,635

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	1,210,541	1,093,908
Fixed interest	630,228	691,268
Alternatives	339,447	354,459
	2,180,216	2,139,635

10 Debtors

	Group 2018 £	2017 £	Charity 2018 £	2017 £
Trade debtors	35,508	16,866	28,518	8,827
Other debtors and prepayments	6,163	10,175	6,163	10,175
Amounts owed by group undertakings	-	-	6,421	31,136
	41,671	27,041	41,102	50,138

Notes to the Financial Statements
For the year ended 31 March 2018

11 Creditors: Amounts falling due within one year

	Group		Charity	
	2018	2017	2018	2017
	£	£	£	£
Trade creditors	31,422	7,660	31,422	7,660
Taxation and social security	13,010	7,651	12,138	6,698
Other creditors and accruals	33,724	46,630	25,680	46,630
	78,156	61,941	69,240	60,988

12 Movement in funds - Group and Charity

	Balance at 1 April 2017	Income	Expenditure	Transfer	Balance at 31 March 2018
	£	£	£	£	£
Restricted funds:					
<i>Learning and Activities Centre</i>					
Fixed assets	280,503	-	(8,296)	-	272,207
Total restricted funds	280,503	-	(8,296)	-	272,207
Unrestricted funds:					
<i>Designated funds</i>					
Head office relocation	98,151	-	-	-	98,151
Equipment renewals	3,000	-	-	-	3,000
Others	100,000	-	-	-	100,000
<i>Other charitable funds</i>	2,051,790	543,843	(582,605)	-	2,013,028
Total unrestricted funds excluding pension reserve	2,252,941	543,843	(582,605)	-	2,214,179
Pension reserve	(35,000)	5,000	1,000	-	(29,000)
Total funds	2,498,444	548,843	(589,901)	-	2,457,386

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 2018	31 March 2017
	£	£	£	£	£
Tangible fixed assets	-	-	272,207	272,207	280,503
Investments	1,979,065	201,151	-	2,180,216	2,139,635
Net current assets (liabilities)	33,963	-	-	33,963	113,306
Pension reserve	(29,000)	-	-	(29,000)	(35,000)
	1,984,028	201,151	272,207	2,457,386	2,498,444

Notes to the Financial Statements

For the year ended 31 March 2018

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 2016 and the results of this valuation have been updated to 31 March 2018 by a qualified independent actuary.

The expected employer contributions for the year ending 31 March 2019 are £6,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2016 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2016, 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.

The principal assumptions used to calculate the liabilities under FRS 102 are set out below :	2018	2017
	%	%
RPI Inflation	3.30	3.30
CPI Inflation	2.30	2.30
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.30	3.30
Rate of increase in payment of post 2006 pensions	2.50	2.50
Discount rate for Scheme liabilities	2.60	2.50

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

The mortality assumptions are: S2P base tables projected by year of birth assuming future improvements in line with CMI 2017 core projections with a long-term rate of improvement of 1.0% pa. The mortality assumptions at 31 March 2017 adopted the S1 Normal base tables but future improvements were assumed to be in line with CMI 2016 core projections and a long term improvement rate of 1.0% pa.

The assumed life expectancies on retirement at age 65 are:	2018	2017
	Years	Years
Retiring Today - Males	86.80	86.90
Retiring Today - Females	88.70	88.70
Retiring in 20 years - Males	87.80	88.00
Retiring in 20 years - Females	89.90	90.00

Age UK Retirement Benefits Scheme

Major categories of scheme assets as a percentage of total assets	2018	2017
	%	%
Equities	22.70	22.90
Diversified Growth	20.30	19.70
Property	7.40	6.90
Gilts/Fixed interest Gilts	49.20	49.20
Cash	0.40	1.30

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

Notes to the Financial Statements

For the year ended 31 March 2018

14 Pension schemes (continued)

Movement in deficit in the year:	Scheme assets		Pension liabilities		Net deficit	
	2018	2017	2018	2017	2018	2017
	£	£	£	£	£	£
At 1 April 2017	224,000	191,000	(259,000)	(219,000)	(35,000)	(28,000)
Contributions by employer	8,000	4,000	-	-	8,000	4,000
Interest on pension liabilities	-	-	(6,000)	(7,000)	(6,000)	(7,000)
Expected return on scheme assets	6,000	6,000	-	-	6,000	6,000
Benefits paid and expenses	(10,000)	(7,000)	9,000	6,000	(1,000)	(1,000)
Actuarial gains (losses)	41,000	30,000	(42,000)	(39,000)	(1,000)	(9,000)
At 31 March 2018	269,000	224,000	(298,000)	(259,000)	(29,000)	(35,000)

The actual return on the scheme assets during the year was £6,000 (2017: £7,000).

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

	2018	2017
	£	£
Interest on pension scheme liabilities	6,000	7,000
Expected return on scheme assets	(6,000)	(6,000)
Benefits paid and expenses	1,000	1,000
	1,000	2,000

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

	2018	2017
	£	£
Asset gains (losses) arising during the year	45,000	30,000
Liability gains (losses) arising during the year	(40,000)	(39,000)
	5,000	(9,000)

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.

Notes to the Financial Statements

For the year ended 31 March 2018

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.