



Contents

Vision, Mission & Values	2	Being in Control - Information & Advice	9
Age UK Mid Mersey Chair's Report	3	Keeping Well	10
Chief Executive's Report 2013-14	4	Lifestyle Activities - Classes Positive Living	11
Delivering our Objectives	5	Participation & Contribution	12
Services - Strategic Plan Objectives	6	Guest Speaker Board of Trustees	13
Trust Matters 50+ Counselling Service	6	Generating Funds Volunteers	14-15
Dementia Services	6	Risk Assessment	17
Living Independently – Befriending	7	Auditors Report & Financial Summary	18-19
Home & Care	7	Partner Organisations Contact Details	20



Left and right-hand Beer Festival photographs courtesy Robbob from Fingerpost. Centre photograph taken at the staff & volunteer fun day

Vision:

To promote improved quality of life and empowerment for older people and their carers.

Mission:

To be Enabling – enabling older people to make informed decisions about their lives.

To be Caring – passionate about our work with older people.

To be Influential – draw strength from the combined voices of older people.

To be Pro-Active – innovative, effective and outcomes focussed.

To share our Expertise – be authoritative, be trusted and be quality oriented.

Values:

At Age UK Mid Mersey we:

- ❖ Continually strive for excellence
- ❖ Value, promote and protect older people's welfare, health and wellbeing
- ❖ Treat all people fairly, positively, equally and with respect
- ❖ Act with integrity
- ❖ Are transparent and accountable for our actions.

We put our values into action by:

- ❖ Independently speaking out on what affects people the most
- ❖ Campaigning to improve policy and attitudes in partnership with others.
- ❖ Developing excellent local services to meet and fulfil unmet need.

Age UK Mid Mersey Chair's Report

The past twelve months have seen another year of change and adjustment for the UK charity sector, and Age UK Mid Mersey (AUKMM) has not been alone in steering its organisation through these changes. With the outcome of the general election in May clearly signposting that austerity cuts will continue - at least for the next three years - the impact of these austerity measures is now being felt in the third sector.



The third sector is being asked to take on more of the care delivery previously provided by public services whilst, at the same time, adjusting to the removal of many grants and funds. Most public services are expecting to have their budgets cut and AUKMM is working hard with colleagues in our catchment areas (Halton, Knowsley, St Helens and Warrington) to ensure that services for older people will be maintained as long as possible. Where we can we will take on services and, when required, will advocate on behalf of older people to raise their issues in the relevant environments.

One such issue is that of loneliness and on Wednesday, 30th September The Mansion House played host to the 'Don't be a Stranger' conference where I was delighted to introduce Caroline Abrahams, Age UK Charity Director to support our call to action on tackling the plight of so many of our elderly who feel left out of society in a time when care is truly in crisis.

As a charity we continue to maintain a robust and viable organisation with many activities and resources provided by our dedicated staff and volunteers who remain committed to providing support for older people. Our range of activities (positive living, health and wellbeing groups and classes) make a huge difference to participants, their carers and their families. Two major successes for us this year have been the creation of the Phyllis Pope Studio, achieved by the generous legacy of one of our loyal volunteers, and our work at Roby Community Centre.

These successes add to our magnificent work, including Inspire and Include (healthy living activities for older people living with disability),

our dementia cafés and all our other forms of advice, support and signposting delivered by our committed teams: all too many to list.

Our senior leadership team, ably led by our Chief Executive, Mark Lunney, have had to wrestle with difficult decisions but have still found the energy and the time to work with the Board to develop a strategy that will take us forward, ensure we remain fit for purpose and continue to reflect the values we uphold: of an open and accessible organisation committed to the enhancement of the lives of older people through the provision of services and as advocates for their rights.

Every year I struggle to find words that will adequately reflect my gratitude for all the hard work and compassion provided by our staff and volunteers. Once again I would like to take this opportunity on behalf of the Board to express our thanks to all those who contribute to the work of both the charity and our trading activities. Without you we would not be as dynamic, flexible and responsive as we have been over the past year and you, collectively and individually, ensure we maintain our values as we provide the services required to enhance the lives of all who use our resources and services. Thank you.

I would also like to express, on behalf of Board and all at AUKMM, our thanks to individuals and organisations who continue to support us in various ways such as through individual donations and legacies; corporate funding; using our trading products; inviting us to join groups, working parties and committees; engaging AUKMM in policy-making, educational provision, local planning in the health and social care sector, and positively engaging with us with our local authorities. Everything you do that supports AUKMM directly or indirectly impacts on the aspirations and needs of older people in our area. Please continue to engage with us.

Professor Mike Thomas
Chair of the Board of Trustees

Chief Executive's Report 2014-15



Nothing in this world is easy and nothing comes for free. If it did, the charitable sector would be in a much better place in society and for our older population, they would for sure, be content in later life. It is not unexpected then to realise that there is now over 1 Million vulnerable older people across the UK struggling to cope at home, who have little or no support for their care needs. This, coupled with the disease of loneliness and isolation, highlights the plight faced by many people as they enter a stage of their life that should be safe, loved and enjoyed.

Locally, Age UK Mid Mersey exists to meet the ever increasing needs of over ¼ Million older people across Merseyside. We continue to deliver a range of extensive, high quality services that are valued by all those who use them. We do this despite the severe austerity and cuts to health and social budgets and we do this because we care most about our older generation. Testimony to the exemplary standards we uphold in everything we do must always go to our superb volunteers and staff. We thank them whenever we can but I often feel it never is really appreciated. Volunteers gave on average 787 hours of service each week. This saved us (and commissioners) nearly £ ¼ Million pound in labour savings costs. That's impressive. That's volunteers. That's how truly grateful we should be.

To those who commission us to deliver desperately needed work, I urge you all to look carefully at how better to deliver local services and to work more productively with voluntary organisations such as ours. We can and do make a real difference to the health and social care needs of OUR local society. I argue we can deliver much more efficiently and with much greater added value and integration than we often get credit for. Look closer at what we can do. Think openly about how we do it and why? We offer commitment and reassurance that our values and objectives remain focused and strong. We have a clear strategic goal to tackle loneliness and isolation, which we see as a disease in society, but also to concentrate on helping people living with dementia and supporting their carer's. Finally, we want to improve greater independence at home, help reduce hospital (re)admissions and offer greater health and wellbeing opportunities to lead a fulfilling later life. At end of life people want to be able to choose to stay at home, we want to enable that choice in any way we can.

Since our merger locally and our rebranding as Age UK, this year (2015) gives us a combined local history of 85 years helping people as they enter retirement and later life. To continue our work we need to ensure we raise over £1.4m. My thanks go out to all those who support us and to our stakeholders for a truly tremendous year. I end in asking you to continue that support in the difficult years ahead. After all, no one should have no one.

Mark Lunney JP CMgr
Chief Executive



To commemorate and record the heritage and legacy of The Mansion House site, our board commissioned three original paintings and a series of limited edition prints by North West artist Lynne Blundell. These will be on permanent public display and used to celebrate our heritage, captured at a time of unique significant site development following completion of our walled Garden and magnificent Orangery.

Front page photograph – Lynne Blundell appears with trustees of Age UK Mid Mersey. Left hand photo – Lynne Blundell unveils the paintings.

Delivering our objectives

Strategic Plan Objectives

Financial Sustainability

- ❖ Ensure the organisation remains financially stable and offers value for money.
- ❖ Deliver a balanced budget.
- ❖ Increase Income generation by fundraising and marketing innovatively.

Maintaining and Developing Quality Services

- ❖ Improve the health and wellbeing of older people and their carers alongside our Vision.
- ❖ Promote choice, control and independence in Health, Wellbeing and Social Care.

Influencing with and advocating on behalf of older people and campaigning on their issues

- ❖ Lobbying – influence, advocate and campaign on issues affecting older people.
- ❖ Support and develop our older people’s forums, friends and stakeholders.

Work in and develop partnerships to achieve our objectives

- ❖ Focus on creating and enhancing new /existing partnerships.
- ❖ Develop our presence and profile in Knowsley, Warrington and wider Merseyside AOB.

Develop our organisational systems and staff (incl. Volunteers)

- ❖ Foster a culture of high performance behaviours.
- ❖ Improve our IT facilities to support effective service offerings.
- ❖ Increase and develop volunteer opportunities.
- ❖ Develop our OQS quality framework.



Services



Strategic Plan Objectives

Information, Advice & Advocacy

We will continue to provide this much needed and well used service across our area of benefit. Working with colleagues in the third sector to ensure that through projects such as SHAIR (St Helen's Advocacy and Information Resource) and Halton Information and Advice Service we form partnerships which extend our reach and accessibility to those in most need.

Lifestyle Services

We are continuing to develop and extend the range of lifestyle and positive living activities which we provide.

Enablement and Early Intervention

Building on the review work we began last year we are developing new community based services which help to support independence and address gaps in service.

Long term Care in the Community

We are transforming our Care services to meet the needs of the growing numbers with Dementia related conditions; we are committed to supporting them to live fulfilling lives and to supporting their families and carers in their dementia journey.

Don't be a stranger

During 2014-15, Age UK Mid Mersey is committed to tackling loneliness and isolation. Pledges of support to end loneliness are being gathered which will be promoted at a celebration event in September 2015.

Welcome to Knowsley

We are delighted to be able to extend our work into Knowsley. The Major of Knowsley Councillor Frank Walsh cut the ribbon for the official launch and handing over of the Roby Community Hub to Age UK Mid Mersey.

We are working in partnership with Knowsley Borough Council to offer a range of services from Roby Community Hub directed at older people and their carers as well as providing an activity and social centre for the Roby community as a whole.



Trust Matters 50+ Counselling Service

The counselling service operates throughout the Mid Mersey region. The service has engaged with over 300 clients in the year 2014/15, offering a person centred modality to service users so that they can gain a clearer understanding of any problems and issues they are experiencing in their day-to-day lives. We have integrated the service with our existing links in hospitals, GPs surgeries and local communities.

As an older persons charity we believe that our counselling service is more acceptable and accessible to our older and physically frail clients, who may not otherwise participate in a mental wellbeing service, as they trust our brand and the sessions are community based. Currently we have 23 counsellors working for the service, all at different stages of development. These range from students on placement to fully qualified therapists who gift their time to helping others through the counselling service. After several successful years it is expected that the lottery funding for this service will finish in June 2015. Going forward we will explore new business models for the delivery of a counselling service across the Age UK Mid Mersey area of benefit.

Dementia Services

We continue to run our Dementia Cafes at Mansion House (Big Breakfast Club) and in Halton. In Halton we continue to work in partnership with the Alzheimer’s society, providing a drop in advice service for people with early onset dementia type illnesses and their carers.

Working in partnership with St Helens and Warrington Rugby League Foundations our Rugby Tackles Dementia group has gone from strength to strength. Now self-funded the group has enjoyed trips out to Liverpool Empire Theatre and St Helens World of Glass.



The group continue to enjoy monthly guest speakers at their meetings. The guest speakers are often from the world of Rugby with players from past and present reliving thrilling sporting moments.

Our Karaoke Reminiscence sessions at the Mansion House are run bi-monthly working with St Helens Council, Arts and Culture department. People living with early onset type dementia illnesses are able to socialise and communicate with their peers through music.

Living Independently

Befriending

We continue to run our befriending service in St Helens. The service is extremely popular with a record number of referrals, and demand outstripping resource much of the time; however, we strive to ensure that even if a client cannot immediately be matched with a suitable befriender, we can at least offer our telephone befriending service to ensure that no one is entirely isolated.

Users of the service value it very highly indeed; one elderly user of the service had only recently been befriended when a fall at home was discovered by the Age UK Mid Mersey befriender who was able to offer prompt assistance to ensure a quick recovery.

Endorsements

Mrs A (St Helens) – “I look forward to my visit; it is the highlight of my week.

Mrs C (St Helens) – “A real lifeline for me”

Home and Care



Stay Safe

Our stay safe service has continued to make a real and practical difference to the lives of older people living in Halton. Working closely with Halton Borough Council the service aims to enable older residents to live independently in their own homes for longer. Offering a home based assessment that covers fire safety, home security, falls prevention and aids and adaptations. The service now also looks at older people's emotional wellbeing in a bid to combat social isolation and loneliness.

The stay safe team are able to refer clients into other Age UK Mid Mersey services which can help people to access benefits, energy efficiency advice, money advice and signpost onto other relevant services across the borough.

Endorsements

Mr B (Runcorn) – 'A really useful service helps me feel secure at home.'

Keysafe & Lifeline

In conjunction with Halton Borough Council Community Wardens team, the Keysafe & Lifeline service continues to offer installation of telecare equipment.

Helping Hands

The Helping Hands service operates across St Helens and Halton providing volunteers who help with those little odd jobs which can be so frustrating and yet are much needed; for example, changing light bulbs, moving furniture, defrosting fridges, clearing clutter or lofts and changing curtains. In the last 12 months the service has seen a 40% increase in the number of jobs carried out. In addition to the jobs listed we now offer additional safety and energy saving devices such as Carbon Monoxide detectors, Cold Alarms, Radiator reflectors and more. Working together with our Information service, and the local authority's Energy Efficiency teams we hope to help even older people to stay safe and warm in the coming year.

Winter Warmth Projects

For the fourth year running Age UK Mid Mersey has teamed up with St Helens Council and a wide range of local charities and community groups to address fuel poverty across the borough. We set up a Freephone helpline manned by staff and volunteers who contacted over 1200 elderly and vulnerable older people to let them know of the help available to them in case of bad weather.



In addition to this over 6000 winter survival packs were distributed across the town and a database of volunteers willing to spring into action in case of severe weather was set up. These volunteers were willing to clear snow, collect prescriptions and shopping etc. for those stranded due to poor weather conditions.

A survey conducted at the end of the project resulted in nearly 90% of participants saying that the project had made a positive difference to their wellbeing.

Quotes from survey

"Very much appreciated the pack" "Good idea, nice that people think about you"

Preparing for Winter

With funding from Age UK national we were able to run a Winter Warmth Awareness event. We partnered with St Helens Council Affordable Warmth Unit to provide an event for older vulnerable people giving information and advice on staying warm and well at home. Following a warming winter meal participants at the event enjoyed a Karaoke Reminiscence session with many hits on the theme of keeping warm in the winter.

People's Register of Traders (Halton)

This is a register of local traders who have been recommended by people within Halton. Age UK Mid Mersey do not employ or recommend the trader, but police a database of traders that have provided appropriate references and proof of public liability insurance. This service helps reassure the individual that a good job is completed at the right time and at the right price. During the year, over 500 enquiries were made for the register.

Being in Control

Money Advice Service

We are now in our sixth year of delivering the Money Advice Service across the boroughs of Halton, St Helens and Warrington. With Welfare and Pension Reform still high on the government's agenda the money advisors have had a particularly challenging year, keeping abreast of all the changes and the impact that this has had on the information they give to clients.

This is one of the few services we operate that is open to people of any age, our money advisors are able to give advice on a wide range of topics such as budgeting, savings and investments, debt, pensions, mortgages, taxation, benefits and preparing for retirement. The service is completely free, totally impartial and open to all.

Information and Advice

Our Information Service continues to deliver much needed information advice and signposting to older people, their families and carers in the boroughs of Halton, Knowsley, St Helens and Warrington.

In St Helens, in addition to helping older people, thanks to funding from St Helens Council our Information Advice and Advocacy Service in St Helens (SHAIR – St Helens

Advocacy & Information Resource) is open to all ages. Working in partnership with St Helens Coalition of Disabled People, we are able to give a comprehensive service from signposting right through to advocacy.

Working with our partners at the Citizens Advice Bureau with funding from the Lottery we are working to transform advice services to make them more accessible and fit for the future. Using the resources of Age UK nationally with over 135 guides and factsheets and expert backup for more complex cases, our information staff helped more people than ever this year.

In Halton with the support of Halton Council we continue to provide an Information and Advice Service to older people in Widnes and Runcorn. We are witnessing a rise in the number of complex enquiries with older people and their carers seeking information and advice on multiple issues rather than a single issue. In Halton we have supported over 1,000 older people with complex cases and signposted over 5,000 more to provide choice and enablement.

Sadly it is likely that our Widnes office will close in the coming year however we are already making plans to do more outreach work in Widnes and connect into local networks. We are hopeful that we will also be able to work more closely with other third sector partners and establish a presence at Widnes Market.



In Halton and St Helens through our work with Macmillan Support Assessment we are able to offer older people (60 plus) with a recent cancer diagnosis an assessment with one of our Information and Advice Officers and an hour a week of practical support with tasks such as shopping and light housework, up to a maximum of 12 weeks.

Thanks to funding from Eon we were able to carry out an additional 150 benefit checks in particular reaching out to the most vulnerable older people who qualify for Attendance Allowance. For 87 clients who submitted a claim for additional benefit with our support this generated an income of £304,601.04

In Knowsley we launched our new Information and Advice service from our Community Hub in Roby. Operating two days a week and supported by Age UK national we have quickly reached targets set for signposting and casework with demand for the service growing.

Keeping Well

Volunteer led Halton Hospital Discharge Service

Our Volunteer led hospital discharge service in Halton Hospital has been in place for several years. The service was initiated due to the number of older people and their carers coming into our offices in Runcorn and Widnes seeking advice following a hospital discharge. In partnership with NHS staff, our volunteers' offer patients' support for their discharge. Volunteers carry out an assessment of patient needs on the hospital ward and were appropriate link them in with other Age UK services such as Information and Advice and our Practical Support Team. This ensures an early smooth discharge and reduces the likelihood of them being readmitted back into hospital due to social need.

Men's Health Projects

The legacy of lottery funding continues to resonate within the borders of St Helens and Warrington. With many of the men's health groups continuing to meet and sustain themselves. These groups include the 'fit at 50' group who have continued to meet once a week at the United Reformed Church in St Helens town centre.

The 'Fit as a Fiddle Golf Society' is now well established. It has developed its own constitution and organises golfing events, both locally and nationally. The 'slimmin wi' no women' group in Warrington has also proved to be a success story. It has attracted new members and is now operational on two mornings a week. It is wonderful that these groups have attained a level of sustainability and provide a great deal of support and fun to people

Inspire and Include

An Age UK national project, supported by Sport England is coming into its final year. This project is likely to be a main feature in the coming year in our keeping well agenda. The aim of the project is to get older disabled adults back into sporting activities. We will also support volunteers into gaining a level two sports assist qualification which should ensure the long term sustainability of the project.



Lifestyle Activities

Lifestyle Classes

Our Lifestyle classes at the Mansion House are as popular as ever, with lots to choose from: Tai Chi, Zumba, Floristry, Line Dancing, Yoga and Crafts. The Roby Community Hub in Knowsley is establishing a variety of social activities for older people in the community. We are listening to local older people and introducing classes based on feedback. Popular ones have proved to be Knit and Natter and Social Variety Afternoons.

Tea dances are held weekly in Warrington (Pyramid Centre) and in St Helens (Mansion House). They are extremely popular and very well attended. Both groups continue to organise themed Tea Dances for summer and Christmas events and Warrington are planning a holiday in the coming year with transport support from Age UK Mid Mersey.

Positive Living

Our positive living groups in St Helens are active at Mansion House and in our Billinge community group. Participants enjoy a range of activities from reminiscence to chair-based exercise and themed talks.

We secured additional funding which enabled us to purchase an interactive tool to support the work of the positive living groups. The tool will enable us to compile life stories for participants to share with their families. It has also brought out participants competitive side with regular quiz competitions now taking place!

This service could not run without the dedicated help of our wonderful volunteers who are on hand to assist with everything from escorting people into the service from their homes to enabling service users to participate in the full range of activities.

Participation & Contribution

Social Work Students

We have been very fortunate over recent years to have had the benefit of student placements working alongside staff to help us to deliver and design new services. We have benefited this year from social work students and final year counselling students. They gain valuable experience and we gain from their enthusiasm, willingness to learn and knowledge of the latest thinking in health and social care.

Participation Groups

As part of the prevention and social inclusion agenda we are funded by Halton Council to facilitate social inclusion groups across the borough. These groups meet socially on a weekly or monthly basis, promoting friendship and a sense of wellbeing, alleviating loneliness and providing a warm welcome to those who come along. This year we have encouraged reminisce and explored how things have changed over the years. We have made links with other like-minded groups such as Halton Open

Chartered Accountants & Tax Consultants

17 George Street, St Helens

Tel: **01744 730901**

Email: info@Lsonline.co.uk

Web: www.Lsonline.co.uk



Providing a full range of accountancy services and specialist tax planning advice including:

- ✓ Accounts, book-keeping & payroll
- ✓ Audits
- ✓ Business plans and cash flows
- ✓ Sage support
- ✓ Corporate and personal tax
- ✓ Capital gains tax
- ✓ Inheritance tax
- ✓ Succession planning

To arrange your free, no obligation meeting,
contact

Alan Blank on 01744 730901

Older People's Forums

St Helens Senior Voice and Halton Older People's Empowerment Network (Halton OPEN) are facilitated by Age UK Mid Mersey to be the voices of older people in the St Helens and Halton areas. The groups work closely with Clinical Commissioning Groups (CCGs), local council planning groups, the North West Pensioners Association, Future North West Forum, Age Action Alliance and a host of other organisations to ensure that the voices and concerns of older people are heard by those commissioning and designing services.

St Helens Senior Voice has put on several events and coffee mornings to attract new membership from underrepresented areas of St Helens whilst Halton OPEN carried out a much reviewed consultation of older people in Widnes focussing on what their needs were and how life for older people could be improved. The report has been passed to commissioners for consideration and Halton OPEN has been asked to repeat the exercise for older people living in Runcorn.

Introducing one of our Guest Speakers



Jan Ross is currently the Deputy Chief Operating Officer at Warrington and Halton Foundation Trust. She has 19 years of Acute NHS experience, having qualified as a staff Nurse in 1995 then appointed as one of the first Modern Matrons in 2002. Jan has worked in lots of challenging roles including more recently the Deputy Director of Operations and prior to that the Assistant Chief Nurse for the Division of Medicine both at the Royal Liverpool University Hospital.

Jan is an inspirational resilient leader who is experienced, energetic and compassionate; she possesses extensive clinical and operational managerial experience with a strong track record of sustained success. Jan has a drive for continuous improvement as a way of delivering services that are safe, patient centred, high quality, cost effective and make a positive difference to users. She strongly believes in the benefits of positive staff engagement and development to deliver strategic objectives and improve patient services.

Current Board of Trustees



Professor Mike Thomas (Chair): Board member for nearly 17 years. Interim Vice-Chancellor of the University of Central Lancashire and a Professor of Organisational Leadership with interest in older people.

John Taylor (Vice Chair AUKMM): Trustee / Director and Managing Director of R. Roberts & Son Ltd trading as Clarks Shoes.

John Chapman (Treasurer): Trustee / Director of Age UK Mid Mersey Trading Company and retired Pilkington accountant. Previously Rotary President, Rotary Club work takes up much of his spare time.

Dawn Joughin: Trustee / Director and Private Client Lawyer and consultant. Member of Solicitors for the Elderly and a Dementia Friend supporter.

Doreen Shotton Trustee / Director. Previously a Lecturer in Mathematics, NHS Manager and Lay School Inspector. Wide range voluntary sector experience: currently Executive Committee Member of Halton OPEN.

Ray Travies : Trustee / Director. Retired head teacher and Business Mentor for the Prince's Trust. Member of Rotary Club of Rainhill and West Lancs MG Owners Club.

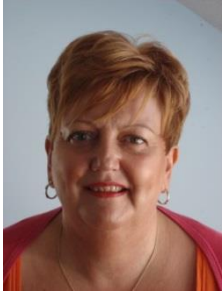
Dr John Woodthorpe: Trustee / Director and retired International Business Director & Business Consultant with specialist knowledge in marketing and business planning.

Eddie Cunningham: Former St Helens property developer and LINKs Board member. Currently AIMs Lead Peer ward reviewer; also Patient Advocate. Former Rugby International with wealth of knowledge in Health and Wellbeing locally.

Alf Murphy: Successful career in Police Service, followed by ownership of surveillance company. Called to Bar in 2006 with 15 years' experience in employment law - now runs respected employment law consultancy with his son.

Denny Balmer: Retired Senior Civil Servant with sound Project Management experience. Former Vice-Chairman of Sunderland CAB and a Board member of Washington MIND. Serving JP and Chair on School Appeals panel for St Helens Council.

Generating Funds & Volunteering



Let me introduce myself - my name is Jewls McAdam and I joined Age UK Mid Mersey (AUKMM) as the Community Fundraiser in late May 2015. I am very excited to be part of our future success ahead and I am committed to delivering new revenue and ideas for AUKMM in helping towards the £1.4 million needed each year to support our work.

Last year we managed to raise over £109,000 in donations and legacies which is a tremendous result. The majority of this came from a large legacy left from the late Phyllis Pope (a volunteer for many years). It's my job to build on this work even further and I can only do this with the support of friends, volunteers, staff and the local community.

The Beer Festival in May 2015 showed continued success delivering just over £8,000 net. Everyone who attended had a great day and the event continues to be popular year on year. Other events that took place in 2015 include: Spooky Paranormal Nights at The Mansion House, where visitors get the opportunity to investigate paranormal activity from our historic past. These are proving hugely successful and showcase the site and its heritage. In May we also held our first ever vintage classic car show with over 55 classic cars and over 120 guests admiring the pristine glossy paintwork and age old examples of yesteryear in motoring.

Our Wedding Open Day was a fabulous event for those planning their wedding. Visitors found new ideas on everything needed for their fairy-tale special day, allowing us to promote our venue around our core business; we hope to build on this success, alongside a series of Ladies Fashion Shows and race days. Regular and seasonal events remained positive such as the Crafty Christmas Fayre, summer activities and heritage open days, all working to support AUKMM's work across Mid Mersey and improving our profile.

Looking ahead in my role, I would also like to make a call to action: to set up a 'Volunteer Fundraising Group' comprising volunteers from each of AUKMM's boroughs: Halton, Knowsley, St Helens and Warrington. This group is to spearhead fundraising activities in each borough with members being asked to come up with fundraising ideas relevant to each area. If interested, please contact me via jewlsmcadam@aukmm.org.uk or call 01744 414 442 (on Tues & Weds).

I would like to hear from all you marathon runners, cyclists, adventurers and trekkers. Would you like to take on a challenge in the UK or somewhere more exotic like Peru, Cambodia, India, Africa or the USA? Please contact me now and I can arrange a fantastic challenge where all you need to do is actively fundraise for AUKMM and take part in the event. If you, or someone you know has their own event planned, then please consider fundraising with AUKMM as your beneficiary.

Legacies and In Memoriam Gifts

A gift in your will is one of the most effective ways you can support older people in later life. If you are writing your will and are considering leaving a gift to charity, please do consider AUKMM. For more information about how your gift might benefit the organisation, or the correct wording to use to ensure your legacy benefits local people, please contact us on 01744 410 664.

Donations and Sponsorship

Age UK Mid Mersey is an independent local charity and we need to raise £1.4million each year to enable us to provide our desperately needed services. We face challenging times and with your kind help we hope to deliver our work much more easily. We welcome donations and sponsorship of any amount from individuals, local community organisations and companies in support of our important work with and on behalf of older people. The generosity of our local people in making

donations and sponsoring our activities is greatly appreciated and makes a major difference to the lives of local people. If you wish to make a one-off donation or perhaps a monthly contribution, please contact us on 01744 410 664.

We would like to thank our many generous donors and sponsors who have helped support our work during 2014-15.

Charity shops

Our two shops, located in Warrington and Sutton, are always looking for good quality donations including not only clothing and bric-a-brac but also small items of furniture and electrical equipment.

- ❖ Unit 10, 14 Sankey Street, Warrington WA1 1TD
- ❖ 74 Peckershill Road, Sutton, St Helens WA9 3JZ

If you are a tax payer you can also Gift Aid your donation which will enable us to claim an extra 25p for every £1 we sell your kind donation for.



toru's
energy services

Keeping you warm this winter

A Baxi or Vaillant boiler from under £1,300

Free Energy Performance Review for Age UK customers.

For many people winter brings frosty bedrooms, icy showers and a chilling increase in energy costs. By upgrading your boiler you'll save energy, reduce bills and increase the warmth of your home.

For a boiler quote or to arrange an Energy Performance Review call 01744 752 644.

Proudly supporting
Mid Mersey
Age UK

Volunteers

Age UK 2015 Information & Advice award

We are pleased to announce that Norma Rothwell has been invited to London to receive the Age UK 2015 Information and Advice award.

AUKMM Volunteer award (2014-15)

Nominations have been received and our award for the Age UK Mid Mersey 'Volunteer of the Year' in 2014-15 will be presented at our Volunteer Christmas party event in December 2015.

Catering & Hospitalities volunteers wanted

Do you want to gain experience in hospitalities and catering? We have a variety of roles for volunteers at The Mansion House and would love to hear from you. To find out more, please call 01744 752 644 or email hr@aukmm.org.uk.

Other volunteer opportunities

There are a wide variety of interesting and sometimes challenging voluntary roles on offer across all our sites so if you'd like to gain work experience, try something new, gain a new skill or simply want to enjoy the company of like-minded people whilst helping others then do please get in touch with us on 01928 575 400 or email hr@aukmm.org.uk. Training is provided. Further details also on our website: www.ageuk.org.uk/midmersey/how-you-can-help/volunteering/



Tom Newman
Roofing Specialists
Jackson Street, St Helens

Slating Pointing
Tiling Guttering
Felting Skylights

TEL : 01744 638 096 - MOB : 07792 239 532

Home | About Us | Services | Contact Us

A stunning venue for your wedding

The Mansion House is a romantic Italianate style Grade II listed Victorian house set within its own grounds in the heart of St Helens' Victoria Park. Now transformed by Heritage Lottery Fund monies, the venue boasts a fabulous state-of-the-art orangery set within the venue's formal walled garden. Set of a central courtyard, the venue also comprises the 'Diamond Suite' hall which is suitable for ceremonies, receptions, meetings, small conferences, dancing and dining and a charming café / lounge located within a converted barn.

The Mansion House is a fully licensed venue ideal for any occasion. So let our dedicated staff organise your special event to ensure that you, your family, friends and / or colleagues will take away fine memories of time well spent.

- ❖ Civil wedding ceremonies receptions, private funeral receptions and celebrations of life, naming ceremonies, parties, gala dinners, birthdays & anniversaries.
- ❖ Conference & meeting room hire – including long-term room hire.



Victoria Bistro & Orangery licensed cafés / lounges (free wi-fi)

Our family friendly Victoria Bistro and Orangery cafés serve tasty meals and snacks plus a selection of speciality coffees. With our 5-star rating you are assured of excellent standards too. Dogs are welcome in the courtyard.



Photograph courtesy of Robbob from Fingerpost

Loving Later Life – Without the Risks

“The greatest risk within Age UK Mid Mersey is that of us not taking action where action is required to safeguard the vulnerable people we work with and maintain their best interests at all times.” Mark Lunney CEO

To mitigate this risk, Age UK Mid Mersey does everything it can to ensure all the older people it works with continue to receive the help and support they need to enjoy later life. We do this by working collaboratively with statutory and other regulatory bodies and ensuring that we operate within our quality framework (OQS) to agreed safeguarding standards.

Other risks the Charity faces include:

- ❖ Not maintaining supportive capacity and appropriate space and facilities to function;
- ❖ Reputational and operational risks including: serious fraud, data protection violations and serious health and safety violations;
- ❖ Financial risks including the need to have sufficient reserves and balancing fixed costs against the security of its incomes;
- ❖ Attracting and retaining talented staff and Volunteers;
- ❖ External environment risks such as the impact of Government policy on the level of support available to the vulnerable older people we work with and our ability to bridge the gap.

The board of Trustees and the Senior Management Team monitor and manage these risks in a number of ways including:

- ❖ Provision of regular reports to the board of trustees for them to consider regarding the Charity's operations and finances including a half year risk matrix;
- ❖ Robust internal systems and procedures including the attainment of the Age UK Organisational quality standards as endorsed by the Charity Commission. Also appropriate advice is sought from independent specialised advisors as required;
- ❖ Ensuring appropriate training is offered to staff along with forums to allow input to the decision making process and receive feedback;
- ❖ Regular Health and Safety meetings shared with staff via the forums;
- ❖ A dedicated named safeguarding champion and a dedicated fundraiser to help build up reserves.

Our Staff and Volunteers are the lifeblood of the organisation however the competitive nature of today's labour market makes it much harder to attract and retain talented staff - this risk is addressed by the leadership of the SMT alongside our employee charter. The Organisation values its staff and volunteers highly and undertakes an anonymous annual survey to ensure all aspects of their organisational experience, good or bad, can be voiced and addressed. Age UK Mid Mersey also works to allow staff the flexibility and support they need using our vision, mission and values.

AGE CONCERN MID MERSEY
SUMMARISED CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2015

Extract from Statement of Financial Activities

	2015	2014
	£	£
Incoming Resources:		
Voluntary income – Grants & Donations	119,582	104,931
Voluntary income – Exceptional Donation	1,092,678	-
Activities for generating funds	417,893	439,528
Investment Income	1,838	922
Charitable activities	893,237	875,383
Other incoming resources	5,795	17,707
Total Incoming Resources	2,531,023	1,438,471
Resources Expended:		
Costs of generating voluntary income	5,126	13,019
Fundraising trading: cost of goods sold and other costs	342,058	353,751
Charitable activities	999,057	1,050,039
Governance costs	17,793	19,574
Total Resources Expended	1,364,034	1,436,386
Net Incoming Resources / (Resources Expended) For The Year	1,166,989	2,085
Provision for deficit on defined benefit scheme	(254,000)	-
Net interest in Associate	3,333	3,778
	916,322	5,863
Funds at 1 April 2014	1,686,168	1,680,305
Funds at 31 March 2015	2,602,490	1,686,168

Extract from Balance Sheet

	2015	2014
	£	£
Fixed Assets	2,390,746	1,331,468
Current Assets	579,092	480,144
Current Liabilities	(113,347)	(125,444)
Provision for Liabilities	(254,000)	-
Net Assets	2,602,491	1,686,168
Funds		
Restricted funds	97,116	61,103
Unrestricted funds held in fixed assets	2,390,745	1,331,467
Unrestricted general funds	114,511	293,483
Non Charitable Trading Funds	119	115
	2,602,491	1,686,168

The above extracts are taken from the Statement of Financial Activities and Consolidated Balance Sheet contained within consolidated accounts for the year ended 31 March 2015 which were approved on 22nd July 2015. The full audited statutory accounts have been submitted to the Charity Commission and a copy can be obtained from the Charity Commission's website.

Prof M Thomas

Signed on behalf of the Board of Trustees

The consolidated statutory accounts for the year ended 31 March 2015 were audited by Livesey Spottiswood, Chartered Accountants & Registered Auditors, 17 George Street, St Helens, Merseyside WA10 1DB. We confirm the above extracts are consistent with the information contained in the full accounts and that the auditor's report on these accounts was unqualified.

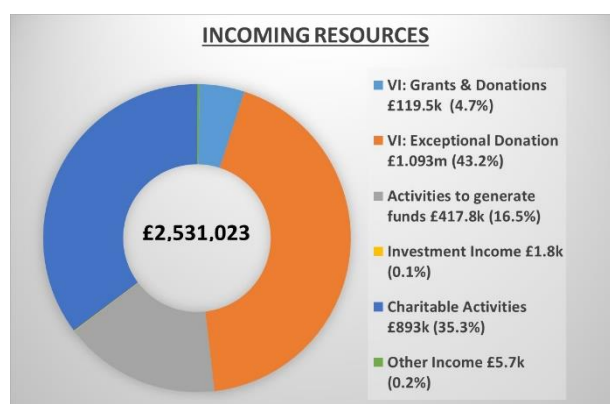
Livesey Spottiswood, Chartered Accountants & Registered Auditors

Financial Summary Information

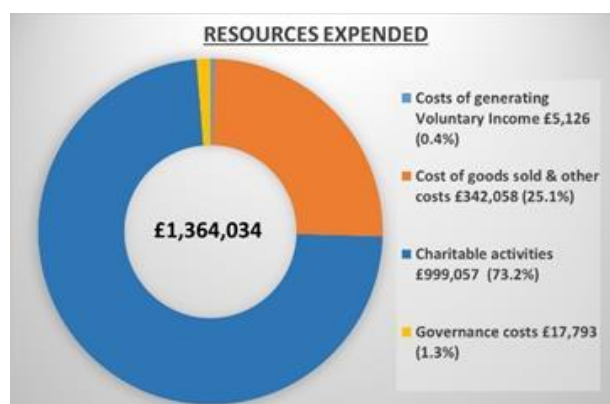
The trustees are delighted to be able to report net incoming resources of £916,322 for 2014-15, a significant increase on the previous year.

Whilst the proportion of the above figure arising from the Charity's normal operations shows a large increase year on year in its own right (achieving a £77,644 surplus (2013-14: £5,863), of which £41,631 yields from unrestricted funds and £36,013 from unrestricted funds) the significant increase is due to the net effect of two exceptional items. The first relates to the new Orangery building with the work undertaken being accounted for by way of an exceptional donation at cost amounting to £1,092,678. The Orangery is the product of a successful bid to the Heritage Lottery Fund in partnership with the Friends of Victoria Park and St. Helens Council, to renovate both the park and the Orangery building on the Age Concern Mid Mersey site. The second is a provision for £254,000 relating to the deficit on a defined benefit pension scheme, which crystallised upon the organisation exiting the scheme during the year. The net impact of both exceptional items increased the Charity's funds by £838,678 which when added to the £77,644 surplus on normal operations totals the £916,322 net incoming resources for the year.

Incoming Resources: Adjusting for the effect of the exceptional donation noted above and excluding net interest from the associate company, total incoming resources from normal activities in 2014-15 was £1,438,345, just £126 less than that in 2013-14; a welcome achievement given the continuing austere economic environment. Voluntary income (excluding the exceptional donation) saw an increase of £14,651 (14%) resulting, in the main, from a legacy received from Mrs Phyllis Pope a long serving volunteer with the organisation. Income from charitable activities and investment income saw an overall increase of £18,770 (2%) whilst income from generating funds and other income saw an overall reduction of £33,547 (7%) on the previous financial year.



Resources Expended: Following a review of expenditure within the organisation in 2013/14, linked to the strategic objective of maintaining a balanced budget, the organisation embarked on an efficiency drive to reduce expenditure across all areas. This played a significant part in the overall consolidated expenditure reduction in 2014/15 of £72,352 (5%) as compared to the previous year. The financial stability of the organisation remains a key objective for the board of trustees with the intention to retain a balanced budget and to replenish unrestricted reserves following amounts invested to develop the organisation in previous financial years. A number of further cost saving initiatives have been identified for 2015/16 around green energy production and investigation is currently being undertaken.

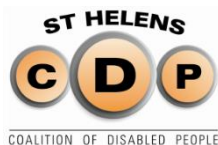


The organisation continues to be indebted to its dedicated volunteers without whom the extent of services we offer would be much diminished. 175 volunteers delivered 37,776 hours in 2014/15 which, if costed at the minum wage (£6.50 per hour), equates to £254,544. Again our sincere thanks are extended for their dedication and commitment to the older population of the mid mersey region.

Partner Organisations



Halton and St Helens **NHS**
Primary Care Trust



Warrington and Halton Hospitals **NHS**
NHS Foundation Trust



Age UK Mid Mersey (Head Office)

The Mansion House

Victoria Park

City Road

St Helens WA10 2UE

t 01744 752 644

e enquiries@aukmm.org.uk

www.ageuk.org.uk/midmersey

For information and advice please contact:

Halton **t** 01928 590 600

Knowsley **t** 0151 559 3061

St Helens **t** 01744 454 530

Warrington **t** 01925 244 645

Age UK Mid Mersey registered charity number 1003476.

Company Registration number 02625647.

Trading Company number 2913799.

Age UK Mid Mersey (AUKMM) is the working name of Age Concern Mid Mersey (Charity Number 1003476). Age UK Mid Mersey Trading is the trading name of Age Concern Mid Mersey Trading Ltd, a limited company. Registered in England and Wales number 2913799. Registered office: Mansion House, Victoria Park, City Road, St Helens, Merseyside WA10 2UE. Age Concern Mid Mersey Trading Ltd. is a trading company and subsidiary of Age Concern Mid Mersey registered charity number 1003476 and donates its net profits to that Charity. Age Concern Mid Mersey Trading Ltd. is an appointed representative of Age UK Enterprises Limited which is authorised and regulated by the Financial Conduct Authority for insurance mediation. Financial Services Register number 311438.