



A Scottish Charitable
Incorporated Organisation
Tel. 01292 265304

AGE CONCERN AYR SCIO TRUSTEES' ANNUAL REPORT

1st March 2025- 28th
February 2026



TABLE OF CONTENTS

3	<u>Contact Information</u>	4	<u>Structure, Governance and Management</u>
5	<u>Trustee Recruitment and Appointment</u>	6	<u>Objectives and Activity</u>
7	<u>Activities and Performance</u>	8	<u>Income and Expenditure</u>
9	<u>Advice and Information Centre</u>	12	<u>Other Funded Initiatives</u>
17	<u>Our Shop Volunteers</u>	18	<u>Trustee Development</u>
19	<u>Future Plans</u>		

Contact Information

Age Concern Ayr SCIO

Scottish Charity Number: SC051523

Address: 6 Garden Street, Ayr, KA8 0BB

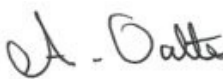
Telephone number: 01292265304

Email address: ageconcernayr@gmail.com

Website: <https://ageconcernayr.co.uk>

Facebook: Age Concern Ayr

Trustee Annual Report signed by:

Alec Oattes (Chair) : 

Grace Bricknell (Treasurer) : 

Structure, Governance and Management

Charity Trustees for the period 2025-2026

Alexander Oattes (Chair)
Gordon Potter (Vice-Chair)
Grace Bricknell (Treasurer)
Pamela Ireland
Liz Taylor
Euan Oattes
Kelvin Walker

Other Trustees who served during the year

Julie Templeton (Honorary Trustee)
Mari McCulloch (Resigned)

The Trustees would like to express our utmost gratitude to Millie Tougher, a student at St. Andrews University, who volunteered to produce this report during her summer vacation. Well done, Millie!

Age Concern Ayr is a Scottish Charitable Incorporated Organisation and is administered in line with our governing document.

We have an Executive Committee comprising our trustees, who are all volunteers. We alternate monthly meetings with a General Committee, which, as well as the trustees, includes volunteer supervisors from our shop.

Trustee recruitment and appointment

We advertise opportunities to become a trustee on Voluntary Action South Ayrshire's (VASA) volunteering website, which sets out the role, requirements, and how to apply. Some of our trustees have served the organisation for many years, whilst newer members have come through this route.

Our Trustees bring a wide range of skills and experience to the role, enabling our charity to meet its aims and serve the community. No external organisations are allowed to appoint charity trustees.



Our Trustees

Objectives

We are dedicated to protecting and promoting the wellbeing of those over 55 in South Ayrshire

We are 100% funded by our Charity Shop and public donations, and all money raised is used for the benefit of residents in South Ayrshire.

Our Governing Document sets out our charitable purpose as the relief of those in need by reason of age, ill-health, disability, financial hardship or another disadvantage

Activities



Activities and Performance



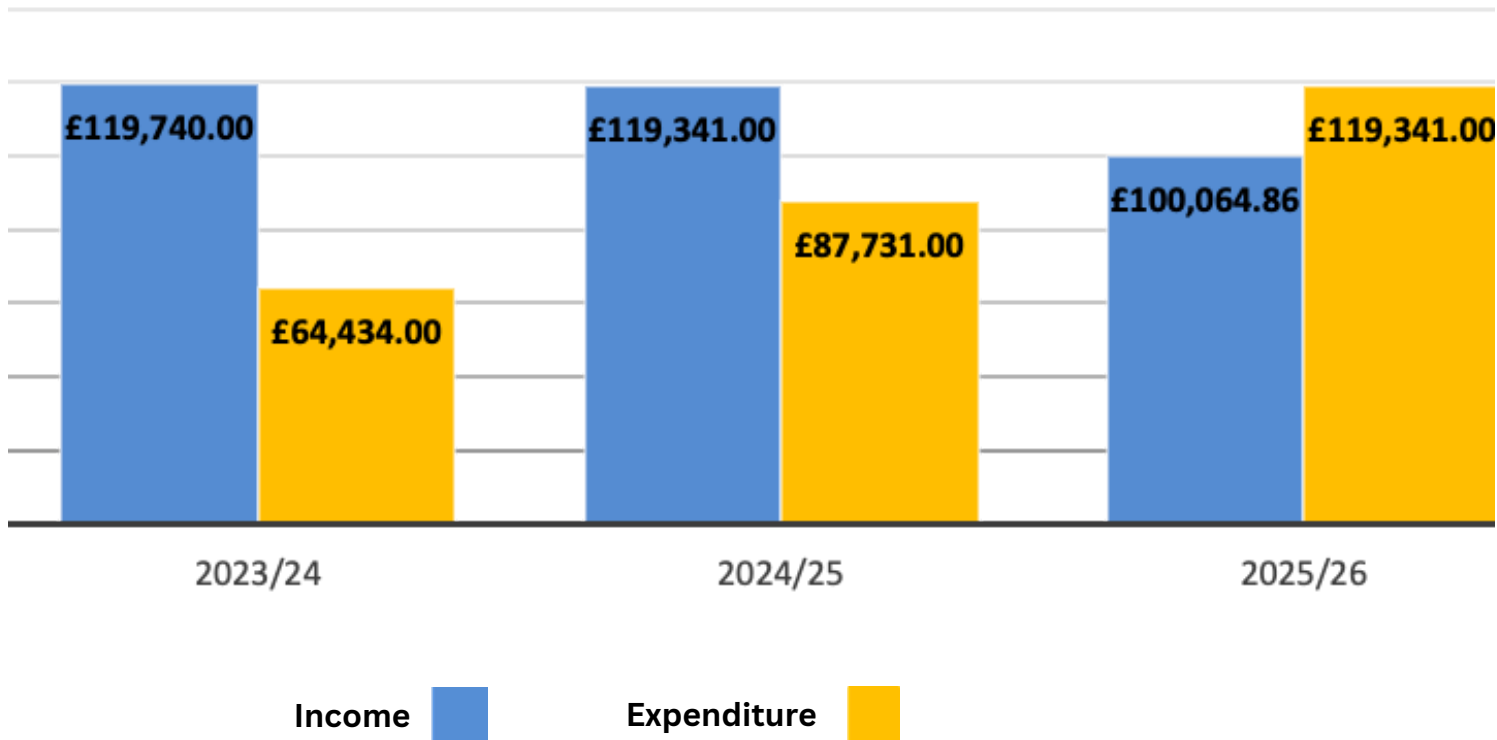
Our Age Concern Shop in Ayr

Our Charity Shop is located at 5 Crown Street in Ayr and is run entirely by Age Concern Ayr SCIO's greatest resource - our team of dedicated volunteers. Age Concern Ayr had another successful year thanks to their hard work as well as the Trustees who also volunteer their time.

In our reporting period 1st March 2025 to 28th February 2026 shop sales realised £80,850.60, a decrease from 2024/2025 which was £88,242.57. This is thought to be cost of living related. Salvage income decreased from £2,123.70 in 2024/25 to £1,270.89 in 2025/26. This is a reaction to the global market. Donations reduced from £4,511.00 in 2024/25, when there was a bequest, to £239.00 in 2025/26. Sold-on income reduced from £1,742.70 in 2024/25 to £1,008.46 in 2025/26.

Table 1 gives three years' comparative income and expenditure. These sales enable us to run the Information and Advice Centre and the other projects set out in the section on Other Funded Initiatives.

Income and expenditure



Thanks to support from individual donors, our shop is always well stocked, and we can sell pre-loved goods and donations back to the local community at really affordable prices. Any items we cannot sell, we recycle to reduce our carbon footprint.

We have partnerships with various businesses in town, and the shop benefits from many of these liaisons.

Please come along to the shop and remember anything you buy will help support older people in our community. In terms of donating, have a look at what we can accept on our website <http://www.ageconcernayr.co.uk>

Our shop is open Monday to Saturday, 10.00 am - 3.45 pm, with a lunch break between 12.30 pm - 1.30 pm.

Tel: 01292 262 894

The Age Concern SCIO Advice and Information Centre



Our information and advice centre

Age Concern Ayr SCIO operate an Information and Advice Centre at 6 Garden Street, Ayr with a focus on issues affecting South Ayrshire residents aged 55 and over. The Centre is fully funded by our shop, and we employ a part-time Administrator to support clients who need help or advice on a wide range of issues. We understand that completing forms can be confusing and that not all our clients are digitally aware, and so we help make the process simpler for them. We can help them to request and complete forms including applications for:

- Pension Age Disability Payment in Scotland
- Carers Support
- Blue Badge
- Personal Independent Payment, and
- Self-Assessment Forms (requesting aids and adaptations).

We can also help them with:

- Explaining letters from DWP, Council
- Calling the DWP, Council, etc on their behalf
- Writing Letters of Appeal if turned down or overcharged.

The Age Concern SCIO Advice and Information Centre

We can make sure they receive all the benefits they are entitled to, and by comparing the market, we can also help them find cheaper energy bills, home insurance, car insurance, and trusted local traders. We can help people to resolve issues with their energy suppliers, an important element of support for many older people. We increasingly support clients who are of, or are approaching, retirement age and have been recommended to get our help by South Ayrshire Council and the local Job Centre.



Alan our Administrator at an Ageing Well Event

Many of our clients greatly value the opportunity to discuss their issues 'face to face', and Alan McIntyre, our Charity Administrator, also handles issues over the phone and by e-mail. He has an 'anything and everything' approach and seeks to resolve issues in the first instance or to refer them to a trusted peer agency.

In this financial year Alan has:

- Supported clients to make 94 claims for Pension-Age Disability Benefits.
- Helped process 55 Blue Badge applications.
- Assisted an additional 15 clients with various claims, e.g. checking eligibility for pension credit and other benefits.

The Age Concern SCIO Advice and Information Centre

Please note these figures only include those clients who made and attended an appointment at the Advice Centre. In addition, some simply call in or telephone for advice and support.

As a non-statutory organisation, clients are not obligated to provide feedback, so there is no standard measure to assess the success of benefit applications. However, among callers who provide feedback, we estimate that 80% - 90% have successful outcomes.

Alan said:

Mr. N from Ayr contacted the Age Concern Ayr office late Friday afternoon: "Just calling to say thank you for helping me with my Attendance Allowance Form. I got it and a £600 sum backdated". How fantastic is that?

The Centre recently had a major success for a client who had not claimed her State Pension. She had not worked for many years and did not think she was eligible. She and her husband had recently been evicted and financial worries were considerable. Our team was able to get onto the DWP and found she was due a pension of £203 a week, with a back payment of £10,000.

Do not hesitate to contact us if you need advice - we are here to help. Phone 01292 265 304 or email ageconcernayr@gmail.com or visit our office (please check opening times).

Other Funded Initiatives

Our Grass Cutting Service

Working with a local contractor, we offer an affordable fortnightly seasonal grass cutting service to private tenants aged over 55 in Ayr and Prestwick.



Our Grass Cutting Service

The subsidised grass cutting service for residents aged over 55 continued to provide affordable fortnightly seasonal support to 103 clients. The demand for this service has increased every year from 2022, when they were cutting 50 gardens. The service was successfully delivered in partnership with Campbell Land Management. 50% of clients now pay by Direct Debit.



If you would like to find out more about this service, please contact our Advice and Information Centre

Community Funding and Supported Initiatives

This year we set aside a total of £30,000 for local charities and organisations supporting older people through the Age Concern Ayr Small Project Development Fund.

The initiative was promoted through VASA, local media, and social media channels. Twelve applications were received during the first funding round, with seven successful bids.

In total, £32,235 was donated through volunteer-supported fundraising and community initiatives.



Some of our volunteers with a cheque for the total sum of our grants.

Ayr Gaiety Partnerships for Memory Lane Café

Memory Lane Café held at the Gaiety in Ayr is so much more than a café - it is a community. Their dementia friendly drop in sessions bring anyone whose life is affected by dementia together for conversation, creativity, music, laughter and friendship. We donated £3,435 to support this community.

Ayr United Football Club

Ayr United Football Club provides a Dementia Friendly Walking Football Club. This is an excellent way for older adults to stay fit and healthy with amazing social benefits as well. We have donated £2,500 to support people with dementia. AUFC said: “The funding that we received from Age Concern Ayr has helped grow our provision for those living with Dementia in our community. The money has helped sustain weekly Dementia Friendly Walking Football sessions which now see around 20 participants each session, with the majority being over 60 years of age.”

Hansel Jolly Trolley

Hansel Village assists people with additional support needs and their families to make the most of life every day. We donated £5000 to Crail House to purchase a Jolly Trolley. The assistant manager at Crail House said: "The money we were awarded from Age Concern Ayr this year has contributed to our new Jolly Trolley, which has benefited our elderly residents greatly. There is a vast range of activities within the Jolly Trolley which is a great source of entertainment and supports interaction between our residents and staff, helping to also facilitate meaningful conversations."



Residents of Crail House with the Jolly Trolley.

South Ayrshire Access Panel

South Ayrshire Access Panel works across South Ayrshire to support access and inclusion for disabled people. We donated £1,500 to support their quarterly outings for people with disabilities and health challenges.

DAyr to Sing

DAyr to Sing supports those over 55 living with long COVID and other respiratory illnesses to manage breathlessness. We donated £3,000 to assist with this. Rachel Haynes, DAyr to Sing Leader, said: "The money we were awarded from Age Concern Ayr this year has contributed to sustaining and growing our "DAYR To Sing" Singing for Lung Health and Long Covid group. This has benefited our elderly users with long-term lung conditions particularly. We are also hoping to use some of the money to fund in-hospital sessions with the NHSAA Respiratory Clinics."

Barr Community SCIO

Barr Community SCIO have created a community for all ages and abilities within Barr. We donated £5,000 to support their Monday Club. Emma Williamson, Community Development Officer, said: "Funding from Age Concern Ayr has supported our Monday Club, bringing older people together for friendship, food, and meaningful social connection."



Barr Community SCIO Christmas Lunch

Age Concern Girvan

With a welcoming atmosphere from their fantastic volunteers, Age Concern's Duff St. Kitchen provides a safe space for local people to socialise and enjoy a lovely home-cooked lunch. We have donated £2,000 for roof repairs at the Duff Street Kitchen.

Sensory Impaired Support Group

SISG provides support and information to thousands of older people with hearing and/or sight loss who otherwise would miss out on valuable and important information and support across Ayrshire. The Project Manager, Denise McClung, said: "The money we were kindly awarded from Age Concern (Ayr) has enabled us to provide further support for more older people in South Ayrshire who struggle with Visual Loss conditions such as Macular Degeneration / Glaucoma / Cataracts." We donated £5,000 for support services.

Sensory Impairment Service

We have donated £3,500 to the Sensory Impairment Services to help fund the support officer to run their much needed sessions for people with hearing loss or visual impairment.

Voluntary Action South Ayrshire

VASA deliver a wide range of activities designed for the benefit of the Third Sector and the wider community. They also balance these with emerging local and national developments impacting local communities and prioritise their activities to maximise their resources and focus on where they can make the greatest difference. We donated £1,300 to VASA for Christmas meals and gift bags for housebound older people.



VASA Christmas Lunch Delivery

Our Shop Volunteers

Our work would not be possible without the support of our dedicated volunteers, and we are always keen to add to our Volunteer Team. Our volunteers gain experience and new skills in a retail environment whilst working as part of a friendly and supportive team and helping to support older people in our community. This year, for the first time, we have 30 names on our volunteer list and we now often work with four volunteers per shift. This means it is much easier to deal with donations.



Members of Our Volunteer Team

Irene, Mary and Jan are three of our dedicated shop volunteers. Irene has been volunteering for 15 years, Jan for 8 years, and Mary for 3 years. They all say they love working in the shop and get a lot of satisfaction from being able to help the customers who come in, some every week, and some just for a chat.

If you would like to find out more about volunteering, please call us on 01292 265304 or email ageconcernayr@gmail.com

Thanks to the work of our amazing volunteers, Age Concern Ayr was presented with an award for serving the local Community for more than 40 years at the South Ayrshire Volunteer Awards 2024.

To ensure that we are providing sufficient support to our volunteers, we undertook a Volunteer Consultation in 2024, which provided us with areas for improvement which we have addressed. We consult our volunteers regularly.

We also revised the Volunteer Job Description to ensure it covered all aspects of volunteering in our shop.

In 2025, we conducted a full Health and Safety Audit of the shop and the Advice and Information Centre.

Trustee Development

We held our first Trustee Development Session in 2025. This aimed to give us the space and time to consider some of the issues which are not easily dealt with at monthly meetings.

Examples include:

- Succession planning and filling key Trustee Positions.
- Volunteer recruitment – what we can do to attract more volunteers to ensure our work can continue.
- Premises – we are finding it very difficult to find a new location where we could host both the shop and the Advice Centre. Do we need to change our parameters?
- Funding Priorities – to consider what we see as the funding priorities in the next year.
- We developed the Small Development Fund Bidding Guidance and Guidance for Trustees Assessing Bids. After completion, we developed changes from the learning gained for any future rounds.

Future plans

- We are continuing to look for new premises which would allow us to bring the shop and the Advice Centre together. This would provide much-needed storage space, an area for volunteers and would save on rental costs; however, it has proved exceptionally difficult to identify a suitable property for sale in our target area.
- In the interim, we have changed the layout of the Advice Centre to provide a separate, more usable room for meetings, and have upgraded the shop toilet and kitchen area.
- We have also added a jewellery cabinet at our counter, which has been a positive addition.
- We will continue to explore opportunities to work with other local voluntary organisations to address the needs of older people in South Ayrshire. This includes participating in South Ayrshire's Ageing Well Movement and Champions Board.
- We are looking to employ a second person in the office. It is necessary to trial a different working pattern first however, to assess what areas are impacted so that these can be considered for implementation in the second person post.

AGE CONCERN AYR SCIO, 6 GARDEN STREET, AYR

SCOTTISH CHARITY NUMBER SC051523

STATEMENT OF RECEIPTS AND PAYMENTS

FOR THE PERIOD ENDING 28 FEB 2026

2025	INCOME	SHOP	CENTRE	TOTAL
89,057	Sales for Year	83,783	0	83,783
4,511	Donations Received		239	239
1,883	Sold on items		1,008	1,008
30	Bank Interest		5	5
2,124	Salvage		1,271	1,271
12,514	Garden		13,513	13,513
9,222	Interest on Investment Account		8,881	8,881
119,341	TOTAL RECEIPTS	83,783	24,917	108,701
	PAYMENTS			
18,688	Rent, Rates, Insurance	7,200	11,538	18,738
6,415	Utilities	3,950	2,633	6,583
1,531	Telephone, WIFI, Security	848	1,272	2,119
31,612	Repairs and Renewals	0	40,301	40,301
1,694	Cleaning	1,734	0	1,734
1,208	Other	0	283	283
10,800	Donations	0	4,800	4,800
665	Functions and Outings	358	537	895
1,153	Sundries	970	1,454	2,424
12,899	Administrative Expenses	0	15,120	15,120
0	Funding Distributed	0	27,935	27,935
1,065	Audit and Legal Fees	0	1,065	1,065
87,731	TOTAL PAYMENTS	15,059	106,938	121,997
31,610	SURPLUS/DEFICIT FOR THE YEAR	68,724	-82,020	-13,296

AGE CONCERN AYR SCIO, 6 GARDEN STREET, AYR

SCOTTISH CHARITY NUMBER SC051523

STATEMENT OF BALANCES

AS AT 28 FEB 2026

2025	ASSETS	
705,130	Cash in High Investment Account	696,076
20,352	Cash in Current Account	15,795
164	Cash on Hand	479
725,646		712,350
	LIABILITIES AND NET WORTH	
725,646	NET WORTH	
	Balance as at 28 February 2026	725,646
	Less: deficit for the year	-13,296
		712,350

AYR, 19 May 2026

In my opinion the Statement of Balances and Receipts and Payments have been prepared on the Receipts and Payments basis in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and Charities Accounts (Scotland) Regulations 2006 (as amended).

Jennifer Steele F.C.C.A.

J Steele FCCA
McMorland & Company Accountants
24 York Street, Ayr, KA8 8AZ

Age Concern Ayr SCIO

Registered Charity Number SC051523

Trustee Annual Report for the year ended 28 February 2026

Current Trustees

Mrs. Ellen Walters

Mrs. Julie Templeton

Mrs. Norma E Taylor

Mrs. Grace Bricknell

Mr. Alexander Oattes

Mr. Euan Oattes

Mr. Kelvin Walker

Other Trustees who served during the year

Ms. Mari McCulloch

Contact Address

6 Garden Street, Ayr, KA8 0BB

Recruitment and Appointment of Trustees

Individuals are recruited and appointed in accordance with the Constitution.

Governing Document

Age Concern Ayr SCIO is a Scottish Charitable Incorporated Organisation. The association is administered in accordance with the terms of the governing document.

Charitable Purposes

Age Concern Ayr promotes the objectives of:

- The relief of those in need by reason of age, ill health, disability, financial hardship or other disadvantage.

Summary of Main Activities / Achievements

Age Concern Ayr SCIO operates an Information and Advice Centre with specific focus on issues affecting those aged 55 and over in South Ayrshire. We provide information and advice and grants. We also operate a Charity Shop.

Trustees Remuneration and Expenses

No remuneration or expenses were paid to Trustees during the year.

Reserves

All funds held are unrestricted. The unrestricted funds represent income earned but not yet utilised in supporting charitable activities.

Approved by the Trustees and signed on their behalf

Name: GIM Bricknell

Designation: Treasurer

Date: 08.09.26

AGE CONCERN AYR SCIO
Charity Number SC051523
Independent Examiner's Report
For the year ended 28 February 2026

I report on the accounts of the charity for the year ended 28 February 2026.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006. The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
 - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: Robin D Burns

Date: 21/5/26

McMorland and Company Accounts

24 York Street Ayr, KA8 8AZ