

REGISTERED COMPANY NUMBER: 2121174
(England and Wales)

REGISTERED CHARITY NUMBER: 800912

Report of the Trustees and
Financial Statements for the
Year Ended 31 March 2020
for
Age UK Wiltshire



Age UK Wiltshire
Annual Review and Accounts 2019-20

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Part 1 - Legal and Administrative Information

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Company registered number: 2121174 (England and Wales)

Charity registered number: 800912

Registered Office:

The Wool Shed
New Park Street
Devizes
SN10 1DY

Other locations:

St. Michael's Community Centre
96 St Michael's Road
Salisbury
SP2 9LE

Toothill Community Centre
Dunwich Drive
Toothill
Swindon
SN5 8DH

Company Secretary

Simon Billingham

Trustees and Directors

Daphne Pullen	Chair	Appointed	11/05/16	Chair from 18/10/16
Pauline Oliver	Vice Chair	Appointed	11/05/16	
Peter Backhouse	Treasurer	Resigned	14/04/20	
David Evans		Resigned	13/05/19	
David King		Appointed	08/05/18	
Emma Taylor		Appointed	08/05/18	
Alaina Harle		Resigned	31/03/20	
Kevin Fairman		Appointed	10/07/19	Acting Treasurer from 15/04/20
Elizabeth Gardner		Appointed	10/07/19	

Independent Examiner

SG Fraser FCA
MHA Monahans
38-42 Newport Street
Swindon
Wiltshire
SN1 3DR

Solicitors

Wansbroughs
Northgate Street
Devizes
Wiltshire
SN10 1JX

Bankers

Lloyds Bank plc
38 Market Place
Devizes
Wiltshire
SN10 1JD

Senior Management Personnel

Julian Kirby	Chief Executive Officer	Resigned 31/07/20
Simon Billingham	Director of Services	Acting CEO from 01/08/20
Amanda Whipp	Finance Manager*	
Matthew Morrison-Clarke	Director of Paid for Services*	
Pippa Webster	Area Manager South	
John Truss	Programmes Manager	

*Employment costs are shared jointly by Age UK Wiltshire and Age UK Bath & North East Somerset.

Part 2 About our Charity

Our Charitable Objectives

Age UK Wiltshire is an independent local charity established to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Wiltshire. The charity was originally formed in 1949 as the Wiltshire Older People's Welfare Committee and is committed to enhancing the wellbeing of older people in our community. The charity is managed by a board of trustees who have a wealth of experience across the public, private and the third sector, particularly in health, and social care. Our services are provided by a small team of paid employees and a team of around 250 volunteers.

We know there are many circumstances which reduce older peoples' sense of wellbeing in later life. These can include difficulties with physical and mental health, money worries, housing issues, caring responsibilities, and bereavement. The size of the challenge is perhaps best explained by the fact that across the UK within the next two decades the total number of people aged 65 and over is estimated to grow by 48.9 per cent, which amounts to around 4.75 million people. Indeed, in keeping with current trends, the fastest growing group will be those aged 85 and over with the numbers projected to increase by 113.9 per cent, from nearly 1.3 million people to just under 2.8 million by 2035/36. (Source: Office for National Statistics).

As an organisation we seek to fulfil our charitable objectives through the provision of services that provide a mixture of practical and emotional support for older people. In furtherance of our objectives we work in partnership and collaborate with other charities, voluntary bodies, statutory authorities, and other organisations.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake. The trustees consider that they have acted in the public benefit.

Our Mission

Our mission is to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

Our Vision

The vision of Age UK Wiltshire is to "To make Wiltshire and Swindon places where everyone can love later life".

Our Values

The board of trustees recognise their duty to act in the charity's best interests, to manage resources responsibly, take reasonable care and display skill in their leadership of the charity. To that end trustees commit individually and collectively to operate in accordance with the good practice guidance of the Charity Commission. Furthermore, all Age UK Wiltshire trustees and the Chief Executive Officer will subscribe to and uphold the seven

Nolan Principles of public life; Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Equality, Diversity, and Inclusion

Equality, diversity, and inclusion are central to everything we do at Age UK Wiltshire. We celebrate the diversity of people, and to support everyone to overcome the barriers to their full inclusion and participation in society.

As an organisation we will not tolerate any discrimination, victimisation, or harassment on the grounds of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are committed to tackling the inequalities and exclusion and promoting equality and inclusion of people from diverse backgrounds in all areas of our work. We believe an inclusive society where everyone is treated with dignity and respect will not only benefit older people but will also help to develop greater social cohesion, tolerance, stability, and prosperity.

Age UK Wiltshire believes that harnessing the different life experiences, attributes, and contributions of individuals, will make us a more effective organisation in supporting older people and a better place to work or volunteer.

Our Strategy

Following a review of the existing strategy which has been in place since 2016/17 it was decided that the goals and objectives remain current and appropriate. Therefore, 2019/20 endeavours continued to be guided by the following strategic aims:

1. To identify and respond to the needs and concerns of older people in Wiltshire and Swindon.
2. To build an organisation that is attractive, valued, agile and effective.
3. To create an organisation that is financially sustainable through the acquisition of diverse and ethical funding streams.
4. To become a key Strategic Partner (the 'go to' organisation) of the major statutory, non-statutory and Voluntary and Community Sector organisations which affect the lives of older people in Swindon and Wiltshire.
5. To ensure that the voices of older people in Wiltshire and Swindon, collectively and individually, are heard and responded to.
6. To develop ways of working with older people and their communities that make best use of their strengths and assets, making lives more vibrant, communities more resilient and less reliant on statutory services.

Specifically addressing strategic aims 1- 3, during 2019-20 Age UK Wiltshire continued to structure the charities activities across three distinct themes, described below:

1. Discretionary charitable activities.- funded by donations, grants, legacies and general fundraising activities.
2. Commissioned Services and Projects – funded through contracts secured with NHS, local Authority, Public Health and GP practices.

3. Paid for Services – funded by charging customers directly for receipt of a service that has social impact and can become financially sustainable.

We also appointed two new positions; Director of Paid for Services and Finance Manager, introducing people with the requisite skills, expertise, and capacity to support the continued success in achieving our goals. Both positions are shared posts with our partners Age UK Bath & North East Somerset, which has proved a more efficient and economical way of attracting new talent to the organisation and supports a continued collaborative relationship with a fellow brand partner.

The board of trustees is currently consulting on what should be in the next iteration of the strategy whilst continuing to build upon the major achievements during 2019-20 and giving due consideration to the changing external environment.

During 2019-20 the charity has continued to transform not only what it does, but also how it operates as an organisation. As well as providing a range of services for older people the charity designs and delivers specific projects and organises or supports events and activities. The following is a summary description of some of the highlights.

Services Highlights

Accredited Information & Advice (I&A) Service

Age UK Wiltshire provides an Information & Advice (I&A) service to people aged 65+ living in Wiltshire and Swindon and to their carers and relatives. Age UK Wiltshire is one of very few organisations that still provides a face to face service for those older people who struggle to access the support they need by telephone or via the internet. The team of paid staff and volunteers respond to a broad range of enquiries including: benefit entitlement; applications and resolving disputes; housing; health and social care; legal affairs; general money advice; consumer issues; local services and activities; struggles with daily living and everything in between.

The figures below provide an insight into the year on year increase in demand and Age UK Wiltshire activity:

Activity	2019-20	2018-19
<i>Contacts by phone</i>	4796	4476
<i>Office appointments</i>	1129	1466
<i>Home appointments</i>	606	578
<i>Outreach (talks and meetings)</i>	54	19

In addition to the routine work of the I&A team, there are several more specialist areas of provision available to our clients, these include:

Specialist legal affairs service – individual tailored advice on legal affairs in the areas of Lasting Powers of Attorney, wills, and probate.

Specialist benefits appeals service – support and guidance provided through an appeals process against judgements relating to certain statutory benefits.

Specialist Money Advice Clinic (MAC) service - individual tailored advice on budgeting, income maximisation, improving financial capability and where to access help dealing with debts.

The I&A service is the front door to the public and underpins the holistic approach we take in supporting our older population. An integrated approach and strong connections enable seamless two-way referrals with internal services including Wellbeing, Home from Hospital, Fitness & Friendship and the Living Well services, as well as external organisations.

Age UK Wiltshire holds the nationally recognised Advice Quality Standard (AQS) to further demonstrate the quality of the work delivered by our staff and volunteers.

Wellbeing Programme

The Wellbeing Programme addresses feelings of loneliness and isolation in older people. Like the Living Well service it starts with a Guided Conversation to explore every aspect of the client's life to help identify the cause of why they are feeling lonely and isolated. From that initial conversation colleagues address any practical issue that the clients are experiencing. Clients are helped to develop a 'goal' that is personal to them and supported to achieve it having been matched with a volunteer to help them. In areas where volunteer availability is limited in supporting clients, clients were provided with information about activities and transport schemes in their local area.

Referrals to the Wellbeing service were made either via Information & Advice service or through one of the other Age UK Wiltshire services - Living Well and/or Home from Hospital, where after initial support had been given by project workers in those services, ongoing support to increase confidence or to attend a social activity group was given through volunteers within the Wellbeing service.

Factors influencing someone's sense of wellbeing repeatedly appear in enquiries made to the Information & Advice service with adequate money and the home environment being most prevalent. For this reason, the Wellbeing service has been aligned with Information & Advice and has become an extension of it. The Wellbeing service includes a telephone befriending offer, which is something that individuals can access indefinitely. As part of the Wellbeing service clients receive calls from our fantastically dedicated team of telephone befrienders. The figures below evidence the increasing level of demand and our increase in support activity.

Activity	2019-20	2018-19
<i>No. of clients on the programme</i>	<i>370</i>	<i>344</i>
<i>Clients receiving telephone befriending</i>	<i>203</i>	<i>142</i>

Living Well Service – Partnerships with GP practices

We have five contracts that cover Salisbury, Chippenham, Bradford on Avon, Sarum West and Devizes. In each location an Age UK Wiltshire employee is an integrated part of the surgeries multi-disciplinary older people's teams.

Patients with non-clinical needs are allocated to the Age UK Project Worker to arrange a home visit to complete a 'Guided Conversation.' This is an opportunity to find out what is important to the patient, what practical problems they are experiencing that require support to overcome, and if there is anything that the patient would like to do in the community which would increase their social connections.

The Living Well project workers provide a wrap-around service working with the patient themselves, whilst drawing on the expertise of other services or work with other third-party organisations such as Carers Support Wiltshire, Wiltshire Centre for Independent Living (WCIL), Wiltshire Warm & Safe to name just a few.

The themes of support most commonly provided include:

- Finding help at home
- Access transport schemes
- Housing options
- Blue Badge applications
- Falls prevention
- Accessing personal care service
- Income maximisation
- Social groups
- Exercise classes
- Chiropody
- Aids and equipment
- Personal Alarms

The positive jump in activity detailed below is due to the successful implementation of the Sarum West Living Well Programme, which alone supports 10 GP practices in the south west of the county.

Activity	2019-20	2018-19
<i>Referrals received</i>	<i>784</i>	<i>369</i>
<i>Contacts with or on behalf of clients</i>	<i>4637</i>	<i>3600</i>

Fitness and Friendship Clubs

The Age UK Wiltshire Fitness and Friendship (F&F) Clubs reach out to a section of the population that is less likely to feel at ease in a gym or leisure centre. The clubs are aimed at those who are at increased risk of falls, poor health due to lack of exercise and loneliness and social isolation. Inactivity and more sedentary lifestyles lead to an increase risk of falls, obesity, heart disease, and a decline on mental wellbeing.

Our clubs build (or rebuild) client confidence to prevent a downward spiral that can occur after a fall, even where there is no hospital admission or minor injury. This is through the combination of low impact exercise with friendship, a large dose of laughter and a nice cup of tea!

A partnership has been developed with Wiltshire & Swindon Sports Partnership (WASP) who have been very supportive of the clubs and have provided funding to ensure the ongoing development and growth of Fitness & Friendship continues. This partnership has also identified other projects that we can work on together to deliver real benefit to our target beneficiaries. During the year, two new clubs were formed which has enabled many more members to join F&F clubs.

Activity	2019-20	2018-19
<i>No. of clubs</i>	<i>15</i>	<i>13</i>
<i>No. of members</i>	<i>281</i>	<i>160</i>

Home from Hospital

Age UK Wiltshire has been contracted to deliver a Home from Hospital (HfH) Service for Wiltshire based out of the three acute trusts that serve the county: Salisbury District Hospital (SDH), Royal United Hospital (RUH) in Bath, and Great Western Hospital (GWH) in Swindon.

The Home from Hospital Service provides short term support to Wiltshire residents, predominantly aged 60 plus for up to 6 weeks following a stay in hospital. The services include a mixture of both practical and emotional support that together enable older people to transition back home and regain their confidence and independence, reducing the likelihood of people becoming socially isolated or lonely and being readmitted to hospital.

Services are aimed almost exclusively at individuals who are not otherwise eligible for a social care service or for NHS rehabilitation. Examples of the types of support given are:

- Falls Prevention – practical support and information regarding falls prevention: and to access exercise classes and personal alarm systems.
- Practical help with domestic activities.
- Income maximisation – information on benefits entitlements.
- Social networks – information and/or support to attend a variety of social activities of the patient's choice.
- Maximising independence – help to find ongoing domestic help, a meal provider, access to community transport, handyperson services, housing options and shopping.
- Wellbeing – giving information/support to access services that could resolve an anxiety or practical problem such as gardening, safety and security, personal care.

HfH continues to become an integral part of the wider hospital discharge function and works in a very complimentary and integrated way with colleagues in the wider health and social care sector. The significant increase in activity listed below is due to the successful expansion of the service from SDH to include GWH & RUH.

Activity	2019-20	2018-19
<i>Patients supported</i>	<i>245</i>	<i>77</i>

Toothill Community Centre

The centre has welcomed a wide range of organisations and community groups including the Golden Oldies, older peoples Fitness and Friendship Clubs, youth groups and baby and toddler groups. Swindon Borough council also hold a range of events and internal meetings at the Centre to help ensure the Council operates in the community it serves.

We have been well supported by the West Swindon Parish Council who provided much needed funding for a scheme of improvement work to the internal fabric of the centre. The Clothworkers Foundation provided a very generous grant that supported the set-up of the Toots coffee shop. The Good Gym have provided group volunteering to help with redecoration and Openwork hosted a very well received social event for isolated older people via their corporate volunteering scheme.

The centre provides a physical base for the development of a community meals service, which includes commercial freezers, oven, and a small fleet of delivery vehicles.

Activity	2019-20	2018-19
Average weekly hours room hire	15	9
No. of unique groups who use centre	19	7

Project Highlights

Mental Health Project

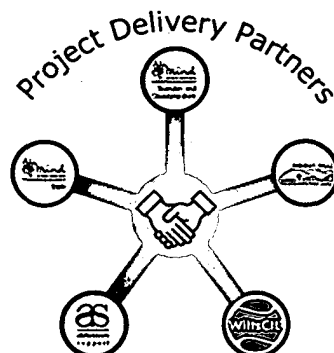
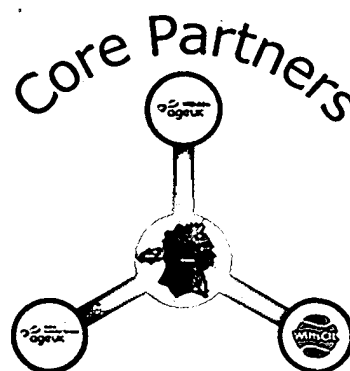
A comprehensive evaluation of the Developing Community Mental Health Assets (DCMHA) project was undertaken and the below is an extract: the 'executive summary', which provides context and a top-level view of the successful project.

In December 2018 Age UK Wiltshire was commissioned by Health Education England (HEE) to deliver a comprehensive, 12-month programme of FREE training on various aspects of mental health delivered in partnership with other VCS organisations across BANES, Swindon and Wiltshire.

The project's aims were:

Improve inclusivity by connecting people and building confidence in supporting their members and customers who have experienced mental health issues.

- Increase awareness of mental health issues and reduce associated stigma.
- Increase colleagues' knowledge, skills, and confidence relating to mental health and equip them with the best techniques to support people.
- Improve colleagues' ability to spot the signs of a mental health crisis.
- Achieve positive culture change relating to mental health in the workplace.



Legacy & Impact

DCMHA is set to leave a legacy; 23 people who became mental health instructors and are now able to cascade mental health training to people.

Project in numbers

£247,660 budget | 1,117 people trained | 52 organisations signed up to Make Someone Welcome | 23 new Mental Health First Aid Instructors | 2 mental health promotion films | high levels of delegate satisfaction.

Human Immunodeficiency Virus (HIV) Campaign

A comprehensive evaluation of the HIV campaign project was completed, shared with Public Health England (PHE) and the impact assessed by Ipsos Mori. Below is an extract of the evaluation: the 'executive summary'.

In December 2018 Age UK Wiltshire was commissioned by PHE to deliver a campaign in 2019 designed to raise awareness of the risks of HIV amongst the over 50s across Bath & North East Somerset (BANES), Swindon and Wiltshire (BSW). The motivation of the campaign was that the over 50s are the only age group where rates of HIV diagnosis are increasing.

The project's aims were to:

- Encourage older people to think about their sexual health.
- Increase awareness of HIV amongst older people and reduce associated stigma.
- Increase colleagues' knowledge, skills, and confidence relating to HIV and equip them with the best techniques to support people.
- Raise awareness of the increase of HIV amongst over 50s to medical practitioners who care for this age group.

Achievements

The campaign has exceeded all targets that were set for distribution and training. It has also attracted interest outside of BSW. Enquiries and requests for resources were received from Somerset, East Midlands, North East England, Torbay and Chelsea. Age UK National supported us by reposting our social media messages and sending details of the campaign to all local Age UKs across the country. We received wide media coverage in the local press (in print and online) throughout the campaign period and featured on two local radio stations. We also took part in a film for the BBC which was shown on BBC Inside Out West and the Victoria Derbyshire programme.

Legacy

Although the campaign has concluded we are keeping the resources available for an indefinite period via our webpage.

Project in numbers

£40,660 project budget | >1.5m people reached via traditional media | > 70,000 people reached via social media | 5,750 posters and leaflets distributed | 1,500 visits to campaign webpage | 1,500 people reached through their phone or tablet | 50 staff and volunteers trained in HIV awareness | 2 radio interviews | 2 television appearances

Supporters

We would like to say thank you to all those organisations that provided a mix of financial and practical support to Age UK Wiltshire:

- Age UK
- Wiltshire Council
- Swindon Borough Council
- Bath Swindon Wiltshire Clinical Commissioning Group (BSW CCG)
- Health Education England
- Arval
- Innocent Smoothie
- Morris Beneficent Fund

- The Clothworkers Foundation
- PHE HIV Innovation Fund
- The Centre for Sustainable Energy
- The Good Gym
- Openwork
- Nationwide Building Society
- JayWing

At the end of the 2019-20 fiscal year the unexpected emergence of the Covid-19 pandemic hit the UK leaving no region or community unaffected. The pandemic quickly escalated to a global health crisis and as a response to the escalating risk it posed on society and particularly more vulnerable groups, (which included the over 70's) the government introduced unprecedented measures which changed the whole context of "normal" life. Restrictive measures were used to reduce the spread of pandemic and reduce mortality rates.

Age UK Wiltshire were able to quickly change the way the staff and volunteer teams worked, moving to home working for all. Support was maintained and capacity was increased to enable support of an increasing number of older people who were often anxious, confused and searching for much needed information. As the effect of the pandemic has continued, we continue to adapt our services to meet the needs of our beneficiaries as best as we can.

The Covid-19 pandemic has given rise to many significant and unprecedented challenges for the sector as a whole, and the full impact is yet to be understood. However, these circumstances have been a catalyst for closer working across health, social care, Voluntary, Community, Social Enterprise (VCSE) sectors and the Age UK brand partner network. It is intended that this new level of connectivity and cooperation will enable us to use our collective resources to support our communities in the best way possible and to build organisational resilience.

The growth and development of 'paid for services' – is a key area we will focus on over the coming months ahead. We initially set up a community hot meals service (formerly known as meals on wheels) from our Swindon base, the Toothill Community Centre. The business plan sets out an ambitious target to grow both in terms of customers served but also geographical areas covered. During February and March 2020 we recruited a small team of drivers and with the support of Chippenham Borough Lands and Wiltshire Community Foundation, procured commercial freezers, an oven and two lease vehicles. The community meals service was launched initially in Swindon and North Wiltshire but has developed to include South and West Wiltshire towns. We continue to receive many customer enquiries and interest from the local press.

Our partnership working with Age UK Bath & North East Somerset has enabled some key achievements, specifically the growth and performance of the Home from Hospital contract and improved financial management capacity to name just two. The collaborative working will continue in to 2020 with a focus on shared management resources and exploration of how paid for services can be developed and launched across our respective communities.

Part 3 Financial Review

We are reporting an operating deficit of £13,872 (2019: surplus £53,943) due in the main to a reduction in the core funding grant of £30,000.

The financial investments and policies of the organisation are reviewed on a regular basis. It was decided that in the light of the current investment climate and the future plans of the organisation to maintain the accounts as they stood. Reviewing of the investments is a constant process but it is acknowledged by the board that with interest rates as low as they are, there is currently little chance of improving our return.

The financial position of the charity remains relatively robust, with unrestricted reserves of £400,541. This was helped by the generous legacies left to the charity amounting to £44,859. The charity does still face significant challenges in generating new revenue streams to fulfil its charitable objectives and meet the ever-increasing needs of the rising number of older people.

The trustees acknowledge the pension reserve deficit of £3,000 (2019: £15,000) and will monitor the situation.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including local authority grants, commissioned services and grant funding from trusts, foundations and individuals. While these continue as current sources of income, we acknowledge that some revenue streams are potentially at greater risk due to the effects of Covid-19. This could clearly present challenges to our ability to continue satisfying increased demand for our services. In order to mitigate this risk, we are:

- Developing paid for services in order to support the delivery of our charitable objects;
- Taking the opportunity to apply for grant funding as it becomes available;
- Ensuring efficiency in the use of resources, monitoring expenditure to control costs and safeguard reserves;
- Engaging with funders and contractual partners on a regular basis;
- Collaborating with other charitable organisations to make best use of resources and intellectual property; and
- Developing new ways of working to ensure Age UK Wiltshire remains relevant in an ever-changing environment.

We have also taken advantage of some of the government support schemes.

Reserves Policy

In compliance with the guidance from the Charity Commission, the trustees ensure that a financial risk assessment is completed as part of the annual budgeting and business planning process. The Reserves Policy was re-assessed during the year and the level decided upon is maintained to enable Age UK Wiltshire to discharge all financial and pension liabilities in the event of closure.

In assessing the need for reserves the trustees consider:

1. The advisable funding to cover the plans to mitigate an unexpected cut in funding,
2. Specific funding for the development of new or expanded services, and
3. Specific reserves for identified long term liabilities.

For the 2019/2020 financial year the trustees have assessed the reserves needed, based upon the above criteria, as 3 to 6 months expenditure.

The total value of funds held at the balance sheet date was £658,036 (2019: £668,908). The value of restricted funds was £73,636 (2019: £193,227). Designated funds of £179,929 (2019: £179,929) are held to support specific future projects. The charity also holds £6,930 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £397,541.

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains uncertain. A number of services continue to be funded or part-funded from voluntary income, so we will seek additional income to further develop our services.

Part 4 – STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment of Trustees

The charity's board comprises a Chair and between 3 and 7 other trustees. A trustee may be appointed by ordinary resolution of the charity or co-opted by the board. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and criminal record disclosures are obtained. Once elected a trustee may serve for a period of 3 years and be eligible for re-election.

Induction and training of Trustees

On appointment, trustees attend induction training for trustees as well as organisation induction training and are given on-going support from fellow trustees and the company secretary. External training is used where relevant, together with appropriate publications (e.g. Charity Commission CC3).

Organisation structure

The board of trustees meets at least quarterly where it considers matters relating to the organisation's strategy, policy, monitoring performance, regulatory matters and governance. In addition, it considers and if in agreement, ratifies recommendations made by subcommittees and any relevant working groups. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the scheme of delegation approved by the trustees for operational matters. This delegated authority is being formally reviewed and updated in late 2020.

Pay policy for senior staff

The senior management team comprise the trustees and key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of senior staff is managed in accordance with a scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises:

- A quarterly review of the register of principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review, and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focussed on non-financial risks arising from fire, health and safety of staff and volunteers, data protection and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers. This includes the new risks to the health and wellbeing of our clients, staff and volunteers due to Covid-19.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. A Register of Interests is maintained and is readily available for inspection.


Age UK Wiltshire is one of approximately 125 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals. It is important to stress that we are an independent local charity run by local people for local people. The brand partnership with Age UK is as part of a federation and is NOT a branch structure. Age UK Wiltshire is not funded by the national charity and we continue to be entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Wiltshire are brought to the attention of policy makers, national, regional and local, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity and well-being.

Finally, and most importantly

Age UK Wiltshire is only able to provide the huge amount of support that it does to older people across Wiltshire and Swindon by the selfless effort and dedication of all our staff and volunteers. Every single one of the team, whatever their role, contributes significantly to making life better for older people. On behalf of the board and the Chief Executive Officer a heartfelt, thank you!

Approved by order of the board of trustees on 11th November 2020 and signed on its behalf by:


Vice-Chair
for

Daphne Pullen
Chair of Trustees

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

Independent examiner's report to the trustees of Age UK Wiltshire ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.


Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Steven Fraser
FCA
MHA Monahans
Chartered Accountants
38-42 Newport Street
Swindon
Wiltshire
SN1 3DR

Date: 3rd December 2020

Age UK Wiltshire

Statement of Financial Activities
for the Year Ended 31 March 2020

	Notes	Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	97,741	103,359	201,100	132,496
Charitable activities	6				
Provision of services		533,084	66,261	599,345	768,635
Other trading activities	4	6,530	-	6,530	-
Investment income	5	1,133	-	1,133	1,180
Other income		<u>36</u>	<u>-</u>	<u>36</u>	<u>36</u>
Total		638,524	169,620	808,144	902,347
 EXPENDITURE ON					
Raising funds	7	30,739	-	30,739	23,061
Charitable activities	8				
Provision of services		515,036	276,241	791,277	825,343
Total		545,775	276,241	822,016	848,404
 NET INCOME/(EXPENDITURE)		92,749	(106,621)	(13,872)	53,943
 Transfers between funds	22	<u>12,970</u>	<u>(12,970)</u>	<u>-</u>	<u>-</u>
 Other recognised gains/(losses)					
Actuarial gains on defined benefit schemes		<u>3,000</u>	<u>-</u>	<u>3,000</u>	<u>8,000</u>
Net movement in funds		108,719	(119,591)	(10,872)	61,943
 RECONCILIATION OF FUNDS					
Total funds brought forward		475,681	193,227	668,908	606,965
 TOTAL FUNDS CARRIED FORWARD		<u>584,400</u>	<u>73,636</u>	<u>658,036</u>	<u>668,908</u>

The notes form part of these financial statements

**Balance Sheet
31 March 2020**

	Notes	2020 £	2019 £
FIXED ASSETS			
Tangible assets	15	6,930	-
Investments	16	<u>1</u>	<u>1</u>
		6,931	1
CURRENT ASSETS			
Stocks	17	1,479	-
Debtors	18	86,848	117,925
Cash at bank and in hand		<u>614,283</u>	<u>682,250</u>
		702,610	800,175
CREDITORS			
Amounts falling due within one year	19	(48,505)	(116,268)
		<u>654,105</u>	<u>683,907</u>
NET CURRENT ASSETS			
		661,036	683,908
TOTAL ASSETS LESS CURRENT LIABILITIES			
PENSION LIABILITY	23	(3,000)	(15,000)
		<u>658,036</u>	<u>668,908</u>
NET ASSETS			
FUNDS	22		
Unrestricted funds:			
General fund		407,471	284,223
Legacies & Special Purposes Fund		179,929	179,929
Development & Innovation Fund		-	14,500
Salisbury Dilapidations Fund		-	12,029
Age Concern Defined Benefit Pension Fund		<u>(3,000)</u>	<u>(15,000)</u>
		584,400	475,681
Restricted funds		<u>73,636</u>	<u>193,227</u>
TOTAL FUNDS		<u>658,036</u>	<u>668,908</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

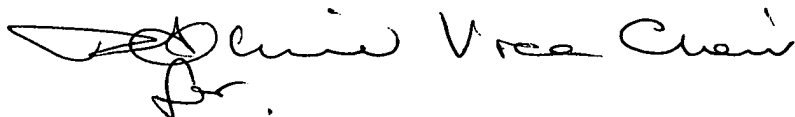
- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

Balance Sheet - continued
31 March 2020

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 11th November 2020 and were signed on its behalf by:



.....
D Pullen - Trustee

The notes form part of these financial statements

Age UK Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2020

	Notes	2020 £	2019 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(58,705)</u>	<u>123,873</u>
Net cash (used in)/provided by operating activities		<u>(58,705)</u>	<u>123,873</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(10,395)	-
Interest received		<u>1,133</u>	<u>1,180</u>
Net cash (used in)/provided by investing activities		<u>(9,262)</u>	<u>1,180</u>
Change in cash and cash equivalents in the reporting period		<u>(67,967)</u>	<u>125,053</u>
Cash and cash equivalents at the beginning of the reporting period		<u>682,250</u>	<u>557,197</u>
Cash and cash equivalents at the end of the reporting period		<u><u>614,283</u></u>	<u><u>682,250</u></u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2020

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2020 £	2019 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(13,872)	53,943
Adjustments for:		
Depreciation charges	3,465	-
Interest received	(1,133)	(1,180)
Decrease in provision	-	(10,440)
(Increase)/decrease in stocks	(1,479)	93
Decrease/(increase) in debtors	31,077	(4,278)
(Decrease)/increase in creditors	(67,763)	93,735
Difference between pension charge and cash contributions	<u>(9,000)</u>	<u>(8,000)</u>
Net cash (used in)/provided by operations	<u>(58,705)</u>	<u>123,873</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.19 £	Cash flow £	At 31.3.20 £
Net cash			
Cash at bank and in hand	<u>682,250</u>	<u>(67,967)</u>	<u>614,283</u>
	<u>682,250</u>	<u>(67,967)</u>	<u>614,283</u>
Total	<u>682,250</u>	<u>(67,967)</u>	<u>614,283</u>

The notes form part of these financial statements

Age UK Wiltshire

Notes to the Financial Statements **for the Year Ended 31 March 2020**

1. GENERAL INFORMATION

Age UK Wiltshire is a charitable company limited by guarantee, without share capital, incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address and principal activities can be found in the Trustees' Report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

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 currency of the charity and rounded to the nearest pound.

Going concern

The partnership working with Age UK Bath & North East Somerset has enabled some key operating achievements and improved financial management capacity. The collaborative working will continue in to 2020 with a focus on shared management resources.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Preparation of consolidated financial statements

The financial statements contain information about Age UK Wiltshire as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK Wiltshire Trading Limited, ceased trading on 1 April 2018.

Critical accounting judgements and key sources of estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The charitable trust makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below:

The present value of the Age UK Retirement Benefits Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note 23, will impact the carrying amount of the pension liability.

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2019 has been used by the actuary in valuing the pensions liability at 31 March 2020. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Critical areas of judgement

None

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

2. ACCOUNTING POLICIES - continued

Income

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

Trading income is included in incoming resources in the SOFA and trading costs are included in resources expended. Income represents commissions receivable, excluding value added tax.

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 is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes of insert details;
- Expenditure on charitable activities includes insert details; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Tangible fixed assets

Fixed assets costing in excess of £500 (per individual item) are capitalised. Computer equipment will be written off over three years on a straight line basis.

Investments

Investments in subsidiaries are measured at cost less impairment.

Related party exemption

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Stocks

Stocks are valued at the lower of cost and net realisable value.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

2. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The Charity participates in the Age UK Retirement Benefits Scheme which, with effect from 1st October 2001, has a defined contribution section and a defined benefit section. The defined benefit section of the scheme closed to future accrual on 30 November 2008.

Defined contribution section

The assets of the scheme are held separately from those of the Charity in an independently administered fund. The costs of the defined contribution arrangements are charged as incurred.

Defined benefits section

The expected costs of providing pensions under the defined benefit scheme, as calculated periodically by professionally-qualified actuaries, are charged to the SOFA so as to spread the cost over the service life of the employees.

Donated goods, services and facilities

Donated goods, services and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated goods, services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Financial instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

Cash at bank - is classified as a basic financial instrument and is measured at face value.

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

Redundancy / Termination payments

Termination benefits are measured at the best estimate of the expenditure required to settle the obligation at the reporting date. If the expected settlement date of the termination payments is 12 months or more after making the provision and the effect would be material, the present value of the obligation is calculated using an appropriate discount rate.

3. DONATIONS AND LEGACIES

	2020	2019
	£	£
Donations	14,675	21,420
Legacies	44,859	52,389
Grants	<u>141,566</u>	<u>58,687</u>
	<u>201,100</u>	<u>132,496</u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

3. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	2020 £	2019 £
Age UK England	40,457	42,457
Morris Beneficent Fund	40,000	-
Wiltshire & Swindon Sport WASP	16,861	9,980
Wiltshire Centre for Independent Living	-	750
Wiltshire Community Foundation	-	2,500
The Clothworkers' Foundation	10,000	-
Morrison Foundation	1,000	-
Chippenham Borough Lands	10,981	-
West Swindon Parish Council	14,539	-
Centre for Sustainable Energy	7,728	-
Other	-	3,000
	<u>141,566</u>	<u>58,687</u>

4. OTHER TRADING ACTIVITIES

	2020 £	2019 £
Hall hire	6,505	-
Café income	25	-
	<u>6,530</u>	<u>-</u>

5. INVESTMENT INCOME

	2020 £	2019 £
Deposit account interest	<u>1,133</u>	<u>1,180</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	2020 £	2019 £
Grants	238,261	571,772
Income from charged for services to beneficiaries of the charity	25,021	26,974
Living Well service	148,953	47,389
Home from Hospital service	186,440	122,500
Community meals	670	-
	<u>599,345</u>	<u>768,635</u>

Activity	2020 £	2019 £
	Total	Total
Core services	172,000	202,000
Nailcare	-	4,340
Information & Advice	60,781	50,630
Fitness & Friendship	13,709	25,744
Living Well	148,953	47,389
Gardening	8,720	9,850
Home from Hospital	186,440	122,500
Mental Health Project	-	254,140
HIV Project	8,580	32,080
Community meals	670	-
Other	(3,100)	19,962
	<u>599,345</u>	<u>768,635</u>
Total	<u>238,261</u>	<u>768,635</u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

6. INCOME FROM CHARITABLE ACTIVITIES - continued

Grants received, included in the above, are as follows:

	2020	2019
	£	£
Age UK England	60,781	57,110
Wiltshire Council	-	22,290
First City Nursing	-	11,250
Wiltshire NHS CCG	(3,100)	269,332
Wiltshire Council - investment grant	86,000	101,000
Wiltshire NHS CCG - investment grant	86,000	101,000
Public Health England	8,580	9,790
	<u>238,261</u>	<u>571,772</u>

Government Grant and Government contract Income:

	2020	2019
	£	£
Wiltshire County Council	272,440	229,980
Wiltshire NHS CCG	82,900	370,332
Public Health England	8,580	32,080

There were no unfulfilled conditions or other contingencies attached to these grants/contracts. The charity has not directly benefited from any other forms of government assistance.

7. RAISING FUNDS

Raising donations and legacies

	2020	2019
	£	£
Staff costs	15,980	14,443
Sundries	299	449
Subscriptions	200	200
Support costs	14,260	7,969
	<u>30,739</u>	<u>23,061</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £	Support costs (see note 10) £	Totals £
Provision of services	<u>509,569</u>	<u>281,708</u>	<u>791,277</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs				2020 £	2019 £
Activity	Direct staff costs	Other direct costs	Support costs	Total	Total
Nailcare	-	-	-	-	14,329
Information & Advice	89,399	8,327	79,776	177,502	203,426
Fitness & Friendship	20,635	14,207	18,414	53,256	70,401
Living Well	105,780	4,973	94,394	205,147	183,678
Gardening	5,573	375	4,973	10,921	14,848
Home from Hospital	51,275	66,234	45,756	163,265	49,274
Wellbeing	9,388	3,625	8,378	21,391	85,038
Toothill	14,121	43,579	12,601	70,301	6,579
Mental Health Project	-	42,005	-	42,005	172,656
HIV Project	-	1,267	-	1,267	21,472
Community meals	18,667	1,823	16,658	37,148	-
Other	849	7,467	758	9,074	3,642
Total	315,687	193,882	281,708	791,277	825,343

Basis of allocation of support costs: Percentage of staff time

10. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	14,260	-	14,260
Provision of services	274,195	7,513	281,708
	<u>288,455</u>	<u>7,513</u>	<u>295,968</u>

Analysis of support costs

	2020 £	2019 £
Staff costs	191,855	173,739
Premises	24,964	76,424
Office costs and Sundries	68,171	81,709
Depreciation	3,465	-
Governance costs	7,513	5,225
	<u>295,968</u>	<u>337,097</u>

11. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2020 £	2019 £
Depreciation - owned assets	3,465	-
Accountancy and independent examination	3,200	1,797
Operating leases - land and buildings	20,040	50,201
Operating leases - other	3,031	900

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

1 Trustees received travel expenses totalling £20 (2019, two trustees, £381).

13. STAFF COSTS

	2020 £	2019 £
Wages and salaries	441,467	425,016
Social security costs	31,594	26,087
Other pension costs	<u>50,461</u>	<u>23,635</u>
	<u><u>523,522</u></u>	<u><u>474,738</u></u>

The average monthly number of employees during the year was as follows:

	2020	2019
Direct charitable	28	21
Fundraising and publicity	1	1
Management and administration	<u>1</u>	<u>1</u>
	<u><u>30</u></u>	<u><u>23</u></u>

No employees received emoluments in excess of £60,000.

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 3. The total employee benefits of the key management personnel of the charity were £173,701 (2019: £164,916).

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	110,516	21,980	132,496
Charitable activities			
Provision of services	228,974	539,661	768,635
Investment income	1,180	-	1,180
Other income	<u>36</u>	<u>-</u>	<u>36</u>
Total	340,706	561,641	902,347
EXPENDITURE ON			
Raising funds	23,061	-	23,061
Charitable activities			
Provision of services	281,084	544,259	825,343
Total	<u>304,145</u>	<u>544,259</u>	<u>848,404</u>
NET INCOME	36,561	17,382	53,943
Transfers between funds	<u>(2,107)</u>	<u>2,107</u>	<u>-</u>

Other recognised gains/(losses)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Actuarial gains on defined benefit schemes	<u>8,000</u>	<u>-</u>	<u>8,000</u>
Net movement in funds	42,454	19,489	61,943
RECONCILIATION OF FUNDS			
Total funds brought forward	433,227	173,738	606,965
TOTAL FUNDS CARRIED FORWARD	<u><u>475,681</u></u>	<u><u>193,227</u></u>	<u><u>668,908</u></u>

15. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2019	8,948
Additions	10,395
Disposals	<u>(8,948)</u>
At 31 March 2020	<u>10,395</u>
DEPRECIATION	
At 1 April 2019	8,948
Charge for year	3,465
Eliminated on disposal	<u>(8,948)</u>
At 31 March 2020	<u>3,465</u>
NET BOOK VALUE	
At 31 March 2020	<u><u>6,930</u></u>
At 31 March 2019	<u><u>-</u></u>

16. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2019 and 31 March 2020	<u>1</u>
NET BOOK VALUE	
At 31 March 2020	<u><u>1</u></u>
At 31 March 2019	<u><u>1</u></u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

16. FIXED ASSET INVESTMENTS - continued

Age UK Wiltshire Trading Limited

Registered office:

Nature of business: Dormant

Class of share: %
Ordinary holding
100

	2020	2019
	£	£
Aggregate capital and reserves	(210)	(104)
Loss for the year	<u>(106)</u>	<u>(105)</u>

17. STOCKS

	2020	2019
	£	£
Stocks	<u>1,479</u>	<u>-</u>

18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade debtors	39,473	63,696
Other debtors	45,937	45,937
Prepayments and accrued income	<u>1,438</u>	<u>8,292</u>
	<u>86,848</u>	<u>117,925</u>

19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade creditors	5,540	95,907
Social security and other taxes	9,039	5,637
Other creditors	-	7,366
Accrued expenses	<u>33,926</u>	<u>7,358</u>
	<u>48,505</u>	<u>116,268</u>

20. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2020	2019
	£	£
Within one year	17,752	20,940
Between one and five years	<u>16,134</u>	<u>22,080</u>
	<u>33,886</u>	<u>43,020</u>

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2020 Total funds	2019 Total funds
	£	£	£	£
Fixed assets	6,930	-	6,930	-
Investments	1	-	1	1
Current assets	628,974	73,636	702,610	800,175
Current liabilities	(48,505)	-	(48,505)	(116,268)
Pension liability	<u>(3,000)</u>	<u>-</u>	<u>(3,000)</u>	<u>(15,000)</u>
	<u>584,400</u>	<u>73,636</u>	<u>658,036</u>	<u>668,908</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

22. MOVEMENT IN FUNDS

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	284,223	83,749	39,499	407,471
Legacies & Special Purposes Fund	179,929	-	-	179,929
Development & Innovation Fund	14,500	-	(14,500)	-
Salisbury Dilapidations Fund	12,029	-	(12,029)	-
Age Concern Defined Benefit Pension Fund	(15,000)	12,000	-	(3,000)
	475,681	95,749	12,970	584,400
Restricted funds				
Legacies & Special Purposes	35,926	-	-	35,926
Wiltshire Involvement Network	1,097	(1,097)	-	-
ACE Emergency Grant - Swindon Development	772	(772)	-	-
Swindon Befriending	15,241	(15,241)	-	-
I&A Warm & Well	7,604	(7,604)	-	-
Activities - Development Projects	15,262	-	-	15,262
Home from Hospital	13,303	-	(13,303)	-
IT Club	2,293	-	-	2,293
Salisbury Health Activities	1,700	-	-	1,700
John Lewis - "Man in the Moon" Campaign	571	(571)	-	-
Downton Project	1,552	(1,552)	-	-
Well Being	-	7,474	-	7,474
Zurich Toothill	2,005	(2,055)	50	-
Health Education England - Community Mental Health	73,257	(73,257)	-	-
NHS - Calderdale Project	8,552	(8,552)	-	-
Public Health England - HIV Project	14,092	(14,092)	-	-
Clothworkers Toothill	-	(199)	199	-
West Swindon PC	-	(84)	84	-
Chippenham Borough Lands	-	10,981	-	10,981
	193,227	(106,621)	(12,970)	73,636
TOTAL FUNDS	<u>668,908</u>	<u>(10,872)</u>	<u>-</u>	<u>658,036</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

22. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	638,524	(554,775)	-	83,749
Age Concern Defined Benefit Pension Fund	-	9,000	3,000	12,000
	638,524	(545,775)	3,000	95,749
Restricted funds				
Wiltshire Involvement Network	-	(1,097)	-	(1,097)
ACE Emergency Grant - Swindon Development	-	(772)	-	(772)
Swindon Befriending	-	(15,241)	-	(15,241)
I&A Ambitions for Later Life	14,000	(14,000)	-	-
I&A Warm & Well	46,781	(54,385)	-	(7,604)
John Lewis - "Man in the Moon" Campaign	-	(571)	-	(571)
Downton Project	-	(1,552)	-	(1,552)
Well Being	40,000	(32,526)	-	7,474
Zurich Toothill	-	(2,055)	-	(2,055)
I&A Friends and forum	2,250	(2,250)	-	-
Health Education England - Community Mental Health	-	(73,257)	-	(73,257)
NHS - Calderdale Project	(3,100)	(5,452)	-	(8,552)
Public Health England - HIV Project	8,580	(22,672)	-	(14,092)
Morrison Foundation	1,000	(1,000)	-	-
Clothworkers Toothill	10,000	(10,199)	-	(199)
West Swindon PC	14,539	(14,623)	-	(84)
Smart Meter Project	7,728	(7,728)	-	-
Chippenham Borough Lands	10,981	-	-	10,981
WASP - Fitness& Friendship	16,861	(16,861)	-	-
	169,620	(276,241)	-	(106,621)
TOTAL FUNDS	808,144	(822,016)	3,000	(10,872)

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
Unrestricted funds				
General fund	257,769	28,561	(2,107)	284,223
Legacies & Special Purposes Fund	179,929	-	-	179,929
Development & Innovation Fund	14,500	-	-	14,500
Salisbury Dilapidations Fund	12,029	-	-	12,029
Age Concern Defined Benefit Pension Fund	(31,000)	16,000	-	(15,000)
	<u>433,227</u>	<u>44,561</u>	<u>(2,107)</u>	<u>475,681</u>
Restricted funds				
Legacies & Special Purposes	35,926	-	-	35,926
Wiltshire Involvement Network	1,097	-	-	1,097
ACE Emergency Grant - Swindon Development	972	(200)	-	772
Swindon Befriending	15,241	-	-	15,241
I&A Winter Warmth Fund	16,103	(16,103)	-	-
I&A Warm & Well	9,261	(1,657)	-	7,604
I&A Development Fund	5,349	(5,349)	-	-
Fundraising - Age UK Income Generation	16,851	(16,851)	-	-
Activities - Development Projects	15,262	-	-	15,262
Calne Fitness & Friendship	197	(197)	-	-
Chippenham Older Person Forum	60	(60)	-	-
Home from Hospital	13,303	-	-	13,303
IT Club	2,293	-	-	2,293
Salisbury Health Activities	1,700	-	-	1,700
John Lewis - "Man in the Moon" Campaign	571	-	-	571
Downton Project	1,552	-	-	1,552
Well Being	38,000	(40,107)	2,107	-
Zurich Toothill	-	2,005	-	2,005
Health Education England - Community Mental Health	-	73,257	-	73,257
Public Health England - HIV project	-	14,092	-	14,092
NHS - Calderdale Project	-	8,552	-	8,552
	<u>173,738</u>	<u>17,382</u>	<u>2,107</u>	<u>193,227</u>
TOTAL FUNDS	<u>606,965</u>	<u>61,943</u>	<u>-</u>	<u>668,908</u>

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

22. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	340,706	(312,145)	-	28,561
Age Concern Defined Benefit Pension Fund	-	8,000	8,000	16,000
	340,706	(304,145)	8,000	44,561
Restricted funds				
ACE Emergency Grant - Swindon Development	-	(200)	-	(200)
I&A Winter Warmth Fund	-	(16,103)	-	(16,103)
I&A - EON Benefits Take Up	14,880	(14,880)	-	-
I&A Ambitions for Later Life	17,500	(17,500)	-	-
I&A Warm & Well	18,250	(19,907)	-	(1,657)
I&A Development Fund	-	(5,349)	-	(5,349)
Fundraising - Age UK Income Generation	-	(16,851)	-	(16,851)
Calne Fitness & Friendship	-	(197)	-	(197)
Chippenham Older Person Forum	-	(60)	-	(60)
Home from Hospital	122,500	(122,500)	-	-
Living Well - Bradford on Avon	6,000	(6,000)	-	-
Living Well - Salisbury	7,500	(7,500)	-	-
Living Well - Market Lavington	12,000	(12,000)	-	-
Well Being	-	(40,107)	-	(40,107)
Zurich Toothill	3,000	(995)	-	2,005
Bowerhill Fitness & Friendship	1,000	(1,000)	-	-
I&A Friends and forum	2,250	(2,250)	-	-
I&A Active and feel great	2,500	(2,500)	-	-
Health Education England - Community Mental Health	247,660	(174,403)	-	73,257
Public Health England - HIV project	32,080	(17,988)	-	14,092
WASP - LACE up grant	9,980	(9,980)	-	-
Wiltshire CCG - Fitness and friendship	13,120	(13,120)	-	-
First City Nursing	11,250	(11,250)	-	-
Living Well - Hathaway	15,013	(15,013)	-	-
Living Well - Sarum West	6,876	(6,876)	-	-
NHS - Calderdale Project	8,552	-	-	8,552
Wiltshire Centre for Independent Living - Make someone welcome	7,230	(7,230)	-	-
Wiltshire Community Foundation Research project	2,500	(2,500)	-	-
	561,641	(544,259)	-	17,382
TOTAL FUNDS	902,347	(848,404)	8,000	61,943

Legacies & Special Purposes: This fund receives monies given for special restricted purposes and can only be used as specified by the donor.

Wiltshire Involvement Network: Link funding provided for a joint project to enable local people to be involved in health and social care provision.

ACE Emergency Grant: Funding to support re-establishment of services in the Swindon area.

Swindon Befriending: A grant received to support adult care services in Swindon.

I&A - Winter Warmth Fund. Created from the kind donation of supporters winter fuel payments and the income from the Innocent:Smoothie Big Knit, this fund enables Age UK Wiltshire to support vulnerable older people during the colder winter months. Salisbury Winter Warmth Fund has been consolidated into here also.

I&A - E.ON Benefits Take Up: Project to promote benefit take up in region. Completed in year.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

22. MOVEMENT IN FUNDS - continued

I&A - Ambitions for Later Life: Project to support older people experiencing significant life events. i.e. Retirement transition.

I&A - Warm & Well: Project to provide advice on income maximisation and benefit checks in the homes of vulnerable older people and providing information on staying warm in the home.

I&A - Development Fund: Grant to enable development of client database systems and for the integration of the I&A services provided by Age UK Wiltshire and Age UK Salisbury.

Fundraising - Age UK Income Generation: Funding to support development of income generation plan and staffing and cost efficiency work.

Activities - Development Projects: Grants received to support development and expansion of the Active Ageing department and to purchase new equipment. Received from Warminster Town Council, Sport England and Armed Forces Covenant.

Calne Fitness & Friendship: Funding from Calne Area Board provided to support set up of independent Activities group in Calne.

Chippenham Older Persons Forum: Collaboration project to develop forum in Chippenham.

IT Club: Funding for the IT club. Project currently on hold.

Living Well - Bradford on Avon: Collaborative funding from Bradford on Avon Town Council, Bradford on Avon Health and Well Being Group and Bradford on Avon and Melksham Health Partnership. Working within the town to identify and support clients with social care needs.

Living Well - Salisbury: Funding provided by Salisbury Medical Practice, to work with GP's surgery in order to identify and support clients with social care needs.

Living Well - Hathaway: Funding provided by Hathaway Medical Centre to work with GP's surgery in order to identify and support clients with social care needs.

Market Lavington Living Well: Funding provided by Market Lavington Surgery to work with GP's surgery in order to identify and support clients with social care needs.

Salisbury Healthy Activities: Salisbury Area Board funded project for health and well being activities in the Salisbury area.

John Lewis - "Man in the Moon" Campaign: Income from instore fundraising used to fund Bereavement Training for staff and volunteers

Downton project: Digital skills project working with older people in the Downton area of Salisbury.

Well Being: Service offering older people who have been identified as being lonely, isolated, lacking in confidence or requiring support to access community activities assistance to make steps to improve their personal sense of wellbeing. Funding supplied by benefactors who wish to remain anonymous.

Zurich Toothill: A grant to support the setting up of a community coffee shop within Toothill Community Centre. Specifically for purchasing essential equipment and furniture.

Bowerhill Fitness and Friendship: A donation towards the set up costs of a Fitness & Friendship club in Bowerhill.

I&A Friends and forum: Grant from Age UK to facilitate engagement with Age Concern and other forums.

I&A Active and feel great: Grant from Age UK national to fund the training of volunteers and setting up new activity sessions.

Health Education England - Community mental health: A comprehensive programme of FREE training on various aspects of mental health available to people working across Bath & North East Somerset, Wiltshire and Swindon. The programme aims to raise awareness of mental health issues and to help people deal more effectively with those who are experiencing poor mental health.

Public Health England - HIV project: A campaign aimed at the over 50s of BANES, Swindon & Wiltshire to make them aware of the risks of HIV and encourage them to be proactive in maintaining their sexual health.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

22. MOVEMENT IN FUNDS - continued

WASP - LACE up grant: Setting up three new Fitness and Friendships clubs in rural areas of Wiltshire. Providing access to low impact exercise in a social setting.

Wiltshire CCG Fitness and friendship: Investment in the continued growth and sustainability of the network of Fitness and Friendship Clubs across Wiltshire.

First City Nursing: A project that explored the potential added value created by Age UK Wiltshire working jointly with First City Nursing. Helping provide a more holistic approach to support planning.

Living Well - Sarum West: A partnership with a GP practices across the Sarum West Primary Care Network. Supporting patients with non-clinical interventions that improve their wellbeing and access to local community resources.

NHS Calderdale project: A project to support the local NHS workforce to access clinical redesign and change training, supporting the development of more integrated and personalised care.

Wiltshire Centre for independent living - make someone welcome: A community development partnership project that creates more inclusive and welcoming places for people with disabilities and health conditions to attend and participate.

Wiltshire community foundation research project: Market research to help identify personal experiences and the things that matter most to local people in later life.

Morrison Foundation: funding for Information & Advice

Chippenham Borough Lands: Capital seed funding to enable creation and ongoing support for one cohort of 50 customers, aged 70+, living in Chippenham, to receive on average one meal per day

Clotherworkers Toothill: to equip the community centre in Toothill, west Swindon and deliver activities and amenities that will improve the wellbeing of older people.

West Swindon Parish Council: Toothill Community Centre Re-Launch. To improve the fabric of the building.

Smart Meter Project: to deliver awareness engagement sessions with older people about smart meters and the potential benefits.

WASP - Fitness & Friendship: to engage older people in and deliver fitness programmes.

Transfers between funds

The following transfers took place during the year:

Transfer from	Transfer to	£	Reason
General fund	Various restricted funds	333	deficit on funds covered by general fund
Home from Hospital	General fund	13,303	on review of the contract the income has been deemed to be a contract for services and has been unrestricted this year

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

23. EMPLOYEE BENEFIT OBLIGATIONS

Defined benefit scheme

Age UK Wiltshire is a member of the Age UK Retirement Benefits Scheme which operates a defined benefit pension arrangement. The disclosures below relate to the Age Concern Section of the scheme, this section of the scheme closed to further accrual on 30 November 2008. The Scheme provides benefits based on salary at their date of leaving the Scheme and length of service.

The most recent comprehensive actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2020 by an independent qualified actuary. The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projects Unit Method.

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

	Defined benefit pension plans	
	2020	2019
	£	£
Current service cost	-	-
Past service cost	-	1,000
Administration expenses	2,000	1,000
Interest on net defined benefit liability	-	1,000
	<u>2,000</u>	<u>3,000</u>
Actual return on plan assets	<u>16,000</u>	<u>16,000</u>

Changes in the present value of the defined benefit obligation are as follows:

	Defined benefit pension plans	
	2020	2019
	£	£
Opening defined benefit obligation	313,000	309,000
Past service cost	-	1,000
Interest cost	7,000	8,000
Actuarial losses/(gains)	13,000	8,000
Benefits paid	(10,000)	(13,000)
	<u>323,000</u>	<u>313,000</u>

Changes in the fair value of scheme assets are as follows:

	Defined benefit pension plans	
	2020	2019
	£	£
Opening fair value of scheme assets	298,000	278,000
Contributions by employer	11,000	11,000
Interest income	7,000	7,000
Actuarial gains/(losses)	16,000	16,000
Benefits paid	(10,000)	(13,000)
Administration costs incurred	(2,000)	(1,000)
	<u>320,000</u>	<u>298,000</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

23. EMPLOYEE BENEFIT OBLIGATIONS - continued

The amounts recognised in other recognised gains and losses are as follows:

	Defined benefit pension plans	
	2020	2019
	£	£
Actuarial gains/(losses)	3,000	8,000
	<u>3,000</u>	<u>8,000</u>

The major categories of scheme assets as a percentage of total scheme assets are as follows:

	Defined benefit pension plans	
	2020	2019
Equities	14.70%	20.60%
Diversified growth fund	12.40%	18.30%
Matching assets-bonds & gilts	64.80%	53.60%
Property	7.10%	7.30%
Cash	1.00%	-
	<u>100.00%</u>	<u>100.00%</u>

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2020	2019
Discount rate	2.20%	2.40%
CPI inflation	1.80%	2.40%
Future pension increases - pre 2006	3.00%	3.40%
Future pension increases - post 2006	2.50%	2.50%
RPI inflation	2.80%	3.40%

Main demographic assumptions: S3P base tables projected by year of birth assuming future improvements in line with CMI 2019 core projections with a long-term rate of improvement of 1.0% p.a.

	2020	2019
Mortality		
Life expectancy for male currently aged 65	21.7 years (age 86.3)	21.3 years (age 86.3)
Life expectancy for female currently aged 65	24.0 years (age 88.2)	23.2 years (age 88.2)
Life expectancy for male currently aged 45	22.7 years (age 87.3)	22.3 years (age 87.3)
Life expectancy for female currently aged 45	25.2 years (age 89.4)	24.4 years (age 89.4)

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

Defined contribution scheme

The pension cost charge represents contributions payable by Age UK Wiltshire to the fund and amounted to £50,461 (2019, £22,943). At 31 March 2020 £nil (2019: £7,763) of contributions were payable.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

24. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.