

REGISTERED COMPANY NUMBER: 2121174

(England and Wales)

REGISTERED CHARITY NUMBER: 800912

Report of the Trustees and
Financial Statements for the
Year Ended 31 March 2021
for
Age UK Wiltshire



Age UK Wiltshire

Contents

Part 1

Legal and Administrative Information

Part 2

About our Charity

Our Services and Activities at Age UK Wiltshire

Our Future Plans

Part 3

Financial Review

Part 4

Governance and Financial Management

Report of the Independent Auditors to the Members of Age UK Wiltshire

Financial Statements

Part 2 About our Charity

Our Charitable objectives are: 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.

Age UK Wiltshire (AUKW) 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 100 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 recognises 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, aim to remove barriers and to support everyone to overcome and enable 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.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Our Strategy

In July 2020 a new two-year strategic plan was agreed that built on the achievements and successes of the charity in recent years and presented the plan for change. The key changes were:

- a shift from historic commissioned service provider to influencer, using our trusted brand and expertise to focus on activity that will ensure older people in Wiltshire can love later life.
- an outcomes-based approach that enables us to demonstrate the true social impact we have and makes our volunteers and staff proud.
- a needs-based approach, reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people. Providing localised community support reliably, delivering on our commitments and ensuring our services are accessible to all older people.
- ensure our business model is financially sustainable and can continue to support the changing needs of older people for years to come.
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.

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 2020-21 and giving due consideration to the changing external environment.

During 2020-21 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.

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 was 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 and 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.

We saw the growth and development of a community meals service to support people isolated at home with limited access to other services.

Our partnership working with Age UK Bath & North East Somerset (B&NES) 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.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

Services Highlights

Accredited Information & Advice (I&A) Service

Age UK Wiltshire provides an Information & Advice (I&A) service to people aged 50+ living in Wiltshire and Swindon and to their carers and relatives. 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 enquiry activity:

Activity	2020-21	2019-20
<i>Contacts by phone</i>	5,974*	4,796
<i>Office appointments</i>	15	1,129
<i>Home appointments</i>	0	606
<i>Outreach (talks and meetings)</i>	0	54

**Includes 303 telephone benefit applications*

During 2020-21 it was necessary to suspend office and home appointments. Outreach sessions were also cancelled. However, the I&A team were able to move seamlessly to a telephone and email only service and clients continued to receive the help they needed. A triage system was introduced to cope with the volume of calls being made to the organisation which enabled support to be given to those most in need to address their basic needs – shopping and medication being a priority. As restrictions eased and call volume reduced, enquiry types returned to routine work. Benefit applications which normally would have comprised of a home visit, were completed over the telephone, making two or three calls as opposed to the one visit. The team were able to help clients claim an extra £1,657,135 in benefits and grants.

The Information and Advice 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 our other services including Wellbeing, Home from Hospital, Fitness & Friendship and the Living Well services, as well as external organisations.

The team achieved the Information & Advice Quality Programme (IAQP) during the latter part of the year, a requirement to retain the Age UK Brand Partner status and 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.

The Information and Advice service also received addition funding to support clients with fuel poverty and wellbeing:

1. A **Later Life Goals project (through the Masonic Charitable Foundation)** enabled support to be given to 123 individuals who had experienced a significant life event such as bereavement, diagnosis of a long-term health condition etc. The project helped the clients claim £56,700 in benefits.
2. The **Eon Warm Homes Benefit Take-Up** Programme helped 336 individuals and identified £897,106.82 in benefit entitlement.
3. The **Surviving Winter Programme, funded by Wiltshire Community Foundation** awarded a grant total of £29,000 to 134 individuals.

Wellbeing Programme

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 Programme has been aligned with Information & Advice and is now an extension of it.

Age UK Wiltshire

Report of the Trustees - continued **for the Year Ended 31 March 2021**

Access to the Wellbeing Programme starts with a 'Guided Conversation' to explore every aspect of the client's life which then help identify the cause of why they are feeling lonely and isolated. This identifies whether someone meets the criteria for the visiting and/or telephone befriending support or whether they are better served by a signpost or referral to another organisation. During 2020-2021 the home visiting aspect of the service was suspended but Reassurance Calls were offered to all clients (including other AUKW services) for the first five months of the year and ran along-side the regular Telephone Befriending service. An additional 250 clients were supported by over 70 Age UK Wiltshire volunteers to make these weekly calls.

Activity	2020-21	2019-20
<i>No. of clients on the programme</i>	0	370
<i>Clients receiving telephone befriending/ reassurance call</i>	509	203

Funding awarded in January 2021 from the **Age UK national Building Resilience** project enabled the Wellbeing service to work with our other services to support 61 clients in the first three months. These clients were people who were experiencing a significant life event – bereavement, serious illness, hospital admission etc. Clients were supported through their difficulties and given the means to be able to better cope with the challenges they faced.

Funding from the **Armed Forces Covenant** Fund enabled AUKW to provide Reassurance Calls and send weekly Newsletters which included 192 veterans, throughout the peak of the pandemic.

Living Well Service – Partnerships with GP practices

We had 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, Dorset & Wiltshire Fire and Rescue Service, Wiltshire Warm & Safe to name just a few.

The themes of support most commonly provided include:

- Finding help at home or personal care
- Access transport schemes and blue badge applications
- Housing options
- Falls prevention and Chiropody
- Income maximisation
- Social groups and exercise activities
- Aids and equipment

Home visits to clients were suspended during the course of the year, which accounts for the reduced number of clients referred to the service. All clients referred were supported by telephone and offered ongoing weekly reassurance calls. Living Well project workers introduced a weekly newsletter which was sent to Living Well as well as clients from all services until September 2020, containing motivational articles to help people engage with their AUKW caller, puzzles, and useful information.

Age UK Wiltshire

Report of the Trustees
for the Year Ended 31 March 2021

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 2021. 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 2019).

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

Sarah Cardy – appointed 14 June 2021

Simon Billingham – appointed 19 October 2020, resigned 14 June 2021

Julian Kirby – resigned 31 July 2020

Trustees and Directors

Daphne Pullen	Chair	Resigned	01/12/20	
Pauline Oliver	Chair	Appointed	11/05/16	Chair from 10/03/21
Peter Backhouse	Treasurer	Resigned	14/04/20	
Kevin	Fairman	Appointed	10/07/19	Acting Treasurer from 15/04/20
Elizabeth Gardner		Resigned	18/08/21	
Melissa Hillier		Appointed	11/11/20	
David King		Appointed	08/05/18	
Stewart Ruston		Appointed	11/11/20	
Emma Taylor		Appointed	08/05/18	

Age UK Wiltshire

Report of the Trustees - continued
for the Year Ended 31 March 2021

Auditors

MHA Monahans
Statutory auditors
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 31/07/2020
Simon Billingham	Acting Chief Executive Officer	1/8/2020 to 28/2/2021
Sarah Cardy	Chief Executive Officer	Appointed 14/06/2021
Matthew Morrison-Clarke	Director of Paid for Services*	
John Truss	Programmes Manager	
Pippa Webster	Area Manager South	
Amanda Whipp	Finance Manager*	

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

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

<i>Activity</i>	2020-21	2019-20
<i>Referrals received</i>	480	784
<i>Contacts with or on behalf of clients</i>	4,842	4,637

Due to changes in funding requirements within some Primary Care Networks, the Salisbury Living Well service ended during the year.

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 increased risk of falls, obesity, heart disease, and a decline in 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. The format of the club is through a combination of low impact exercise with an emphasis on friendship and having fun.

Funding from the **Wiltshire & Swindon Sports Partnership (WASP)** has enabled the clubs to develop and additional funding through their Get Out Get Active project to open three additional clubs in south Wiltshire will help to address the pressing need for older people to remain active and healthy.

Activity	2020-21	2019-20
<i>No. of clubs</i>	14	15
<i>No. of members</i>	273	281

Face to face clubs were suspended during the year but online Zoom sessions were introduced, YouTube clips were made available on the Age UK Wiltshire website, members received monthly newsletters which included exercise sheets and funding through the Inequalities Fund enabled activity packs (an exercise manual, a pedometer and a theraband) to be sent to each member.

Home from Hospital

Age UK Wiltshire has been contracted by **Wiltshire Council** 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 and three community hospitals in Chippenham, Warminster, and Marlborough.

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.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

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.

Home from Hospital 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.

Activity	2020- 21	2019- 20
<i>Patients supported</i>	358	245

Community Meals

This new service started delivering meals in March 2020. The aim of the service is:

- The provision of an individually selected hot meal at lunchtime, delivered to a client's door or additionally placed or plated in a location of choice within their home
- A carry out positive conversation with a client
- An informal welfare check with any concerns or issues addressed directly

With this service still in its infancy, the impact of the Covid pandemic very quickly materialised highlighting the sense of isolation and loneliness affecting older people in the community. This meant there was increase in demand and reliance upon Community Meals. Whilst we initially hoped to expand our service gradually, we had to expand quickly reach out across the whole county of Wiltshire. This required an acceleration in the recruitment of drivers to the team, the acquisition of additional vehicles and equipment when compared to our original business plan.

Arval our lease car provider supported the expansion of our service with four "free" vehicles during our first quarter to supplement our original two leased vehicles, enabling the service to reach more clients

In May partnered with Age UK B&NES to provide a service to residents, in the B&NES area, with the help of some of their redeployed staff due to the closure of the Day Centres they operated before the pandemic.

Wiltshire Community Foundation awarded £10k to support the development of the service to enable invested in additional catering equipment and the leasing of new delivery vehicles from July.

In September, Age UK B&NES requested that the Community Meals service delivered meals to their reopened Day Centres to alleviate difficulties and pressures they were experiencing providing meals to this specific group of clients. At the same time, they gradually withdrew their redeployed staff to return them to their original roles in Age UK B&NES, requiring additional AUKW employees to deliver meals to individual and Day Centre clients in Age UK B&NES.

The National Lottery Community Fund awarded the Meals+ service our largest grant to date of £76k to support the expansion of the service to reach more isolated clients living in rural parts of Wiltshire, with part of the grant being specifically allocated to leasing our 9th and 10th delivery vehicles.

Funding from Wiltshire Community Foundation "Surviving Winter Grant" helped fund meals for people at home over Christmas and for older people being discharged from hospital, who could receive up to seven meals during the winter lockdown.

Age UK Wiltshire

Report of the Trustees - continued for the Year Ended 31 March 2021

From the start of the year with just 103 meals being delivered to 17 clients, by the end of the year the Meals+ service had registered over 450 individual clients, delivered over 30,000 meals, and most importantly maintained direct face to face contact with a large number of clients during a very difficult time, reflected in some of the following feedback.....

'Thank you all again so much for the lovely relationships you established with both Dad and me, and for feeding him so wonderfully. I'll always be grateful for the help you brought into our lives in his last year of life.'

'Thank you so much for all your fantastic efforts to set up this wonderful hot lunch delivery service in Salisbury. Mum would not have been able to continue living in her own home during the COVID lockdowns without your amazing daily delivery!'

'I would just like to thank you very much for your outstanding service. At a time when we were worried about Richard you were such a help and reassurance. Thank you once again.'

'Thank you so much for all you do - fantastic service. Many thanks'

Click & Connect

In October 2020 we started a 1-year pilot project to determine the need and demand amongst older people for support to better use technology. The motivation of the campaign was that the Covid-19 pandemic had highlighted the need to digitally empower older people to undertake more tasks and social interaction online, as evidenced by the Age UK-Technology and Older People Evidence Review and our own client survey.

The aims of the project are to:

- Identify the goals that older people want to achieve with technology and support them to succeed.
- Advise on what equipment to use and how to use it better as well as the best ways for older people to safely access the internet.
- Make technology equipment more affordable by checking entitlement to welfare benefits and grants.
- Support the client holistically, providing help for any non-technology issues and ensuring all goals are achieved.

Click & Connect is being delivered with two external partners, **AbilityNet** - a national charity which specialises in supporting older people on a one to one basis to use technology. They have a volunteer team operating in Wiltshire which has doubled in size since participating in this project and **Wiltshire Sight** - a local charity delivering a programme called "Tablets aren't just for swallowing" aimed at supporting people with sight loss to access technology.

Based on the data so far, we can see that:

- Confidence levels for using technology are 3.96 to begin with, rising to 6.82 after intervention from Click & Connect.
- 72.7% of clients feel that Click & Connect has helped them overcome their lack of confidence.
- Video calling, reading web pages and online shopping are the main activities that clients are undertaking after help from Click & Connect.
- Being afraid of online scams and fraud are still reported as concerns after our intervention.

Future plans -

Click & Connect is nearing its client target at which point a full evaluation of the service will be conducted. A decision will be taken in due course on its future and, whether to seek external funding for its continuation and expansion.

Toothill Community Centre

The centre unfortunately remained closed for most of this year due to the Covid pandemic and the government guidelines regarding the safe use of indoor public spaces, specifically as community centres.

The centre has though still been regularly used by a local drama youth group and a dietary health group when restrictions were lifted.

The Good Gym charity have provided some volunteering to help with maintenance and gardening around the centre during the year.

Age UK Wiltshire

Report of the Trustees - continued **for the Year Ended 31 March 2021**

The Café has remained closed to the public throughout the year.

<i>Activity</i>	<i>2020-21</i>	<i>2019-20</i>
<i>Average weekly hours room hire (when open) **</i>	9	15
<i>No. of unique groups who use centre regularly**</i>	3	19

Supporting Colleagues with their mental health

In February 2021 Age UK Wiltshire launched an integrated scheme designed to support our staff, volunteers and clients who may be experiencing poor mental health. It is a multi- tiered scheme which includes the provision of training, information and guidance with the overarching aim to make our organisation more aware of mental health issues and quicker to react to incidences of poor mental health.

The scheme is underpinned by four mental health champions, all of whom are members of staff who undertake the role on a voluntary basis. As a team they are driving several initiatives forward which include:

- Themed monthly newsletters highlighting a particular aspect of mental health.
- Posters in all workplaces advertising the mental health champions and how to get in touch.
- A section on mental health wellness has been added to supervision and appraisal forms.
- Promotion of 'On Your Feet Day', tying this in with good mental health and opportunities to fundraise.
- Signing up to Mind's Mental Health at Work Commitment.

PLANS FOR FUTURE PERIODS

Our Strategy was reviewed in 2020 and is set for a two-year period to:

- be an influencer, using our trusted brand
- establish an outcomes-based approach that enables us to demonstrate the true social
- reflecting the characteristics of our communities, ensuring priorities are driven by the needs of older people.
- ensure our business model is financially sustainable and can continue to support the changing needs of older people
- help us to engage and energise stakeholders by making it easier to understand what we do and the difference we make.

The next financial year we will consolidate our services and review the needs of older people in a post covid world. We are focusing a robust quality assured Information and Advice Service, ensuring a sustainable community meals service and developing and maintaining the Home from Hospital Service in Wiltshire

Report of the Trustees - continued
for the Year Ended 31 March 2021

Fundraising

Although the impact of Covid 19 restrictions meant that some of our fundraising activities were cancelled during the last year and applications suspended, we were successful in securing donations from a number of grant-makers including The Openwork Foundation, The Armed Forces Covenant Fund (Veterans Should Not be Forgotten Programme) and the Wiltshire and Swindon Sport Partnership, to support our Information and Advice service, Wellbeing and Telephone Befriending Programme and Fitness and Friendship Clubs.

The accelerated launch of our Community Meals Programme in response to the pandemic attracted grants from The National Lottery Community Fund, Chippenham Borough Lands Charity and Wiltshire Community Foundation, to support the set-up costs associated with this project.

Relationship building continues to be at the heart of our fundraising activities, and we remain incredibly grateful for the support we receive from individuals, our community, corporate organisations and grant-making trusts and foundations.

We have an option to make single or recurring donations online and raise awareness of the potential for people to leave us a legacy in their will via our website and promotional materials.

We do not use any third-party organisations to raise funds on our behalf. We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We have no complaints about our fund-raising activity. Our fundraising activities do not carry out any direct marketing or contacting individuals.

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
- Wiltshire Community Foundation
- Wiltshire & Swindon Sports (WASP)
- The National Lottery Community Fund
- Chippenham Borough Lands
- Radian Group
- Friends and Forum
- Groundworks UK
- Neighbourly LTD
- The Openwork Foundation
- Retain Healthcare
- Arval
- Nationwide Building Society
- MOD Armed Forces Covenant Fund

Age UK Wiltshire

Report of the Trustees - continued **for the Year Ended 31 March 2021**

Part 3 Financial Review

We are reporting an operating surplus of £135,488 (2020: deficit £8,139), 47% of which is represented by restricted grants unspent at the year end. This positive performance is due to the ongoing support of Trusts and Foundations, contractual partners, and the generosity of individual donors. Many funding opportunities were brought forward following the emergence of the Covid-19 pandemic.

A robust financial reporting mechanism ensures Trustees regularly review income and expenditure against budget/forecast. This allows decisions to be made about the future direction of the charity and its activities in order that organisation and charitable objectives are achieved.

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 robust, with unrestricted reserves of £671,348. This was helped by the generous legacies left to the charity amounting to £44,690. 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 (2020: £3,000) 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:

- 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 2020/2021 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 £796,257 (2020: £663,769). The value of restricted funds was £124,909 (2020: £73,636). Designated funds of £140,000 (2020: £179,929) are held to support specific future projects. The charity also holds £18,801 of funds that can only be realised by disposing of tangible fixed assets. Therefore, the free reserves of the charity are £512,547.

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 unclear. 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.

Report of the Trustees - continued
for the Year Ended 31 March 2021

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 three and seven 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 three 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 2021.

Pay policy for senior staff

The senior management team comprises 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

Report of the Trustees - continued for the Year Ended 31 March 2021

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!

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Wiltshire for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the board of trustees on 15.11.21 and signed on its behalf by:



Pauline Oliver

Chair of Trustees

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Opinion

We have audited the financial statements of Age UK Wiltshire (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- review of tax compliance;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and the transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.


Other matters which we are required to address

The prior year figures are unaudited.

Report of the Independent Auditors to the Members of
Age UK Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


Steven Fraser FCA (Senior Statutory Auditor)
for and on behalf of MHA Monahans
Statutory Auditors
38-42 Newport Street
Swindon
Wiltshire
SN1 3DR

Date: 25th November 2021

Age UK Wiltshire

**Statement of Financial Activities
for the Year Ended 31 March 2021**

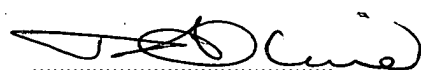
		Unrestricted funds	Designated funds	Restricted funds	2021 Total funds	2020 Total funds as restated £
	Notes	£	£	£	£	
INCOME AND ENDOWMENTS FROM						
Donations and legacies	3	131,579	-	266,571	398,150	201,100
Charitable activities	6					
Provision of services		711,825	-	41,844	753,669	599,345
Other trading activities	4	1,080	-	-	1,080	6,530
Investment income	5	326	-	-	326	1,133
Other income		-	-	-	-	36
Total		<u>844,810</u>	<u>-</u>	<u>308,415</u>	<u>1,153,225</u>	<u>808,144</u>
EXPENDITURE ON						
Raising funds	7	37,280	-	-	37,280	30,739
Charitable activities	8					
Provision of services		735,754	-	244,703	980,457	785,544
Total		<u>773,034</u>	<u>-</u>	<u>244,703</u>	<u>1,017,737</u>	<u>816,283</u>
NET INCOME/(EXPENDITURE)		71,776	-	63,712	135,488	(8,139)
Transfers between funds	25	<u>52,368</u>	<u>(39,929)</u>	<u>(12,439)</u>	<u>-</u>	<u>-</u>
Other recognised gains/(losses)						
Actuarial gains/(losses) on defined benefit schemes		<u>(3,000)</u>	<u>-</u>	<u>-</u>	<u>(3,000)</u>	<u>3,000</u>
Net movement in funds		121,144	(39,929)	51,273	132,488	(5,139)
RECONCILIATION OF FUNDS						
Total funds brought forward						
As previously reported		415,937	179,929	73,636	669,502	668,908
Prior year adjustment	16	<u>(5,733)</u>	<u>-</u>	<u>-</u>	<u>(5,733)</u>	<u>-</u>
As restated		<u>410,204</u>	<u>179,929</u>	<u>73,636</u>	<u>663,769</u>	<u>668,908</u>
TOTAL FUNDS CARRIED FORWARD		<u>531,348</u>	<u>140,000</u>	<u>124,909</u>	<u>796,257</u>	<u>663,769</u>

Balance Sheet
31 March 2021

	Notes	2021 £	2020 as restated £
FIXED ASSETS			
Tangible assets	18	18,801	12,663
Investments	19	<u>1</u>	<u>1</u>
		18,802	12,664
CURRENT ASSETS			
Stocks	20	2,656	1,479
Debtors: amounts falling due within one year	21	65,680	86,848
Debtors: amounts falling due after more than one year	21	11,040	-
Cash at bank and in hand		<u>775,394</u>	<u>614,283</u>
		854,770	702,610
CREDITORS			
Amounts falling due within one year	22	<u>(74,315)</u>	<u>(48,505)</u>
NET CURRENT ASSETS		<u>780,455</u>	<u>654,105</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		799,257	666,769
PENSION LIABILITY	26	<u>(3,000)</u>	<u>(3,000)</u>
NET ASSETS		<u>796,257</u>	<u>663,769</u>
FUNDS	25		
Unrestricted funds			
General funds		531,348	410,204
Designated funds		<u>140,000</u>	<u>179,929</u>
		671,348	590,133
Restricted funds		<u>124,909</u>	<u>73,636</u>
TOTAL FUNDS		<u>796,257</u>	<u>663,769</u>

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 15/11/21 and were signed on its behalf by:


P Oliver - Trustee

Age UK Wiltshire
Cash Flow Statement
for the Year Ended 31 March 2021

	Notes	2021 £	2020 as restated £
Cash flows from operating activities			
Cash generated from operations	1	<u>176,485</u>	<u>(51,062)</u>
Net cash provided by/(used in) operating activities		<u>176,485</u>	<u>(51,062)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(15,700)	(18,038)
Interest received		<u>326</u>	<u>1,133</u>
Net cash used in investing activities		<u>(15,374)</u>	<u>(16,905)</u>
Change in cash and cash equivalents in the reporting period		<u>161,111</u>	<u>(67,967)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>614,283</u>	<u>682,250</u>
Cash and cash equivalents at the end of the reporting period		<u><u>775,394</u></u>	<u><u>614,283</u></u>

Age UK Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

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

	2021	2020 as restated
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	135,488	(8,139)
Adjustments for:		
Depreciation charges	9,562	5,375
Interest received	(326)	(1,133)
Increase in stocks	(1,177)	(1,479)
Decrease in debtors	10,128	31,077
Increase/(decrease) in creditors	25,810	(67,763)
Difference between pension charge and cash contributions	<u>(3,000)</u>	<u>(9,000)</u>
Net cash provided by/(used in) operations	<u><u>176,485</u></u>	<u><u>(51,062)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>614,283</u>	<u>161,111</u>	<u>775,394</u>
	<u>614,283</u>	<u>161,111</u>	<u>775,394</u>
Total	<u><u>614,283</u></u>	<u><u>161,111</u></u>	<u><u>775,394</u></u>

Age UK Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2021

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 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 2021. 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 2021

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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

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 and fixtures and fittings written off over four 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.

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

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

	2021	2020
	£	£
Donations	22,956	14,675
Legacies	44,690	44,859
Grants	<u>330,504</u>	<u>141,566</u>
	<u>398,150</u>	<u>201,100</u>

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

3. DONATIONS AND LEGACIES - continued

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

	2021	2020
	£	£
Age UK England	121,803	40,457
MOD Armed Forces Covenant	18,800	-
Morris Beneficent Fund	-	40,000
Wiltshire & Swindon Sport WASP	46,372	16,861
Wiltshire Community Foundation	49,331	-
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
Radian Group	750	-
National Lottery	76,798	-
Friends & Forum	750	-
Groundwork UK	500	-
Neighbourly Limited	400	-
The Openwork Foundation	10,000	-
Retain Healthcare	5,000	-
	<u>330,504</u>	<u>141,566</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Hall hire	1,080	6,505
Café income	-	25
	<u>1,080</u>	<u>6,530</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>326</u>	<u>1,133</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021	2020
		£	£
Grants	Provision of services	53,006	238,261
Income from charged for services to beneficiaries of the charity	Provision of services	15,655	25,021
Living Well service	Provision of services	135,077	148,953
Home from Hospital service	Provision of services	335,233	186,440
Community meals	Provision of services	<u>214,698</u>	<u>670</u>
		<u>753,669</u>	<u>599,345</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

6. INCOME FROM CHARITABLE ACTIVITIES - continued

Activity				2021 £	2020 £
	Grants	Fees	Contract	Total	Total
Core services	6,945	-	-	6,945	172,000
Information & Advice	41,844	-	-	41,844	60,781
Fitness & Friendship	4,217	980	-	5,197	13,709
Living Well	-	-	135,077	135,077	148,953
Gardening	-	9,960	-	9,960	8,720
Home from Hospital	-	-	335,233	335,234	186,440
HIV Project	-	-	-	-	8,580
Community meals	-	219,413	-	219,412	670
Other	-	-	-	-	(508)
Total	53,006	230,353	470,310	753,669	599,345

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

	2021 £	2020 £
Age UK England	41,844	60,781
Wiltshire Council - investment grant	-	86,000
Wiltshire NHS CCG - investment grant	-	86,000
Public Health England	-	8,580
Other	-	(3,100)
Coronavirus Job retention scheme	11,162	-
	53,006	238,261

7. RAISING FUNDS

Raising donations and legacies

	2021 £	2020 £
Staff costs	5,633	15,980
Sundries	-	299
Subscriptions	200	200
Support costs	31,447	14,260
	37,280	30,739

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £	Grant funding of activities (see note 10) £	Support costs (see note 11) £	Totals £
Provision of services	715,504	29,371	235,582	980,457

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs				2021 £	2020as restated £
Activity	Direct staff costs	Other direct costs	Support costs	Total	Total
Information & Advice	56,151	2,918	34,802	93,871	177,502
Fitness & Friendship	18,896	3,183	8,031	30,110	53,256
Living Well	123,551	9,132	18,740	151,423	205,147
Gardening	7,368	1	2,677	10,046	10,921
Home from Hospital	81,331	41,984	69,604	192,919	163,265
HIV Project	-	-	-	-	1,267
Community meals	184,223	143,203	82,989	410,415	37,148
Wellbeing	31,586	62	10,708	42,356	21,391
Toothill	253	2,971	5,354	8,578	64,568
Mental Health Project	-	-	-	-	42,005
Surviving Winter	3,965	-	-	3,965	-
Click & Connect	4,631	94	2,677	7,402	-
Other	-	-	-	-	9,074
Total	511,955	203,548	235,582	951,085	785,544
Grants payable (note 10)	-	29,371	-	29,371	-
Total	511,955	203,548	235,582	980,456	785,544

Basis of allocation of support costs: Percentage of staff time

10. GRANTS PAYABLE

	2021 £	2020 £
Provision of services	<u>29,371</u>	<u>-</u>
The total grants paid to institutions during the year was as follows:		
	2021 £	2020 £
AbilityNet partnership agreement	5,000	-
Wiltshire Sight	<u>5,000</u>	<u>-</u>
	<u>10,000</u>	<u>-</u>
The total grants paid to individuals during the year was as follows:		
	2021 £	2020 £
Grants to individuals	<u>19,371</u>	<u>-</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

11. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Raising donations and legacies	31,447	-	31,447
Provision of services	<u>226,240</u>	<u>9,342</u>	<u>235,582</u>
	<u>257,687</u>	<u>9,342</u>	<u>267,029</u>

Analysis of support costs

	2021 £	2020 £
Staff costs	169,561	191,855
Premises	15,552	24,964
Office costs and sundries	63,012	68,171
Depreciation	9,562	3,465
Governance costs	<u>9,342</u>	<u>7,513</u>
	<u>267,029</u>	<u>295,968</u>

12. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 as restated £
Depreciation - owned assets	9,562	5,375
Accountancy and independent examination	-	3,200
Operating leases - land and buildings	15,480	20,040
Operating leases - other	23,268	3,031
Auditor's remuneration	<u>9,342</u>	<u>-</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

Travel expenses for one trustee amounting to £500 were waived by the trustee. (2020, one trustee, £20).

14. STAFF COSTS

	2021 £	2020 £
Wages and salaries	601,738	441,467
Social security costs	34,193	31,594
Other pension costs	<u>51,221</u>	<u>50,461</u>
	<u>687,152</u>	<u>523,522</u>

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

	2021	2020
Direct charitable	15	18
Fundraising and publicity	-	1
Management and administration	<u>4</u>	<u>6</u>
	<u>19</u>	<u>25</u>

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

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

14. STAFF COSTS - continued

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 4. The total employee benefits of the key management personnel of the charity were £180,196 (2020: £173,701).

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Designated funds	Restricted funds	Total funds as restated £
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	97,741	-	103,359	201,100
Charitable activities				
Provision of services	533,084	-	66,261	599,345
Other trading activities	6,530	-	-	6,530
Investment income	1,133	-	-	1,133
Other income	36	-	-	36
Total	638,524	-	169,620	808,144
EXPENDITURE ON				
Raising funds	30,739	-	-	30,739
Charitable activities				
Provision of services	509,303	-	276,241	785,544
Total	540,042	-	276,241	816,283
NET INCOME/(EXPENDITURE)	98,482	-	(106,621)	(8,139)
Transfers between funds	39,499	(26,529)	(12,970)	-
Other recognised gains/(losses)				
Actuarial gains on defined benefit schemes	3,000	-	-	3,000
Net movement in funds	140,981	(26,529)	(119,591)	(5,139)
RECONCILIATION OF FUNDS				
Total funds brought forward	269,223	206,458	193,227	668,908
TOTAL FUNDS CARRIED FORWARD	410,204	179,929	73,636	663,769

16. PRIOR YEAR ADJUSTMENT

The financial statements for the year ended 31 March 2020 have been restated to recognise tangible fixed assets purchased that had previously been charged to the statement of financial activities. A prior year adjustment has been processed in these financial statement to recognise these assets and their associated depreciation changes with a total adjustment to brought forward funds at 1 April 2020 of £5,733. Depreciation charged has increased by £1,910. Tangible fixed assets have increased by £5,733.

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

17. GOVERNMENT GRANT AND GOVERNMENT CONTRACT INCOME:

	2021 £	2020 £
Wiltshire County Council	335,233	272,440
Wiltshire NHS CCG	-	82,900
Public Health England	-	8,580
HMRC Coronavirus Job Retention Scheme	11,162	-

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.

18. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	7,643	10,395	18,038
Additions	<u>12,569</u>	<u>3,131</u>	<u>15,700</u>
At 31 March 2021	<u>20,212</u>	<u>13,526</u>	<u>33,738</u>
DEPRECIATION			
At 1 April 2020	1,910	3,465	5,375
Charge for year	<u>5,053</u>	<u>4,509</u>	<u>9,562</u>
At 31 March 2021	<u>6,963</u>	<u>7,974</u>	<u>14,937</u>
NET BOOK VALUE			
At 31 March 2021	<u>13,249</u>	<u>5,552</u>	<u>18,801</u>
At 31 March 2020	<u>5,733</u>	<u>6,930</u>	<u>12,663</u>

19. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2020 and 31 March 2021	<u>1</u>
NET BOOK VALUE	
At 31 March 2021	<u>1</u>
At 31 March 2020	<u>1</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 Trading Limited

Registered office:

Nature of business: Dormant

Class of share:	%
Ordinary	holding 100

	2021 £	2020 £
Aggregate capital and reserves	-	(210)
Profit/(loss) for the year	<u>210</u>	<u>(106)</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

20. STOCKS

	2021	2020
	£	£
Stocks	<u>2,656</u>	<u>1,479</u>

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	29,198	39,473
Other debtors	-	45,937
Prepayments and accrued income	<u>36,482</u>	<u>1,438</u>
	<u>65,680</u>	<u>86,848</u>

DEBTORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Accrued income	<u>11,040</u>	<u>-</u>

22. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	14,973	5,540
Social security and other taxes	8,525	9,039
Other creditors	574	-
Accrued expenses	<u>50,243</u>	<u>33,926</u>
	<u>74,315</u>	<u>48,505</u>

23. LEASING AGREEMENTS

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

	2021	2020
	£	£
Within one year	37,007	17,752
Between one and five years	<u>14,064</u>	<u>16,134</u>
	<u>51,071</u>	<u>33,886</u>

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Designated funds	Restricted funds	2021 Total funds	2020 as restated Total funds
	£	£	£	£	£
Fixed assets	18,801	-	-	18,801	12,663
Investments	1	-	-	1	1
Current assets	589,861	140,000	124,909	854,770	702,610
Current liabilities	(74,315)	-	-	(74,315)	(48,505)
Pension liability	<u>(3,000)</u>	<u>-</u>	<u>-</u>	<u>(3,000)</u>	<u>(3,000)</u>
	<u>531,348</u>	<u>140,000</u>	<u>124,909</u>	<u>796,257</u>	<u>663,769</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

25. MOVEMENT IN FUNDS

	At 1.4.20 £	Prior year adjustment £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds					
General fund	418,937	(5,733)	68,776	52,368	534,348
Legacies & Special Purposes Fund	179,929	-	-	(179,929)	-
Age Concern Defined Benefit Pension Fund	(3,000)	-	-	-	(3,000)
Dilapidations	-	-	-	40,000	40,000
IT equipment	-	-	-	25,000	25,000
Strategic Development	-	-	-	25,000	25,000
Business Development	-	-	-	50,000	50,000
	595,866	(5,733)	68,776	12,439	671,348
Restricted funds					
Legacies & Special Purposes	35,926	-	-	-	35,926
Activities - Development Projects	15,262	-	(15,014)	-	248
IT Club	2,293	-	(2,293)	-	-
Salisbury Health Activities	1,700	-	-	-	1,700
Well Being	7,474	-	(7,474)	-	-
Chippenham Borough Lands	10,981	-	(3,741)	(3,986)	3,254
National Lottery Community Fund	-	-	37,304	-	37,304
WASP - GOGA project	-	-	25,913	-	25,913
Wiltshire Community Foundation - Surviving Winter	-	-	15,564	-	15,564
Wiltshire Community Foundation - Covid 19 response grant	-	-	8,453	(8,453)	-
Retain Healthcare (Click & Connect)	-	-	5,000	-	5,000
	73,636	-	63,712	(12,439)	124,909
TOTAL FUNDS	<u>669,502</u>	<u>(5,733)</u>	<u>132,488</u>	<u>-</u>	<u>796,257</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

25. 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	844,810	(776,034)	-	68,776
Age Concern Defined Benefit Pension Fund	-	3,000	(3,000)	-
	<u>844,810</u>	<u>(773,034)</u>	<u>(3,000)</u>	<u>68,776</u>
Restricted funds				
Activities - Development Projects	-	(15,014)	-	(15,014)
IT Club	-	(2,293)	-	(2,293)
Well Being	-	(7,474)	-	(7,474)
Chippenham Borough Lands	-	(3,741)	-	(3,741)
WASP - Fitness& Friendship	10,127	(10,127)	-	-
EoN	34,844	(34,844)	-	-
Building resilience	7,313	(7,313)	-	-
AUKN Covid emergency appeal	50,557	(50,557)	-	-
Armed Forces Covenant grant	18,800	(18,800)	-	-
Radian Group	750	(750)	-	-
Later Life Goals	7,000	(7,000)	-	-
National Lottery Community Fund	76,798	(39,494)	-	37,304
Friends & Forum	750	(750)	-	-
WASP - tackling inequality	3,125	(3,125)	-	-
WASP - GOGA project	33,120	(7,207)	-	25,913
Groundwork UK	500	(500)	-	-
Neighbourly Limited	400	(400)	-	-
The Openwork Foundation	10,000	(10,000)	-	-
Wiltshire Community Foundation - Surviving Winter	38,900	(23,336)	-	15,564
Wiltshire Community Foundation - Covid 19 response grant	10,431	(1,978)	-	8,453
Retain Healthcare (Click & Connect)	<u>5,000</u>	<u>-</u>	<u>-</u>	<u>5,000</u>
	<u>308,415</u>	<u>(244,703)</u>	<u>-</u>	<u>63,712</u>
TOTAL FUNDS	<u><u>1,153,225</u></u>	<u><u>(1,017,737)</u></u>	<u><u>(3,000)</u></u>	<u><u>132,488</u></u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

25. MOVEMENT IN FUNDS - continued**Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	284,223	89,482	39,499	413,204
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	101,482	12,970	590,133
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	668,908	(5,139)	-	663,769

Age UK Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

25. 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	638,524	(549,042)	-	89,482
Age Concern Defined Benefit Pension Fund	-	9,000	3,000	12,000
	638,524	(540,042)	3,000	101,482
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	<u>808,144</u>	<u>(816,283)</u>	<u>3,000</u>	<u>(5,139)</u>

Information on material funds:

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

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

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.

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.

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.

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

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 2021

25. MOVEMENT IN FUNDS - continued

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

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

EON - to provide benefits entitlement checks to older people living in Wiltshire who may be eligible for a discount on utility costs under the government's Warm Home Discount Scheme.

National Lottery Community Fund: Grant to support the development of the Meals+ service

AUKN Covid Emergency appeal - emergency funding to support the charity during Covid-19

Armed Forces Covenant grant - to provide practical and emotional support to an estimated 54,000 retired Armed Forces Veterans living in the county of Wiltshire.

WASP - Get Out Get Active (GOGA) project - to provide a mix of opportunities to support older people to enjoy being "Active Together". The project aims to inspire and support volunteers, coaches and communities to improve the health & well-being of everyone involved.

The Openwork Foundation - to extend the information and advice service to older people living in the Swindon area.

Wiltshire Community Foundation - surviving winter - to provide winter fuel grants to older people in receipt of means tested benefits.

Wiltshire Community Foundation - covid 19 response grant - to increase the capacity of the Meals+ service enabling Age UK Wiltshire to respond to the increased demand created as a result of the Covid-19 pandemic.

Transfers between funds

The following transfers took place during the year:

Transfer from	Transfer to	£	Reason
WCF Covid 19 Response	Unrestricted fund	8,583	Fund spent on fixed assets
Chippenham Borough Lands	Unrestricted fund	3,986	Fund spent on fixed assets

26. 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 2021 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.

Age UK Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

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

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Current service cost	-	-
Past service cost	-	-
Administration expenses	<u>2,000</u>	<u>2,000</u>
	<u>2,000</u>	<u>2,000</u>
Actual return on plan assets	<u>32,000</u>	<u>23,000</u>

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

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Opening defined benefit obligation	323,000	313,000
Interest cost	7,000	7,000
Actuarial losses/(gains)	28,000	13,000
Benefits paid	<u>(10,000)</u>	<u>(10,000)</u>
	<u>348,000</u>	<u>323,000</u>

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

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Opening fair value of scheme assets	320,000	298,000
Contributions by employer	5,000	11,000
Interest income	7,000	7,000
Actuarial gains/(losses)	25,000	16,000
Benefits paid	<u>(10,000)</u>	<u>(10,000)</u>
Administration costs incurred	<u>(2,000)</u>	<u>(2,000)</u>
	<u>345,000</u>	<u>320,000</u>

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

	Defined benefit pension plans	
	2021	2020 as restated
	£	£
Actuarial gains/(losses)	<u>(3,000)</u>	<u>3,000</u>
	<u>(3,000)</u>	<u>3,000</u>

Age UK Wiltshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

26. EMPLOYEE BENEFIT OBLIGATIONS - continued

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

	Defined benefit pension plans	
	2021	2020 as restated
Equities	19.30%	14.70%
Diversified growth fund	12.50%	12.40%
Matching assets-bonds & gilts	65.80%	64.80%
Property	-	7.10%
Cash	2.40%	1.00%
	<u>100.00%</u>	<u>100.00%</u>

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

	2021	2020 as restated
Discount rate	2.10%	2.20%
CPI inflation	2.30%	1.80%
Future pension increases (RPI 3-5)	3.10%	3.00%
Future pension increases (RPI 2.5)	2.50%	2.50%
RPI inflation	3.10%	2.80%

Main demographic assumptions: 2021: 95% of S3P base tables projected by year of birth assuming future improvements inline with CMI 2020 core projections with a long-term rate of improvement of 1.0% 2020: 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.

Mortality	2021	2020
Life expectancy for male currently aged 65	22.1 years (age 87.1)	21.7 years (age 86.3)
Life expectancy for female currently aged 65	24.4 years (age 89.4)	24.0 years (age 88.2)
Life expectancy for male currently aged 45	23.1 years (age 88.1)	22.7 years (age 87.3)
Life expectancy for female currently aged 45	25.6 years (age 90.6)	25.2 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 £51,328 (2020, £50,461). At 31 March 2021 £47 (2020: £nil) of contributions were payable.

27. 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.

The charity engaged the services of Goughs Solicitors (whom the trustee, E Taylor, is a partner of) for legal advice with a fee of £1,867.