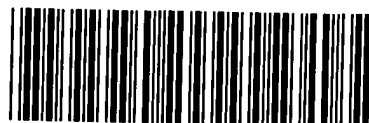


Local services, local people, local organisation



TUESDAY



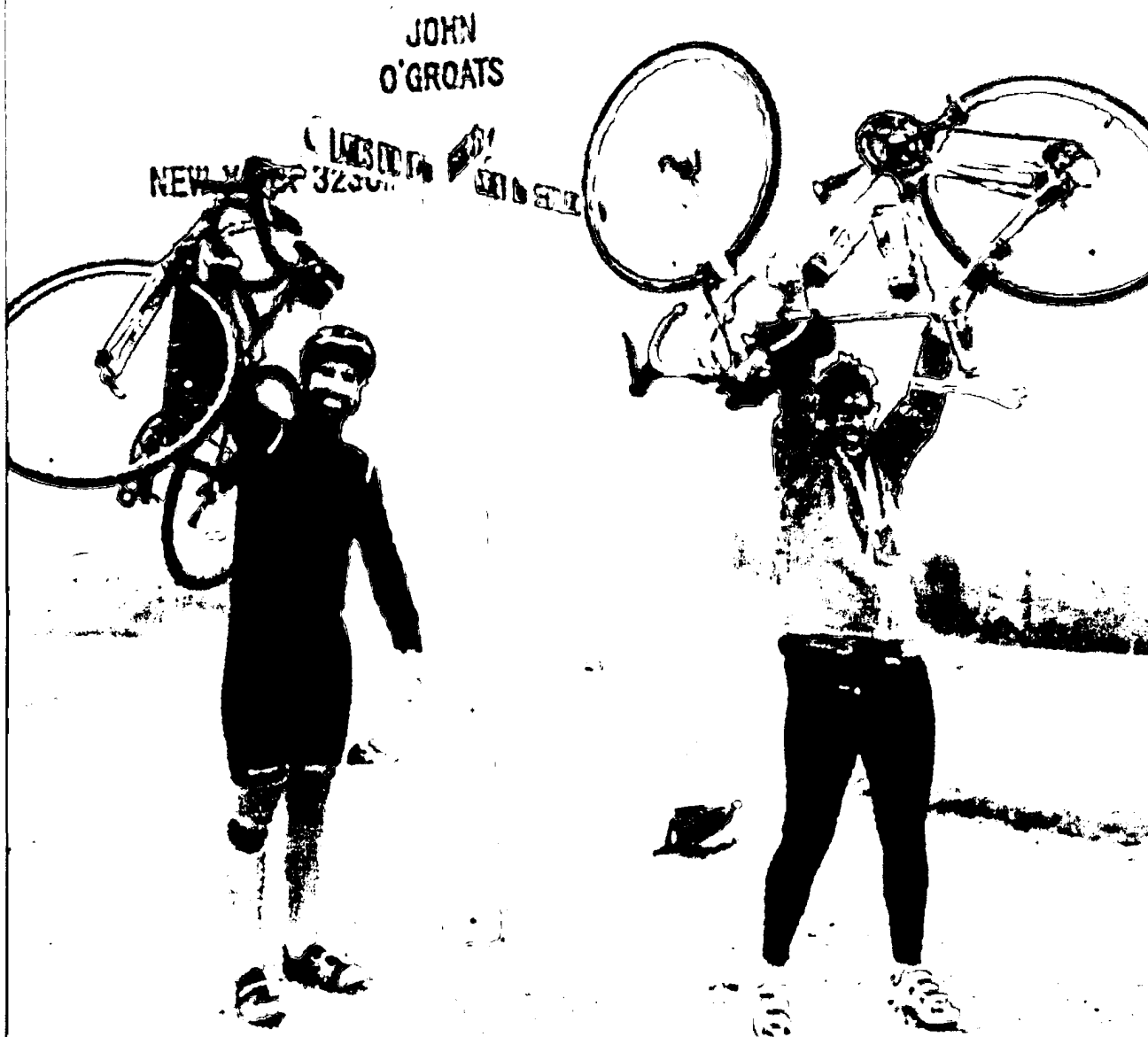
\*ABHT88P6\*

A13

29/11/2022

#154

COMPANIES HOUSE



**Land's End to John O'Groats**  
Dean and Emma's epic journey  
raised funds to support older people

# Contents

Introduction	4
Our year in numbers	8
Our strategic outcomes	10
Campaigning	12
Our services	14
Our volunteers	20
Fundraising	22
Corporate governance	24
Trustees and Principal Officers	26
Financial summary	28
Auditors report	32
Financial statements	38
Our offices	55

# Introduction

When we wrote this report last year, it was with the expectation that within a reasonable frame of time the pandemic would be over. Of course, we know now that the pandemic has continued and, more importantly, that it will continue to impact on older people for many years to come.

As the year progressed, we endeavoured to bring as many of our activities back to some kind of normality. However, successive lockdowns meant we had a stop-start approach to some services throughout the year.

Staff and volunteers demonstrated enormous commitment and creativity in trying to provide services, especially to alleviate loneliness. From a volunteer sitting in their car outside someone's house so they could see each other while they talked on the phone, to outdoor walks, garden visits and meetings where we could do so safely. We also continued to provide monthly themed activity packs to those who were isolated at home and constant telephone befriending support.

Our Information and advice and Help at Home services continued with business as usual throughout the pandemic, and were extremely busy. We also set up and ran a very successful Winter Support service with Shropshire Council and our partner organisations, to help those in extra need over the winter months.

We are very concerned about the impact of COVID-19 on the lives of older people. Emerging evidence suggests that it has exacerbated a number of problems, including loss of confidence, reduced mobility, digital exclusion, poverty and hardship, cold homes and reduced access to services and transport. Many older people have contacted us to express frustration at being unable to access GP services, dentists and adult social care.

As a result, the demand for our services is increasing steadily and we are working hard to ensure we continue to support those who need us most. We are also experiencing increases in the levels of complexity of need of those who are contacting us and many more people with some level of mental health needs, not something our staff and volunteers have been experienced in dealing with in the past.

The pandemic also starkly highlighted some of the health inequalities that older people face, especially those who are less well off, in poor housing, or from minority communities. As our services return we want to focus some of our time on outreach work to engage with the increasingly diverse communities of our county, to make sure we understand their needs and can support them.

The pandemic not only affected our services but our ability to fundraise to pay for those much needed services. It was not possible to run the usual fundraising activities but despite this the income generation team were very creative in their online fundraising and our shop in Wellington continues to do very well. In addition, people still took on the Platinum Challenge and raised funds for us including an epic Land's End to John O'Groats bike ride, which raised

over £13,000, and many grant funders have continued to be very supportive, for which we are enormously grateful.

We have continued to develop our partnership working with a number of organisations across the voluntary sector and with our colleagues in both local authorities and health. Those strong partnerships enable us to lobby hard and to seek to influence how services are developed and delivered to older people. In this year, we joined the newly formed Food Poverty Alliance to raise awareness of food poverty in older people.

One issue we have campaigned on strongly is the digital exclusion of older people. With so many services, from banking to Blue Badges going online, this is becoming a real access issue for older people. We have invested some of our reserves to implement a new Digital Inclusion project to help older people get online, but this issue is complex and not just about access to computers. We are continuing to lobby and challenge on this issue to ensure no older person is digitally excluded.

As we look towards the coming year, we now face the new challenge of the costs of living crisis and the impact this is already starting to have on older people.

Many are deeply concerned about rising fuel costs and how they will heat their homes this winter and some people have already indicated they will eat less, and stop doing other activities to save money. Our Benefits team is struggling to meet the need and we are lobbying hard nationally and locally to ensure that government puts resources and support in place to help older people through this crisis.

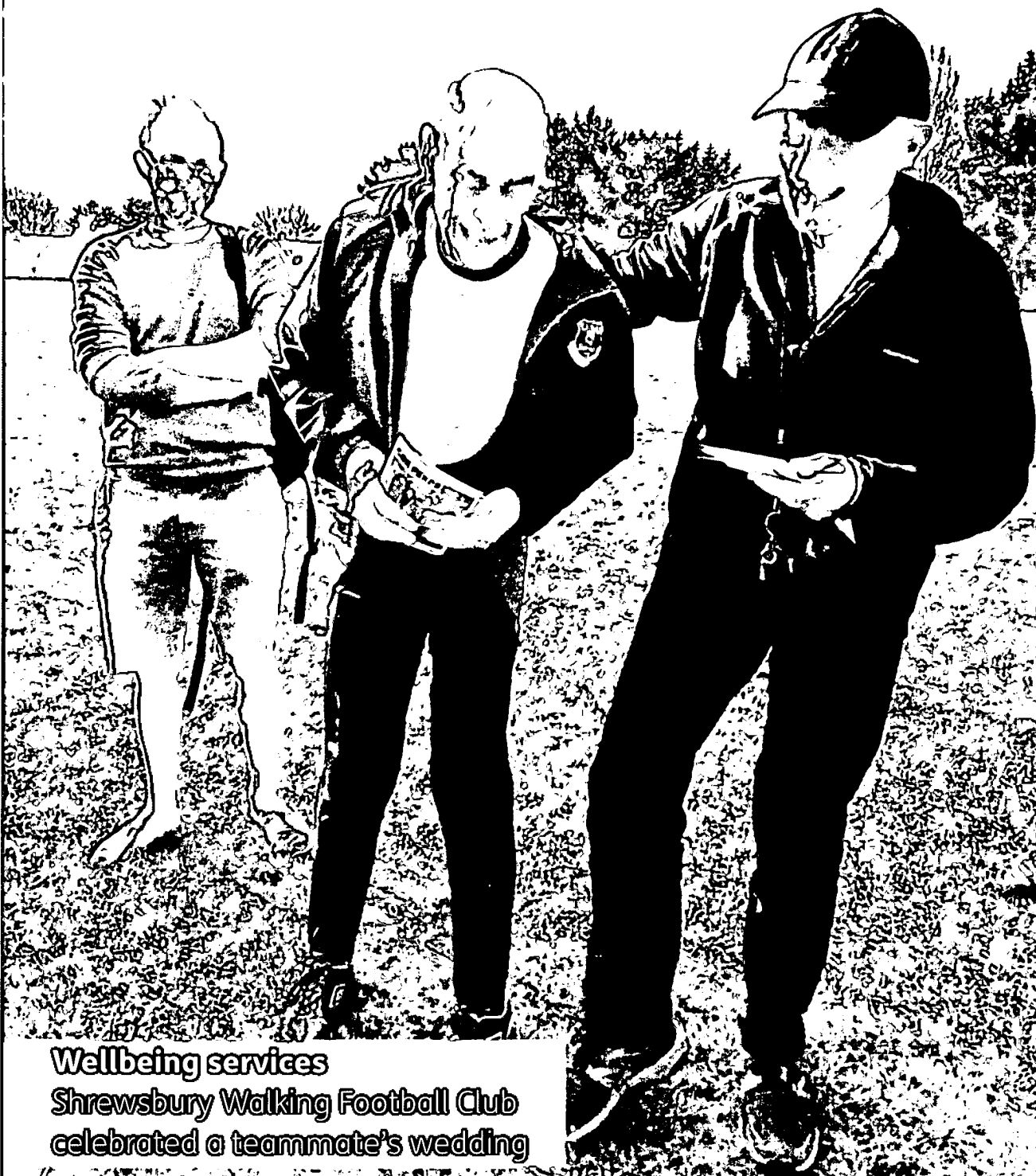
Although conversation continues with the national Age UK charity about our future working arrangements and brand partnership agreement, this work has been put on hold by Age UK but will recommence in 2022/23.

After 20 plus years at Mardol Gardens in Shrewsbury, we are now preparing for an office move to our new home at 4 Bellstone in the town, which will take place in July. This will give us fantastic bright new offices in an excellent location with disabled parking just across the road, so we anticipate seeing many more people there.

As always, we end this report by saying thank you to all our volunteers and staff who have continued to work with such passion and commitment through this long hard pandemic and now into the cost of living crisis. At times, it can

seem very daunting, but we know that everyone has their eyes on the one goal, to be there for older people when they need us most.

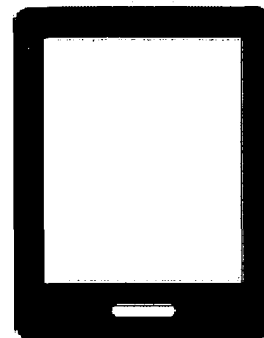
Sue Robson, Chair of Trustee Board  
&  
Heather Osborne, Chief Executive



**Wellbeing services**  
**Shrewsbury Walking Football Club**  
**celebrated a teammate's wedding**

# 26,000

website visitors seeking  
information and advice.

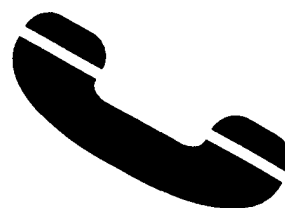


## £2.8m

in additional  
benefits raised  
for local older  
people.

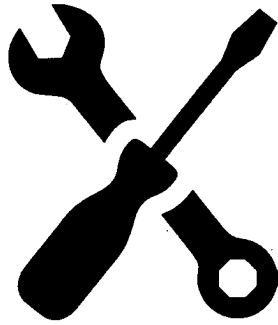
# 5,500

attendances at our  
activity groups.



**390** people called  
by our befrienders  
and telephone  
buddies every week.

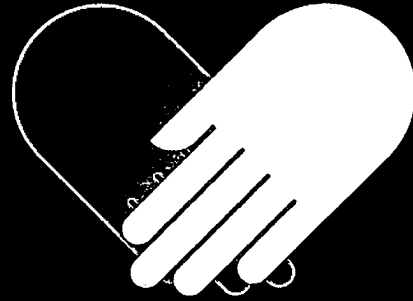




**564** pieces of  
equipment fitted by  
a trusted assessor.

Our Telford staff  
responded with  
in-depth advice to  
**516** enquiries.

**78** people  
regularly attended  
our dementia  
support groups.



**71,617**

hours of  
support  
provided by  
Help at Home.

**1,029**  
new advocacy  
cases dealt with.

## Our strategic outcomes

Age UK Shropshire Telford & Wrekin is a local charity driven by the needs of older people and a passion to help them fulfil their aspirations. Our staff and volunteers strive to achieve our mission to **work with and for older people to improve the quality of**

### **We reduce the risk of isolation and loneliness to older people by:**

- Supporting older people through local and global crises;
- Developing and supporting physical and digital activities which encourage and help older people to have better mental health, be active in their communities and keep in touch with family and friends;
- Maintaining our friendship support services and actively seeking ways to broaden our reach, especially to minority groups;
- Raising awareness and campaigning about loneliness and isolation for older people;
- Encouraging people to volunteer and discover its benefits; and
- Working closely with other local organisations, businesses and partners to provide activities for lonely older people especially within the Wellbeing & Independence Partnerships.

### **We help older people maintain and optimise their independence by:**

- Continually reviewing our practical Help at Home service to meet need and demand;
- Supplying additional support for older people made more vulnerable during the winter;
- Securing services through the Wellbeing & Independence Partnerships and the Shropshire Lead Partners Group to deliver a wider range of services;
- Developing our service to provide respite care for people with dementia;
- Continuing to provide supported signposting within GP surgeries;
- Working with statutory bodies to help older people access assistive technology;
- Delivering an IT Help service to assist older people with technology; and
- Increasing our wellbeing pursuits and working with others to provide activities that keep older people independent, fit and active.

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



**later life**, which is the very essence of our existence. As we recover from the COVID-19 pandemic and can offer our services in full again, we will forge ahead with our strategies with the desire for older people in Shropshire to flourish and enjoy later life more.

**We keep older people informed and support them to assert their rights effectively to access the services they need by:**

- Providing a free information and advice service to older people, their families and carers;
- Offering independent and trustworthy advocacy support to enable older people to make decisions which affect their lives;
- Maximising older people's income through benefits advice;
- Working with older people across our rural county to highlight their needs when accessing services and transport;
- Being inclusive and seeking to engage with people not accessing our services;
- Challenging service decisions that negatively affect our beneficiaries; and
- Continuing to generate income through fundraising, donations and sponsorship to support the free services we offer.

**We ensure the voices of older people are heard by:**

- Actively seeking and listening to the views of older people about the services they access to shape future provision;
- Campaigning locally for older people and supporting nationwide campaigns such as Fix Care for Good and It Doesn't Add Up;
- Consulting with our Sounding Board network to capture and understand the views of older people;
- Participating within the Age UK family to create a stronger voice and learn from other Age UKs across the country;
- Continuing our Equality, Diversity & Inclusion work;
- Working closely with our partners, businesses, local authorities and the health service; and
- Influencing local decisions in an effort to make our county an Age Friendly place.

Well informed older people can assert their rights



Older people's voices heard on services and issues



# Campaigning

**‘Without your staff member I would not be here today, they supported me at the darkest and lowest point in my life.’**

Client feedback

Once again, our campaign work incorporated local and national issues affecting the quality of later life for older people.

We worked with the national Age UK charity on a number of campaigns, including the Cost of Care campaign and the Painful Journeys campaign, which had a noted success with the government agreeing to relook at hospital transport systems.

We circulated numerous reports to key stakeholders on the impact of COVID on older people to ensure their needs were being considered. We took part in the Social Impact Task Force to ensure that the issues impacting on older people’s lives as a result of the pandemic were taken on board.

We took part in annual campaigns such as Dementia Action Week, Volunteers Week, Carers’ Week and World Elder Abuse Day. Due to the pandemic, we could not do these face to face but undertook a lot of online campaigning which was successful.

## Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



Well informed older people can assert their rights



Older people’s voices heard on services and issues



# Campaigning

We continued to grow our social media presence and circulated numerous campaign materials this way.

We recognise the very real problems older people were having with digital exclusion during the pandemic and so we have campaigned and lobbied for older people to have support to assist them to get online. Our trustees agreed to fund a two-year Digital Inclusion project to help older people and we have been challenging Shropshire Council about the difficulties older people have experienced trying to access the council's Blue Badge scheme, now that the process is online.

Our Sounding Board continued to meet virtually, with a focus on digital exclusion and we held four meetings to discuss this topic and drive the agenda forward. However, the number of older people attending these online meetings reduced and, as we emerge from the pandemic, we are focusing on outreach work and will be looking at some face to face meetings in the coming year.

Our work with local businesses really came to the fore during the pandemic, with many local companies stepping up to help older people during the lockdown. We hope this will continue and that local businesses will see the advantage of encouraging older people to be their customers. We have also continued to lobby about the Shrewsbury Business Improvement District to ensure that the town's new developments are age friendly.

## Our services

### Coming through a pandemic

**‘Everything  
you did was  
very helpful  
and **made  
me feel  
cared for.**’**





Client feedback

The past year presented enormous challenges for older people as the global pandemic continued to affect lives as it had for the previous 12 months.

It is difficult to remember now, but in April 2021 we were still feeling the effects of various lockdowns, regional tiers and ever-changing rules about what we could and couldn't do.

Unsurprisingly 2021/22 was a year of change and flexibility for our services as we responded to the lifting of lockdowns whilst seeking to keep all our clients and volunteers safe. This was, at times, a difficult balance to strike: many older people were desperate to get out and about after spending so much time restricted to their homes. Others were still very nervous about exposure to COVID and were very reluctant to begin attending groups and classes again. This made reopening some services particularly difficult, but our teams stuck to the task and we ended the year with the vast majority of our services back up and running at close to normal levels.

#### Strategic outcome

Reducing the risk of loneliness and isolation	
Optimising independence and wellbeing	
Well informed older people can assert their rights	
Older people's voices heard on services and issues	

# Our services

This year we reorganised the way we run some of our services. We brought our day centres, dementia support groups and activity classes (previously called Living Well) together into one **Wellbeing** service.

We also brought back a wide range of opportunities for older people to re-engage with each other and to improve their physical and mental health. Shrewsbury Walking Football Club continued to attract large numbers of older men and we delivered dance exercise classes, adult ballet and singing groups. In Telford, we got a new line dancing class off the ground that attracted over 50 people wanting to sign-up, while in Ludlow, we made plans for a new Midday Movers class at Helena Lane House. In total, we had 5,500 attendances at classes across Shropshire and Telford.

By the end of March, we had re-opened 23 of our day centres. One or two closed permanently, largely due to a lack of volunteers, and we merged a couple where member numbers were too small. However, we were also able to support a number of new opportunities: we worked in partnership with Forum 50 in Telford & Wrekin to provide a social group at The Wakes in Oakengates and we assisted a new group supporting the African-Caribbean community in Telford called Happy Hearts.

Our range of dementia services continued to thrive this year, with most of our dementia support groups re-opening along with our dementia respite service at Withywood. We worked with Shropshire Carers to deliver a monthly carers-support group and we used Shropshire Council funding to create our Let's Talk project, which sees trained volunteers offering telephone support and accompanied walks for people living with dementia. The project was very successful and we will continue to offer it, even though the funding has ended.

## Our services (continued)

Our **Information and advice** services were in great demand again this year, with huge pressure on our **Benefits advice** service in particular. This pressure was particularly great in Telford & Wrekin, which accounted for nearly 40% of our caseload this year. Despite high demand and having to close to new appointments at different times, the team still achieved over £2.8million pounds in otherwise unclaimed benefits for older people in Shropshire and Telford & Wrekin in 2021/22.

The **Advocacy** service delivered support similar to pre-pandemic levels but with fewer hours and a more complex set of enquiries arising from the energy crisis, the rising cost of living, difficulties with Blue Badge application processes and community care challenges. The team opened over a thousand new cases this year.

We continued to provide a **Lasting Power of Attorney** service, which saw rising levels of demand as the year finished, and completely overhauled our reception service, which saw the appointment of three new staff.

We set up a new **Digital Inclusion** service in 2021/22 in the face of ever-increasing “digital by default” challenges facing older people. We appointed a Digital Inclusion Project

Officer and recruited a small team of volunteers who have set about helping clients with everything from Blue Badge applications to video calling relatives on the other side of the world!

However **Help at Home** remains the largest of our services and, just as it did throughout the first year of the pandemic, continued to support record numbers of clients in staying independent at home. At any one time, there were over 1,300 people receiving help with cleaning, shopping, gardening and other tasks in the home and we delivered in excess of 71,000 hours of support over the year, again, back to pre-pandemic levels.

Shropshire Council also asked us again to run a **Winter Support** service for six months, helping to provide additional support to vulnerable people and alleviate pressure on the health and care system. We handled approximately 400 referrals, working closely with our voluntary sector partners.

The **Friendship Support** service was at the frontline of the challenge facing older people: the rigours of a lockdown massively exacerbated loneliness and isolation.





**Dementia support**  
We held picnics for people with  
dementia and their carers

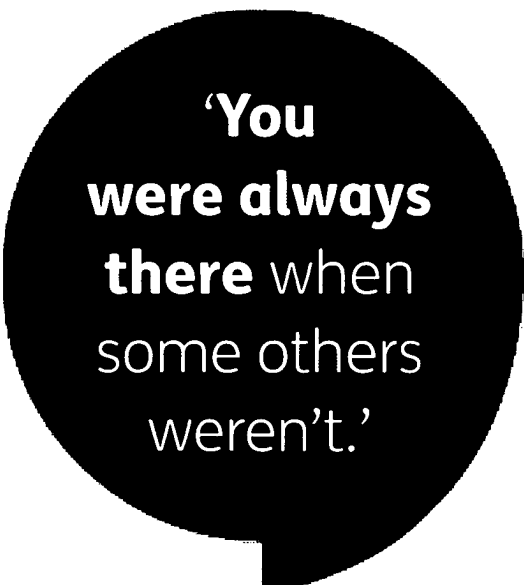
## Our services (continued)

We had to manage the needs of clients and volunteers alike, all of whom were keen to resume contact but with varying degrees of confidence around COVID. The team was constantly balancing safety and risk with the benefits of social contact. Nevertheless, our 150 volunteers delivered over 6,000 hours of friendship support, either by phone or face to face, to nearly 400 clients, proving to be a lifeline for people experiencing isolation and loneliness.

Working in partnership with SAND (Safe Ageing No Discrimination) and colleagues at Age UK Hereford & Worcester we also piloted **Reach**, a new friendship service specifically aimed at people identifying as LGBTQ+. We hope to expand this service in the coming year.

Finally, our **Community Navigation & Support** services, which include our staff linked to NHS teams such as GP practices, gradually got back to normal, albeit still with restrictions on access to NHS facilities. The Care Navigators in Telford & Wrekin processed over 1,000 referrals this year, similar to pre-pandemic levels, with the Teldoc Social Prescribing team managing an additional 650. In Ludlow, the Home from Hospital team were largely unable to attend multi-disciplinary team meetings in person, which did have an impact on

referral levels, although these were showing signs of returning to normal by the end of the year.



**'You  
were always  
there when  
some others  
weren't.'**

2021/22 was very much a transition year as we came out of the pandemic and sought to recover our services to pre-COVID levels; overall this was not only achieved but exceeded thanks to another remarkable effort by our superb team of staff and volunteers, who worked tirelessly to provide certainty, security and availability for local older people.



## Wellbeing

We created new opportunities  
and restarted existing activities

## Our volunteers

**'I have  
always felt  
part of the  
team,  
working  
towards a  
common  
goal'**  
Volunteer feedback

The past two years have been difficult for everyone, not least our wonderful volunteers.

Most of our services had to be suspended in 2020 because of the pandemic and 2021/22 was severely impacted as COVID regulations were changed, lifted and re-imposed at different times of the year.

Despite this, our overwhelming desire to continue to help those who were most vulnerable was matched only by that of our volunteers, who came forward and offered to help in whatever way they could.

Existing volunteers from services such as Befriending, Day centres, Dementia support groups, Information and advice and Living well all became Telephone buddies, providing a regular friendly chat to service users, checking if they needed any other assistance such as shopping or the collection of prescriptions and referring them back to us.

### Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



Well informed older people can assert their rights



Older people's voices heard on services and issues



# Our volunteers

This desire continued throughout the year with new volunteers continually coming forward to offer friendship over the phone, make garden visits, go for walks with clients when allowed to do so and work for our donated furniture shop in Wellington.

Although the availability of roles has been limited to some extent, we received new enquiries on a regular basis and we finished the year with 275 enquiries and 116 new volunteers recruited. This conversion rate is actually higher than we achieved in the years before the pandemic: 42% compared with 33% in 2019/20 and 24% in 2018/19.

As we say every year, our volunteers really are the lifeblood of our charity and we remain incredibly grateful to the number of people prepared to give their time to us. It's a source of immense pride for Age UK Shropshire Telford & Wrekin.

# Fundraising

**£20,620**

raised by online fundraising

**£17,725**

left to us in legacies

**409**

one off donations received

Age UK Shropshire Telford & Wrekin is a local, independent, registered charity and the donations we receive we use locally, to support local people.

Last year was a difficult and challenging year for fundraising and income generation as many of the fundraising events, activities we had planned could not go ahead, due to successive lockdowns, and planning future events became almost impossible.

However, that did not stop us trying and we continued to fundraise online with some success. A number of staff and volunteers took up Platinum Challenges for us, including an epic Land's End to John O'Groats bike ride undertaken by one of our befriending volunteers Dean Suter and our Wellbeing services manager Emma Wilde. The intrepid pair completed the journey in 12 days and raised over £13,000 for the charity!

## Strategic outcome

Reducing the risk of loneliness and isolation	<input checked="" type="checkbox"/>
Optimising independence and wellbeing	<input checked="" type="checkbox"/>
Well informed older people can assert their rights	<input checked="" type="checkbox"/>
Older people's voices heard on services and issues	<input checked="" type="checkbox"/>

# Fundraising

We continued to build on our digital fundraising, making it easier for people to donate online, and saw over £20,000 raised via online giving platforms. Our supporters' groups also ran some online fundraisers and our North Shropshire Supporters created a lovely calendar, which raised over £500 for us.

We applied for more grants than ever before, approaching new funders including the Armed Forces Covenant.

Our Wellington shop has gone from strength to strength; despite lockdowns it continues to provide a healthy surplus to put into our charitable activities, as well as helping the environment by recycling.

Although accessing grants and trusts was more difficult than the first year of the pandemic, we have had some good success and are particularly grateful for the support we have had from local town and parish councils towards our activities.

As we move into the coming year we are looking forward to bringing back some of our events, to raise money for us and, of course, to have fun! Our new offices will also provide a fantastic opportunity to raise our profile and to increase our income to support our older people.

# Corporate governance

## How we are run

Age UK Shropshire Telford & Wrekin is a charity constituted as a company limited by guarantee (registered charity number: 1090445, registered company number: 04292896).

Age UK Shropshire Telford & Wrekin is a brand partner of the national Age UK charity. Age UK supports Age UK Shropshire Telford & Wrekin through its marketing and campaigning activities, and offers advice and support, including information and advice resources. Our brand partnership agreement with Age UK is under review at present and we are taking part in conversations and consultation about what the future agreement will look like.

Our new trustees to the board Gurbax Kaur, Dave Robson and Natalie Headley, Raj Shori have settled well into their roles and another new co-opted trustee Nicola Crosby joined us in December. During this year Nick Renshaw stood down as a co-opted trustee but is still happy to advise the board as and when required. We thank Nick for his time and commitment to the charity.

The board meets a minimum of four times a year. There are three formal committees: Finance & Audit, Services and Income & Communications. Each committee is chaired by a trustee who reports

directly to the full board of trustees at every meeting. The board is now meeting face to face again but committee meetings continue to be held virtually to save costs and travel time.

We currently have 60 members. There is no membership fee; members guarantee to contribute an amount not exceeding £1 to the assets of the company in the event of winding up.

Trustees serve Age UK Shropshire Telford & Wrekin as volunteers and receive no remuneration. They come from a variety of backgrounds and bring a wide range of skills and experience to the board including understanding the needs of older people, and essential business and management expertise. The trustees have ultimate responsibility for directing the affairs of the charity and ensuring that it is solvent, well run, delivering public benefit and meeting the charitable objects for which it has been established.

Day to day operational decisions are taken by the Chief Executive and the staff of the organisation, within the delegated authority conferred by the board. The board has a clear scheme of delegation, to clarify those authorities, in line with good practice.



A skills audit and full induction process is in place for all new trustees and further ongoing training on the wider aspects of the organisation and trusteeship is offered on a regular basis to develop trustees' skills and knowledge.

Our objects are set out in our Articles of Association. They exist to assist older people who live in Shropshire and Telford & Wrekin who are in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage.

Our key activities are also set out in our Articles. They are:

a) to encourage, promote and organise direct services appropriate to the needs of individual older people or groups of older people and if thought fit to make reasonable charges for any services provided hereunder;

b) to promote and organise co-operation in the achievement of the objects and to that end to support, join in with and co-operate with other charities, voluntary bodies, statutory authorities and other organisations operating in furtherance of the objects or of similar charitable purposes and to exchange information and advice with them;

c) to establish, support, undertake or execute any charitable trusts, organisations or institutions formed for all or any of the objects;

d) to establish or acquire subsidiary companies to assist or act as agents for the charity;

e) to promote and carry out, or assist in promoting and carrying out, surveys, investigations and research;

f) to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes and training courses.

### **Public benefit**

In setting plans and priorities for areas of work, the trustees of Age UK Shropshire Telford & Wrekin have had due regard to guidance from the Charity Commission on the provision of public benefit. Charities are required to examine their objects and activities to ensure that they meet the public benefit requirement and that their activities demonstrate and can measure how they have done this. The board review this annually at their June meeting and are satisfied that our activities still meet the public benefit requirements. In particular, trustees feel our ongoing pandemic response met this need robustly.

# Trustees and Principal Officers

## **Risk assessment**

It is the policy of Age UK Shropshire Telford & Wrekin that trustees regularly review all risks faced by the charity, and have robust business continuity plans in place. This is an ongoing process which is overseen by the Finance & Audit Committee. Policies and systems are in place to mitigate or lessen any identified major risk and the business continuity plan is regularly reviewed. During the pandemic, robust risk assessments and business continuity plans have been in place, overseen by the board.

## **Age UK STW Trading Ltd**

Our trading company has remained dormant again this year but we have not closed it in case we have activity which would require such a subsidiary.

## **President**

Anne Wignall

## **Chair**

Sue Robson

## **Deputy Chair**

David Bell

## **Treasurer**

Emma Dickenson

## **Board Members**

Zara Oliver

Daniel Bebbington

Sal Hampson <sup>1</sup>

Gurbax Kaur

Dave Robson

Natalie Headley <sup>2</sup>

Raj Shori

Nicola Crosby <sup>3</sup>

Amarjit Bansi <sup>4</sup>

Nick Renshaw <sup>5</sup>

## **Principal Officers**

### **Chief Executive**

Heather Osborne

### **Director of Finance**

Gina Spencer

### **Director of Operations**

Kevin Moore

## **Life Vice President**

Christine Greenhalgh

## **Ambassador**

Martin Brookes MBE

<sup>1</sup> resigned 12 October 2021

<sup>2</sup> elected 12 October 2021

<sup>3</sup> co-opted 14 December 2021

<sup>4</sup> resigned 21 June 2021

<sup>5</sup> resigned 27 January 2022

# Our trustees



Anne  
Wignall



Sue  
Robson



David  
Bell



Emma  
Dickenson



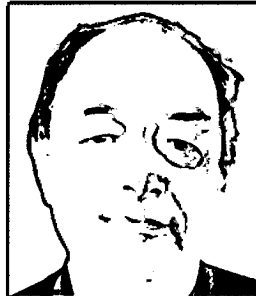
Zara  
Oliver



Daniel  
Bebbington



Gurbax  
Kaur



Dave  
Robson



Natalie  
Headley



Raj  
Shori



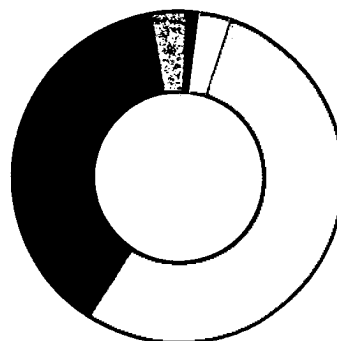
Nicola  
Crosby

# Financial summary

## Accounts 2021/22

Total Incoming Resources £2,812,397

- Income from Donations, Gifts and Legacies £83,384 (3%)
- Income from Fundraising and Events £34,027 (1%)
- Income from Grants £1,487,226 (53%)
- Income from Client Fees £1,077,112 (38%)
- Income from Retail £99,980 (4%)
- Other Income £16,381 (1%)
- Investment Income £14,287 (1%)



This year represents a period of nurturing and gentle recovery to services following the COVID pandemic and lockdowns.

A year of reduced growth of income of just 0.5 %; this reflects the reduction in COVID support grants that were one off grants in the previous year. However, it is a gain nonetheless and should be recognised as positive in these difficult times.

Our service users have gradually returned to our relaunched services such as Wellbeing classes and Dementia support sessions, and as I write, are becoming more popular as each month passes.

Comparatively on the previous year, our furniture shop in Wellington increased its sales by 98%, and fee income increased by 13% reflecting some normality in footfall and confidence/ability to go outside following COVID.

In addition, our Local Government Pension Scheme liability reduced by

£85,000, the new total for this liability is £377,000.

Total income for 21/22 was £2,812,397.

Expenditure of £2,776,009 rose by 6% recognising the increase in running services and National Living Wage increases. 95% of total expenditure was spent on our charitable activities.

Therefore, we managed to achieve a surplus in funds of £155,387, in part due to the gain of £85,000 from the LGPS and investment gain of £33,999.

### Investments

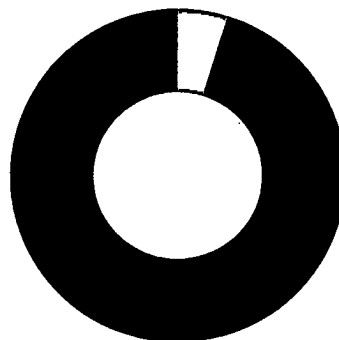
Investments made an unrealised gain of £33,999 (20/21 gain of £68,038).

### Pensions

The LGPS Defined Benefit Pension Scheme, which was closed several years ago to current employees has, for two concurrent years, reduced in liability: in 21/22 our liability decreased by £85,000, and £80,000

Total Expenditure £2,776,009

- Costs of Raising Funds and Retail £131,586 (5%)
- Charitable Activities £2,644,423 (95%)



in 20/21. This is treated as a gain on the balance sheet; the LGPS Disclosures aren't received until May (two months after year-end) which makes financial forecasting unpredictable.

### Net Assets and Reserves

**£1,509,281: an increase of 0.5%**

Each year, Age UK Shropshire Telford & Wrekin continue to monitor closely the cash flow and reserves. The reserves are reviewed annually and designated to enable new service development in the short-term future. We have made the decision to leave a 'free unrestricted fund' aka Free Reserves, available to utilise in the event of emergencies.

The current level of reserves will be used during the long term future to prioritise, review and sustain those services that meet demand in the following areas: Isolation and loneliness; Dementia and Information and advice. Age UK Shropshire Telford & Wrekin are forecasting to expect significant increases annually in the demand for the services provided. To ensure

these services remain flexible and reactive to the demand requirements the reserves have been designated as follows:

Restricted Funds	£413,628
Designated Reserves	£812,268
General Purpose Funds (Free Reserves)	£283,385
<b>Total Funds</b>	<b>£1,509,281</b>

### Reserves sustaining the future

During 21/22 £23,981 of service development designated reserves was put aside to restricted funds to develop our new Digital Inclusion project.

In 2021, after several years of searching and viewing properties, we found the perfect location to relocate to. Our careful strategic planning of designated funds required for such a project has been utilised as expected toward the relocation project, of which costs fall into 22/23.

Other short-term designations include Retail Development and Dilapidations of which there is planned expenditure in 22/23.

### **Auditors**

A resolution will be proposed at the Annual General Meeting that Dyke Yaxley Limited be re-appointed as auditors for the ensuing year.

### **Statement of trustees' responsibilities**

The trustees (who are also directors of Age UK Shropshire Telford & Wrekin for the purposes of company law) are responsible for preparing the trustees' report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting

estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on 13 September 2022 and signed on their behalf by:



Sue Robson  
Chair of Trustee Board

A full set of accounts can be obtained from:  
Gina Spencer, Director of Finance  
t 01743 233 123  
e [gina.spencer@ageukstw.org.uk](mailto:gina.spencer@ageukstw.org.uk)

### Our patrons

Sir Algernon Heber-Percy KCVO  
David Stacey Esq DL

### Our quality marks



# Auditor's Report

Independent auditor's report on the financial statements to the members of Age UK Shropshire Telford & Wrekin

## Opinion

We have audited the financial statements of Age UK Shropshire Telford & Wrekin (the 'Charity') for the year ended 31 March 2022 which comprise of 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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 charity'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 other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report 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.

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 course of 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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which 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;
- the financial statements are not in agreement with the accounting records and returns;

- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report and take advantage of the small companies exemption from the requirement to prepare a strategic report.

### **Responsibilities of the trustees**

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

### **Auditor 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 an auditor's report 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:

**[frc.org.uk/auditorsresponsibilities](https://www.frc.org.uk/auditorsresponsibilities)**

This description forms part of our auditor's report.

**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:

We gained an understanding of the legal and regulatory framework applicable to the charity and the industry in which it operates, and considered the risk of acts by the charity that were contrary to applicable laws and regulations, including fraud.

We designed audit procedures to respond to the risk, recognising that 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.

We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not

limited to, the Companies Act 2006 and UK tax legislation. Our tests included agreeing the financial statement disclosures to underlying supporting documentation and enquiries with management.

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 transactions reflected in the financial statements, the less likely we would become aware of it.

We did not identify any key audit matters relating to irregularities, including fraud.

As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud.

**Use of our report**

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an

auditor's 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Dyke Yaxley Ltd*

Mr Ian Walsh  
Senior Statutory Auditor  
For and on behalf of Dyke Yaxley  
Limited  
Chartered Accountants  
Statutory Auditor

1 Brassey Road  
Old Potts Way  
Shrewsbury

Dated 29 September 2022



### Fundraising

A bake sale raised funds to support local older people

### **Thanks to all our funders and donors**

Age UK  
Arnold Clark Community Fund  
Bridgnorth Golf Club  
Castlefields Day Centre  
Cherry Cottage Camping  
Co-op Community Fund  
Corbett Pub Lunch Club  
DENSO Manufacturing  
Dunhill Medical Trust  
E.On  
Ellesmere College  
Emma Wilde and Dean Suter  
Farmstead Care Home  
Fielder Ltd.  
Frizes Leasowe Residents Fund  
Gemmipops Designs  
Howden Joinery  
Masonic Charitable Foundation  
Millichope Foundation  
Moore Kingston Smith  
Montford Pub Lunch Club  
North Shropshire Supporters Group  
Pavers Charitable Foundation  
Salop Leisure  
Shrewsbury Supporters Group  
Shrewsbury Walking Football Club  
ICS Shropshire, Telford & Wrekin  
Shropshire Council  
Snedshill & District Over 60's Group  
Telford & Wrekin Council  
The Lady Forester Trust

TSB Local Charity Partnership  
Uffington Village Hall  
University Centre Shrewsbury  
Various local Town and Parish Councils  
Wellington Cottage Care Trust  
Welshpool Livestock Sales  
Wrekin Housing Group  
Various local Town and Parish Councils

There are so many individual donors and fundraisers of whom there are too many to name. This includes all of the Platinum Challengers who gave time and effort to take on physical challenges to raise funds to support our 70<sup>th</sup> Birthday Appeal. We thank you all so much!

### **Fundraising policy and practice**

Our approach is to be legal, open, honest and respectful in all our fundraising activities. We do not engage in fundraising that might involve unreasonable intrusion on a person's privacy or is unreasonably persistent. Funds raised for a particular activity are used for that activity and our accounting system is designed to provide for this through a system of accounts for restricted funds. Age UK Shropshire Telford & Wrekin does not share its contact database with third parties and does not use freelance fundraisers.

**AGE UK SHROPSHIRE TELFORD & WREKIN**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
<b><u>Income</u></b>					
Donations, Gifts & Legacies		46,858	36,526	83,384	70,235
Fundraising and Events		34,027		34,027	68,173
<b><u>Income from charitable activities</u></b>					
Grants		551,637	935,589	1,487,226	1,597,881
Client Fees (Living Well, Diamond Dementia & Help @ Home)		1,054,399	22,713	1,077,112	949,496
<b><u>Income from other trading activities</u></b>					
Retail Income		99,980	-	99,980	50,550
Other Income		6,027	10,354	16,381	47,083
<b><u>Investment</u></b>	12	14,287	-	14,287	13,870
<b><u>Total Income</u></b>	8	<b>1,807,215</b>	<b>1,005,182</b>	<b>2,812,397</b>	<b>2,797,288</b>
<b><u>Expenditure</u></b>					
Fundraising trading: costs of fundraising and retail		131,586	-	131,586	185,916
Charitable activities		1,650,118	994,305	2,644,423	2,432,522
<b>Total expenditure</b>	2	<b>1,781,704</b>	<b>994,305</b>	<b>2,776,009</b>	<b>2,618,438</b>
Gains / (losses) on investment assets	5	33,999	-	33,999	68,038
Net income/(expenditure) before other recognised gains and losses		<b>59,510</b>	<b>10,877</b>	<b>70,387</b>	<b>246,888</b>
Transfers between funds	8	(31,911)	31,911	-	-
Actuarial gains/(losses) on defined benefit pension scheme		85,000	-	85,000	113,000
Net movement in funds		<b>112,599</b>	<b>42,788</b>	<b>155,387</b>	<b>359,888</b>
Total funds brought forward	8	983,054	370,840	1,353,894	994,006
Total funds carried forward	8	<b>1,095,653</b>	<b>413,628</b>	<b>1,509,281</b>	<b>1,353,894</b>

The statement of financial activities includes all gains and losses recognised in the year.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**BALANCE SHEET AS AT 31 MARCH 2022**

	NOTES	£	2022 £	£	2021 £
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	4		34,107		42,135
Investments	5		436,253		402,254
<b><u>TOTAL FIXED ASSETS</u></b>			<b>470,360</b>		<b>444,389</b>
<b><u>CURRENT ASSETS</u></b>					
Stocks		17,424		26,120	
Debtors	6	229,000		134,209	
Cash at Bank and in Hand		1,386,506		1,350,264	
<b><u>TOTAL CURRENT ASSETS</u></b>		<b>1,632,930</b>		<b>1,510,593</b>	
<b><u>LIABILITIES</u></b>					
Creditors Amounts Falling Due Within One Year	7	217,009		169,088	
<b><u>NET CURRENT ASSETS</u></b>	9		<b>1,415,921</b>		<b>1,341,505</b>
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>			<b>1,886,281</b>		<b>1,785,894</b>
Defined Benefit Pension Liability	17		377,000		432,000
<b><u>TOTAL NET ASSETS</u></b>			<b>1,509,281</b>		<b>1,353,894</b>
<b><u>THE FUNDS OF THE CHARITY</u></b>					
Designated Funds	8		812,268		729,199
Unrestricted Funds	8		283,385		253,855
Total Unrestricted Funds			1,095,653		983,054
Restricted Funds	8		413,628		370,840
<b><u>Total Funds</u></b>			<b>1,509,281</b>		<b>1,353,894</b>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The Financial Statements were approved by the Board of Trustees on 13th September 2022 and signed on their behalf by :



Sue Robson  
Chair

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Cash flows from operating activities:	16 <u>38,466</u>	<u>217,401</u>
<b>Cash flows from investing activities</b>		
Interest Income	14,287	13,870
Purchase of tangible fixed assets	(16,512)	(22,836)
<b>Net cash provided by (used in) investing activities</b>	<u>(2,225)</u>	<u>(8,966)</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>	<u>36,241</u>	<u>208,435</u>
Cash and cash equivalents at the beginning of the year	1,350,264	1,141,829
<b>Cash and cash equivalents at the end of the year</b>	<u><u>1,386,506</u></u>	<u><u>1,350,264</u></u>



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022**

**1 ACCOUNTING POLICIES**

**a Basis of preparation**

The accounts have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "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)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

**b Income recognition policies**

Items of income are recognised and included in the accounts when all of the following criteria are met:

- The charity has entitlement to the funds:
- any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of:

- the date on which 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 charity 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 is deferred where it relates to future periods.

**c Donated services and facilities**

Donated services or 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 of the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated 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.

No amount is included with the Financial Statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees Annual Report.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- d Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they relate.
- e Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund.
- f 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.
- g Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- h Staff costs are allocated to activities on the basis of time spent on those activities.
- i Support Costs of the charity relate to the costs of running the charity and include any costs which cannot be specifically identified to another expenditure classification. These have been allocated to the relevant activity they support on a per capita basis.
- j Costs of raising funds include the employee costs of the Head of Income Generation, Fundraising Assistant as well as the direct costs of staging events, volunteers expenses, retail managers and an allocation of overheads.
- k Investments held as fixed assets are re-valued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities.
- l Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at the following

Furniture and Fittings	33 % straight line
Office Equipment	33 % straight line
Motor Vehicles	25 % reducing balance

**Impairment of fixed assets**

At each reporting date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

- m Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised on receipt at fair value which is the amount the charity would have been willing to pay for the items on an open market.
- n Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis.
- o The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- p Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.
- q Cash at bank and cash in hand include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.
- r Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discount due.

**2 TOTAL EXPENDITURE**

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Charitable Activities		
Restricted Funds		
Staff Costs	559,830	518,626
Travel	13,056	4,411
Grants	185,753	208,811
Premises Costs	33,586	29,458
Support costs	111,973	130,631
Overheads and project running costs	90,107	60,743
	<u>994,305</u>	<u>952,680</u>
Unrestricted Funds		
Staff Costs	1,369,858	1,247,866
Travel	88,967	63,631
Premises Costs	82,512	69,791
Support costs	(120,014)	(154,685)
Overheads and project running costs	217,311	241,520
	<u>1,638,634</u>	<u>1,468,123</u>
Total Charitable Activities excluding Governance Costs	2,632,939	2,420,803
Costs of raising funds		
Retail Costs		
Staffing	44,600	50,879
Premises and overhead costs	28,245	45,788
Travel	2,242	1,547
Support costs	8,040	14,293
Income Generation Team (including support costs)	48,459	73,409
	<u>131,586</u>	<u>185,916</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

<b><u>2 TOTAL EXPENDITURE (CONTINUED)</u></b>	<b><u>2022</u></b> <b>£</b>	<b><u>2021</u></b> <b>£</b>
Governance		
Travel	-	-
Audit	11,484	11,719
 Total Expenditure	 <u>2,776,009</u>	 <u>2,618,438</u>
 Expenditure includes:		-
Audit fees	11,484	11,719
Depreciation on tangible fixed assets	<u>24,540</u>	<u>19,226</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**3 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	<b>Unrestricted Funds 2021 £</b>	<b>Restricted Funds 2021 £</b>	<b>Total 2021 £</b>
<b><u>Income</u></b>			
Donations, Gifts & Legacies	50,911	19,324	70,235
Fundraising and Events	67,973	200	68,173
<b><u>Income from charitable activities</u></b>			
Grants	610,067	987,814	1,597,881
Client Fees (Living Well, Diamond Dementia & Help @ Home)	950,049	(553)	949,496
<b><u>Income from other trading activities</u></b>			
Retail Income	50,550	-	50,550
Other Income	26,986	20,097	47,083
<b><u>Investment</u></b>	13,870	-	13,870
<b>Total Income</b>	<b>1,770,406</b>	<b>1,026,882</b>	<b>2,797,288</b>
<b><u>Expenditure</u></b>			
Fundraising trading: costs of fundraising and retail	185,916	-	185,916
Charitable activities	1,479,842	952,680	2,432,522
<b>Total expenditure</b>	<b>1,665,758</b>	<b>952,680</b>	<b>2,618,438</b>
Gains / (losses) on investment assets	68,038	-	68,038
<b>Net income/(expenditure) before other recognised gains and losses</b>	<b>172,686</b>	<b>74,202</b>	<b>246,888</b>
Transfers between funds	2,404	(2,404)	-
Actuarial gains/(losses) on defined benefit pension scheme	113,000	-	113,000
<b>Net movement in funds</b>	<b>288,090</b>	<b>71,798</b>	<b>359,888</b>
<b>Total funds brought forward</b>	<b>694,964</b>	<b>299,042</b>	<b>994,006</b>
<b>Total funds carried forward</b>	<b>983,054</b>	<b>370,840</b>	<b>1,353,894</b>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**4 TANGIBLE FIXED ASSETS**

	<b>Office Equipment £</b>	<b>Furniture and Fixtures £</b>	<b>Motor Vehicles £</b>	<b>Total £</b>
<b><u>Cost</u></b>				
As at 1 April 2021	73,377	20,344	66,000	159,721
Additions	16,512	-	-	16,512
Disposals	-	-	-	-
As at 31 March 2022	<u>89,889</u>	<u>20,344</u>	<u>66,000</u>	<u>176,233</u>
<b><u>Depreciation</u></b>				
As at 1 April 2021	42,486	18,511	56,589	117,586
Depreciation for Year	21,548	640	2,352	24,540
Disposals	-	-	-	-
As at 31 March 2022	<u>64,034</u>	<u>19,151</u>	<u>58,941</u>	<u>142,126</u>
<b><u>Net Book Value at 31 March 2022</u></b>	<u>25,855</u>	<u>1,193</u>	<u>7,059</u>	<u>34,107</u>
<b><u>Net Book Value at 31 March 2021</u></b>	<u>30,891</u>	<u>1,833</u>	<u>9,411</u>	<u>42,135</u>

**5 INVESTMENTS**

<b>Quoted Investments:-</b>	<b><u>2022</u></b>	<b><u>2021</u></b>
Market Value at 1 April 2021	402,253	334,215
Increase (decrease) in market value	33,999	68,038
<b><u>Market Value as at 31 March 2022</u></b>	<u>436,252</u>	<u>402,253</u>
Investments at cost	<u>244,000</u>	<u>244,000</u>
<b>Unlisted Investments:-</b>	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Age UK STW Trading Ltd	<u>1</u>	<u>1</u>
<b>TOTAL</b>	<u><b>436,253</b></u>	<u><b>402,254</b></u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**5 INVESTMENTS (CONTINUED)**

The charity holds more than 20% of the share capital of the following companies:

<b>Subsidiary undertakings</b>	<b>Country of registration or incorporation</b>	<b>Class</b>	<b>Shares held %</b>
Age UK STW Trading Ltd	England and Wales	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

	<b>Principal activity</b>	<b>Capital and reserves 2022</b>	<b>Profit/ (loss) for the year 2022</b>
Age UK STW Trading Ltd	Insurance commission	<u>1</u>	<u>-</u>

The financial performance of the subsidiary is as follows:

	<b><u>2022</u></b> <b>£</b>	<b><u>2021</u></b> <b>£</b>
Summary profit and loss account	-	-
Turnover	-	-
Gross Profit	-	-
Administrative expenses	-	-
Profit for the year	<u>-</u>	<u>-</u>
Aggregate amount of capital and reserves	<u>1</u>	<u>1</u>

The subsidiary company had ceased to trade as at 31 March 2018.

**6 DEBTORS**

	<b><u>2022</u></b> <b>£</b>	<b><u>2021</u></b> <b>£</b>
Help @ Home Client Fees Outstanding	-	-
Other Debtors	229,000	134,209
Amounts owed by group undertakings	-	-
	<u>229,000</u>	<u>134,209</u>

**7 CREDITORS (Amounts Falling Due Within One Year)**

	<b><u>2022</u></b> <b>£</b>	<b><u>2021</u></b> <b>£</b>
Trade creditors	7,623	10,491
Staff Costs	98,455	89,315
Other Creditors and Accruals	20,289	49,282
Deferred income	90,642	20,000
	<u>217,009</u>	<u>169,088</u>

Included in deferred income is a grant payment from The Masonic Charitable Foundation.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**8 FUNDS**

Pension Reserve In accordance with FRS102 – Retirement benefits, the liability attributable to the pension schemes is shown as a reduction of total funds. No designation of funds to meet future pension commitments at the balance sheet date is in place as Age UK Shropshire Telford & Wrekin anticipates that these commitments will be met through future cash flows and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

	Balance 01.04.21	Income	Expenditure	Transfers	Gains & losses	Balance 31.03.22
	£	£	£	£	£	£
<b>Restricted Funds</b>						
Information and Advice Shropshire	29,731	171,174	153,133	-	-	47,772
Living Well Project Shropshire	17,400	41,031	48,944	-	-	11,487
Day Centre Infrastructure Support Shropshire	97,697	60,170	93,956	-	-	63,911
Volunteer recruitment	12,416	15,049	17,287	-	-	10,178
Living Well Project Telford	-	5,737	19,695	26,000	-	12,042
Day Centre Infrastructure Support Telford	43,171	52,675	25,439	(26,000)	-	44,407
Advice & Supported Guidance Telford	-	51,893	59,519	7,626	-	-
Home from Hospital South Shropshire	10,047	35,442	34,780	-	-	10,709
Community Care Co-ordinators	14,850	22,175	21,254	-	-	15,771
Care Navigator (Telford)	3,722	107,987	93,079	-	-	18,630
NESIT Project	3,556	29,316	23,526	-	-	9,346
Llandudno Holiday	22,970	-	400	-	-	22,570
Dementia Respite Service	669	7,290	10,773	2,814	-	-
Dementia Development Support	84,818	41,838	37,278	(2,814)	-	86,364
Lasting Power Of Attorney	1,770	7,800	6,790	-	-	2,780
Volunteer Befriending Service	22,091	64,665	62,325	-	-	24,431
WIPS	96	179,000	179,400	304	-	-
Social Prescribing	2,607	55,010	57,617	-	-	-
Befriending Telford	3,229	29,454	27,427	-	-	5,256
Living Well Ludlow	-	20,000	11,249	-	-	8,751
Digital Inclusion Project	-	7,676	12,434	23,981	-	19,223
<b>Total Restricted Funds</b>	<b>370,840</b>	<b>1,005,182</b>	<b>994,305</b>	<b>31,911</b>	<b>-</b>	<b>413,628</b>
<b>Unrestricted Funds</b>						
<b>Designated funds</b>						
6 Months Core Service Costs	352,265	-	-	-	-	352,265
Lease Obligation Reserve	15,000	-	-	-	-	15,000
Mini Bus Reserve	68,872	-	-	-	-	68,872
Redundancy Reserve	52,000	-	-	-	-	52,000
IT Development Strategy	15,000	-	-	15,000	-	30,000
Delapidations	32,623	-	-	27,377	-	60,000
Premises Strategy	100,000	-	-	40,000	-	140,000
Service Development	75,000	-	-	(23,981)	-	51,019
Platinum Appeal Retail Development	18,439	-	-	24,673	-	43,112
<b>Total Designated funds</b>	<b>729,199</b>	<b>-</b>	<b>-</b>	<b>83,069</b>	<b>-</b>	<b>812,268</b>
<b>Material funds</b>						
Charity Shops	-	105,742	83,127	(7,626)	-	14,989
Help @ Home Project	-	1,584,638	1,490,004	(304)	-	94,330
<b>General purpose funds</b>	<b>685,855</b>	<b>66,835</b>	<b>128,573</b>	<b>(107,050)</b>	<b>33,999</b>	<b>551,066</b>
<b>Total Unrestricted funds (excluding pension liability)</b>	<b>1,415,054</b>	<b>1,757,215</b>	<b>1,701,704</b>	<b>(31,911)</b>	<b>33,999</b>	<b>1,472,653</b>
<b>Pension Reserve</b>	<b>(432,000)</b>	<b>50,000</b>	<b>80,000</b>	<b>-</b>	<b>85,000</b>	<b>(377,000)</b>
<b>Total Unrestricted Funds</b>	<b>983,054</b>	<b>1,807,215</b>	<b>1,781,704</b>	<b>(31,911)</b>	<b>118,999</b>	<b>1,095,653</b>
<b>Total Funds</b>	<b>1,353,894</b>	<b>2,812,397</b>	<b>2,776,009</b>	<b>-</b>	<b>118,999</b>	<b>1,509,281</b>

Further details as to the purpose of the funds can be found in the annual report.

The following income was received in total from government funding, over the various projects shown above:

	2022	2021
	£	£
Shropshire Council	875,500	1,042,023
Telford and Wrekin Council	277,190	267,440
Clinical Commissioning Groups	88,873	110,756
	<b>1,241,563</b>	<b>1,420,219</b>

Significant variances are attributable to Covid-19 support grants which are non-recurring as well as the winter support service. The contract was transferred from the Clinical Commissioning Group to Telford and Wrekin Council and resulted in an increase in funding, part of which is also attributable to Covid-19 grants which are non-recurring.

	2022	2021
	£	£
Unrestricted funds include unrealised revaluation surplus / (deficit) of	<b>192,252</b>	<b>158,253</b>



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**9 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets</b>	<b>Quoted Investments</b>	<b>Net Current Assets</b>	<b>Provisions</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Restricted Funds	-	-	413,628	-	413,628
Unrestricted Funds	34,107	436,253	1,002,293	(377,000)	1,095,653
	<u>34,107</u>	<u>436,253</u>	<u>1,415,921</u>	<u>(377,000)</u>	<u>1,509,281</u>

**10 TRUSTEES REMUNERATION AND EXPENSES**

The Trustees are not remunerated. During the year 0 (2021: 0) trustees were reimbursed travel expenses of £Nil (2021: £Nil). Also an additional £Nil was repaid to trustees for expenses occurred during their volunteer advocate role (2021: £Nil).

**11 STAFF**

The average monthly headcount was 234 staff (2021: 228) and the number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<b><u>2022</u></b>	<b><u>2021</u></b>
Chief Officer	1	1
Administration Staff	7	7
Project Staff - includes core staff	42	40
Home Support Workers	36	35
	<u>86</u>	<u>83</u>
	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Salaries and Wages	1,834,832	1,747,045
Social Security Costs	63,499	44,121
Employers Pension Costs	109,583	95,244
Staff training	14,953	4,550
	<u>2,022,867</u>	<u>1,890,960</u>

No member of staff received in excess of £60,000 in emoluments during the year.

The key management personnel comprise of the Chief Executive Officer, Director of Operations and Director of Finance whose total employee benefits were £140,265 (2021: £140,883).

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

<b>12</b>	<b><u>INVESTMENT INCOME</u></b>	<b><u>2022</u></b>	<b><u>2021</u></b>
		<b>£</b>	<b>£</b>
	Dividends and Interest on Listed Investments	11,995	7,558
	Interest on Cash Deposits	2,292	6,312
		<u>14,287</u>	<u>13,870</u>

**13** **LEGAL STATUS OF CHARITY**

The Charity is a Company Limited by Guarantee and has no Share Capital. The liability of each member, in the event of winding up, is limited to £1.

**14** **FINANCIAL COMMITMENTS**

At 31 March 2022, the charity had total commitments under non cancelable operating leases as detailed below:

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Operating leases which expire:		
Within one year	30,715	14,959
Between two and five years	37,785	20,892
	<u>68,500</u>	<u>35,851</u>

The main lease expired in September 2020. A new lease effective from 1 April 2022 has been signed in relation to the new Bellstone property.

**15** **CORPORATION TAX**

The charity is exempt from corporation tax on income and gains to the extent that these are applied to its charitable objects, in accordance with Part 11 of the Corporation Taxes Act 2010.

**16** **RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b><u>2022</u></b>	<b><u>2021</u></b>
Net movement in funds	155,387	359,888
Add back depreciation charge	24,539	19,225
Deduct interest income shown in investing activities	(14,287)	(13,870)
Deduct gains/ Add losses on investment	(33,999)	(68,038)
Decrease/(increase) in stock	8,696	37
Decrease/(increase) in debtors	(94,791)	(24,170)
Increase/(decrease) in creditors	47,921	24,329
Increase/(decrease) in pension fund deficit	(55,000)	(80,000)
<b>Net cash provided by operating activities</b>	<u><b>38,466</b></u>	<u><b>217,401</b></u>

# **AGE UK SHROPSHIRE TELFORD & WREKIN**

## **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

### **17 PENSIONS**

The charity operates a defined benefit pension scheme. The most recent actuarial valuation was 31 March 2022.

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Employer's contributions	4,876	5,543
Employees' contributions	3,766	4,265
<b>Total contributions</b>	<b>8,642</b>	<b>9,808</b>
<b>Principal actuarial assumptions</b>	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>%</b>	<b>%</b>
Rate of increase in salaries	4.75	3.95
Rate of increase for pensions in payment	3.60	2.80
Discount rate for scheme liabilities	2.80	2.10
Inflation assumptions	3.50	2.70

The current mortality assumptions include sufficient allowance for future improvements in mortality rates.

The assumed life expectations on retirement age 65 are:

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>Years</b>	<b>Years</b>
Retiring today		
-Males	22.9	22.9
-Females	25.1	25.0
Retiring in 20 years		
-Males	24.1	24.2
-Females	26.7	26.6

The charity's share of the assets and liabilities in the scheme and the expected rates of return were:

	<b><u>2022</u></b>	<b><u>2022</u></b>	<b><u>2021</u></b>	<b><u>2021</u></b>
	<b>Expected</b>	<b>Fair Value</b>	<b>Expected</b>	<b>Fair Value</b>
	<b>return</b>	<b>£</b>	<b>return</b>	<b>£</b>
	<b>%</b>		<b>%</b>	
Equities	50.6	1,134,000	49.3	1,078,000
Other bonds	18.9	423,000	20.7	453,000
Property	3.7	83,000	3.8	83,000
Cash/liquidity	1.7	38,000	0.3	7,000
Other	25.1	562,000	25.9	567,000
<b>Total market value of assets</b>		<b>2,240,000</b>		<b>2,188,000</b>
<b>Present value of benefit obligations</b>		<b>(2,617,000)</b>		<b>(2,620,000)</b>
<b>Net pension asset / (liability)</b>		<b>(377,000)</b>		<b>(432,000)</b>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**17 PENSIONS (CONTINUED)**

**Operating costs and income recognised in the statement of financial activities**

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
<b>Financial expenditure/(income)</b>		
Interest on pension liabilities	53,000	56,000
Interest on plan assets	<u>(45,000)</u>	<u>(44,000)</u>
	<u>8,000</u>	<u>12,000</u>
<b>Other expenditure/(income)</b>		
Current service cost	<u>27,000</u>	<u>27,000</u>
<b>Total operating charge/(income)</b>	<u>35,000</u>	<u>39,000</u>

**Actuarial gains and losses included in the statement of other comprehensive income**

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
<b>Remeasurements</b>		
-Assets	(105,000)	(320,000)
-Liabilities	<u>20,000</u>	<u>207,000</u>
	<u>(85,000)</u>	<u>(113,000)</u>

**Movements in the present value of defined benefit obligations:**

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Opening defined benefit obligations	(2,620,000)	(2,387,000)
Current service cost	(27,000)	(27,000)
Interest cost	(53,000)	(56,000)
Contributions by employees	(4,000)	(4,000)
Past Service Cost (Gain)	-	-
Remeasurement (gain)/loss on assumptions	(13,000)	(257,000)
Remeasurement experience gain/(loss)	(7,000)	50,000
Benefits paid	<u>107,000</u>	<u>61,000</u>
	<u>(2,617,000)</u>	<u>(2,620,000)</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 CONTINUED**

**17 PENSIONS (CONTINUED)**

**Movements in the fair value of the charity's share of scheme assets:**

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Opening fair value of scheme assets	2,188,000	1,875,000
Interest on plan assets	45,000	44,000
Remeasurements	105,000	320,000
Contributions by employers	5,000	6,000
Contributions by employees	4,000	4,000
Benefits paid	<u>(107,000)</u>	<u>(61,000)</u>
	<u><u>2,240,000</u></u>	<u><u>2,188,000</u></u>

**History of experience gains and losses:**

	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
Present value of defined benefit obligations	(2,617,000)	(2,620,000)
Fair value of share of scheme assets	<u>2,240,000</u>	<u>2,188,000</u>
Surplus/ (deficit)	<u><u>(377,000)</u></u>	<u><u>(432,000)</u></u>

**18 RELATED PARTY TRANSACTIONS**

During the year Shropshire Partners in Care Ltd, of which Susan Robson (Chair) is a director provided services to Age UK Shropshire Telford & Wrekin of £1,151 (2021: £216). Outstanding as at 31 March 2022 was £75 (2021: £Nil) due to Shropshire Partners in Care Ltd.

There were no other transactions or outstanding balances with related parties as at 31 March 2022.



**The Big Knit**  
Supporters were keen as  
ever to get involved

## Our offices

### **Shrewsbury Office**

4 Bellstone  
Shrewsbury  
SY1 1QQ  
t 01743 233 123

### **Home from Hospital, South Shropshire**

Room 50 Helena Lane House  
20 Hamlet Road  
Ludlow  
SY8 2NP  
t 01584 878 046

[www.ageukstw.org.uk](http://www.ageukstw.org.uk)

### **Our professional advisors**

#### **Bankers**

Barclays Bank plc, Shrewsbury

#### **Auditors**

Dyke Yaxley Limited, Shrewsbury

#### **Solicitors**

Wace Morgan, Shrewsbury



### **Wellbeing**

Activities to help people  
stay fit and healthy

‘To work with and for older people  
to **improve the quality of later life**’

Age UK Shropshire Telford & Wrekin  
4 Bellstone  
Shrewsbury SY1 1QQ  
**01743 233 123**  
**[www.ageukstw.org.uk](http://www.ageukstw.org.uk)**

Age UK Shropshire Telford & Wrekin is a charitable company limited by guarantee and registered in England and Wales  
Registered Charity Number: 1090445  
Company Number: 04292896  
Registered office is 4 Bellstone, Shrewsbury, Shropshire SY1 1QQ