



Age Concern South Gloucestershire
(Trading as Age UK South Gloucestershire)

Financial Statements

31 March 2019

Charity registration number: 1109999
Company registration number: 5464737



Financial statements
Year ended 31 March 2019

Contents	Pages
Trustees' annual report	1 - 10
Reference and administrative details	11 - 12
Independent Examiner's report to the Trustees	13
Statement of Financial Activities	14
Balance Sheet	15
Cash Flow Statement	16
Notes forming part of the financial statements	17 - 27

Trustees' Annual Report

Year ended 31 March 2019

The Trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2019.

Objectives and activities

The charity's objectives are:

To promote the following purposes for the benefit of the public and/or older people in and around South Gloucestershire ("the area of benefit"):

- *preventing or relieving the poverty of older people;*
- *advancing education;*
- *preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);*
- *assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and*
- *such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.*

The outcome of this being the promotion of the well-being of older people.

In order to achieve these objectives we currently provide the following services:

- Information and Advice (including specialist welfare benefits advice)
- Will writing and Lasting Power of Attorney assistance
- Activity Day Centres
- Volunteering opportunities
- Befriending
- Nail cutting
- Personalised Integrated Care Service with GP practices

Trustees' Annual Report

Year ended 31 March 2019

Achievements and performance

The health and social care sectors remain in a period of rapid change and the number of older people in South Gloucestershire continues to increase in terms of both actual numbers and as a percentage of population. This is especially significant when the responsibility for providing support continues to be shifted from the statutory sector to the individual themselves, their family and the wider community. We are therefore continuing to adapt to meet the growing demand both now and in the future. The 'Personalised Integrated Care Service' funded primarily by the Clinical Commissioning Group, (with additional funding from Age UK as part of Phase 3 of their national Integrated Care Programme) has continued to deliver a service in 14 of the 23 GP practices in South Gloucestershire.

The contributions of our staff and volunteers, a High Street presence, the ground floor accessible premises, the raised profile of Age UK generally and the reputation we have locally for high quality services continues to provide a firm foundation for the delivery of a range of services and support to those in later life.

Information and Advice (I&A) Service

The Key Performance indicators for the year to March 2019 included:

- Responding to **5,280 'I&A' enquiries**. (Excluding regular, routine nail-cutting enquiries – see page 4).
- We delivered **1,032 benefits advice appointments**, mainly by means of home visits to those who were unable to travel to obtain advice due to mobility issues or caring responsibilities.
- The specialist benefits advice service helped secure **£1.49 million confirmed additional income for older people**. We estimate that outstanding claims will add more than £369,000 to this, meaning that almost **£1.86 million** will have been secured, benefitting both the recipients and their local communities. (A typical Attendance Allowance successful claim in 2018/19 secured between **£4,450 per year** for a person with disabilities and/or impairments that mean they require care and support during the day and night.)
- Providing a free monthly legal advice surgeries enabling 33 people to prepare or update their wills.
- Responding to 90 enquiries regarding Lasting Power of Attorney (LPA). The funding for the Dementia Project allowed us to assist 25 people in the full completion of their LPA.

We also work in partnership with a number of other providers to maximise the delivery of advice services. For example the **South Gloucestershire Advice Service**, which is led by South Gloucestershire Citizens Advice Bureau, combines their expertise and resources with Age UK South Gloucestershire, North Bristol Advice Centre, Talking Money (formerly Bristol Debt Advice Centre) and Avon & Bristol Law Centre, to make benefits and debt advice available throughout South Gloucestershire. In line with our other benefits advice services, our contribution to this partnership is to provide benefits advice by means of home visits to those unable to access the community based sessions due to their mobility or caring responsibilities.

Trustees' Annual Report

Year ended 31 March 2019

Other advice subjects are covered by drop-in sessions, over the telephone or by means of the comprehensive range of booklets and factsheets produced centrally by Age UK. We also operate a popular '**Tradespersons' Register**' whereby callers can be provided with a selection of local traders (e.g. plumbers, electricians, etc.) who have been vetted for suitability and reliability. These are not 'recommendations', but callers can be assured that we have interviewed them, checked references and that a copy of their Public Liability Insurance is sent to us each year.

Personalised Integrated Care

The Personalised Integrated Care (PIC) Service, funded by South Gloucestershire Clinical Commissioning Group worked with fourteen GP practices during this final year of the current funding arrangement. In addition, following the successful bid to become part of the national Age UK Personalised Integrated Care Programme, we were able to maintain the service's capacity for this year at the same level as we did in 2017/18. 200 people accessed the service during the year. Service user feedback has been excellent and improvements have been achieved in many people's confidence, independence and community involvement as part of overall improvements in their wellbeing.

We have recently commissioned a report collating and providing a commentary on a range of evaluative evidence demonstrating the impact of the PIC and similar services and we are using that to support our request for an extension and possible expansion of the contract. The current contract has been extended to September 2019 to allow discussions to take place and decisions to be made.

If agreed, this could result in the scaling the service up so that it not only operates in all South Gloucestershire surgeries, but also across Bristol and North Somerset in partnership with the Age UKs in those areas. Discussions are ongoing with the newly merged Bristol, North Somerset & South Gloucestershire Clinical Commissioning Group. As part of these discussions we are also exploring sustainable long term funding options using social investment to develop a Social Impact Bond (SIB). Our application to the Life Chances Fund was successful and should the CCG choose to explore this option further a final application will have to be submitted by November 2019.

Activity Day Centres

The 'Activity Day Centres continue to operate in Kingswood, Filton and Downend for older people who are isolated. All centres also include the provision of services for older people affected by dementia in a mixed environment. We provide morning and afternoon activities, with a two-course lunch available. Door to door accessible, accompanied transport can also be provided. The growth in attendances achieved during the past three years has mostly been maintained, with centres often running at or near capacity.

During the year we provided over 5,000 attendances at 255 sessions in our three venues covering much of South Gloucestershire. To maximise access to the service, we provided accompanied transport for over 1,900 of those attendances.

Trustees' Annual Report

Year ended 31 March 2019

Nail cutting

Good foot care, including nail cutting, is a significant factor in falls prevention and in maintaining/improving mobility. Nail cutting continues to be one of our most popular services.

Surgeries are now held at community venues throughout South Gloucestershire. Some venues continue to have 'double sessions' to meet the demand and the new venues in Downend and Kingswood are now well established.

In total we delivered **2,113** nail cutting appointments during the year to a total of **531** people in **8** community venues across South Gloucestershire.

Volunteering

The Age UK '**No-one should have no-one**' campaign once again led to a significant influx of volunteering enquiries in the run up to Christmas and into the New Year. We finished the financial year with 163 active volunteers and there were 194 volunteers active at some point during the year. In total we estimate they donate approximately 14,500 hours of the time, equivalent to 7.5 full-time members of staff.

The **Befriending Service** provides a regular visiting service to 188 isolated older people and is provided solely by volunteers. We have continued to a variety of people in volunteering roles, which benefits both them and those to whom they deliver services. The 'Telephone Befriending' service, continues to make short-term regular support available to those on our waiting list, although some have also indicated this as their preferred method of contact.

A number of volunteers provide valuable administrative support in the office and also help provide regular telephone and reception cover so that we can remain open both mornings and afternoons most weekdays. We have also been able to continue delivering extra benefits advice as Information and Advice volunteers have continued to enhance our capacity to deliver welfare benefits advice. Around **£914,000 (49%)** of the £1.86 million benefits gained were as a result of volunteer involvement.

The trustees would therefore like to record **another huge 'thank you' to our team of volunteers** to whom we are indebted. They give of their time generously and regularly to support our services and without them we would lose around a third of our service delivery capacity. However, as always we would be keen to hear from others who could join this committed team.

Trading

Following the closure of all FCS regulated trading for Age UK insurance and other products towards the end of 2017/18, the joint trading company shared with Age UK Bristol and Age UK Bath and North East Somerset has been inactive.

The charity has also formed a wholly owned trading subsidiary company, Age UK South Gloucestershire Enterprises Ltd, but this is currently formally registered as dormant.

Trustees' Annual Report

Year ended 31 March 2019

Charity Retail

Age UK's Kingswood charity shop (owned and operated by Age UK nationally) continued to provide a good service and generate a reasonable profit in a highly competitive marketplace. The shop includes a dedicated area for us to display our local information and from where we have expanded our advice services into the east side of our geographical operating area.

A grant agreement is in place with Age UK which guaranteed an unrestricted income stream running to June 2018 subject to the shop remaining open and in profit. In 2018/19 this equated to just under £12,000 (based on profit for the year ending 31 March 2018).

Strategic engagement

The CEO has spent considerable time working with the newly merged Bristol, North Somerset, South Gloucestershire (BNSSG) Clinical Commissioning Group seeking to both influence strategy and planning for services for older people and to determine how the organisation might help deliver some of those plans if the opportunity arises, for example through the development of a range of social-prescribing initiatives. In particular, he has been involved with a number of workstreams relating to the Frailty Programme. Alongside other colleagues in the Voluntary, Community and Social Enterprise (VCSE) sector, he has also worked to co-produce potential service delivery opportunities as part of two major tender processes underway. The publication of the NHS Long Term Plan is also providing an indication of how services may roll out locally and we are reviewing its contents and participating in discussions as appropriate.

South Gloucestershire Council convenes a number of community groups and forums in the area which represent the interests of older people. There are also others convened by voluntary and community sector organisations such as the CVS South Gloucestershire Leaders' Board, which engages strategically with the Chief Executive and Directors of South Gloucestershire Council. The CEO maintains an active involvement in these at both Senior Officer and Director levels.

We maintain active participation in these and other meetings and forums seeking to help represent older people in strategic and operational discussions as well as publicising the range of services we offer and identifying areas for our future development.

At a national level, the Chief Executive Officer represents the South West region on the Age England Association (AEA) Executive Committee, which works with Age UK nationally to maintain and develop a positive working relationship between Age UK and its 'Brand Partners' (the local Age UKs). The AEA is consulted on most key issues and there is often the opportunity for local views to be reflected in these discussions. This has recently included support for the Age UK/AEA 'Big Conversation', which is seeking to develop a 10-year strategy for the whole Age UK network with input from Age UKs across the country.

Trustees' Annual Report Year ended 31 March 2019

Financial review

During 2018/19, the Trustees report that expenditure exceeded income by £23,516, although this reflected the planned use of some restricted funds carried forward from 2017/18 to fund projects from restricted income received during the previous financial year. The total reserves held at the end of the year (including £5,938 restricted funds) was £278,063.

A robust financial reporting mechanism ensures that Trustees regularly review income and expenditure against budget as well as the organisation's achievements against the contractual requirements of restricted income.

Although the current financial climate in the sector remains uncertain, the charity has sought to develop a range of restricted and unrestricted income streams to establish financial resilience, which the trustees consider important to protect the sustainability of the charity should one or more funding sources not be renewed.

Reserves policy

The trustees reviewed the reserves policy in the past year and have approved the following:

- That general (unrestricted) reserves be maintained at the greater of either:
 - Redundancy costs plus outstanding lease obligations, or,
 - 3 months *unrestricted* running costs.

For 2019/20 the current redundancy liabilities are £55,139 and lease liabilities £40,594, giving a total of £95,733. The unrestricted running costs for a three month period are budgeted at £132,718. The Trustees therefore adopted a minimum unrestricted reserves target of £135,000 for the year to ensure the larger of the two figures (£132,718) is covered.

At this level, the Trustees feel that they would be able to maintain the core of the current activities of the charity in the event of a drop in funding, while considering how funding would be replaced or activities changed. It would also cover the cost of an orderly closedown of the organisation should this ever prove necessary, so that it would be able to meet all its financial obligations in such circumstances.

The general (unrestricted) reserves amounted to £272,125, which is above the £135,000 target level. £2,500 of these reserves have been designated and the trustees plan to draw down the remaining balances to cover additional staffing required to meet the increasing number of enquiries being received and to cover expected deficits in funding over the next two to three years.

Investment policy

As income from funders is mostly utilised within a short time after receipt, the Trustees consider that the most appropriate policy for investing funds is to place them on short-term deposit. We ensure that sufficient funds are held in the current account for regular expenditure, but the balance of the reserves are invested in a 60-day notice account that currently attracts a higher interest rate than previous 12 month bonds and 30 day access accounts.

Trustees' Annual Report

Year ended 31 March 2019

Future plans

The health sector continues to go through a period of significant change with both the publication of the NHS Long Term Plan and the developing local strategies to deliver this. The recent merger of Bristol, North Somerset and South Gloucestershire Clinical Commissioning Groups and their need to find substantial savings over the next 5 years has created a major challenge to achieve this and still meet the needs of the local population, in particular the growing number of older people. We are in active discussions with them about how the Personalised Integrated Care Service could make a contribution to this. We will also continue to maintain regular contact with key staff from South Gloucestershire Council to identify how we might contribute to initiatives they will need to implement to make further savings over the coming years. A number of Council commissioned service contracts are also due to end in March 2020, so we are contributing to discussions about how these might develop in the future if recommissioning plans are confirmed.

Mindful of this, we have continued to invest time in further developing a wider strategic approach to the opportunities and threats these changes will present, to exploring potential partnership opportunities, and to developing alternative sources of service provision and funding. In particular, we continue to work closely with initiatives that seek to improve the coordination and integration of health, care and voluntary sector support services for older people, which in turn will help achieve a 'triple impact' of:

- Increasing older people's wellbeing;
- Improving their experience of care, and;
- Reducing unnecessary demand for primary and secondary care services (e.g. reducing unplanned admissions, GP appointments and prescribing).

The joint project with South Gloucestershire Citizens Advice Bureau, 'Later Life Matters' funded by the St Monica Trust aims to maintain the independence of older people by providing a variety of information and advice services and in particular specialist support for people affected by dementia. Our contribution to the project is the specialist dementia support element.

We will continue to deliver other existing services, expanding these where opportunity and resources allow. In particular we will continue to consider additional Activity Day Centre provision as the need to address loneliness and isolation grows. We are also seeking to identify other social enterprise activities to boost unrestricted income.

Following confirmation of a legacy, which is expected to be received during 2019/20 we have decided to invest in a new Fundraising and Communications Manager post to explore ways to widen our supporter base and develop additional income sources, especially unrestricted income from community and legacy fundraising.

All of the above will be built into our strategic and business planning process which will continue to identify clear objectives and performance indicators for regular review by the Trustee Board.

Trustees' Annual Report

Year ended 31 March 2019

Public benefit

Age UK South Gloucestershire's main objective is to improve quality of life and well-being for older people in South Gloucestershire and the Trustees have had due regard to the guidance published by The Charity Commission on Public Benefit when deciding the activities that the organisation should undertake.

We believe the services we deliver maintain and improve the health and well-being of older people in a variety of ways. We address the problems of loneliness and isolation as well as the need for basic health care through the provision of our Befriending Service, our Activity Day Centres and our Nail Cutting Service, and we provide much needed support through the Information and Advice and Benefits Advice services. The Personalised Integrated Care Service, which is embedded within the NHS primary care multi-disciplinary teams, works in partnership with health and care colleagues to develop an holistic approach to the wellbeing of older people with long term conditions who have a history of, or are at risk of, avoidable hospital admission. Our non-medical support helps them to help themselves by focussing on their personal goals, which can result in a reduced demand for both health and social care as well as improvements in wellbeing and community involvement.

Trustees' Annual Report

Year ended 31 March 2019

Statement of trustees' responsibilities

The trustees (who are also directors of Age Concern South Gloucester 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 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 the group] 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 judgments 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 keeping adequate accounting records that 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 make themselves aware of that information.

Structure, governance and management

The Charity is administered through a Board of Directors who are also the charity Trustees. Whilst our governing document requires us to have a minimum of three Directors, we have been fortunate to have the services of six during the year to March 2019.

Board meetings are held bi-monthly, when monitoring reports are presented on finances, service issues, performance and development opportunities. The Board also discuss their responsibilities for the financial sustainability and strategic planning for the work of the Charity and for Safeguarding and Health & Safety issues.

Trustees' Annual Report

Year ended 31 March 2019

The Chief Executive Officer, Finance Manager and Treasurer meet as appropriate to prepare recommendations for the full Board regarding financial matters such as the annual budget and the reserves policy.

Day to day management of the organisation is the responsibility of a full time Chief Executive Officer who has overall responsibility for the team of staff and volunteers.

The Trustees carry out an annual review of the risks faced and the procedures established to manage those risks. Internal risks are minimised by the implementation of effective internal control procedures that ensure both appropriate authorisation of all transactions and projects and consistent quality of delivery for all operational aspects of the charity. For example:

Risks to vulnerable people:

- The organisation has a Safeguarding Policy and a team of safeguarding coordinators who are responsible for receiving and where necessary escalating issues of concern to the Councils Safeguarding team
- Safeguarding training is available for all staff and volunteers, and is a mandatory part of induction training for all new volunteers
- All those undertaking qualifying activities with vulnerable people have to undergo a Disclosure and Barring Service check before they start and at regular intervals on an ongoing basis. References are also taken.
- Safeguarding is a standing item on the agenda for Trustee Board meetings.

Financial risk

- Annual income and expenditure budgets are set and regular monitoring is undertaken to identify any significant variances.
- A cashflow forecast is updated each month so the year-end forecasts can also be updated to identify any areas of potential financial risk
- Regular financial performance reports are made to the trustees
- The trustees have developed a Reserves Policy that aims to ensure that the organisation will be able to cope with any sudden reduction in income or meet any unforeseen expenditure.

The organisation holds the Age UK Charity Quality Standard (CQS). This is a standard that was audited by an independent specialist audit company, SGS in February 2018 and lasts for 3 years.

Status

Age Concern South Gloucestershire is a registered charity and a company limited by guarantee. Its charity number is 1109999 and its company number is 5464737. Following the merger of two national charities (Age Concern and Help the Aged) to form Age UK, the Company now trades under the name of **Age UK South Gloucestershire**.

Reference and administrative details

Year ended 31 March 2019

The Trustees

The Trustees, who are Directors for the purpose of company law, who served during the year and since the year end are as follows:

Elected Trustees:

Paul Frisby

Paul has been a trustee since 2012 and is the health and safety lead on the Board and. He has been working in the local NHS since 1990, currently for Avon and Wiltshire Mental Health Partnership NHS Trust. Paul is a keen cyclist and grandfather to two boys. He has been Chair of the Board since March 2019.

Jenny Pioli

Jenny has been a trustee for Age UK South Gloucestershire since 2010 and Vice Chair since 2013. She has previously served as a governor of a local primary school for 12 years, where she gained experience as Vice Chair and Chair. She has spent her working life in various computing roles, including support roles in Frenchay Hospital and culminating in developing and managing networked systems at Bristol University. She is now retired.

Rachel Robinson

Rachel was a trustee from 2012 until she left the Board of Trustees in March 2019. She served as Chair of the Board for six years until she resigned at the end of the maximum two terms of three years as Chair in March 2019. The Trustees would like to formally record their thanks for her commitment and leadership during her seven years on the Board.

Christopher Spencer

Chris was elected to the board at the AGM in September 2015. He also took over the Treasurer role in May 2017 and was formally elected as Treasurer in July 2017. Chris is ordained as a minister and works for the Bristol and South Gloucestershire Methodist Circuit and Bristol Diocese as a Church and Community Worker, in the East part of Bristol and South Gloucestershire covering 9 churches in the areas of BS30, BS15 and BS5. He is a keen gardener, parent to two children and lives in Bristol.

Joanne Stokes

Jo was elected as a trustee at the AGM in September 2017. She is an experienced voluntary sector manager and has a particular interest in improving the lives of older people. Jo has two boys and also looks after her allotment.

Traci Rochester

Traci was elected as a trustee at the July 2018 AGM. She founded and operates 3 small local enterprises in design for business, design training & workshops, and digital conversion. She is keen to explore how she can help the charity improve its internal and external communications and profile, while extending the brand reach and achieving absolute clarity in those communications. She also aims to assist with anything marketing or tech-related.

Co-opted Trustees

There are currently no co-opted trustees.

Reference and administrative details

Year ended 31 March 2019

Trustee induction and training

New trustees receive at least one induction session with the CEO and are invited to the regular induction sessions held during the year for new staff and volunteers. Additional training can be provided that is relevant to the role of a particular trustee.

Key management personnel

The key management personnel at the time of this report consist of:

<i>Chief Executive Officer:</i>	Martin Green
<i>Finance Manager:</i>	Becky Thames
<i>Resources Manager:</i>	Ian Hudson
<i>Volunteering & HR Manager:</i>	Nicola Fox

The Trustees delegate the development of charitable activities and the day to day running of the organisation to these key staff under the leadership of the CEO. The Trustee Board receives regular written and verbal reports on key developments, performance, finances, safeguarding and health & safety together with a quarterly report of the performance of activities funded from restricted funds.

Salary levels of the key management personnel have been set by considering a number of relevant factors such as the levels of experience deemed necessary to undertake a particular role and comparative salaries within similar organisations. Salaries are reviewed on not less than a three yearly cycle. A cost of living increase is considered by the trustees each year in line with the public sector pay settlement.

Officers

<i>Chair:</i>	Rachel Robinson (until 22 March 2019) Paul Frisby (from 22 March 2019)
<i>Vice Chair:</i>	Jenny Pioli
<i>Treasurer:</i>	Christopher Spencer

Company Secretary: Martin Green

Registered Office: 67 High Street, Thornbury, South Gloucestershire BS35 2AW

Independent Examiner: Neil Kingston FCA, Burton Sweet Chartered Accountants
The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton,
Bristol BS48 1UR

Bankers: HSBC Bank Plc

Signed by order of the Trustees


.....
Paul Frisby, Chair

Approved by the Trustees on 26 July 2019

Independent Examiner's report to the Trustees

Year ended 31 March 2019

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2019.

Responsibilities and basis of report

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

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

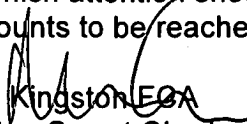
Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

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

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


Neil Kingston FCA
Burton Sweet Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date:.....26.7.19.....

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2019

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Income from					
Donations and legacies	2	20,952	27,137	48,089	37,112
Other trading activities	3	-	-	-	32,860
Charitable activities	4	346,499	337,920	684,419	734,449
Investment income		1,408	-	1,408	107
Total income		368,859	365,057	733,916	804,528
Expenditure on					
Charitable activities	5	347,226	410,206	757,432	727,716
Total expenditure		347,226	410,206	757,432	727,716
Net income/(expenditure)	6	21,633	(45,149)	(23,516)	76,812
Reconciliation of funds:	13				
Total funds at 1 April		250,492	51,087	301,579	224,767
Total funds at 31 March		272,125	5,938	278,063	301,579

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

It should be noted that the Age UK South Gloucestershire Trading Department closed on 31st March 2017 and that the income from Other Trading Activities in the previous years accounts relates to profit shares from a separate Trading Company which was established on 1st April 2017 and ceased trading in February 2018.

The comparative funds are detailed in note 9.

The notes on pages 17 to 27 form part of these financial statements

BALANCE SHEET
AT 31 MARCH 2019

	Note	2019 £	2018 £
Fixed Assets			
Tangible assets	10	-	-
Current Assets			
Debtors	11	81,575	147,025
Cash at bank		<u>243,895</u>	<u>242,201</u>
		325,470	389,226
Creditors : Amounts falling due within one year	12	<u>(47,407)</u>	<u>(87,647)</u>
Total Assets Less Current Liabilities		278,063	301,579
Net assets		<u><u>278,063</u></u>	<u><u>301,579</u></u>
Funds			
Restricted funds	14	5,938	51,087
Unrestricted funds			
Designated funds	14	2,500	2,000
General funds	14	<u>269,625</u>	<u>248,492</u>
		272,125	250,492
		<u><u>278,063</u></u>	<u><u>301,579</u></u>

For the year in question, the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

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

These financial statements were approved by the trustees on^{26.7.19}..... and are signed on their behalf by:



Paul Frisby
Chair of Trustees

The notes on pages 17 to 27 form part of these financial statements

CASH FLOW STATEMENT

AT 31 MARCH 2019

	2019 £	2018 £
Cash generated from operating activities	82,174	29,958
Net cash inflow for the year	<u>82,174</u>	<u>29,958</u>

A. Reconciliation of net movement in funds to net cash flow in operating activities

	2019 £	2018 £
Statement of Financial Activities: Net movement in funds	(23,516)	76,812
Decrease/(increase) in debtors	65,450	(84,358)
Increase/(decrease) in creditors	40,240	37,504
Net cash flow from operating activities	<u>82,174</u>	<u>29,958</u>

B. Analysis of changes in cash flow during the year

	2019 £	2018 £	Change £
Cash at bank and in hand	243,895	242,201	1,694
	<u>243,895</u>	<u>242,201</u>	<u>1,694</u>

	2018 £	2017 £	Change £
Cash at bank and in hand	242,201	212,243	29,958
	<u>242,201</u>	<u>212,243</u>	<u>29,958</u>

C. Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cashflows for the year.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31 MARCH 2019**

1 Accounting policies

- a) The financial statements have been prepared under the historical cost convention and in accordance with the 'small companies' provisions of the Companies Act 2006, the Financial Reporting Standard FRS102 and the Charities Statement of Recommended Practice (SORP FRS102) based thereon.
- b) The charity is a public benefit entity as defined under FRS102.
- c) There are no material uncertainties affecting the ability of the charity to continue as a going concern.
- d) Legacies, donations or grants becoming available to Age Concern South Gloucestershire during the accounting period are recognised in the Financial Statements for the period; where conditions are required to be fulfilled prior to receipt or use these items would not be recognised before such conditions were fulfilled.
- e) Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.
- f) Governance costs are those incurred in compliance with constitutional and statutory requirements, these are included within charitable activities.
- g) Expenditure on tangible assets is capitalised if the cost of any item exceeds £5,000.
- h) Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset on a 25% p.a. straight line basis.
- i) 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.
- j) Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- k) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.
- l) Rentals applicable to operating lease agreements where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.
- m) In accordance with the Pensions Act (2008), all qualifying staff are automatically enrolled in the Company Pension Scheme, ensuring that the statutory minimum contribution requirements are met.
- n) Assets gifted are recognised at market value and in accordance with the Trustees' assessment and in compliance with the Charity SORP.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

2 Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Charitable Trusts	5,550	27,137	32,687	11,660
Donations	5,912	-	5,912	4,713
Legacies	9,490	-	9,490	20,739
	<u>20,952</u>	<u>27,137</u>	<u>48,089</u>	<u>37,112</u>

3 Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Age UK Enterprises' Products and Services	-	-	-	32,860
	<u>-</u>	<u>-</u>	<u>-</u>	<u>32,860</u>

4 Charitable activities (income)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
<i>Age UK</i>				
Age UK Brand Partnership Grant	15,000	-	15,000	15,000
Kingswood Shop	11,926	-	11,926	14,574
E.ON Warm Homes Healthy People	-	24,490	24,490	22,280
Age UK Integrated Care Services Grant	-	-	-	75,000
Age UK ICS Programme Support Fund	-	18,683	18,683	5,317
Age UK BNSSG ICS Development Fund	-	8,172	8,172	5,828
Age UK ICS Life Chances Fund	-	10,000	10,000	-
Age UK Trading Grant	8,720	-	8,720	-
<i>South Gloucestershire Council</i>				
Better Health, Stronger Communities	-	54,900	54,900	54,900
Public Health Welfare Benefits Advice	-	12,000	12,000	24,000
Safer Stronger Communities SLA	-	3,633	3,633	20,000
Day Centre Contracts	271,822	-	271,822	245,893
Benefits Commissioned Service	-	34,922	34,922	34,922
Yate Town Council Grant	-	7,320	7,320	7,320
<i>Other Grants</i>				
CCG Integrated Care In Practices Project	-	155,800	155,800	147,776
Big Lottery Life Chances Fund	-	8,000	8,000	22,000
<i>Client charges</i>				
Day Centre Food	15,187	-	15,187	11,937
Nail Cutting	17,911	-	17,911	17,553
Friendship Clubs	-	-	-	4,292
Designated Funds	500	-	500	2,000
Other	5,433	-	5,433	3,857
	<u>346,499</u>	<u>337,920</u>	<u>684,419</u>	<u>734,449</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

5 Charitable activities (expenditure)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Staff salaries	227,870	299,455	527,325	497,017
Other staff costs	7,926	16,703	24,629	27,413
Direct costs	46,348	26,009	72,357	63,355
Premises	33,956	13,280	47,236	50,817
Running costs	61,702	-	61,702	53,698
Advertising and promotion	-	-	-	452
Bank charges	257	-	257	508
Legal & professional fees	2,675	20,051	22,726	33,256
Independent examination fees	1,200	-	1,200	1,200
Management Charges	(34,708)	34,708	-	-
	<u>347,226</u>	<u>410,206</u>	<u>757,432</u>	<u>727,716</u>

6 Net income for the year

This is stated after charging:

	2019 £	2018 £
Independent examiner's remuneration	1,200	1,200
Trustees' expenses reimbursed	52	-
	<u>1,252</u>	<u>1,200</u>

None of the Trustees received any remuneration during the year or the previous year.

Expenses were reimbursed to one Trustee (2018: none) for the purchase of a gift for the outgoing Chair.

No donations were made by Trustees during the year or the previous year.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

7 Staff costs and numbers

The aggregate payroll costs were:

	2019 £	2018 £
Wages and salaries	477,167	449,496
Employer's National Insurance	29,499	28,242
Staff Pension Employer's Contributions	20,659	19,279
	<u>527,325</u>	<u>497,017</u>

No employee received emoluments of more than £60,000.

The Key Management personnel of the Charity, as previously stated in the Trustees' Report, comprise of the Chief Executive Officer, the General Manager and the Finance Manager.

The total remuneration paid by the Charity to the Key Management personnel was £113,523 (2018) and £119,616 (2019).

The average weekly number of employees during the year, calculated on headcount, was as follows:

	2019 No.	2018 No.
Central and management	3.0	3.0
Direct charitable	27.0	26.0
	<u>30.0</u>	<u>29.0</u>

The average weekly number of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2019 No.	2018 No.
Central and management	2.7	2.6
Direct charitable	15.4	16.1
	<u>18.1</u>	<u>18.7</u>

8 Taxation

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

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

9 Comparative funds 2017/18

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Income from			
Donations and legacies	26,002	11,110	37,112
Other trading activities	32,860	-	32,860
Charitable activities	315,106	419,343	734,449
Investment income	107	-	107
Total income	374,075	430,453	804,528
Expenditure on			
Charitable activities	332,982	394,734	727,716
Total expenditure	332,982	394,734	727,716
Net income/(expenditure)	41,093	35,719	76,812
Reconciliation of funds:			
Total funds at 1 April	209,399	15,368	224,767
Total funds at 31 March	250,492	51,087	301,579

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2019

10 Tangible fixed assets

	Computer Equipment £	Total £
Cost		
At 1 April 2018	34,914	34,914
At 31 March 2019	<u>34,914</u>	<u>34,914</u>
Depreciation		
At 1 April 2018	34,914	34,914
At 31 March 2019	<u>34,914</u>	<u>34,914</u>
Net book value		
At 31 March 2019	-	-
At 31 March 2018	-	-

11 Debtors

	2019 £	2018 £
Trade debtors	76,364	87,319
Other debtors	1,437	-
Prepayments	3,667	7,192
Accrued income	107	52,514
	<u>81,575</u>	<u>147,025</u>

12 Creditors: amounts falling due within one year

	2019 £	2018 £
Trade creditors	24,182	19,727
PAYE/NI liability	7,345	8,415
Deferred income	-	-
Grants	11,276	55,965
Accruals	4,604	3,540
	<u>47,407</u>	<u>87,647</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

13 Movement in funds

	At 01-Apr 2018 £	Income £	Expenditure £	Transfers £	At 31-Mar 2019 £
Restricted funds					
E.ON Warm Homes Healthy People	-	24,490	(24,490)	-	-
Age UK ICS Life Chances Fund	-	10,000	(10,000)	-	-
Age UK ICS Programme Support Fund	-	18,683	(18,683)	-	-
Age UK BNSSG ICS Development Fund	-	8,172	(2,234)	-	5,938
SGC Benefits contract	-	34,922	(34,922)	-	-
SGC Public Health Benefits contract	-	12,000	(12,000)	-	-
SGC Safer & Stronger Communities	-	54,900	(54,900)	-	-
SGC Better Health, Stronger Communities	-	3,633	(3,633)	-	-
Yate Town Council Grant	-	7,320	(7,320)	-	-
Big Lottery Life Chances Fund	-	8,000	(8,000)	-	-
St Monica Trust	-	27,137	(27,137)	-	-
CCG Integrated Care Service	51,087	155,800	(206,887)	-	-
	<u>51,087</u>	<u>365,057</u>	<u>(410,206)</u>	<u>-</u>	<u>5,938</u>
Unrestricted funds					
Designated funds	2,000	500	-	-	2,500
General funds	248,492	368,359	(347,226)	-	269,625
	<u>250,492</u>	<u>368,859</u>	<u>(347,226)</u>	<u>-</u>	<u>272,125</u>
Total funds	<u>301,579</u>	<u>733,916</u>	<u>(757,432)</u>	<u>-</u>	<u>278,063</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

13 Movement in funds (continued)

Comparative Figures 2017/18

	At 01-Apr 2017 £	Income £	Expenditure £	Transfers £	At 31-Mar 2018 £
Restricted funds					
E.ON Warm Homes Healthy People	-	22,280	(22,280)	-	-
Age UK Integrated Care Services Grant	5,000	75,000	(80,000)	-	-
Age UK ICS Programme Support Fund	-	5,317	(5,317)	-	-
Age UK BNSSG ICS Development Fund	-	5,828	(5,828)	-	-
SGC Benefits contract	-	34,922	(34,922)	-	-
SGC Public Health Benefits contract	-	24,000	(24,000)	-	-
SGC Safer & Stronger Communities	-	20,000	(20,000)	-	-
SGC Better Health, Stronger Communities	-	54,900	(54,900)	-	-
Yate Town Council Grant	-	7,320	(7,320)	-	-
Big Lottery Life Chances Fund	-	22,000	(22,000)	-	-
St Monica Trust	-	11,110	(11,110)	-	-
CCG Integrated Care Service	10,368	147,776	(107,057)	-	51,087
	<u>15,368</u>	<u>430,453</u>	<u>(394,734)</u>	<u>-</u>	<u>51,087</u>
Unrestricted funds					
Designated funds	-	2,000	-	-	2,000
General funds	209,399	372,075	(332,982)	-	248,492
	<u>209,399</u>	<u>374,075</u>	<u>(332,982)</u>	<u>-</u>	<u>250,492</u>
Total funds	<u>224,767</u>	<u>804,528</u>	<u>(727,716)</u>	<u>-</u>	<u>301,579</u>

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31 MARCH 2019**

13 Movement in funds (continued)

EON Warm Homes Health People Grant: This grant was received via Age UK to contribute towards other benefits advice which is not funded by other sources.

Age UK BNSSG ICS Support Fund: Age UK, Age UK Bristol and Age UK Somerset have contributed to a fund to develop the potential scale up of the Integrated Care Service across the BNSSG area.

Age UK Life Chances Fund: Age UK have contributed to a fund to develop a potential Social Impact Bond (SIB) for future ICS funding.

Age UK ICS Programme Support Fund: Age UK have provided a grant to cover the ICS programme's support and development.

SGC Benefits: This project is funded by SGC as part of a commissioned service from the South Gloucestershire Advice Consortium, which is delivered in partnership with Avon & Bristol Law Centre, Talking Money (previously Bristol Debt Advice Centre), North Bristol Advice Centre and South Gloucestershire Citizens Advice Bureau. Age UK South Gloucestershire provides a home visiting benefits advice service across the local authority area.

SGC Public Health Benefits: SGC Public Health funds a benefits advice and awareness project in partnership with local Health Centres and GP surgeries for people over 75.

Safer & Stronger Communities: SGC fund part of the cost of staff salaries relating to (a) strategic involvement via involvement in groups and forums, (b) raising awareness of and sharing information about older people's issues and (c) the promotion of partnership working.

SGC Better Health, Stronger Communities Grant: SGC fund a project to develop volunteering activities that will address loneliness and isolation amongst older people.

CCG Integrated Care Services: Bristol, North Somerset, South Gloucestershire (BNSSG) Clinical Commissioning Group have funded the provision of integrated care to patients with long term conditions.

Yate Town Council: A grant is provided towards the cost of providing information and advice to older people in Yate and to work with the Council to develop older people's services.

Big Lottery Life Chances Fund: The Big Lottery made a grant to contribute towards the development of a full application to the Life Chances Fund for a SIB as a future possible funding mechanism for the Integrated Care Service.

St Monica Trust: Funding has been provided via South Gloucestershire Citizens Advice to work in partnership to provide advice and information to older people. Age UK South Gloucestershire's contribution is to provide a range of advice and support to people affected by dementia.

Designated funds. These funds have been set aside to pay for the redecoration of premises.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

14 Analysis of net assets between funds

	Tangible Fixed assets £	Other Net assets £	Total £
Restricted funds			
Age UK BNSSG ICS Development Fund	-	5,938	5,938
	<u>-</u>	<u>5,938</u>	<u>5,938</u>
Unrestricted funds			
Designated	-	2,500	2,500
General funds	-	269,625	269,625
	<u>-</u>	<u>278,063</u>	<u>278,063</u>

Comparative Figures 2017/18

	Tangible Fixed assets £	Other Net assets £	Total £
Restricted funds			
CCG Integrated Care Service	-	51,087	51,087
	<u>-</u>	<u>51,087</u>	<u>51,087</u>
Unrestricted funds			
Designated	-	2,000	2,000
General Funds	-	248,492	248,492
	<u>-</u>	<u>301,579</u>	<u>301,579</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2019

15 Commitments under operating leases

At 31 March the company had aggregate minimum payment commitments under non-cancellable operating leases as set out below:

Details	Period	Annual Amount	Frequency	£
Thornbury Town Council (Premises)	2020/21	15,156	Annually	15,156
BNP Paribas (Telephone System)	2019/20	4,368	Quarterly	1,092
Konica Minolta (Photocopier)	2019/20	2,258	Quarterly	565
Yate Town Council (Premises)	2019/20	7,320	Annually	7,320
Henry Howard (Yate Telephones)	Jul-24	2,189	Quarterly	547

Details	2019		
	<1 year	2-5 years	>5 years
Thornbury Town Council (Premises)	15,156	7,578	-
BNP Paribas (Telephone System)	4,368	-	-
Konica Minolta (Photocopier)	2,258	-	-
Yate Town Council (Premises)	7,320	-	-
Henry Howard (Yate Telephones)	2,189	8,756	2,736

Details	2018		
	<1 year	2-5 years	>5 years
Thornbury Town Council (Premises)	15,156	15,156	-
BNP Paribas (Telephone System)	4,368	4,368	-
Konica Minolta (Photocopier)	2,258	2,258	-
Yate Town Council (Premises)	7,320	7,320	-
Henry Howard (Yate Telephones)	2,189	8,756	2,736

16 Company limited by guarantee

The company is limited by guarantee and as such has no issued share capital. In the event of the company being wound up the liability of the members is limited to £1 each.