

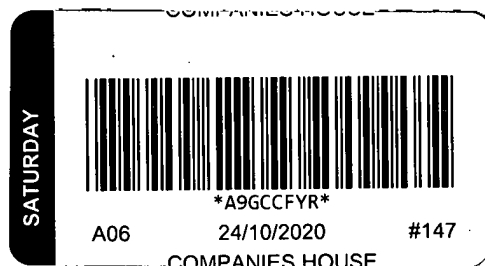


Age UK South Gloucestershire

Financial Statements

31 March 2020

**Charity registration number: 1109999
Company registration number: 05464737**



Financial statements
Year ended 31 March 2020

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Trustees' Annual Report

Year ended 31 March 2020

The Trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2020.

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, during the year we have provided 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 2020

Achievements and performance

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 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.

At the very end of the year, and since the year-end, the organisation has been impacted significantly by the COVID-19 pandemic and we have had to suspend a number of services. However, within government guidelines, and with appropriate risk assessments, we have sought to adapt to new ways of working wherever possible to ensure continuity of service provision.

Information and Advice (I&A) Service

The Key Performance indicators for the year to March 2020 included:

- Responding to **4,523** 'I&A' enquiries. (Excluding regular, routine nail-cutting enquiries – see page 4).
- We delivered **1,061 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 **£2.3 million confirmed additional income for older people**. We estimate that outstanding claims will add more than £462,000 to this, meaning that almost **£2.8 million** will have been secured, benefitting both the recipients and their local communities. (A typical Attendance Allowance successful claim in 2019/20 secured up to **£4,557 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 **27** people to prepare or update their wills.
- Responding to **84** enquiries regarding Lasting Power of Attorney (LPA). The funding for the Dementia Project allowed us to assist **33** 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 primarily by means of home visits to those unable to

Trustees' Annual Report

Year ended 31 March 2020

access the community based sessions due to their mobility or caring responsibilities.

Since March 2020, we have changed to a temporary 'telephone only' advice service due to COVID-19. We have worked closely with the Council and partner agencies from the Voluntary, Community and Social Enterprise (VCSE) sector to ensure a co-ordinated response to service users and to publicise the continued availability of the I&A service. This included the distribution, via the Council, of 1,500 Age UK Coronavirus guides, which had been produced very promptly by Age UK to communicate the multiple, complex range of information and requirements being introduced from multiple government sources. These were very well received.

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 was funded by South Gloucestershire Clinical Commissioning Group until September 2019, when a decision was made to decommission rather than extend the service. This marked the end of five years of funding for the project and coincided with a rolling review by the merged 'BNSSG' Clinical Commissioning Group (CCG) of local services previously commissioned by individual CCGs.

Despite excellent feedback from service users and a very positive independent evaluation, it had proved difficult to 'prove' cash savings to the health system. A range of 'proxies' could be identified, but given the difficult financial climate, and the cost implications of rolling the service out across Bristol and North Somerset, the CCG opted to withdraw funding.

Despite this disappointment and the loss of services it represents, we are proud of the lives that have been changed as a result of the last five years and hope to take that learning and experience into new services in the future.

Activity Day Centres

The 'Activity Day Centres continued to operate in Kingswood, Filton and Downend for most of the year supporting older people who are socially isolated. All centres 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 **4,894** attendances at **250** sessions in our three venues covering

Trustees' Annual Report

Year ended 31 March 2020

much of South Gloucestershire. To maximise access to the service, we provided accompanied transport for over **1,850** of those attendances.

The enforced closure of services during March 2020 due to the COVID-19 pandemic led to the loss of 12 sessions that month, but the 88 service users we had at that time were quickly assessed for the needs they had in the absence of the buildings-based services, so that some sort of service could be maintained on the days they would otherwise have been with us.

Since then, the service has been adapted to continue providing personalised support to all services users that were on our books at the time of closure. Each service user receives a welfare call every week, and where relevant we also make calls to families with updates on their loved ones. Face to face welfare visits are made to those assessed as higher risk. Practical support such as shopping and collecting prescriptions are provided, and a range of activities and a newsletter (with a puzzles page!) have been produced on a regular basis to keep people active. Facetime/Zoom calls have also been arranged and supported during visits between service users and their families. The addition of short-term volunteering opportunities has also made it possible to provide additional welfare calls during the week where appropriate.

We are grateful to South Gloucestershire Council as the main commissioners of this service for their financial support during the COVID-19 crisis, which has enabled us to plan and deliver these above services and we maintain dialogue with them about when and how services can be restarted in due course.

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 **2,120** nail cutting appointments during the year to a total of **515** people in **8** community venues across South Gloucestershire.

The community based service has had to be suspended since March 2020 and as an interim measure, we have referred people to private practices, some of which could still undertake home visits. Plans are currently underway to restart the community sessions, with appropriate actions taken to mitigate risk, in September 2020.

Volunteering

The Age UK national Christmas campaign did not focus on 'No one should have no one' this year however, a BBC Breakfast segment about a Befriending volunteer called Terrence on the 11th December 2019 led to a large increase in volunteer inquiries in the run up to Christmas.

Trustees' Annual Report Year ended 31 March 2020

We finished the financial year with **152** active volunteers and there were an estimated **234** volunteers active at some point during the year. In total we estimate they donate approximately **11,800 hours** of their time, equivalent to **6** full-time members of staff.

The **Befriending Service** provides a regular visiting service to 194 lonely and 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.

All face-to-face befriending visit had to be suspended during March 2020 due to the COVID-19 pandemic. All but 11 of the usual befriending home visits instead happened over the telephone or by hand-written letters.

We also launched a new volunteering opportunity, 'Neighbourly Volunteering'. The new 'neighbourly volunteer' position was launched to carry out short term telephone support or shopping during lockdown. We had 131 people offer to be neighbourly volunteers between March and June 2020 and out of those volunteers, 61 completed the application process and carried out shopping deliveries, telephone check-ins and ad hoc support (such as collecting paying in slips, posting letters and getting broken keys recut). In the 3 months of April to June 2020, over 1000 visits or calls were made by 'neighbourly volunteering' providing vital support to older people affected by the COVID-19 pandemic.

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 **£1,104,000 (40%)** of the £2.8 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 remains inactive.

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

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Year ended 31 March 2020

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.

A grant agreement is in place with Age UK which guaranteed an unrestricted income stream running to June 2019 subject to the shop remaining open and in profit. In 2019/20 the final payment under this agreement equated to just under £2,500 (based on profit for the year ending 31 March 2019).

Strategic engagement

The CEO has spent considerable time working with the Bristol, North Somerset, South Gloucestershire (BNSSG) Clinical Commissioning Group (CCG) seeking to both influence strategy and the planning for services for older people and to determine how the organisation might help deliver some of those plans if the opportunity arises in partnership with other VCSE organisations. In particular, he has been involved with a number of workstreams relating to the Frailty Programme, which has included ongoing discussions regarding potential involvement in the Frailty Hubs that are being developed, where the insights and experiences gained from the Personalised Integrated service will be of use.

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 was elected to serve a second three-year term representing 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.

A word of thanks to the whole staff team

The evolving context within the charity and statutory sectors has continued to develop during the 2019/20 financial year. That, together with the unprecedented months that have followed with the Coronavirus COVID-19 pandemic, has meant that the organisation has been facing enormous challenges both operationally and financially. It's no surprise to the Trustees that the staff team has risen to these challenges by adapting services, securing additional income and continuing to maintain a person-centred focus on the wellbeing of older people.

Trustees' Annual Report

Year ended 31 March 2020

The Board therefore want to express their heartfelt thanks to all staff and volunteers for their commitment and hard work during this challenging period. Many, many thanks for all you do.

Financial review

During 2019/20, the Trustees report that expenditure exceeded income by £16,317, although this reflected the planned use of some restricted funds carried forward from 2018/19 to fund projects from restricted income received before the start of the financial year. The total reserves held at the end of the year (including £11,445 restricted funds) was £261,746.

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.

The COVID-19 pandemic started to affect us both operationally and financially during March 2020. In particular, the loss of income from the Activity Day Centres and nail-cutting services was initially significant. However, we quickly assessed how some of this income (from the Council) could be preserved and successfully applied for a variety of emergency funding, which, along with a review of expenditure, staffing levels and alternative income generation activities should ensure the financial stability of the organisation going forward.

Reserves policy

The trustees reviewed the reserves policy in 2018/19 and 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 2020/21 the current redundancy liabilities are £43,214 and lease liabilities £37,637, giving a total of £80,851. The unrestricted running costs for a three month period are budgeted at £132,766. The Trustees therefore adopted a minimum unrestricted reserves target of £140,000 for the year to ensure the larger of the two figures (£132,766) 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 £250,301, which is above the £140,000 target level. £37,371 of these reserves have been designated and the trustees plan to draw down the

Trustees' Annual Report

Year ended 31 March 2020

remaining balances to cover essential expenditure during the next 1-2 years of uncertainty created by COVID-19, and to invest in new income generating opportunities for the future.

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 variety of fixed term and notice accounts that attract a reasonable rate of interest, as well as spreading the risk of financial loss in the case of the failure of financial institutions.

Future plans

Both locally and nationally, government and the NHS has again been undergoing a significant strategic shift in its planning and delivery of services to older people. There is an increased focus on personalised, strengths-based and community-based approaches, to build upon the more acute and complex needs of those facing more serious or longer-term conditions. The challenges faced by many older people have also been exacerbated over recent months as we have faced the serious consequences of the COVID-19 pandemic, and although at the time of writing the general lockdown continues to be lifted, there is a very real risk that this could be reversed in some local areas, or for groups of people, which could well include older people.

Our organisational values affirm that older people have the right to choice and control over the way they live their lives as independently as possible. Our aims include being responsive, empowering and resilience-building in the way we develop and deliver our services. This organisational DNA guides all our work and will continue to do this as we face the significant challenges ahead.

Wherever possible, we have been adapting our services to cope with the limitations of lockdown. We plan to continue to do this, and to expand the services under greatest demand, such as our well-respected Befriending service when suitable funding can be secured. The provision of Information and Advice will need to be enhanced to include digital options where people have internet access. We are also reviewing buildings-based services, such as the Activity Day Centres, to determine how these need to adapt to the changing situation and central/local guidelines, whilst still providing a high-quality, stimulating environment for service users' varying needs and aspirations.

We are also exploring the feasibility of a variety of new services within people's homes and within the community that will support older people in the 'new normal' as that continues to evolve. Where it is beneficial to do so, we plan to do this in collaboration with other Age UKs in the south-west region and/or with partner VCSE organisations.

We are in discussions to explore how the organisation might work with VCSE partners within the developing Community Health landscape now that Sirona care and health have secured a ten year contract, which includes a requirement for 3% of the value of the contract to be channelled

Trustees' Annual Report Year ended 31 March 2020

through the VCSE sector.

We will 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 meet predicted need (e.g. for more advice as the impact of the pandemic takes hold), or to make further savings over the coming years. We will work with the Council and with other advice providers within the South Gloucestershire Advice Service to co-produce advice services that will meet the increased demand in the coming years in the most appropriate and effective ways.

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.

Trustees' Annual Report

Year ended 31 March 2020

Statement of Trustees' responsibilities

The Trustees (who are also the Directors of Age Concern South Gloucestershire Ltd for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company and Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records 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.

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. 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.

Trustees' Annual Report

Year ended 31 March 2020

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.

Coronavirus COVID-19

The COVID-19 pandemic has required the organisation to introduce a variety of measures to ensure that the risk of the spread of the virus is minimised. Mitigating actions are kept under constant review as the situation continues to develop, and this process is supported with expert health and safety advice from our retained consultants, Ellis Whittam.

The following are examples of the actions already taken:

- The office was closed to the public and to most staff. Only occasional, short visits by one staff member at a time were permitted to ensure the safety and security of the building.
- All staff (apart from those in the Activity Day Centre service, see below), were equipped to work from home on a temporary basis.
- The majority of face-to-face services were suspended. The one exception to this was the conversion of the Activity Day Centre to a home visiting service on a one-to-one basis to provide welfare checks, activities and essential supplies. Before every visit, a series of

Trustees' Annual Report Year ended 31 March 2020

checks, including for COVID-19 symptoms, were undertaken. During visits, appropriate PPE was used and social distancing was maintained.

- The telephone advice line was diverted to staff mobiles so that the provision of information and advice could be maintained.
- The Befriending service moved to a telephone service, with weekly calls instead of the normal visits.
- Virtual call/video software was introduced to facilitate meetings.

These measures will remain under regular review, and as circumstances and guidance allow, services will be restarted with suitable adjustments to make them as safe as possible. Plans are already in place for the office to re-open to a limited number of staff each day on a rota basis, with social distancing and cleaning measures in place, however, there are no current plans to re-open the premises to the public.

Age UK Charity Quality Standard (CQS)

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, subject to the successful completion of annual reviews.

Reference and administrative details

Year ended 31 March 2020

Status

Age UK South Gloucestershire is a registered charity and a company limited by guarantee. Its charity number is 1109999 and its company number is 5464737.

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 recently retired from the local NHS, having worked for them since 1990. Paul is a keen cyclist and grandfather to two boys. He has been Chair of the Board since March 2019.

Warren Gemberling

Warren was elected to the Board in January 2020 and is the Treasurer. He graduated university with a degree in Accounting and qualified as a CPA at KPMG in Des Moines, Iowa. He moved to the UK in 1990 and worked for several multinationals in Finance. Keen to give back, he has joined Age UK South Gloucestershire as the Treasurer.

Alison Griffiths

Alison was elected to the Board in September 2019. A Registered Nurse since 1990, she has worked in many areas and has a particular interest in the care of older people. Since 2005 Alison has managed and led community nursing and therapy services in South Gloucestershire, most recently for Sirona care & health. Alison is passionate about supporting staff to improve care for their service users and promoting self-care in our local population.

Liz Narey

Liz was elected to the Board in January 2020. She is a commercially and financially experienced senior manager with Babcock International Group, working as a senior director for 23 years. She has worked within a number of Joint Ventures as Executive/Non-Executive Director in Education, Defence and Support Services. She currently works in the Gloucestershire, Bristol/London areas and hopes to bring her wide experience to the Board to assist in developing and supporting the Charity's key aims.

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.

Reference and administrative details

Year ended 31 March 2020

Traci Rochester

Traci was elected as a trustee in July 2018. 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.

Joanne Stokes

Jo was elected as a trustee 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. Jo resigned from the Board in April 2020 due to a conflict of interest created when her employer, LinkAge, merged with Age UK Bristol.

Kelvin Warlow

Kelvin was elected to the Board in September 2019. On retiring from the Ministry of Defence in 2000, he soon joined Age UK York in various roles including Handyman Services and Information Officer. In 2013 Kelvin joined Age UK South Gloucestershire as a volunteer telephone befriender and office support to the Volunteer Manager. Kelvin is a keen amateur artist, DIY enthusiast and enjoys travel. He has two children and four grandchildren.

Co-opted Trustees

There are currently no co-opted trustees.

Reference and administrative details

Year ended 31 March 2020

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>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.

Reference and administrative details
Year ended 31 March 2020

Officers

Chair: Paul Frisby
Vice Chair: Jenny Pioli
Treasurer: Christopher Spencer (until July 2019)
Warren Gemberling (from January 2020)

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 **25 September 2020**

Independent Examiner's report to the Trustees

Year ended 31 March 2020

I report on the accounts of the Charitable Company for the Year ended 31 March 2020, which are set out on pages 18 to 33.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- which gives me reasonable cause to believe that, in any material respect, the requirements
 - (a) to keep accounting records in accordance with s386 of the Companies Act 2006; and
 - (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities (FRS 102 2015) have not been met; or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....
Neil Kingston FCA

Date...25...9...2020

Burton Sweet Chartered Accountants

The Clock Tower
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STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2020

| | | Unrestricted Funds | Restricted Funds | Total Funds 2020 | Total Funds 2019 |
|---------------------------------|------|--------------------|------------------|------------------|------------------|
| | Note | £ | £ | £ | £ |
| Income from | | | | | |
| Donations and legacies | 2 | 90,128 | 22,723 | 112,851 | 48,089 |
| Charitable activities | 3 | 373,442 | 235,045 | 608,487 | 684,419 |
| Investment income | | 1,134 | - | 1,134 | 1,408 |
| Total income | | 464,704 | 257,768 | 722,472 | 733,916 |
| Expenditure on | | | | | |
| Charitable activities | 4 | 486,528 | 252,261 | 738,789 | 757,432 |
| Total expenditure | | 486,528 | 252,261 | 738,789 | 757,432 |
| Net income/(expenditure) | 5 | (21,824) | 5,507 | (16,317) | (23,516) |
| Reconciliation of funds: | 12 | | | | |
| Total funds at 1 April | | 272,125 | 5,938 | 278,063 | 301,579 |
| Total funds at 31 March | | 250,301 | 11,445 | 261,746 | 278,063 |

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.

The comparative funds are detailed in note 8.

The notes on pages 21 to 33 form part of these financial statements

BALANCE SHEET

AT 31 MARCH 2020

| | Note | 2020 £ | 2019 £ |
|--|------|-----------------|-----------------|
| Fixed Assets | | | |
| Tangible assets | 9 | - | - |
| Current Assets | | | |
| Debtors | 10 | 87,568 | 81,575 |
| Cash at bank | | <u>209,749</u> | <u>243,895</u> |
| | | 297,317 | 325,470 |
| Creditors : Amounts falling due within one year | 11 | <u>(35,571)</u> | <u>(47,407)</u> |
| Total Assets Less Current Liabilities | | 261,746 | 278,063 |
| Net assets | | <u>261,746</u> | <u>278,063</u> |
| Funds | | | |
| Restricted funds | 13 | 11,445 | 5,938 |
| Unrestricted funds | | | |
| Designated funds | 13 | 37,371 | 2,500 |
| General funds | 13 | <u>212,930</u> | <u>269,625</u> |
| | | 250,301 | 272,125 |
| | | <u>261,746</u> | <u>278,063</u> |

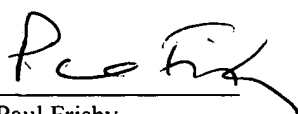
For the year in question, the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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 25.09.2020 and are signed on their behalf by:


Paul Frisby
Chair of Trustees

The notes on pages 21 to 33 form part of these financial statements

CASH FLOW STATEMENT

AT 31 MARCH 2020

| | 2020 £ | 2019 £ |
|--|-----------------|---------------|
| Cash generated from operating activities | (10,474) | 82,174 |
| Net cash inflow for the year | <u>(10,474)</u> | <u>82,174</u> |

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

| | 2020 £ | 2019 £ |
|--|-----------------|---------------|
| Statement of Financial Activities: Net movement in funds | (16,317) | (23,516) |
| Decrease/(increase) in debtors | (5,993) | 65,450 |
| Increase/(decrease) in creditors | 11,836 | 40,240 |
| Net cash flow from operating activities | <u>(10,474)</u> | <u>82,174</u> |

B. Analysis of changes in cash flow during the year

| | 2020 £ | 2019 £ | Change £ |
|--------------------------|----------------|----------------|-----------------|
| Cash at bank and in hand | 209,749 | 243,895 | (34,146) |
| | <u>209,749</u> | <u>243,895</u> | <u>(34,146)</u> |

| | 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> |

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.

The notes on pages 21 to 33 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

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 Charities Act 2011, 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) The COVID-19 pandemic has created some uncertainty about the ability of the charity to continue some services in the future if social distancing and other restrictions continue longer term. However, the Trustees have robust financial monitoring systems in place (see 'Financial risk' on page 11), which enable these to be monitored, so that mitigating action can be taken to minimise these risks. Interim action has already been taken to suspend some services and adapt others and if any services become unsustainable the Trustees will take action to control expenditure further. The Trustees are confident that these measures, if required, will ensure that the charity remains able to continue as a going concern.
- d) Legacies, donations or grants becoming available to Age UK 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 2020****2 Donations and Legacies**

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|-------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Charitable Trusts | 10,550 | 22,723 | 33,273 |
| Donations | 9,536 | - | 9,536 |
| Legacies | 70,042 | - | 70,042 |
| | <u>90,128</u> | <u>22,723</u> | <u>112,851</u> |

Comparative Figures 2018/19

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|-------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Charitable Trusts | 5,550 | 27,137 | 32,687 |
| Donations | 5,912 | - | 5,912 |
| Legacies | 9,490 | - | 9,490 |
| | <u>20,952</u> | <u>27,137</u> | <u>48,089</u> |

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2020

3 Charitable activities (income)

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|--|----------------------------|--------------------------|--------------------------|
| <i>Age UK</i> | | | |
| Brand Partnership Grant | 15,000 | - | 15,000 |
| Retail Grant | 2,558 | - | 2,558 |
| Warmer Homes | - | 13,950 | 13,950 |
| Trading Grant | 8,000 | - | 8,000 |
| <i>South Gloucestershire Council</i> | | | |
| Better Health, Stronger Communities | - | 54,900 | 54,900 |
| Equalities Voice SLA | - | 3,633 | 3,633 |
| Day Centre Contracts | 202,096 | - | 202,096 |
| South Gloucestershire Advice Service | - | 34,922 | 34,922 |
| Member Directed - Memory Boxes | - | 1,500 | 1,500 |
| <i>Other Grants</i> | | | |
| BNSSG CCG Personalised Integrated Care | - | 118,700 | 118,700 |
| Yate Town Council Grant | - | 7,440 | 7,440 |
| <i>Client charges</i> | | | |
| Day Centre Food | 17,851 | - | 17,851 |
| Nail Cutting | 19,058 | - | 19,058 |
| Private Day Services | 107,224 | - | 107,224 |
| <i>Designated Funds</i> | 500 | - | 500 |
| <i>Other</i> | 1,155 | - | 1,155 |
| | <u>373,442</u> | <u>235,045</u> | <u>608,487</u> |

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2020

3 Charitable activities (income) (continued)

Comparative Figures 2018/19

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|--|----------------------------|--------------------------|--------------------------|
| <i>Age UK</i> | | | |
| Brand Partnership Grant | 15,000 | - | 15,000 |
| Retail Grant | 11,926 | - | 11,926 |
| Warmer Homes | - | 24,490 | 24,490 |
| ICS Programme Support Fund | - | 18,683 | 18,683 |
| BNSSG ICS Development Fund | - | 8,172 | 8,172 |
| ICS Life Chances Fund | - | 10,000 | 10,000 |
| Trading Grant | 8,720 | - | 8,720 |
| <i>South Gloucestershire Council</i> | | | |
| Better Health, Stronger Communities | - | 54,900 | 54,900 |
| Public Health Welfare Benefits Advice | - | 12,000 | 12,000 |
| Equalities Voice SLA | - | 3,633 | 3,633 |
| Day Centre Contracts | 180,096 | - | 180,096 |
| South Gloucestershire Advice Service | - | 34,922 | 34,922 |
| <i>Other Grants</i> | | | |
| BNSSG CCG Personalised Integrated Care | - | 155,800 | 155,800 |
| Big Lottery Life Chances Fund | - | 8,000 | 8,000 |
| Yate Town Council Grant | - | 7,320 | 7,320 |
| <i>Client charges</i> | | | |
| Day Centre Food | 15,187 | - | 15,187 |
| Nail Cutting | 17,911 | - | 17,911 |
| Private Day Services | 91,726 | - | 91,726 |
| <i>Designated Funds</i> | 500 | - | 500 |
| <i>Other</i> | 5,433 | - | 5,433 |
| | <u>346,499</u> | <u>337,920</u> | <u>684,419</u> |

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

4 Charitable activities (expenditure)

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|------------------------------|----------------------------|--------------------------|--------------------------|
| Staff salaries | 310,223 | 218,725 | 528,948 |
| Other staff costs | 11,817 | 13,044 | 24,861 |
| Direct costs | 50,323 | 14,844 | 65,167 |
| Premises | 33,270 | 12,522 | 45,792 |
| Running costs | 65,255 | - | 65,255 |
| Advertising and promotion | 1,900 | - | 1,900 |
| Legal & professional fees | 480 | 4,185 | 4,665 |
| Independent examination fees | 1,200 | - | 1,200 |
| Bad Debts | 1,001 | - | 1,001 |
| Management Charges | 11,059 | (11,059) | - |
| | <u>486,528</u> | <u>252,261</u> | <u>738,789</u> |

Comparative Figures 2018/19

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|------------------------------|----------------------------|--------------------------|--------------------------|
| Staff salaries | 227,870 | 299,455 | 527,325 |
| Other staff costs | 7,926 | 16,703 | 24,629 |
| Direct costs | 46,348 | 26,009 | 72,357 |
| Premises | 33,956 | 13,280 | 47,236 |
| Running costs | 61,702 | - | 61,702 |
| Bank charges | 257 | - | 257 |
| Legal & professional fees | 2,675 | 20,051 | 22,726 |
| Independent examination fees | 1,200 | - | 1,200 |
| Management Charges | (34,708) | 34,708 | - |
| | <u>347,226</u> | <u>410,206</u> | <u>757,432</u> |

5 Net income for the year

This is stated after charging:

| | 2020 £ | 2019 |
|-------------------------------------|-----------|---------|
| Independent examiner's remuneration | 1,200 | 1200 |
| Trustees' expenses reimbursed | - | 52 |
| | <u></u> | <u></u> |

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

No expenses were reimbursed to any Trustees (2019: 1 Trustee).

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

6 Staff costs and numbers

The aggregate payroll costs were:

| | 2020 £ | 2019 £ |
|--|----------------|----------------|
| Wages and salaries | 477,775 | 477,167 |
| Employer's National Insurance | 29,212 | 29,499 |
| Staff Pension Employer's Contributions | 21,961 | 20,659 |
| | <u>528,948</u> | <u>527,325</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 Finance Manager and the Volunteering and HR Manager. In 2019, The Key Management Personnel of the Charity comprised of the Chief Executive Officer, the Finance Manager and the General Manager.

The total remuneration paid by the Charity to the Key Management personnel was £119,616 (2019) and £110,591 (2020).

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

| | 2020 No. | 2019 No. |
|------------------------|-------------|-------------|
| Central and management | 3.0 | 3.0 |
| Direct charitable | 28.0 | 27.0 |
| | <u>31.0</u> | <u>30.0</u> |

7 Taxation

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

8 Comparative funds 2018/19

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|---------------------------------|----------------------------|--------------------------|--------------------------|
| Income from | | | |
| Donations and legacies | 20,952 | 27,137 | 48,089 |
| Other trading activities | - | - | - |
| Charitable activities | 346,499 | 337,920 | 684,419 |
| Investment income | 1,408 | - | 1,408 |
| Total income | 368,859 | 365,057 | 733,916 |
| Expenditure on | | | |
| Charitable activities | 347,226 | 410,206 | 757,432 |
| Total expenditure | 347,226 | 410,206 | 757,432 |
| Net income/(expenditure) | 21,633 | (45,149) | (23,516) |
| Reconciliation of funds: | | | |
| Total funds at 1 April | 250,492 | 51,087 | 301,579 |
| Total funds at 31 March | 272,125 | 5,938 | 278,063 |

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

9 Tangible fixed assets

| | Computer Equipment £ | Total £ |
|-----------------------------------|----------------------------|------------|
| Cost | | |
| At 1 April 2019 and 31 March 2020 | 34,914 | 34,914 |
| Depreciation | | |
| At 1 April 2019 and 31 March 2020 | 34,914 | 34,914 |
| Net book value | | |
| At 31 March 2020 | - | - |
| At 31 March 2019 | - | - |

10 Debtors

| | 2020 £ | 2019 £ |
|----------------|-----------|-----------|
| Trade debtors | 19,897 | 76,364 |
| Other debtors | - | 1,437 |
| Prepayments | 3,057 | 3,667 |
| Accrued income | 64,614 | 107 |
| | 87,568 | 81,574 |

11 Creditors: amounts falling due within one year

| | 2020 £ | 2019 £ |
|-------------------|-----------|-----------|
| Trade creditors | 15,325 | 24,182 |
| PAYE/NI liability | 5,523 | 7,345 |
| Grants | 11,445 | 11,276 |
| Accruals | 3,278 | 4,604 |
| | 35,571 | 47,407 |

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

12 Movement in funds

| | At 01-Apr 2019 £ | Income £ | Expenditure £ | Transfers £ | At 31-Mar 2020 £ |
|--|---------------------------|----------------|------------------|----------------|---------------------------|
| Restricted funds | | | | | |
| Warmer Homes | - | 13,950 | (13,950) | - | - |
| BNSSG CCG Personalised Integrated Care | 5,938 | - | (5,938) | - | - |
| South Gloucestershire Advice Service | - | 34,922 | (34,922) | - | - |
| SGC Safer & Stronger Communities | - | 54,900 | (54,900) | - | - |
| SGC Equalities Voice SLA | - | 3,633 | (3,633) | - | - |
| SGC Member Directed - Memory Boxes | - | 1,500 | (1,500) | - | - |
| Yate Town Council Grant | - | 7,440 | (7,440) | - | - |
| St Monica Trust | - | 22,723 | (11,278) | - | 11,445 |
| CCG Integrated Care Service | - | 118,700 | (118,700) | - | - |
| | <u>5,938</u> | <u>257,768</u> | <u>(252,261)</u> | <u>-</u> | <u>11,445</u> |
| Unrestricted funds | | | | | |
| Designated funds | 2,500 | 34,871 | - | - | 37,371 |
| General funds | 269,625 | 429,833 | (486,528) | - | 212,930 |
| | <u>272,125</u> | <u>464,704</u> | <u>(486,528)</u> | <u>-</u> | <u>250,301</u> |
| Total funds | <u>278,063</u> | <u>722,472</u> | <u>(738,789)</u> | <u>-</u> | <u>261,746</u> |

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

12 Movement in funds (continued)

Comparative Figures 2018/19

| | At 01-Apr 2018 £ | Income £ | Expenditure £ | Transfers £ | At 31-Mar 2019 £ |
|--|---------------------------|----------------|------------------|----------------|---------------------------|
| Restricted funds | | | | | |
| Warmer Homes | - | 24,490 | (24,490) | - | - |
| Age UK ICS Life Chances Fund | - | 10,000 | (10,000) | - | - |
| Age UK ICS Programme Support Fund | - | 18,683 | (18,683) | - | - |
| BNSSG CCG Personalised Integrated Care | - | 8,172 | (2,234) | - | 5,938 |
| South Gloucestershire Advice Service | - | 34,922 | (34,922) | - | - |
| SGC Public Health Benefits contract | - | 12,000 | (12,000) | - | - |
| SGC Safer & Stronger Communities | - | 54,900 | (54,900) | - | - |
| SGC Equalities Voice SLA | - | 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 2020

12 Movement in funds (continued)

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

BNSSG CCG Personalised Integrated Care: 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.

South Gloucestershire Advice Service: 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.

Equalities Voice SLA: 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.

SGC Member Directed - Memory Boxes: SGC provided funding for musical memory boxes for the Day Centres.

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.

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.

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.

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

13 Analysis of net assets between funds

| | Tangible Fixed assets £ | Other Net assets £ | Total 2020 £ |
|---------------------------|--|-----------------------------------|-----------------------------|
| Restricted funds | | | |
| St Monica Trust | - | 11,445 | 11,445 |
| | <u>-</u> | <u>11,445</u> | <u>11,445</u> |
| Unrestricted funds | | | |
| Designated | - | 37,371 | 37,371 |
| General funds | - | 212,930 | 212,930 |
| | <u>-</u> | <u>261,746</u> | <u>261,746</u> |

Comparative Figures 2018/19

| | Tangible Fixed assets £ | Other Net assets £ | Total 2019 £ |
|-----------------------------------|--|-----------------------------------|-----------------------------|
| 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> |

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

14 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) | Sep-21 | 15,156 | Annually | 15,156 |
| BNP Paribas (Thornbury Telephones) | Jun-21 | 4,320 | Quarterly | 1,080 |
| Henry Howard (Yate Telephones) | Jul-24 | 2,236 | Quarterly | 559 |

| Details | 2020 | | |
|------------------------------------|---------|-----------|----------|
| | <1 year | 2-5 years | >5 years |
| Thornbury Town Council (Premises) | 15,156 | 7,578 | |
| BNP Paribas (Thornbury Telephones) | 4,320 | 1,080 | |
| Henry Howard (Yate Telephones) | 2,236 | 7,267 | |

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

15 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.