



Age UK South Gloucestershire

Financial Statements

31 March 2023

Charity registration number: 1109999
Company registration number: 5464737



Financial statements
Year ended 31 March 2023

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Trustees' Annual Report Year ended 31 March 2023

The Trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2023.

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 period covered by this report we have provided the following services:

- Information and Advice helpline
- Specialist Welfare Benefits advice
- Activity Day Centres (including Community Services)
- Improving Homes and Wellbeing Service
- Volunteering opportunities
- Befriending and 'Reconnect' peer-to-peer support
- One-off basic Technology Support
- Walking Groups
- Referrals for pro-bono Will writing and signposting for Lasting Power of Attorney assistance.

Trustees' Annual Report Year ended 31 March 2023

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. 19% of the population is over the age of 65, and this group is predicted to grow and make the largest proportional population increase over the next two decades. ^(ONS 2021) Life expectancy has risen by more than five years in the last decade, but these increases haven't been matched by an increase in healthy life expectancy. ^(OHID 2021)

This is especially significant when the responsibility for providing support continues to be shifted from the statutory sector to the individuals themselves, their families 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, 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.

Key indicators for the year to March 2023 include:

- **14,740** contacts with older people, their families and carers.
- **11,991** responses to 'I&A' enquiries.
- **1,040** people supported with specialist benefits advice appointments.
- **£2.56m** extra benefits entitlements secured.
- **227** volunteering opportunities provided, which delivered **7,561 hours** of volunteer support. (Equivalent to **3.9 FTE** staff, which would cost more than **£83,000** in salary alone at the Living Wage rate).
- **6,113 hours** of the above related to the regular Befriending contacts delivered via face-to-face visits, telephone, or peer-to-peer matches.
- **2,840** Day services contacts through Community Services or the Activity Day Centres.

Information and Advice (I&A) Service

A wide range of information, advice and signposting on later life issues is available via the telephone helpline or in person at our offices. This is enhanced using the comprehensive range of booklets and factsheets produced centrally by Age UK, and those of other organisations.

We also work in partnership with several 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 those of 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. Our contribution to this partnership is to provide benefits advice to people over the age of 65 who are either on a low income or vulnerable, primarily by means of home visits to ensure access to those unable to access the community-based sessions due to their mobility or caring responsibilities.

Trustees' Annual Report

Year ended 31 March 2023

Our specialist benefits advice service helped secure **over £1.75 million additional income for older people** during the year, benefitting both the recipients and their local communities.

(A typical Attendance Allowance successful claim in 2022/23 secured **between £3,588 and £5,252 per year** for a person with disabilities and/or impairments that mean they require care and support during the day and/or night. It is non-means-tested and can lead to other entitlements, so it makes a very significant change to people's circumstances.)

Unfortunately, the funding provided by South Gloucestershire Council for this service has been reduced by 34% for the next five years as part of the Council Savings Programme, but we are actively seeking other funding to try to maintain and, if possible, expand the service in the future as the demand for advice will undoubtedly increase as the cost-of-living crisis impacts older people.

Improving Homes & Wellbeing Service (IHWS)

IHWS is a new project being launched March 2023 following on from a 'test and learn' basis in partnership with South Gloucestershire Council. It supports homeowners who have found that their homes have fallen into disrepair and their gardens have become overgrown and unmanageable. Referrals come from the Council's Enforcement Team, but increasingly, the service is being used by social care and health colleagues as well as our own staff and volunteer team.

There are many reasons why a home environment has declined, and we work with individuals to address those issues and support them in making the repairs they need to the property and garden. By identifying and addressing the root causes of their property and garden problems, this project aims to achieve a lasting improvement in their circumstances and their wellbeing, and so prevent the need for enforcement action to be taken. Social care interventions are also being supported to maximise the chance of sustainable change in people's circumstances.

We continue to find that the presenting problems are usually the 'tip of an iceberg' and that there are complex situations that have combined to a spiral of problems and decline, requiring intensive support to break the cycle. Case studies and feedback from those making referrals demonstrate significant successes. We have agreed a three-year funding arrangement with the Council.

Activity Day Centres

Activity Day Centres (ADCs) have reopened completely, with them slowly returning to pre-covid numbers.

ADCs deliver a person-centred and specialised activities programme with a two-course lunch. Our experienced team are trained to support people with or without a dementia diagnosis, with a range of activities tailored for a diverse group of attendees. As older people continue to build confidence post-lockdown, ADCs offer an ideal opportunity for them to start being out and about, becoming more active, and re-engaging within the community to tackle their isolation and/or provide a few hours respite for their carers.

Trustees' Annual Report Year ended 31 March 2023

Approximately 50% of referrals come from social care colleagues with the remainder being private customers and, as demand continues to grow, we are planning to further expand capacity and open new centres during 2023/24.

'Ageing Well' Walking Groups

We have set up group walks across South Gloucestershire, which happen once a week, and are a great way to reintroduce regular physical activity into daily life.

Each walk is planned and led by our Walking Project Team and is created to meet the needs and abilities of those participating in the walk.

We often meet at a coffee shop during or after the walk for a well-earned drink, piece of cake and a chat.

For some of our participants, a group walk might not be suitable initially for a variety of reasons. Therefore, we are able to offer some 1 to 1 walks with a trained Age UK South Gloucestershire walk leader if this would be more appropriate.

Age UK' Digital Champions

The Digital Inclusion Programme addresses digital skills support, and the provision of relevant technology. Our dedicated staff team and our Volunteer Digital Champions have inspired and motivated older people to get online and encourage and support them to develop their digital skills and confidence in group or one-to-one sessions. These are learner-led sessions that focus on what is important to the individual or what they are most interested in. We have provision of free loan tablets and internet connectivity so that people who would otherwise not have access are able to give it a go and see if it's right for them.

Volunteering

We have been able to return to face-to-face recruitment of volunteers. Unfortunately, the national issue of retaining and recruiting volunteers has impacted us.

The **Befriending Service** normally provides a regular visiting service to lonely and isolated older people to support their wellbeing and is provided solely by volunteers but face to face visits had to be suspended for much of the year. In addition to the introduction of 'Neighbourly volunteering' we suggested different ways of working and provided extra support and guidance to existing volunteers and service users, e.g.

- Telephone befriending,
- Guidance on letter writing,
- Doorstep drops of essential shopping,
- Support for video calls.

Trustees' Annual Report

Year ended 31 March 2023

We provide 202 individuals with weekly Befriending support.

Since the year-end, we have secured funding from St Monica Trust to further our support of those experiencing isolation and loneliness and are developing a peer-to-peer support project, 'Reconnect'. This will match like-minded people who have similar interests so that they can foster new friendships for social visits or outings.

The trustees would like to record **another huge 'thank you' to our team of dedicated staff and volunteers** to whom we are indebted, particularly during another enormously challenging year. The staff have risen to the challenge and the volunteers have continued to give of their time generously and regularly to support our services. Without them we would lose around a third of our service delivery capacity and, as always, we would be keen to hear from others who could join this committed team.

Trading companies

Following the closure of all FCA regulated trading for Age UK/('Age Co') 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.

Strategic engagement

The CEO has continued to ensure the interests of local older people are actively considered by those planning services, especially in the local authority and NHS.

Key groups attended include the Ageing Better Partnership Board, Ageing Well groups (both within the South Gloucestershire locality and across the wider BNSSG footprint), Building Healthier Communities, the Strategic Provider Forum, the CVS South Gloucestershire Leaders' Board, and the Equalities Voice. The CEO maintains an active involvement in these at both Senior Officer and Director level, representing older people in strategic and operational discussions as well as publicising the range of services we offer and identifying areas for our future development.

The CEO decided to stand down after twelve years in post and an interim CEO was put in place at the end of March 2023.

Financial review

During 2022/23, the Trustees report that expenditure exceeded income by £137,649. The total reserves held at the end of the year (including £23,711 designated funds) was £136,015.

The COVID-19 pandemic continued to affect us both operationally and financially during 2022/23. Although the Council maintained support for Activity Day Services(ADCs), the loss of all income from private customers (for Activity Day Services) for much of a second year was significant.

Trustees' Annual Report

Year ended 31 March 2023

The staffing structure has therefore been reviewed and the responsibilities of some vacant posts combined to reduce head count and core costs, whilst still ensuring we have the resources to maintain compliance. Services that require subsidy have been reviewed and, where there isn't a short-term opportunity to change that, they have been stopped.

A robust monthly financial reporting mechanism has been introduced to ensure that the Trustees regularly review income and expenditure against budget as well as the organisation's achievements against the contractual requirements of restricted income. Detailed Finance Policy and procedures are also in place, which include measures to minimise potential risks to the organisation's financial resources.

As the current financial climate in the sector remains uncertain, the charity will continue to develop a range of restricted and unrestricted income streams to ensure financial resilience.

Reserves policy

The trustees reviewed the reserves policy in 2022/23 and continues to approve the following:

That general (unrestricted) reserves be maintained at the greater of either:

1. Redundancy costs plus outstanding lease obligations, or,
2. Between 3- and 6-months *unrestricted* running costs.

As at September 2022 the redundancy liabilities are £35,825 and lease liabilities £3,789, giving a total for option 1 of £39,614. The unrestricted running costs for a 3-to-6-month period, are budgeted at £68,584 and £137,618 respectively for option 2. The Trustees therefore adopted a minimum unrestricted reserves target of between £69,000 and £138,000 in line with the 2nd option.

At this level, the Trustees feel that they can 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 £136,015, which is above the 3- to 6-month target level. A total of £23,711 of these reserves have been designated, leaving a balance of £112,304, which is within the 3-to-6-month target level. The trustees plan to draw down the designated balances to cover essential expenditure during the next 12 to 18 months of uncertainty 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.

Trustees' Annual Report

Year ended 31 March 2023

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.

Statement of Trustees' responsibilities

The Trustees 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 up to five during the year to March 2022.

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.

Trustees' Annual Report Year ended 31 March 2023

~~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.

External risks (e.g. changes to government priorities, cuts to available funding due to budgetary constraints) are also identified and appropriate mitigation measures established where possible.

Examples of mitigation measures in place include:

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 Council's 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 must 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 Team and 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. This is 'RAG' rated so that progress can be monitored during the year and action taken to try to increase income and/or decrease expenditure where this is necessary.
- Regular financial performance reports are made to the trustees.
- The trustees have developed a Reserves Policy so that the organisation will be able to cope with any sudden reduction in income or meet any unforeseen expenditure.
- Cash balances are spread across a number of banks to protect against financial loss above the government protected limit.

Trustees' Annual Report

Year ended 31 March 2023

Cybersecurity Risk

- Confidential data security
- Ransomware attacks
- The organisation employed an external agency to conduct a security review during 2021 and the internal Wi-Fi device connections are monitored
- Multi-factor Authorisation (MFA) has been implemented where possible in line with good industry practice.
- We hold a Cyber Insurance policy

Age UK Charity Quality Standard (CQS)

The organisation holds the Age UK Charity Quality Standard (CQS), which is audited by an independent specialist audit company, SGS.

Age UK Information and Advice Quality Programme (IAQP)

The organisation holds Age UK IAQP accreditation, which passports the Benefits Advice Service to the sector's national Advice Quality Standard (AQS) managed by the Advice Services Alliance.

Reference and administrative details

Year ended 31 March 2023

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:

Warren Gemberling

Warren was elected to the Board in January 2020. 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 joined Age UK South Gloucestershire initially as the Treasurer but stood down from that role in February 2022 when he was elected as Chair.

Liz Narey

Liz was elected to the Board in January 2020. She is a commercially and financially experienced senior manager and worked as a senior director with Babcock International Group for 23 years. She has worked within a number of Joint Ventures as Executive/Non-Executive Director in Education, Defence and Support Services. She brings her wide experience to the Board to assist in developing and supporting the Charity's key aims. She took up the role of Treasurer in February 2022.

Pooja Poddar

Pooja was elected to the Board in May 2021. A Registered Nurse for 24 years, Pooja has a particular interest in championing the needs of older people in the community. An active local campaigner, Pooja recently stood as a candidate for Frome Vale in the recent local authority elections and has been recognised as one of Bristol's 87 most influential women by the Bristol Post on International Women's Day 2021. Working within the community to improve multi-cultural diversity and cohesion, Pooja is an active member of the Avon Indian Community Association and she helped to set up the Bristol Durga Puja, one of the main Hindu festivals in the South West. Pooja retired as a trustee in November 2022.

Reference and administrative details

Year ended 31 March 2023

Traci Rochester

Traci was elected as a trustee in July 2018. She founded and operates three 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. Traci retired as a trustee in June 2023.

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.

Tony Prosser

Tony was elected to the Board in November 2022. He is Professor Emeritus of Public Law at the University of Bristol. He specialises in law and regulation and legal control of government. Tony enjoys cycling and hill walking.

Co-opted Trustees

There are currently no co-opted trustees.

Reference and administrative details

Year ended 31 March 2023

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>Interim Chief Executive Officer:</i>	Mark Flower (from March 2023)
<i>Operations & HR Director:</i>	Nicola Fox
<i>Finance Manager</i>	Elvire Gingell

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 several 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 2023

Officers

Chair: Warren Gemberling

Treasurer: Liz Narey

Company Secretary: Elvire Gingell

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

Independent Examiner: Joshua Kingston ACA, Burton Sweet Limited
The Clock Tower, Farleigh Court, Old Weston Road, Flax Bourton,
Bristol BS48 1UR

Bankers: HSBC Bank Plc

Signed by order of the Trustees

Warren Gemberling

.....
Warren Gemberling, Chair

Approved by the Trustees on 13 December 2023

Independent Examiner's report to the Trustees

Year ended 31 March 2023

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023, which are set out on pages 15 to 27.

Respective responsibilities of trustees and examiner

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.

Joshua Kingston

Joshua Kingston ACA

Date 13 December 2023

Burton Sweet Limited Chartered Accountants

The Clock Tower
Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
YEAR ENDED 31 MARCH 2023

		Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	Note	£	£	£	£
Income from					
Donations and legacies	2	5,899	-	5,899	28,174
Charitable activities	3	230,462	271,668	502,130	522,679
Investment income		457	-	457	1,389
Total income		236,818	271,668	508,486	552,242
Expenditure on					
Charitable activities	4	373,467	272,668	646,135	593,990
Total expenditure		373,467	272,668	646,135	593,990
Net income/(expenditure)	5	(136,649)	(1,000)	(137,649)	(41,748)
Transfers between funds	12	-	-	-	-
Net movement in funds					
Reconciliation of funds:					
Total funds at 1 April	12	272,664	1,000	273,664	315,412
Total funds at 31 March	12	136,015	-	136,015	273,664

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.

BALANCE SHEET
AS AT 31 MARCH 2023

		2023	2022
	Note	£	£
Fixed Assets			
Tangible assets	9	3,541	6,041
Current Assets			
Debtors	10	46,597	72,642
Cash at bank		165,139	227,870
		<u>211,736</u>	<u>300,512</u>
Creditors : Amounts falling due within one year	11	<u>(79,262)</u>	<u>(32,889)</u>
Total Assets Less Current Liabilities		132,474	267,623
Net assets		<u><u>136,015</u></u>	<u><u>273,664</u></u>
Funds			
Restricted funds	13	-	1,000
Unrestricted funds			
Designated funds	13	23,711	23,711
General funds	13	112,304	248,953
		<u>136,015</u>	<u>272,664</u>
Total funds		<u><u>136,015</u></u>	<u><u>273,664</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 13 December 2023 and are signed on their behalf by:

Warren Gemberling

Warren Gemberling
Chair of Trustees

The notes on pages 18 to 27 form part of these financial statements

CASH FLOW STATEMENT
AT 31 MARCH 2023

	2023 £	2022 £
Cash generated from operating activities	(62,731)	(140,729)
Net cash inflow/(outflow) for the year	<u>(62,731)</u>	<u>(140,729)</u>

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

	2023 £	2022 £
Statement of Financial Activities: Net movement in funds	(137,649)	(41,748)
Decrease/(increase) in debtors	26,045	(61,781)
Increase/(decrease) in creditors	46,373	(39,701)
Depreciation	2,500	2,501
Net cash flow from operating activities	<u>(62,731)</u>	<u>(140,729)</u>

B. Analysis of changes in cash flow during the year

	2023 £	2022 £	Change £
Cash at bank and in hand	165,139	227,870	(62,731)
	<u>165,139</u>	<u>227,870</u>	<u>(62,731)</u>
	2022 £	2021 £	Change £
Cash at bank and in hand	227,870	368,599	(140,729)
	<u>227,870</u>	<u>368,599</u>	<u>(140,729)</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 2023****1 Accounting policies****a) Basis of preparation**

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

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) Income

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

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered. Governance costs are those incurred in compliance with constitutional and statutory requirements, these are included within charitable activities.

f) Fixed assets

Expenditure on tangible assets is capitalised if the cost of any item exceeds £5,000.

Fixed assets are included at cost less depreciation.

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.

Assets gifted are recognised at market value and in accordance with the Trustees' assessment and in compliance with the Charity SORP.

g) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

h) Cash at bank

This includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

i) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

j) Unrestricted funds

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.

k) Designated funds

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

l) Restricted funds

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.

m) Operating Leases

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.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

1 Accounting policies (*continued*)

n) Defined pension contributions

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.

o) Assets gifted are recognised at market value and in accordance with the Trustees' assessment and in compliance with the Charity SORP.

2 Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations	5,444	-	5,444
Legacies	455	-	455
	<u>5,899</u>	<u>-</u>	<u>5,899</u>

Comparative Figures 2021/22

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations	23,906	2,000	25,906
Legacies	2,268	-	2,268
	<u>26,174</u>	<u>2,000</u>	<u>28,174</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

3 Charitable activities (income)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<i>Age UK</i>			
Warm Homes	-	33,499	33,499
Brand Partnership Grant	10,000	-	10,000
<i>South Gloucestershire Council</i>			
Better Care, Stronger Communities	-	54,900	54,900
Equalities Voice	-	12,117	12,117
Improving Homes and Wellbeing	-	2,500	2,500
VCSE Strategic Developments	-	2,000	2,000
Activity Day Centre Contracts	203,246	-	203,246
Contract Home Visits	8,350	-	8,350
South Gloucestershire Advice Service	-	28,596	28,596
<i>Other Grants</i>			
St Monica Trust:			
Peer to Peer Befriending	-	20,000	20,000
Dolphin (I&A)	-	7,500	7,500
Fuel Poverty	-	2,000	2,000
Quartet Community Foundation:			
Express Grant	-	10,000	10,000
Catalyst Fund	-	10,000	10,000
Wessex Water	3,000	-	3,000
Thornbury Town Trust	550	-	550
Digital Champions	-	36,000	36,000
We Sport	-	46,053	46,053
Kickstarter Funding(Learning Curve)	-	6,211	6,211
Job retention Scheme	-	292	292
<i>Client charges</i>			
Shopping	2	-	2
Footcare	2,030	-	2,030
Private Day Services	2,887	-	2,887
MCST/VCST	338	-	338
<i>Other</i>	59	-	59
	<u>230,462</u>	<u>271,668</u>	<u>502,130</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

3 Charitable activities (income) (continued)

Comparative Figures 2021/22

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<i>Age UK</i>			
MCST & VCST Grant	-	20,000	20,000
Warm Homes	-	22,506	22,506
Brand Partnership Grant	10,000	-	10,000
<i>South Gloucestershire Council</i>			
Better Care, Stronger Communities	-	54,900	54,900
Equalities Voice	-	7,383	7,383
Improving Homes and Wellbeing	-	30,282	30,282
InfectionControl & Rapid Testing	-	14,528	14,528
Activity Day Centre Contracts	184,408	-	184,408
South Gloucestershire Advice Service	-	43,626	43,626
<i>Other Grants</i>			
St Monica Trust:			
Peer to Peer Befriending	-	20,000	20,000
Telephone helpline	-	10,000	10,000
Quartet Community Foundation:			
Express Grant	5,000	-	5,000
Recovery Fund	-	9,936	9,936
Postcode Lottery Befriending	-	20,000	20,000
Wessex Water	5,000	-	5,000
Thornbury Town Trust	550	-	550
Job Retention Scheme	-	682	682
HMRC Kickstarter Funding	-	6,356	6,356
<i>Client charges</i>			
Day Centre Food	3,136	-	3,136
Shopping	49	-	49
Footcare	5,972	-	5,972
Private Day Services	41,525	-	41,525
MCST/VCST	6,788	-	6,788
Other	52	-	52
	<u>262,480</u>	<u>260,199</u>	<u>522,679</u>

4 Charitable activities (expenditure)

	Total Funds 2023 £	Total Funds 2022 £
<i>Other</i>		
Staff Salaries	487,097	459,640
Other staff costs	26,328	15,174
Grants paid	-	500
Direct costs	45,377	49,252
Premises	45,319	38,004
Running costs	25,334	15,971
Advertising and promotion	871	280
Legal & professional fees	9,958	10,779
Independent examination fees	3,351	1,890
Depreciation	2,500	2,500
	<u>646,135</u>	<u>593,990</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

5 Net income for the year

This is stated after charging:

	2023 £	2022 £
Independent examiner's remuneration	3,351	1,890

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

No expenses were reimbursed to any Trustees during the year or the previous year.

Donations totalling £1,000 were made by Trustees, Key Management Personnel and related parties during the year (2022: £Nil).

6 Staff costs and numbers

The aggregate payroll costs were:

	2023 £	2022 £
Wages and salaries	437,930	412,632
Employer's National Insurance	27,553	26,786
Staff Pension Employer's Contributions	21,614	20,222
	<u>487,097</u>	<u>459,640</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 Services Manager.

The total payroll cost (including Employers' NI and Pension contributions) of the Key Management personnel was £132,242 (2023) and £129,749 (2022).

The total amount of termination payments in the year was £14,932 (2022: £Nil).

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

	2023 No.	2022 No.
Central and management	3.0	3.0
Direct charitable	21.3	18.8
	<u>24.3</u>	<u>21.8</u>

7 Taxation

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

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

8 Comparative funds 2021/22

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Income from			
Donations and legacies	26,174	2,000	28,174
Charitable activities	262,480	260,199	522,679
Investment income	1,389	-	1,389
Total income	<u>290,043</u>	<u>262,199</u>	<u>552,242</u>
Expenditure on			
Charitable activities	333,291	260,699	593,990
Total expenditure	<u>333,291</u>	<u>260,699</u>	<u>593,990</u>
Net income/(expenditure)	(43,248)	1,500	(41,748)
Transfers between funds	500	(500)	-
Net Movement in funds	<u>(42,748)</u>	<u>1,000</u>	<u>(41,748)</u>
Reconciliation of funds:			
Total funds at 1 April	315,412	-	315,412
Total funds at 31 March	<u>272,664</u>	<u>1,000</u>	<u>273,664</u>

9 Tangible fixed assets

	Office Equipment £	Total £
Cost		
At 1 April 2022	44,914	44,914
Additions	-	-
At 31 March 2023	<u>44,914</u>	<u>44,914</u>
Depreciation		
At 1 April 2022	38,873	38,873
Charge for the year	2,500	2,500
At 31 March 2023	<u>41,373</u>	<u>41,373</u>
Net book value		
At 31 March 2023	<u>3,541</u>	<u>3,541</u>
At 31 March 2022	<u>6,041</u>	<u>6,041</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

10 Debtors

	2023 £	2022 £
Trade debtors	20,480	50,622
Prepayments	5,416	10,674
Accrued income	20,701	11,346
	<u>46,597</u>	<u>72,642</u>

11 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	7,954	12,941
PAYE/NI liability	8,909	10,050
Pension Fund	-	4,902
Accruals and deferred income	62,399	4,996
	<u>79,262</u>	<u>32,889</u>

12 Movement in funds

	At 01-Apr 2022 £	Income £	Expenditure £	Transfers £	At 31-Mar 2023 £
Restricted funds					
Digital Champions	-	36,000	(36,000)	-	-
WeSport	-	46,053	(46,053)	-	-
SGC VCSE Strategic Developments	-	2,000	(2,000)	-	-
SGC South Gloucestershire Advice Service	-	28,596	(28,596)	-	-
SGC Better Care, Stronger Communities	-	54,900	(54,900)	-	-
SGC Equalities Voice	-	12,117	(12,117)	-	-
SGC Improving Homes and Wellbeing	-	2,500	(2,500)	-	-
St Monica Trust (Peer to Peer Befriending)	-	20,000	(20,000)	-	-
St Monica Trust (Fuel Poverty Grant)	1,000	17,000	(18,000)	-	-
HMRC Kickstarter Funding	-	6,211	(6,211)	-	-
Job Retention Scheme Grant	-	292	(292)	-	-
St Monica Trust - Dolphin(I&A)	-	7,500	(7,500)	-	-
Age UK/Eon Warm Homes	-	18,499	(18,499)	-	-
Age UK Cost of Living Response	-	-	-	-	-
Quartet Community Foundation (Catalyst Grants)	-	20,000	(20,000)	-	-
	<u>1,000</u>	<u>271,668</u>	<u>(272,668)</u>	<u>-</u>	<u>-</u>
Unrestricted funds					
Designated funds	23,711	-	-	-	23,711
General funds	248,953	236,818	(373,467)	-	112,304
	<u>272,664</u>	<u>236,818</u>	<u>(373,467)</u>	<u>-</u>	<u>136,015</u>
Total funds	<u>273,664</u>	<u>508,486</u>	<u>(646,135)</u>	<u>-</u>	<u>136,015</u>

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31 MARCH 2023**

12 Movement in funds (continued)

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

Age UK Cost of Living Response Fund: This grant was received via Age UK to meet urgent need and demand as older people struggle with the

Age UK Digital Champions Programme: Funding received to help enable and empower older people to access digital technology.

Quartet Community Foundation (Catalyst Grant) : St Monica Trust/Dolphin Society This grant supports the Income and Advice service provided by Age UK South Gloucester by helping fund its core costs.

Quartet Community Foundation (Emergency Funding Grant): This grant was to fund staffing costs associated with making client welfare checks during the Covid-19 restrictions.

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, 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 Better Care, Stronger Communities Grant: Maintaining Health & Wellbeing in later life.SGC fund a project to develop volunteering activities that will address loneliness and isolation amongst older people.

SGC 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 VCSE Strategic Developments : A one off grant to provide additional support.

SGC Improving Homes and Wellbeing: This funding is used to assess homes of disrepair, belonging to older people in South Gloucestershire and, enable necessary improvements to be carried out.

St Monica Trust (Peer to Peer Befriending): Matching a befriending volunteer to individuals to decrease social isolation and increase mental health and wellbeing.

St Monica Trust(Telephone Helpline Grant): This grant was awarded to pay towards the running costs of phone lines.

St Monica Trust (Fuel Poverty Grants): £20,000 received to award winter fuel payments to individuals in need.
A balance of £3,000 is carried forward and is to be paid out in the first quarter of the new financial year.

WeSport Live Longer Better:GP Surgery Supported Walking Groups: Funding for a community based approach to Ageing well via the driver of increased physical activity, especially for people who have not taken part in exercise for some time, are nervous about walking alone or don't feel ready yet to join a Walking for Health programme.

Postcode Lottery: Grant made towards the cost of developing and maintaining befriending services.

SGC Infection Control & Testing: Funding to help with the ongoing costs of Covid infection control.

HMRC Kickstarter Funding: Subsidies for the creation and support of employment for long term unemployed young people.

Job Retention Scheme Funding: part of an emergency response to Covid-19 to ease workforce pressures in adult social care.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

12 Movement in funds (continued)

Designated funds: These funds have been set aside to pay for the following:

Redecoration of Thornbury office	£	3,500
	£	<u>3,500</u>

Comparative Figures 2021/22

	At 01-Apr 2021 £	Income £	Expenditure £	Transfers £	At 31-Mar 2022 £
Restricted funds					
Digital Champions	-	22,506	(22,506)	-	-
Age UK - MCST/VCST Grant	-	20,000	(20,000)	-	-
SGC Infection Control & Rapid Testing	-	14,528	(14,528)	-	-
SGC South Gloucestershire Advice Service	-	43,626	(43,626)	-	-
SGC Better Care, Stronger Communities	-	54,900	(54,900)	-	-
SGC Equalities Voice	-	7,383	(7,383)	-	-
SGC Improving Homes and Wellbeing	-	30,282	(30,282)	-	-
St Monica Trust - Peer to Peer Befriending	-	20,000	(20,000)	-	-
St Monica Trust (Telephone Helpline)	-	10,000	(9,500)	(500)	-
St Monica Trust (Fuel Poverty Grant)	-	2,000	(1,000)	-	1,000
HMRC Kickstarter Funding	-	6,356	(6,356)	-	-
Postcode Lottery	-	20,000	(20,000)	-	-
Job Retention Scheme Grant	-	682	(682)	-	-
Quartet Community Foundation (Recovery Grant)	-	9,936	(9,936)	-	-
	<u>-</u>	<u>262,199</u>	<u>(260,699)</u>	<u>(500)</u>	<u>1,000</u>
Unrestricted funds					
Designated funds	195,472	5,550	(5,550)	(171,761)	23,711
General funds	119,940	284,493	(327,741)	172,261	248,953
	<u>315,412</u>	<u>290,043</u>	<u>(333,291)</u>	<u>500</u>	<u>272,664</u>
Total funds	<u>315,412</u>	<u>552,242</u>	<u>(593,990)</u>	<u>-</u>	<u>273,664</u>

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023

13 Analysis of net assets between funds

	Tangible Fixed assets £	Other Net assets £	Total £
Restricted funds	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>
Unrestricted funds			
Designated	-	23,711	23,711
Unrestricted Grants			
General funds	3,541	108,763	112,304
	<u>3,541</u>	<u>132,474</u>	<u>136,015</u>
Comparative Figures 2021/22			
	Tangible Fixed assets £	Other Net assets £	Total £
Restricted funds	-	1,000	1,000
	<u>-</u>	<u>1,000</u>	<u>1,000</u>
Unrestricted funds			
Designated	-	23,711	23,711
General Funds	6,042	242,911	248,953
	<u>6,042</u>	<u>267,622</u>	<u>273,664</u>

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-22	15,156	Quarterly	3,789
Details		2023		
	<1 year	2-5 years	>5 years	
Thornbury Town Council (Premises)	3,789	-	-	
Details		2022		
	<1 year	2-5 years	>5 years	
Thornbury Town Council (Premises)	3,789	-	-	

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.