AGE UK SOMERSET

England & Wales · Charity number 1015900

Details

Other names	AGE CONCERN SOMERSET
Status	Registered
Legal form	Charitable company
Company number	02717676
Registered	1992-12-21
Register	View on the Charity Commission register

Contact

Address	Ash House Cook Way Bindon Road Taunton Somerset TA2 6BJ
Phone	01823345610
Email	info@ageuksomerset.org.uk
Website	www.ageuksomerset.org.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE WITHIN THE AREA OF BENEFIT:3.1.1 PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE;3.1.2 ADVANCING EDUCATION;3.1.3 PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL);3.1.4 PROMOTING EQUALITY AND DIVERSITY;3.1.5 PROMOTING THE HUMAN RIGHTS OF OLDER PEOPLE IN ACCORDANCE WITH THE UNIVERSAL DECLARATION OF HUMAN RIGHTS;3.1.6 ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND3.1.7 SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE CHARITY TRUSTEES FROM TIME TO TIME DECIDE;THE OUTCOME OF THIS BEING THE PROMOTION OF THE WELL-BEING OF OLDER PEOPLE.

Activities: The objects of the charity promote the well-being of older people within the area of the administrative county of Somerset and the unitary authority area of North Somerset.The charity has the

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general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** SOMERSET AND NORTH SOMERSET
- North Somerset
- Somerset

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£948,045	£1,005,293	£592,824	17
2024-03-31	£1,043,331	£1,065,730	£650,072	19
2023-03-31	£939,817	£927,621	£672,471	18
2022-03-31	£696,281	£706,202	£660,275	19
2021-03-31	£658,666	£588,252	£670,181	16

Trustees

Name	Role	Appointed
Stephen Holt	Chair	2020-02-20
DAVID FRANK JOHNSON		2014-02-05
Gillian Blackshaw		2022-09-21
Jonathan Samways		2022-09-21
Karen Lesley Wight		2026-02-11
Saeed Shafie-Pour		2022-09-21
Simon Jackson		2023-03-01

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Linked charities

- DULVERTON FUND (1015900-1)

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AGE UK SOMERSET

England & Wales - Charity number 1015900

Accounts

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Age UK Somerset

(a Company Limited by Guarantee)

Report of Trustees and Unaudited Financial Statements

for the year ending 31st March 2025

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900

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Reference and Administrative Details 24/25

Trustees, Members and Directors 2024/2025

- S. Holt (Chair)
- D. F. Johnson FCA (Treasurer)
- G. Blackshaw
- N. Goswell
- S. Jackson
- J. Samways
- S. Shafie-Pour

Chief Executive

- P. J. Dolan MSc CMgr FCMI (DipM) IRRV

Principle Office and Registered Office

Ash House, Cook Way, Bindon Road, TAUNTON, Somerset TA2 6BJ

Solicitor

Porter Dodson, The Quad, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Independent Examiner

Chris Trantham FCA, Bishop Fleming Audit Limited, 10 Temple Back, Bristol BS1 6FL

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Related Parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK and became a Brand Partner with them in October 2010. We are independent charities that govern our own organisations and raise our own funds. We each offer frontline services and share a common purpose: ***To improve the quality of life of all older people***.

Partnership activities during the year have centred around supporting older people through the Networks free to access information and advice service, towards which we are undertaking accreditation to the I&A Quality Programme.

2021/22 Age UK Somerset agreed to receive a sum of £21,423 from The Taunton Cider Charitable Trust. The Trust was set up to aid pensioners of the former Taunton Cider Company who needed some financial help. The Trust transferred the money on the basis that, for a period of 5 years (from March 2022), Age UK Somerset would assess and pay any claims from pensioners. The Trust was subsequently wound up. During 2024/25 assistance was sought of Age UK Somerset and awards were made totalling £3,370. Since the financial year end further claims have been received and processed.

The Charity's wholly owned subsidiary, Age UK Somerset Trading Limited, was established to operate its trading activities. Age UK Somerset Trading Ltd ceased trading on 22 January 2020.

Administration of the Charity

The Trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the Charity for the year ended 31 March 2025. This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Company Status

The Charity is a company limited by guarantee and does not have a share capital. Each member of the company (the Trustees) undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

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Our Governing Document

Age UK Somerset is a company limited by guarantee governed by its Memorandum and Articles of Association dated 26th May 1992, which were amended to allow for current governance arrangements and extend the geographical area of benefit on 28th August 2003.

New Memorandum and Articles of Association were adopted on 20th September 2023 to allow Trustees to serve a total of four times three-year terms of office, previously three times three-year terms of office. We are registered as a Charity with the Charity Commission.

The Board of Trustees, which must have a minimum of 5 members, administers the Charity. The Board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration.

The Trustees form sub-committees when required, for example Finance, and if necessary, officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the Trustees.

The Trustees

The Trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at the Annual General Meeting of the company in accordance with the company's Articles of Association. In addition, the Trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the Board.

Within our Board of Trustees, we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial and health background.

At each AGM one third of the Trustees who are subject to retirement by rotation shall retire from office.

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Unless notified in writing by the Trustee, the date of appointment of a new Trustee is taken as the date of resignation of the previous Trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee Induction and Training

New Trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the Charity and its policies and procedures.

This is encompassed in a Trustees' Handbook which is regularly updated.

Aims and Objectives

The legal objects of the Charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset. The Charity has the general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Our vision for what we want for older people in our area is quite simple:

That older people, their families and carers, have opportunities and access to information and services that enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our mission therefore encompasses what we will do to make the vision a reality:

As an organisation, and working with partner organisations, to provide valued services and promote the wellbeing and independence of older people, in all their diversity, helping them live longer and better.

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The values we seek to promote include:

- Using the independence of our organisation to direct our business and select our objectives, so that we maximise the independence of the individual.
- Striving to earn the respect of our partners and users as well as respecting the wishes and aspirations of others.
- Seeking to ensure that the lifestyle and circumstances of older people guarantees their dignity at all times.
- Looking to empower older people.
- Celebrating diversity and always offering equality of opportunity.

In dealing with each other and with all older people, all staff, trustees and volunteers will demonstrate:

- Kindness
- Empathy
- Compassion
- Patience
- Care

Moving Forward

The main objectives for the coming period are as outlined in the Age UK Somerset Strategic Plan 2022 -2026 with the overarching strategic themes:

- Maintain and develop our services in response to local needs
- Working in partnership to enhance the vision, mission and values of Age UK Somerset

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- Continually raising the organisation's profile
- Be recognised as an efficient and effective organisation, working for the benefit of older people
- Be a financially sustainable organisation
- Understand the positive difference Age UK Somerset is making to the lives of older people

During the period the trustees have been developing, consulting on and refining a new Corporate Strategy which will be adopted during 2026 and cover the period 2025 to 2032.

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Our Areas of Activity

The main areas of activity continue to be the delivery of direct services to older people; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the Charity does. All our services are aimed to improve the wellbeing and quality of life of and for older people.

Much of the work in 2024/25 has been about continuing the recovery, and maintenance of service levels which are now considered to be back to the pre-pandemic levels combined with the consolidation and management of expenditure further to the loss of substantial public sector funding in the year to ensure our ultimate services are not impacted. We look to promote the wellbeing benefits that can be achieved by participation in group activity, which has been achieved due to the dedication of staff and volunteers and the value older people have continued to place on Age UK Somerset services.

The Wellbeing Service, whose focus is reducing loneliness and improving emotional, mental and physical wellbeing by creating new friendships and providing enjoyable conversation to brighten the day, continues to grow, and has been considered a main focus of the government scheme of the Household Support Fund.

The Cognitive Stimulation Therapy service (which helps slow down the initial progress of dementia) continues to benefit the community and Age UK Somerset continues to seek external funding to ensure the viability of these sessions can be maintained and to enable the reduction of the cost to participants ensuring the service can be accessible to all.

The charity remains grateful to the many organisations that help fund the work Age UK Somerset does. This enables 7 of the 11 services offered, to be free to the client. Thanks go to the National Lottery Communities fund, Community Council for Somerset, Somerset Community Foundation, Somerset Council, North Somerset Council, Age UK national, The Somerset ICB, the Bristol, North Somerset and South Gloucester ICB's and many others, mentioned elsewhere in this report.

The Charity continued to have a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as winter fuel payments, pension reform and paying for care. This is an area of work that continues to develop.

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Delivering Public Benefit

All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset and are designed to provide support and/or activity that enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

The following section of this report shows the scope of our work. The Trustees have had due regard to the Charity Commission guidance on public benefit.

Our Services



Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions.

This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as online enquiries. A small team of community based I & A volunteers take the service to locations across our area making the service accessible to more older people. The central office team also hold regular surgeries throughout the area.

Age UK Somerset helps many vulnerable and elderly people each year who had been victims of scamming and many awareness raising sessions are held to equip people who may be targeted.

The team deal with over 8200 enquiries each year.

Included in this work was the support to clients in applying for benefits totalling £6.1m last year (increase of 23% on the prior year), including Attendance Allowance and

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Disability Living Allowance, with successful claims bringing in an estimated £2.3m into the local economy and having a significant impact on the individuals.



Ageing Well is the service that provides older people with opportunities to get together to stay fit and active.

During the year over 4,500 classes were held right across Somerset and North Somerset in dozens of accessible locations.

The classes cover a range of activities from traditional chair-based activities such as Flexercise led by trained Volunteers, to Movement to Music, Yoga and Tai Chi sessions to name a few that are led by paid qualified instructors. A number of activities have been set up specifically to cater for the preferences of older men.

We also run Otago classes, which are specifically tailored to those who wish to "Stay Strong, Stay Steady" via our Falls Prevention services. To help those with mobility issues we also run 'Get Strong, Get Steady'. With our Falls Prevention classes, we believe all older people should have the opportunity to regain/maintain their strength and balance and thereby reduce the risk of slips, trips and falls, Trustees have fully supported this activity while we hope to secure local authority funding in the future.

We continue to ensure all our venues are accessible, safe and in a variety of locations.

The Toe Nail Cutting Service, which had been previously part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people with the aim of

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improving their quality of life and mobility, we have seen increasing numbers of clients registered to the service.

Cuts are delivered by trained assistants, mainly in clinic settings across the county, usually four times a year.



This vitally important service caters for some 800 older people.

As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We are currently rated a 'Good' service by the CQC.

Our Wellbeing Services are about combating the loneliness and isolation of older people across Somerset and North Somerset by improving emotional, mental and physical wellbeing; creating new friendships; providing some enjoyable company and conversation to brighten the day. All wellbeing services are free to access, and incorporate:

Our Active Befriending Service matches a trained volunteer to provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible or simply offering someone to talk to while enjoying the benefits that getting outdoors for a walk and being more active can bring. We also offer a **Befriending Service** to those with mobility limitations providing companionship and a window to the outside world.

Our Friendly Phone Call service in partnership with Open Mental Health, is offered for those that suffer mild to moderate depression and anxiety or would appreciate having a regular telephone chat with a friendly volunteer in preference to a face-to-face visit. On average around 165 individuals are supported each month.

Our Chat and Map service was introduced with help from the National Lottery. We visit the homes of older people offering a holistic approach to solving a wide variety of issues that may be affecting the quality of life of an older person. Together, we carry out an assessment ‘map’ of daily life, looking to provide solutions to help make the daily life that much better. Issues uncovered range from struggling with rising bills, feeling isolated and lonely, or having trouble coping in their homes. Solutions may be provided through connections to other elements of the Wellbeing Service, or other Age

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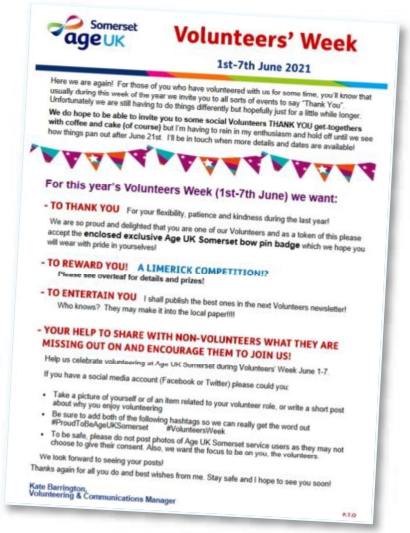
UK Somerset services, occasionally referrals to outside organisations Over 400 older people had a home appointment with the Chat and Map team last year.

Cognitive Stimulation Therapy is a service that can help those with a recent diagnosis of dementia, buy some more time. It is non-pharmaceutical intervention and provides a safe space for people to enjoy life now and spend time with others in a similar situation.

Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers.

We are proud to have 410 active volunteers as part of our team.


Somerset ageUK

Volunteers' Week

1st-7th June 2021

Here we are again! For those of you who have volunteered with us for some time, you'll know that usually during this week of the year we invite you to all sorts of events to say 'Thank You'. Unfortunately we are still having to do things differently but hopefully just for a little while longer. **We do hope to be able to invite you to some social Volunteers THANK YOU get-togethers with coffee and cake (of course)** but I'm having to rein in my enthusiasm and hold off until we see how things pan out after June 21st. I'll be in touch when more details and dates are available!

For this year's Volunteers Week (1st-7th June) we want:

- TO THANK YOU For your flexibility, patience and kindness during the last year!

We are so proud and delighted that you are one of our Volunteers and as a token of this please accept the **enclosed exclusive Age UK Somerset bow pin badge** which we hope you will wear with pride in yourselves!

- TO REWARD YOU! A LIMERICK COMPETITION!?

Please see overleaf for details and prizes!

- TO ENTERTAIN YOU I shall publish the best ones in the next Volunteers newsletter! Who knows? They may make it into the local paper!!!!

- YOUR HELP TO SHARE WITH NON-VOLUNTEERS WHAT THEY ARE MISSING OUT ON AND ENCOURAGE THEM TO JOIN US!

Help us celebrate volunteering at Age UK Somerset during Volunteers' Week June 1-7.

If you have a social media account (Facebook or Twitter) please could you:

- Take a picture of yourself or of an item related to your volunteer role, or write a short post about why you enjoy volunteering
- Be sure to add both of the following hashtags so we can really get the word out #ProudToBeAgeUKSomerset #VolunteersWeek
- To be safe, please do not post photos of Age UK Somerset service users as they may not choose to give their consent. Also, we want the focus to be on you, the volunteers.

We look forward to seeing your posts!

Thanks again for all you do and best wishes from me. Stay safe and I hope to see you soon!

Kate Barrington
Volunteering & Communications Manager

P.T.O

Our volunteers have roles in our Ageing Well, Information & Advice, Chat & Map, Wellbeing services and, Cognitive Stimulation Therapy as well as providing administrative support.

We want to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June and also in December. The volunteers have indicated they value these. We are grateful to the many business who support this activity through donations of time and facilities.

We also encourage volunteers to give feedback in order for us to improve their experience and our services for the clients that they visit. The Chief Executive fronts regular meetings with volunteers to gain their valuable feedback. We also kept in regular touch by email and our 'Voice' online volunteer magazine.

Whilst it is difficult to calculate, we estimate that each year our volunteers contribute around 50,000 hours helping to make our services both successful and very cost effective. If we apply the minimum wage to the hours they give, this amounts to well over £650,000 and many of the tasks would be valued much higher than the minimum

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wage. The value of this unpaid volunteer time is not able to be recognised in the Financial Statements as stipulated by accounting rules.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

Quality Marques

The Charity Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset has held the Charity Quality Standards since May 2018. During 2023 the Charity successfully underwent inspection of this and retained the CQS quality marque, the next inspection is due during the second half of 2025.

In addition to the above, the Information & Advice service is in the process of attaining the rigorous standard necessary to be awarded the Information & Advice Quality Programme (IAQP).

The Chief Executive is the Registered Care Manager and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service.

The last two assessments by the CQC resulted in Age UK Somerset being given a classification of 'Good'.

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Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies for the Charity and its subsidiary trading company.

This process includes review by Trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Key strategic documents reviewed and continually updated by the organisation include:

- The Business Continuity Plan
- The Strategic Business Plan.

Key risks that are continually monitored by the organisation include:

Safeguarding Risks
Safeguarding of all our elderly clients, Volunteers and Staff is key for Age UK Somerset. Detailed policies and procedures are regularly reviewed, full training is provided for all our Volunteers and Staff and an 'easy read' procedure guide is provided. We maintain a regular and positive relationship with both the Somerset and North Somerset Safeguarding Boards.

Threats to Staff & Volunteers' Safety
All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Head of Support Services. All policies are available to Volunteers and Staff at all times at Ash House and remotely via The Hub portal.

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I.T. Failure
As with many organisations, both large and small, we rely heavily on I.T. for banking, finance recording, secure data capture etc.

We retain the services of a Devon based company called I.T. Champion to support us in our I.T. infrastructure requirements and regularly discuss with them any improvements we could make.

Financial Fraud
We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the Charity from potential fraudulent acts impacting on our banking and financial processes.

The Risk Management process is reviewed annually and monitored during the year by Trustees.

Relevant Age UK Somerset policies and assessments* are reviewed by the Board of Trustees on a periodic rolling basis.

*Each 'Service' has its own risk assessment(s). Each time Age UK Somerset has a new activity or service, a full risk assessment is completed.

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Financial Review of the Year

Statement of Financial Activities

Total income from all sources was £948,045 (*2024: £1,043,331*) a decrease of £95,286 (9.1%) (*2024: increase £103,514 and 11.0%*) from the previous year.

No trading activities were carried out during the year through the Charity's wholly owned subsidiary trading company.

Balance Sheet

At the year end the Charity's net assets stood at £592,824 (*2024: £650,072*) of which £281,498 (*2024: £218,776*) was in restricted funds. Details of the funds and the movements therein are given in Notes 19 and 20 to these accounts.

Summary

There was an overall deficit of £57,248 (*2024: £22,399*) an increase in deficit of £34,849 (155.6%) from the previous year.

The financial position of the Charity follows a very difficult period following the pandemic, and it’s residual impact of local authorities ability to support funding applications. We have been fortunate to secure additional funding to alleviate the gap this has created following successful grant applications to other sources for specific pieces of work to aid cost of living support and falls prevention, also funds available to support the government Household Support Fund initiative.

The Charity’s funds balance is presently in excess of the minimum reserves policy requirement and provides a secure basis to facilitate designated project work and to mitigate the anticipated return of the challenge of raising finance to deliver the Charity’s work across Somerset and North Somerset in the future.

Legacies

From time to time the charity is the recipient of bequests, often in the form of legacies.

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We are as always very grateful to those who consider us at this time.

Review of Principal Funding Sources

The Board of Age UK Somerset continues to operate a policy of accessing as diverse and varied a range of funding as possible in order to not become over reliant on any single source and therefore provide income security. The majority of the Charity's funding comes from agreements with organisations that share and wish to support the Charity's aims and objectives. Increasingly this source of funding is subject to cuts, however the recognition of the consistently positive impact our charity's work has on the wellbeing of older people has significantly contributed to a continuation of this financial support. Wherever possible the Charity aims to maintain these funding relationships going forward and is actively seeking to further this objective by working in partnerships with other charitable organisations. Although funders will have their own budget constraints, the Charity still consistently endeavours to forge longer term agreements with funders wherever possible.

The Charity has historically been in receipt of significant levels of income from service fees. The Ageing Well service, has, historically, been a good source of service fee income and in the financial year are operating once again at around £200,000 per annum pre-pandemic levels. Service fees are re-invested in supporting the services as designated funds.

Grants from foundations and trusts, legacies and donations are gratefully received and the Charity is able to recover tax under the Gift Aid scheme from those donations from individuals which qualify.

The charity also receives income from a number of commissioned services. These include TNC, a Cognitive Stimulation Therapy service, Friendly Phone Calls and a Falls Prevention ‘Stay Strong, Stay Steady’ service.

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Working Relationships

The Charity is a member of the Age England Association and a Brand Partner of Age UK national.

Those who have enabled us to deliver our charitable objectives during the financial year included:

Age UK, North Somerset District Council, Pier Health Group, Quartet Community Foundation, ReThink, Somerset Community Foundation, Somerset's Unitary County Council, Community Council of Somerset, the National Lottery Communities fund, St Monica Trust, Burnham & Weston Energy CIC, The Heath and Well Being Board at North Somerset Council and several other generous entities and individuals.

The Charity would wish to thank all organisations and individuals who have supported its activities during the year.

Reserves Policy

Reserves are required to temporarily fund any timing gaps between the receipt and spending of income, and to fund future projects. Charity Commission guidelines indicate a requirement for the level of sufficient unrestricted funds not held in fixed assets (free reserves) which should be accumulated over time to provide working capital for the continuation of operations which we consider an appropriate level being a minimum 3 month period (£284,070). The Board has established a policy in fitting with this estimate whereby it considers sufficient unrestricted funds to equally be applied to 12 months budget considerations, any contractual obligations that are likely to materialise in the event of the Charity wholly or partly ceasing operations and to provide the funding of anticipated capital expenditure (£225,111).

At 31 March 2025 the free reserves held in Unrestricted Funds amounted to £294,703 (*2024: £423,007*). This figure is arrived at by taking the total value of the Unrestricted Funds £298,010 (*2024: £431,297*) less the value of fixed assets £3,307 (*2024: £8,290*).

Whilst it may not always be achievable, a remaining surplus of free reserves allows sufficient cover for income loss risk, the negative financial impact of unexpected adverse events and facilitating funding for further new opportunities whilst maintaining present financial controls.

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Investment Policy

The Board has the power to invest the Charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project, where the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are placed on interest bearing deposit. These are split between the Charity's principal bankers Santander Corporate Banking, NatWest and the CCLA Charities Official Investment Fund (COIF) - Charities Deposit Fund. Funds are deposited to make best use of the Financial Services Compensation Scheme (FSCS), which protects deposited balances up to £85,000, since the year end a change in portfolio management has been actioned to support this protection.

Plans for the Future Period

The Charity is fully engaged with the Integrated Care Boards of both Somerset and North Somerset.

This includes working as part of the Somerset and North Somerset neighbourhood initiatives, social prescribing across the VCSE (Voluntary, Community & Social Enterprise) sector and the 'prevent' agenda in respect of mental health issues and reducing the time older people are in hospital.

The Charity has successfully established itself as a key and willing partner with other VCSE organisations across both of its areas. This has enabled various VCSE proposals being heard and acted upon.

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Statement of Trustees' Responsibilities

The Trustees (who are also directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the director's report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply these consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and accounting estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the

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United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Board of Trustees

on 01 October 2025 and signed on its behalf by:

Steve Holt

David Johnson

Stephen Holt	David Johnson FCA
Chairman	Treasurer
Age UK Somerset	Age UK Somerset

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Independent Examiner's Report to the Trustees of Age UK Somerset ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

RESPONSIBILITIES AND BASIS OF REPORT

As the Trustees of the Charity (and 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 Charity 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 the Charity's accounts 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 Charity'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 (ICAEW), 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 Charity 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).

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AGE UK SOMERSET
(Company Limited by Guarantee)

Independent Examiner's Report to the Trustees of Age UK Somerset ('the Charity')

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.

Signed: Chris Trantham Dated: 7 October 2025

Chris Trantham FCA
BISHOP FLEMING AUDIT LIMITED
10 Temple Back
Bristol
BS1 6FL

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AGE UK SOMERSET
(Company Limited by Guarantee)

Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31 March 2025

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
		£	£	£	£	£	£
Income:							
Donations, gifts & legacies	**2**	100,288	400	100,688	75,692	2,500	78,192
Investment income	**3**	24,895	-	24,895	28,062	-	28,062
		125,183	400	125,583	103,754	2,500	106,254
Income from charitable activities:							
Services	**4**	348,087	-	348,087	267,548	-	267,548
Grants & contracts	**5**	20,951	444,080	465,031	61,820	597,709	659,529
Other	**6**	9,344	-	9,344	10,000	-	10,000
Total income		**503,565**	**444,480**	**948,045**	**443,122**	**600,209**	**1,043,331**
Expenditure:							
Charitable activities	**7**	685,741	319,552	1,005,293	684,331	381,399	1,065,730
Total expenditure		**685,741**	**319,552**	**1,005,293**	**684,331**	**381,399**	**1,065,730**
Net (expenditure)/ Income for the year before transfers		**(182,176)**	**124,928**	**(57,248)**	**(241,209)**	**218,810**	**(22,399)**
Transfers		48,889	(48,889)	-	127,701	(127,701)	-
Net movement in funds		**(133,287)**	**76,039**	**(57,248)**	**(113,508)**	**91,109**	**(22,399)**
Fund balances 1 April		431,297	218,775	650,072	544,805	127,666	672,471
Fund balance 31 March		298,010	294,814	592,824	431,297	218,775	650,072

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AGE UK SOMERSET
(Company Limited by Guarantee)

Balance Sheet
as at 31 March 2025
Company Registration Number: 02717676

	Notes	2025	2024
		£	£
Fixed assets:			
Tangible assets	**14**	3,307	8,294
Investments	**15**	2	2
		3,309	8,296
Current assets:			
Debtors	**16**	36,740	87,732
Cash at bank and in hand		606,324	605,133
		643,064	692,864
Net current assets		646,373	701,160
Liabilities:			
Creditors falling due within one year	**17**	53,549	51,088
Total assets less current liabilities	**25**	592,824	650,072
Net assets		592,824	650,072
The funds of the Charity			
Unrestricted Funds:			
General funds		299,992	316,356
Designated funds		11,336	114,941
		311,328	431,297
Restricted funds		281,496	218,775
Total Charity Funds		592,824	650,072

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Balance Sheet
as at 31 March 2025 (continued)
Company Registration Number: 02717676

The Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the Company to obtain an audit of their financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

a. ensuring that the Company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and

b. preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to the small companies regime.

Approved by the Board for issue on 01 October 2025 ..... and signed on its behalf by:

Steve Holt

David Johnson

S Holt
Chair

D F Johnson FCA
Treasurer

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Statement of Cashflows for the year ended 31 March 2025

	Notes	2025 £	2024 £
Cashflows from operating activities:			
Net movement in funds for the year (as per Statement of Financial Activities)		(57,248)	(22,399)
Adjustments to cash flows from non-cash items			
Depreciation	**14**	5,563	5,850
Investment income	**3**	(24,895)	(28,062)
		(76,580)	(44,611)
Working capital adjustments:			
Decrease in debtors	**16**	50,991	(47,501)
Increase in creditors	**17**	2,462	(13,609)
Net cash generated from operating activities		(23,127)	(105,721)
Cashflows from investing activities:			
Interest from investments	**3**	24,895	28,062
Acquisitions of tangible assets	**14**	(576)	(9,922)
Net cash from investing activities		24,319	18,141
Change in cash & cash equivalents in reporting period		1,191	(87,580)
Cash & cash equivalents at the beginning of the reporting period		605,133	692,713
Cash & cash equivalents at the end of the reporting period		**606,324**	**605,133**

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Notes to the Financial Statements for the year ended 31 March 2025

1 Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

1.2 Legal status of the Charity

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. As at 31 March 2024 there were 7 members. The company is incorporated in England and Wales.

Registered office: refer to page 3 Reference and Administrative Details 24/25.

1.3 Investments in Subsidiary Undertakings

Investments in subsidiary undertakings are measured at cost and reviewed annually for impairment. On the basis that the subsidiary is not material to the group, consolidated accounts have not been prepared.

1.4 Income

Income from generated funds:

Income is included in the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

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Notes to the Financial Statements for the year ended 31 March 2025

1 **Accounting Policies (continued)**

Income from generated funds (continued):
Receipt of legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies meet the criteria for income recognition but have not been received at the balance sheet date they are recognised in legacy income and other debtors. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from investments is recognised when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Income from charitable activities:
Income from grants, contracts and government grants is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Where no conditions are attached to grants they are recognised within *donations, gifts and legacies.* Where conditions relating to performance of services are attached i.e. contracts, grant income is recognised in *charitable activities grants and contracts* within the Statement of Financial Activities.

Where grant income is received in advance of conditions being met, which are outside of the Charity's control, income is deferred within *creditors: grants received in advance* until grant conditions are met. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are recognised in the period in which the Charity is entitled to receipt, it is probable that economic benefits will flow to the Charity and the amount can be reliably measured.

1.5 **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably. All expenditure is recognised on the accruals basis.

Expenditure on charitable activities comprises costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both
costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them.

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Notes to the Financial Statements for the year ended 31 March 2025

1 **Accounting Policies (continued)**

See 1.6 below for details on support and governance cost allocations. Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

1.6 **Allocation of support costs and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include premises costs, finance, personnel, payroll and governance costs, which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents. Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.7 **Pension costs**

The Charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the Statement of Financial Activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.8 **Operating leases**

The Charity classifies the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

1.9 **Tangible fixed assets**

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment - straight line over 3 years
Other equipment - straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

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Notes to the Financial Statements for the year ended 31 March 2025

1 **Accounting Policies (continued)**

1.10 **Cash and cash equivalents**

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.11 **Grants received in advance**

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities where grant conditions outside the Charity's control have not been met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met, typically when the grant conditions are met.

1.12 **Financial instruments**

The Charity only has financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are initially recognised at transaction price and subsequently amortised cost.

1.13 **Taxation**

The Company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the Company and is therefore included in the relevant costs in the Statement of Financial Activities. The Charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.14 **Fund accounting**

General Funds are unrestricted funds, which are available for use at the discretion of the Board in furtherance of general objectives of the Charity and which have not been designated for other purposes. Designated Funds comprise unrestricted funds that have been set aside by the Board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts. Restricted Funds are to be used for specific purposes as laid down by the donor.

1.15 **Critical accounting estimates and judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

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Notes to the Financial Statements for the year ended 31 March 2025

1 Accounting Policies (continued)

The Trustees are of the opinion that there are no estimates, assumptions and management judgements that carry a significant risk of material adjustments to the carrying amounts of assets and liabilities within the next financial year.

1.16 Donated services

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 Donations, gifts & legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Donations, gifts & legacies						
Donations and gifts	70,745	400	71,145	41,692	2,500	44,192
Legacies	29,543	-	29,543	34,000	-	34,000
	100,288	400	100,688	75,692	2,500	78,192

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our Trustees' Annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

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Notes to the Financial Statements for the year ended 31 March 2025

3 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Investment income						
Interest receivable	24,895	-	24,895	28,062	-	28,062

4 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Income from charitable activities - Income from Services						
Ageing Well Somerset	118,043	-	118,043	94,180	-	94,180
Ageing Well North Somerset	78,005	-	78,005	56,376	-	56,376
Falls Prevention Somerset	58,983	-	58,983	40,018	-	40,018
Falls Prevention North Somerset	16,327	-	16,327	12,040	-	12,040
Information Advocacy	-	-	-	100	-	100
Toenail Cutting	59,215	-	59,215	40,534	-	40,534
Mental Wellness Support	16,750	-	16,750	24,300	-	24,300
Wellbeing Groups	764	-	764	-	-	-
	348,087	-	348,087	267,548	-	267,548

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Notes to the Financial Statements for the year ended 31 March 2025

5 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Income from charitable activities - Grants and contracts						
Local Authorities	-	189,918	189,918	30,000	306,222	336,222
NHS Somerset and NHS North Somerset	-	27,000	27,000	-	62,605	62,605
the National Lottery Community fund	-	33,333	33,333	-	113,738	113,738
Other grants	1,000	174,329	175,329	4,100	54,444	58,544
Age UK Grants	18,751	7,500	26,251	27,720	35,900	63,620
Surviving Winter	1,200	12,000	13,200	-	24,800	24,800
	20,951	444,080	465,031	61,820	597,709	659,529

6 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Income from charitable activities - Other income						
Age UK brand partnership	7,500	-	7,500	10,000	-	10,000
Other income	1,844	-	1,844	-	-	-
	9,344	-	9,344	10,000	-	10,000

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Notes to the Financial Statements for the year ended 31 March 2025

7 Expenditure on charitable activities

		Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
		£	£	£	£	£	£
Expenditure on charitable activities							
Staff costs		501,618	59,027	560,645	500,333	82,636	582,969
Volunteer expenses		(213)	12,614	12,401	(758)	13,990	13,232
Travel		-	25,318	25,318	-	32,064	32,064
Recruitment		-	-	-	-	68	68
Premises costs		(1,917)	11,868	9,951	(2,179)	12,423	10,244
Communication and office costs		(1,748)	8,274	6,526	(1,774)	19,370	17,596
Service related costs		73,147	37,427	110,574	66,244	36,454	102,698
Grants payable	10	-	11,320	11,320	-	29,130	29,130
Governance costs	9	36,184	-	36,184	41,112	-	41,112
Other costs		(197)	2,075	1,878	(50)	6,028	5,978
		606,874	167,923	774,797	602,928	232,163	835,091
Support costs							
General office		14,170	67,365	81,535	9,445	77,113	86,558
Senior management		14,348	31,035	45,383	12,800	30,618	43,418
Finance		(762)	31,871	31,109	(652)	24,041	23,389
Combined services		37,939	21,358	59,297	48,898	17,464	66,362
Income generation		13,172	-	13,172	10,912	-	10,912
		685,741	319,552	1,005,293	684,331	381,399	1,065,730

Expenditure in relation to services which generate fee income has been deemed to fall part of the unrestricted fund (previously considered to be part of the restricted fund), in order for the note to remain consistent the comparative figures have been amended.

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Notes to the Financial Statements for the year ended 31 March 2025

7 Expenditure on charitable activities (continued)

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the Board on the following basis:

Support cost	Basis of apportionment
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

8 Independent examination remuneration

	2025	2024
	£	£
Independent examination remuneration		
Independent examination fee	3,944	4,136
Accounting services	672	6,984
Bookkeeping	-	-
	4,616	11,120

9 Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Governance costs						
Independent examination fee	3,944	-	3,944	4,136	-	4,136
Accounting services	2,976	-	2,976	6,984	-	6,984
Bookkeeping	29,224	-	29,224	28,372	-	28,372
Legal fees	40	-	40	1,620	-	1,620
	36,184	-	36,184	41,112	-	41,112

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Notes to the Financial Statements for the year ended 31 March 2025

10 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds 2025	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£	£	£	£
Grants payable						
Surviving Winter	-	7,950	7,950	-	29,130	29,130
Taunton Cider Trust	-	3,370	3,370	-	-	-
	-	11,320	11,320	-	29,130	29,130

11 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (*2024: none*). No expenses were reimbursed to Trustee Directors (*2024: none*). No donations were received from the Trustee Directors during the year (*2024: none*).

12 Wages and salaries

	2025	2024
	£	£
Wages and salaries		
Wages and salaries	662,283	673,529
Employer National Insurance	32,814	35,019
Employer Pension	29,866	30,260
Other staff costs	2,575	5,942
	727,538	744,750
Presented with expenditure as follows:		
Expenditure on charitable activities:		
Staff costs	560,645	582,968
Support costs allocated	166,893	161,782
	727,538	744,750

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12 Wages and salaries (continued)

One individual employee was paid over £60,000 (*2024: 1*).

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2025	2024
	£	£
Charitable activities	16	19
Governance	1	1
	17	20

The average head count during the year was 62 (*2024: 60*).

The key management personnel is identified as the Chief Executive Officer. The total employee benefits, inclusive of pension and social security costs, of the key management personnel of the Charity were £68,449 (*2024: £66,418*).

13 Defined contribution pension scheme

The Charity makes contributions to pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £29,866 (*2024: £30,260*).

Contributions totalling £2,750 (*2024: £4,971*) were payable to the scheme at the end of the year and are included in other creditors.

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Notes to the Financial Statements for the year ended 31 March 2025

14 Tangible assets

	Computers	Other Equipment	Total
	£	£	£
Cost			
As at 01/04/24	33,172	10,911	44,082
Additions	576	-	576
Disposals	-	989	989
As at 31/03/25	33,748	9,922	43,670
Depreciation			
As at 01/04/24	31,492	4,296	35,789
Charge for year	2,256	3,307	5,563
Eliminated on disposals	-	989	989
As at 31/03/25	33,748	6,614	40,362
Net book value			
As at 31/03/25	-	3,307	3,307
As at 31/03/24	1,679	6,614	8,294

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Notes to the Financial Statements for the year ended 31 March 2025

15 Investments

	2025	2024
	£	£
Age UK Trading Limited Ordinary shares of £1 each	2	2
	2	2

Age UK Somerset Trading LTD (Company Registration Number: 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The trading subsidiary gift aids any taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The trading subsidiary ceased trading on 22 January 2020. Registered office: refer to page 3 Reference and Administrative Details 21/22

The assets and liabilities were as follows:

	2025	2024
	£	£
Current assets	2	2
Current liabilities	-	-
Total net assets	2	2
Called up share capital	2	2
Retained Earnings	-	-
	2	2

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Notes to the Financial Statements for the year ended 31 March 2025

16 Debtors

	2025	2024
	£	£
Trade debtors	2,584	6,156
Other debtors	27,683	75,519
Prepayments	6,473	6,057
	36,740	87,732

17 Creditors - Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	6,620	6,707
Other creditors and accruals	31,615	36,166
PAYE Income Tax & National Insurance	10,011	8,213
Deferred income	5,301	-
Amounts due to group undertakings	2	2
	53,549	51,088

18 Grants received in advance

	2025	2024
	£	£
Balance as at 1 April	-	10,082
Allocated in year	-	(10,082)
Received in year	-	-
Balance as at 31 March	-	-

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds – for the year ended 31 March 2025

	Balance 1 April 2024	Income	Expenditure	Transfers	Balance 31 March 2025
	£	£	£	£	£
Restricted funds					
Ageing Well Somerset	-	10,056	42,008	31,952	-
Ageing Well North Somerset	5,612	23,640	15,934	-	13,318
Falls Prevention Somerset	31578	-	14,749	(16,829)	-
Falls Prevention North Somerset	16,417	27,000	16,343	(27,074)	-
Mental Wellness (CST)	-	10,000	21,305	11,305	-
Toe Nail Cutting	-	-	18,955	18,955	-
Befriending Somerset	-	25,000	918	-	24,082
Active Befriending Somerset	-	7,000	3,108	(3,424)	468
Active Befriending North Somerset	30,550	15,014	3,482	-	42,082
Friendly Phone Calls	24,871	115,023	15,526	(36,921)	87,447
Information & Advice	64,474	59,014	44,478	(33,188)	45,822
Chat & Map Service	11,703	107,000	23,606	(36,275)	58,822
the National Lottery Community fund - RC South West Region	-	33,333	69,608	36,275	-
North Somerset Projects	1,654	-	8,389	6,735	-
Mendip & Wells	9,823	-	9,823	-	-
Taunton Cider Trust	21,423	-	3,370	-	18,053
Surviving Winter	670	12,000	7,950	-	4,720
Volunteers	-	400	-	(400)	-
Total restricted funds	**218,775**	**444,480**	**319,552**	**(48,889)**	**294,814**

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2025 (continued)

	Balance 1 April 2024	Income	Expenditure	Transfers	Balance 31 March 2025
	£	£	£	£	£
Unrestricted funds					
Designated					
Ageing Well Somerset	-	121,278	132,061	10,783	-
Ageing Well North Somerset	-	80,375	56,688	(23,687)	-
Falls Prevention Somerset	-	60,080	101,632	41,552	-
Falls Prevention North Somerset	-	16,607	48,538	31,931	-
Mental Wellness (CST)	-	19,377	48,246	28,869	-
Toe Nail Cutting	-	59,215	55,000	(4,215)	-
Befriending Somerset	15,530	3,500	7,884	-	11,146
Active Befriending Somerset	-	4,394	7,818	(3,424)	-
Active Befriending North Somerset	-	95	-	-	95
Friendly Phone Calls	-	3,000	39,921	36,921	-
Information & Advice	-	35,412	68,600	33,188	-
Chat & Map Service	55	40	-	-	95
Surviving Winter	-	-	-	-	-
Volunteers	-	600	43,052	42,452	-
IT Hardware renewals	26,000	-	-	(26,000)	-
IT Infrastructure development	73,356	-	-	(73,356)	-
North Somerset & Somerset Services	-	-	-	-	-
Total designated funds	**114,941**	**403,973**	**609,440**	**101,862**	**11,336**
General	316,356	99,592	76,301	(52,973)	286,674
Total unrestricted funds	**431,297**	**503,565**	**685,741**	**48,889**	**298,010**
Total funds	**650,072**	**948,045**	**1,005,293**	**-**	**592,824**

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2025 (continued)

Statement of funds – Restricted funds detail

- Ageing Well Somerset is the service that provides older people with opportunities to get together to stay fit and active. It is a highly successful project funded by service fee income, fundraising and grants from Age UK's Cost of Living Response and other bodies. It has been running for several years to promote healthy lifestyles, improved mobility and mental wellness benefits for older people, with activity classes organised across Somerset. £12,904 has been transferred to restricted funds from wider Ageing Well designated funds. £19,048 has been utilised from general funds to cover the shortfall in the service expenditure in the year.

- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by service fee income, contracts with North Somerset Council and grants from Age UK's Cost of Living Response and other bodies.

- Falls Prevention Somerset is the provision of exercise classes tailored specifically to individuals who have been referred as in need of falls prevention. Stay Strong Stay Steady in Somerset has historically been delivered under contract with Somerset County Council, during the year it has been fully funded internally and is also a fee income service. £16,829 has been transferred to offset designated expenditure of this service.

- Falls Prevention North Somerset is the same service as Ageing Well Falls Prevention Somerset. It has been funded on a grant basis by BNSSG ICB following a successful pilot scheme commissioned by Pier Health Group in an earlier period and is also a fee income service. £27,074 has been transferred to offset designated expenditure of this service.

- Mental Wellbeing Support currently encompasses two service provisions. Firstly, Age UK Somerset's involvement in the Somerset-wide Open Mental Health partnership, within which Age UK Somerset has been commissioned and funded by Rethink to provide a Friendly Phone Calls support service in Somerset for older clients who are suffering mild to moderate mental health difficulties. The partnership consists of 10 VCSE organisations working in tandem with Somerset NHS Foundation Trust to provide a 'no wrong door' access to mental health service across the county. Funding from the government's Household Support Fund has also been diverted to support this activity. £36,921 has been transferred to offset designated expenditure of this service. Secondly the provision of an income fee service called Cognitive Stimulation Therapy (CST), proven to be beneficial in the early stages of dementia in older people. During this financial year our CST provision was supported by funding from Quartet Community Foundation and supported internally. The CST service covers Somerset and North Somerset. £11,305 has been utilised from general funds to cover the shortfall in the service expenditure in the year.

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2025 (continued)

- Toenail Cutting provides a basic toenail cutting service via a network of community-based clinics. It is funded by service fee. It is available to older people living in Somerset with the aim of improving their quality of life and mobility. This service has also been registered with the Care Quality Commission (CQC) to enable a small-scale domiciliary service to be provided to housebound older people. The service is recognised as a 'Good' service under CQC inspection rules. £4,215 has been transferred to restricted funds from the designated funds of this service. £14,740 has been utilised from general funds to cover the shortfall in the service expenditure in the year.

- Befriending Somerset is a service aimed at helping to combat loneliness and isolation across Somerset and North Somerset. Funding in this financial year was in the main by way of grants and donations from local Charitable Trusts (for the area of Somerset only).

- Active Befriending Somerset is a service very much follows the research carried out by the NHS in recognising that any form of movement can only be beneficial to individuals. The service thus provides both companionship and gentle movement through walking. It is often referred to as our 'Walk and Talk' service, which is funded by grants from other charitable trusts. During the year we secured grant funding to help establish some new Wellbeing Activity Groups, which were introduced at the end of the year. £3,424 has been transferred to offset designated expenditure of this service

- Active Befriending North Somerset is the same service as Active Befriending Somerset, funded by contracts with North Somerset Council, and grants from other charitable trusts.

- Information & Advice provides online and telephone access to up to date information on older people's issues and provides advice on services that are available in Somerset and North Somerset, helping older people to make informed decisions. It was funded during the year through grants from organisations including Community council for Somerset, North Somerset Council and grants from other bodies. There is some service fee income in relation to donations given after successful attendance allowance claims. £33,188 has been transferred to offset designated expenditure of this service.

- Chat & Map Service is a project which is essentially a free to the user programme offering a holistic approach to solving the issues that may be affecting the quality of life of an older person, this starts with a chat to help map what daily life is like for individuals and ends with solutions to make daily life better. Funded by Community Council of Somerset and other charitable trusts, funding from the government's Household Support Fund has also been diverted to support this activity. £36,275 has been transferred to the restricted funds of the National Lottery Communities fund. This project incorporates:

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2025 (continued)

- The National Lottery Communities fund – RC South West Region is a project whose aim is to support older people maintain independence and wellbeing through the use of holistic assessment that may identify specific issues that will lead to more specific outcomes such as reduced anxiety levels, improved wellbeing and social interactions, improved living conditions and nutrition levels, and an increase in activities and movement and balance. £36,275 has been transferred from the restricted funds of the Chat & Map Service.

- North Somerset Projects had historically been created as a specific fund to identify a range of activities requiring support and grant funded by North Somerset Council and/or the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). The objectives of this are now incorporated within each applicable service activity. £6,735 has been utilised from general funds to cover the shortfall in the service expenditure in the year.

- A ringfenced donation from the Estate of Mr RG Patterson for the benefit of Mendip & Wells Area has now been fully used during the year to support existing services in the area. Taunton Cider Trust was set up to enable former employees, who suffer financial hardship, to apply for and receive some small financial help. The trustees, all of whom are now well along in years, closed the trust and transferred the remaining finances and grant giving responsibilities to Age UK Somerset in March 2022. It was agreed by trustees that the fund would remain as a restricted fund for the period on 5 years from the date of transfer from the trust, at which time it would be at the discretion of Age UK Somerset as to how any remaining funds would be distributed. During the year four applications were reviewed and approved, since the year end further applications have been successfully processed.

- Surviving Winter is a small grant giving programme with funds provided by Somerset Community Foundation to support older people in Somerset experiencing fuel poverty in winter. Funds provided by the St Monica Trust similarly supported those in North Somerset. There is a small management fee involved.

- Volunteers restricted fund relates to specific grants or donations directly attributable to events hosted to show our appreciation of our volunteers, this includes participation in ‘Volunteers Week’ and other ad-hoc events during the year. £400 was transferred to offset designated expenditure of the service.

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2025 (continued)

Statement of funds – Designated funds detail

- Ageing Well Somerset includes unrestricted service fee income of £118,043 received from the service and donated income of £3,235. £10,783 has been transferred from wider Ageing Well designated funds.
- Ageing Well North Somerset includes unrestricted service fees income of £78,005 received from the service and donated and other income of £2,370. £23,687 of the designated fund has been transferred to offset expenditure of the wider Ageing Well service.
- Falls Prevention Somerset includes unrestricted service fees income of £58,983 received from the service and donated and other income of £1,097. £16,829 of the restricted fund has been transferred to offset designated expenditure of this service. £24,723 has been utilised from general funds to cover the shortfall in the service expenditure in the year.
- Falls Prevention North Somerset includes unrestricted service fees income of £16,327 received from the service and donated income of £280. £27,074 of the restricted fund has been transferred to offset designated expenditure of this service. £4,858 has been utilised from general funds to cover the shortfall in the service expenditure in the year.
- Mental Wellness Support includes unrestricted service fees income of £16,750 from the Cognitive Stimulation Therapy service and donations of £2,627. £28,869 has been utilised from general funds to cover the shortfall in the service expenditure in the year.
- Toenail Cutting includes unrestricted service fees income of £59,216 received from the service, £4,215 has been transferred to offset restricted expenditure of this service.
- Befriending Somerset includes unrestricted donated income of £3,500.
- Active Befriending Somerset includes unrestricted donated and service fee income of £4,394. £3,424 of the restricted fund has been transferred to offset designated expenditure of this service.
- Active Befriending North Somerset includes unrestricted donated income of £95.
- Friendly Phone Calls includes unrestricted donated income of £3,000. £36,921 of the restricted fund has been transferred to offset designated expenditure of this service.
- Information & Advice includes unrestricted grants, donated, other and service income of £35,412. £33,188 of the restricted fund has been transferred to offset designated expenditure of this service.

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2025 (continued)

Statement of funds – Designated funds detail (continued)

- Chat and Map Service includes unrestricted donated income of £40.
- Surviving Winter fund received no unrestricted income during the year.
- Volunteers includes unrestricted grant income of £500 and unrestricted donated income of £100 to help support and maintain the network of Age UK volunteers to provide a range of activities with the community. £400 has been transferred from restricted funds of this service. £42,052 has been utilised from general funds o cover the shortfall in the service expenditure in the year.
- IT Hardware renewal funding requirements had been designated for the replacement of computer and mobile phone items at the end of their useful life. £26,000 has been released to the General Fund as this provision is not considered a requirement at the present time.
- IT Infrastructure development funding requirements had been designated for the following areas of the organisation: Finance, Human Resources, Cloud Telephony and other support processes software £73,356 has been released to the General Fund as this provision is not considered a requirement at the present time.

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2024

	Balance 1 April 2023	Income	Expenditure	Transfers	Balance 31 March 2024
	£	£	£	£	£
Restricted funds					
Ageing Well Somerset	-	62,192	48,705	(13,487)	-
Ageing Well North Somerset	-	48,968	30,571	(12,785)	5,612
Falls Prevention Somerset	-	102,622	10,124	(60,920)	31,578
Falls Prevention North Somerset	12,856	39,400	16,505	(19,334)	16,417
Mental Wellness (CST)	-	18,900	26,123	7,223	-
Toe Nail Cutting	-	23,205	16,194	(7,111)	-
Befriending Somerset	-	-	858	858	-
Active Befriending Somerset	3,342	1,200	5,135	593	-
Active Befriending North Somerset	7,498	35,123	6,460	(5,611)	30,550
Friendly Phone Calls	-	51,444	11,442	(15,131)	24,871
Information & Advice	-	130,850	61,092	(5,284)	64,474
North Somerset (SCAMS)	-	15,018	19,312	4,294	-
Chat & Map Service	51,020	-	8,062	(31,255)	11,703
the National Lottery Community fund - RC South West Region	1,041	41,487	73,783	31,255	-
North Somerset Projects	5,486	-	3,832	-	1,654
Mendip & Wells	25,000	-	14,171	(1,006)	9,824
Taunton Cider Trust	21,423	-	-	-	21,423
Surviving Winter	-	29,800	29,130	-	670
Total restricted funds	**127,667**	**600,209**	**381,399**	**(127,701)**	**218,775**

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Notes to the Financial Statements for the year ended 31 March 2025

19 Statement of funds for the year ended 31 March 2024 (continued)

	Balance 1 April 2023	Income	Expenditure	Transfers	Balance 31 March 2024
	£	£	£	£	£
Unrestricted funds					
Designated					
Ageing Well Somerset	-	97,385	146,611	49,226	-
Ageing Well North Somerset	815	57,599	73,483	15,069	-
Falls Prevention Somerset	-	40,070	101,996	61,926	-
Falls Prevention North Somerset	9,266	12,040	40,640	19,334	-
Mental Wellness (CST)	2,213	24,405	79,435	52,817	-
Toe Nail Cutting	-	40,557	51,831	11,274	-
Befriending Somerset	16,388	-	-	(858)	15,530
Active Befriending Somerset	150	3,610	9,088	5,328	-
Active Befriending North Somerset	125	3,550	9,286	5,611	-
Friendly Phone Calls	-	3,000	18,131	15,131	-
Information & Advice	6,946	11,174	23,404	5,284	-
North Somerset (SCAMS)	-	585	-	(585)	-
Chat & Map Service	30	25	-	-	55
Surviving Winter	-	-	-	-	-
Volunteers	-	30,305	42,670	12,365	-
IT Hardware renewals	26,000	-	-	-	26,000
IT Infrastructure development	80,000	-	-	(6,644)	73,356
North Somerset & Somerset Services	331	-	-	(331)	-
Total designated funds	**142,264**	**324,304**	**596,575**	**244,947**	**114,941**
General	402,541	118,817	87,756	(117,246)	316,355
Total unrestricted funds	**544,805**	**443,122**	**684,331**	**127,701**	**431,297**
Total funds	**672,471**	**1,043,331**	**1,065,730**	**-**	**650,072**

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Notes to the Financial Statements for the year ended 31 March 2025

20 Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
Tangible fixed assets	3,308	-	3,308	8,295	-	8,295
Net current assets	294,702	294,814	589,516	423,002	218,775	641,777
	298,010	294,814	592,824	431,297	218,775	650,072

21 Operating leases

The following amounts were charged to the Statement of Financial Activities during the year:

	2025	2024
	£	£
Operating leases	30,180	30,180

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Notes to the Financial Statements for the year ended 31 March 2025

22 Commitments

At 31 March 2025 the Charity had total commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings	
	2025	2024
	£	£
Less than one year	11,370	34,027
Between two and five years	-	11,342
	11,370	45,369

	Other	
	2025	2024
	£	£
Less than one year	1,512	1,512
Between two and five years	2,232	3,744
	3,744	5,256

AGE UK SOMERSET

England & Wales - Charity number 1015900

Accounts

Age UK Somerset

(a Company Limited by Guarantee)

Report of Trustees and Unaudited Financial Statements

for the year ending 31st March 2024

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900

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Reference and Administrative Details 23/24

Trustees, Members and Directors 2023/2024

- S. Holt (Chair)
- D. F. Johnson FCA (Treasurer)
- G. Blackshaw
- N. Goswell
- S. Jackson
- J. Samways
- S. Shafie-Pour

Chief Executive

- P. J. Dolan MSc CMgr FCMI (DipM) IRRV

Principle Office and Registered Office

Ash House, Cook Way, Bindon Road, TAUNTON, Somerset TA2 6BJ

Solicitor

Porter Dodson, The Quad, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Independent Examiner

Sarah Twist FCA DChA, A C Mole LLP, Chartered Accountants, Stafford House, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Related Parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK and became a Brand Partner with them in October 2010.

Partnership activities during the year have centred around supporting older people through the Networks free to access information and advice service, towards which we are undertaking accreditation to the I&A Quality Programme.

2021/22 Age UK Somerset agreed to receive a sum of £21,423 from The Taunton Cider Charitable Trust. The Trust was set up to aid pensioners of the former Taunton Cider Company who needed some financial help. The Trust transferred the money on the basis that, for a period of 5 years (from March 2022), Age UK Somerset would assess and pay any claims from pensioners. The Trust was subsequently wound up. During 2023/24 no assistance was sought of Age UK Somerset. Since the financial year end a number of claims have been received and processed.

The Charity's wholly owned subsidiary, Age UK Somerset Trading Limited, was established to operate its trading activities. Age UK Somerset Trading Ltd ceased trading on 22 January 2020.

Administration of the Charity

The Trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the Charity for the year ended 31 March 2024. This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Company Status

The Charity is a company limited by guarantee and does not have a share capital. Each member of the company (the Trustees) undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

Our Governing Document

Age UK Somerset is a company limited by guarantee governed by its Memorandum and Articles of Association dated 26th May 1992, which were amended to allow for current governance arrangements and extend the geographical area of benefit on 28th August 2003.

New Memorandum and Articles of Association were adopted on 20th September 2023 to allow Trustees to serve a total of four times three-year terms of office, previously three times three-year terms of office. We are registered as a Charity with the Charity Commission.

The Board of Trustees, which must have a minimum of 5 members, administers the Charity. The Board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration.

The Trustees form sub-committees when required, for example Finance, and if necessary, officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the Trustees.

The Trustees

The Trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at the Annual General Meeting of the company in accordance with the company's Articles of Association. In addition, the Trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the Board.

Within our Board of Trustees, we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial and health background.

At each AGM one third of the Trustees who are subject to retirement by rotation shall retire from office.

Unless notified in writing by the Trustee, the date of appointment of a new Trustee is taken as the date of resignation of the previous Trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee Induction and Training

New Trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the Charity and its policies and procedures.

This is encompassed in a Trustees' Handbook which is regularly updated.

Aims and Objectives

The legal objects of the Charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset. The Charity has the general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Our vision for what we want for older people in our area is quite simple:

That older people, their families and carers, have opportunities and access to information and services that enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our mission therefore encompasses what we will do to make the vision a reality:

As an organisation, and working with partner organisations, to provide valued services and promote the wellbeing and independence of older people, in all their diversity, helping them live longer and better.

The values we seek to promote include:

- Using the independence of our organisation to direct our business and select our objectives so that we maximise the independence of the individual.
- Striving to earn the respect of our partners and users as well as respecting the wishes and aspirations of others.
- Seeking to ensure that the lifestyle and circumstances of older people guarantees their dignity at all times.
- Looking to empower older people.
- Celebrating diversity and always offering equality of opportunity.

In dealing with each other and with all older people, all staff, trustees and volunteers will demonstrate:

- Kindness
- Empathy
- Compassion
- Patience
- Care

Moving Forward

The main objectives for the coming period are as outlined in the Age UK Somerset Strategic Plan 2022 -2026 with the overarching strategic themes:

- Maintain and develop our services in response to local needs
- Working in partnership to enhance the vision, mission and values of Age UK Somerset
- Continually raising the organisation's profile
- Be recognised as an efficient and effective organisation, working for the benefit of older people

- Be a financially sustainable organisation
- Understand the positive difference Age UK Somerset is making to the lives of older people

During 2023 the trustees have been developing, consulting on and refining a new Corporate Strategy which will be adopted during 2025 and cover the period 2025 to 2029.

Our Areas of Activity

The main areas of activity continue to be the delivery of direct services to older people; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the Charity does. All our services aimed to improve the wellbeing and quality of life of and for older people.

Much of the work in 2023/24 has been about continuing the recovery of services to the pre-pandemic levels absorbing the loss of substantial public sector funding, and promote the wellbeing benefits that can be achieved by participation in group activity once again. This has been achieved due to the dedication of staff and volunteers and the value older people have continued to place on Age UK Somerset services.

The Wellbeing Service, whose focus is reducing loneliness and improving emotional, mental and physical wellbeing by creating new friendships and providing enjoyable conversation to brighten the day, has continued to grow during the year, incorporating the Befriending Service for those with mobility problems, which complements the Active Befriending Service and also a dedicated Friendly Phone Calls service for those who would prefer a regular telephone chat rather than a face-to-face visit.

The Cognitive Stimulation Therapy service (which helps slow down the initial progress of dementia) continues to slowly expand and Age UK Somerset continues to seek external funding to ensure the viability of these sessions can be maintained and to enable the reduction of the cost to participants ensuring the service can be accessible to all.

The charity remains grateful to the many organisations that help fund the work Age UK Somerset does. This enables 7 of the 11 services offered, to be free to the client. Thanks go to the National Lottery Communities fund, Community Council for Somerset, Somerset Community Foundation, Somerset Council, North Somerset Council, St Monica Trust, Age UK national, The Somerset ICB, the Bristol, North Somerset and South Gloucester ICB's and many others, mentioned elsewhere in this report.

The Charity continued to have a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as winter fuel payments, pension reform and paying for care. This is an area of work that continues to develop.

Delivering Public Benefit

All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset and are designed to provide support and/or activity that enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

The following section of this report shows the scope of our work. The Trustees have had due regard to the Charity Commission guidance on public benefit.

Our Services



Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions.

This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as online enquiries. A small team of community based I & A volunteers take the service to locations across our area making the service accessible to more older people. The central office team also hold regular surgeries throughout the area.

The team deal with over 7000 enquiries each year.

Included in this work was the support to clients in applying for Attendance Allowance and Disability Living Allowance, with successful claims bringing in an estimated £1.6m into the local economy and having a significant impact on the individuals.



Ageing Well is the service that provides older people with opportunities to get together to stay fit and active.

During the year over 4,000 classes were held right across Somerset and North Somerset in dozens of accessible locations.

The classes cover a range of activities from traditional chair-based activities such as Flexercise led by trained

Volunteers, to Movement to Music, Yoga and Tai Chi sessions to name a few that are led by paid qualified instructors. A number of activities have been set up specifically to cater for the preferences of older men.

We also run Otago classes, which are specifically tailored to those who wish to "Stay Strong, Stay Steady". To help those with mobility issues we also run 'Get Strong, Get Steady'. With our Falls Prevention classes we believe all older people should have the opportunity to regain/maintain their strength and balance and thereby reduce the risk of slips, trips and falls,

We will continue to ensure all our venues are accessible, safe and in a variety of locations.

The Toe Nail Cutting Service, which has been part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people with the aim of improving their quality of life and mobility.

Cuts are delivered by trained assistants, mainly in clinic settings across the county, usually four times a year.

This vitally important service caters for some 800 older people.

As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We are currently rated a 'Good' service by the CQC.



Our Wellbeing Services are about combating the loneliness and isolation of older people across Somerset and North Somerset by improving emotional, mental and physical wellbeing; creating new friendships; providing some enjoyable company and conversation to brighten the day. All wellbeing services are free to access, and incorporate:

Our Active Befriending Service matches a trained volunteer to provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible or simply offering someone to talk to while enjoying the benefits that getting outdoors for a walk and being more active can bring. We also offer a **Befriending Service** to those with mobility limitations providing companionship and a window to the outside world.

Our Friendly Phone Call service in partnership with Open Mental Health, is offered for those that suffer mild to moderate depression and anxiety or would appreciate having a regular telephone chat with a friendly volunteer in preference to a face-to-face visit. On average around 120 individuals are supported each month.

Our Chat and Map service was introduced with help from the National Lottery. We visit the homes of older people offering a holistic approach to solving a wide variety of issues that may be affecting the quality of life of an older person. Together, we carry out an assessment 'map' of daily life, looking to provide solutions to help make the daily life that much better. Issues uncovered range from struggling with rising bills, feeling isolated and lonely, or having trouble coping in their homes. Solutions may be provided through connections to other elements of the Wellbeing Service, or other Age UK Somerset services, occasionally referrals to outside organisations

Cognitive Stimulation Therapy is a service that can help those with a recent diagnosis of dementia, buy some more time. It is non-pharmaceutical intervention and provides a safe space for people to enjoy life now and spend time with others in a similar situation.

Information & Advice North Somerset 'SCAMS' is an Anti-Scams project with North Somerset Trading Standards where our staff member works with local people who had sadly been the subject of a scam. Funding for this project ceased at the end of the financial year.

Age UK Somerset helps many vulnerable and elderly people each year who had been victims of scamming and many awareness raising sessions are held to equip people who may be targeted.

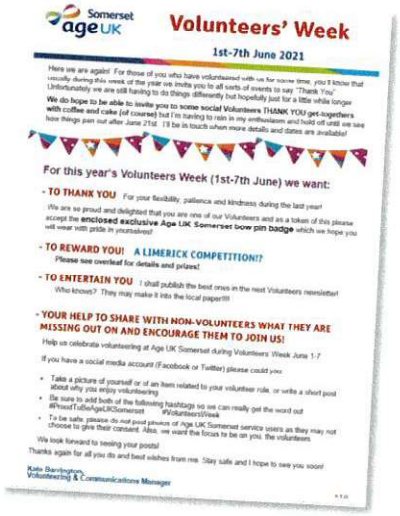
Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers.

We are proud to have 410 active volunteers as part of our team.

Our volunteers have roles in our Ageing Well, Information & Advice, Chat & Map, Wellbeing services and, Cognitive Stimulation Therapy as well as providing administrative support.

We want to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June and also in December. The volunteers have indicated they value these. We are grateful to the many business who support this activity through donations of time and facilities.


Volunteers' Week

1st-7th June 2021

For this year's Volunteers Week (1st-7th June) we want:

- TO THANK YOU
- TO REWARD YOU!
- TO ENTERTAIN YOU
- YOUR HELP TO SHARE WITH NON-VOLUNTEERS WHAT THEY ARE MISSING OUT ON AND ENCOURAGE THEM TO JOIN US!

We also encourage volunteers to give feedback in order for us to improve their experience and our services for the clients that they visit. The Chief Executive fronts a regular meetings with volunteers to gain their valuable feedback. We also kept in regular touch by email and our 'Voice' online volunteer magazine.

Whilst it is difficult to calculate, we estimate that each year our volunteers contribute around 45,000 hours helping to make our services both successful and very cost effective. If we apply the minimum wage to the hours they give this amounts to well over £650,000 and many of the tasks would be valued much higher than the minimum wage. The value of this unpaid volunteer time is not able to be recognised in the Financial Statements as stipulated by accounting rules.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

Quality Marques

The Charity Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset has held the Charity Quality Standards since May 2018. In 2021 the charity completed a self-assessment to ensure it continues to hold to the standard. During 2023 the Charity successfully underwent inspection of this and retained the CQS quality marque.

In addition to the above, the Information & Advice service is in the process of attaining the rigorous standard necessary to be awarded the Information & Advice Quality Programme (IAQP).

The Chief Executive is the Registered Care Manager and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service.

The last two assessments by the CQC resulted in Age UK Somerset being given a classification of 'Good'.

Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies for the Charity and its subsidiary trading company.

This process includes review by Trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Key strategic documents reviewed and continually updated by the organisation include:

- The Business Continuity Plan
- The Strategic Business Plan.

Key risks that are continually monitored by the organisation include:

Safeguarding Risks
Safeguarding of all our elderly clients, Volunteers and Staff is key for Age UK Somerset. Detailed policies and procedures are regularly reviewed, full training is provided for all our Volunteers and Staff and an 'easy read' procedure guide is provided. We maintain a regular and positive relationship with both the Somerset and North Somerset Safeguarding Boards.

Threats to Staff & Volunteers' Safety
All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Head of Support Services. All policies are available to Volunteers and Staff at all times at Ash House and remotely via The Hub portal.

I.T. Failure
As with many organisations, both large and small, we rely heavily on I.T. for banking, finance recording, secure data capture etc.

We retain the services of a Devon based company called I.T. Champion to support us in our I.T. infrastructure requirements and regularly discuss with them any improvements we could make.

Financial Fraud

We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the Charity from potential fraudulent acts impacting on our banking and financial processes.

The Risk Management process is reviewed annually and monitored during the year by Trustees.

Relevant Age UK Somerset policies and assessments* are reviewed by the Board of Trustees on a periodic rolling basis.

*Each 'Service' has its own risk assessment(s). Each time Age UK Somerset has a new activity or service, a full risk assessment is completed.

Financial Review of the Year

Statement of Financial Activities

Total income from all sources was £1,043,331 (*2023: £939,817*) an increase of £103,514 (11.0%) (*2023: increase £243,536 and 35.0%*) from the previous year.

No trading activities were carried out during the year through the Charity's wholly owned subsidiary trading company.

Balance Sheet

At the year end the Charity's net assets stood at £650,072 (*2023: £672,471*) of which £140,374 (*2023: £127,667*) was in restricted funds. Details of the funds and the movements therein are given in Notes 19 and 20 to these accounts.

Summary

There was an overall deficit of £22,399 (*2023: surplus £12,196*) a decrease of £34,595 (283.7%) from the previous year.

The financial position of the Charity follows a very difficult period following the pandemic, and is largely due to additional funding support resulting from successful grant applications for specific pieces of work to aid cost of living support and falls prevention.

The Charity's funds balance is presently in excess of the reserves policy and provides a secure basis to facilitate designated project work and to mitigate the anticipated return of the challenge of raising finance to deliver the Charity's work across Somerset and North Somerset in the future.

Legacies

From time to time the charity is the recipient of bequests, often in the form of legacies.

Legacies include an interim distribution of £27,720 from the late Audrey Arkell, and £34,000 from the late Elsie Hanson during the financial year. A further interim distribution has been received from the late Audrey Arkell since the year end.

Review of Principal Funding Sources

The Board of Age UK Somerset continues to operate a policy of accessing as diverse and varied a range of funding as possible in order to not become over reliant on any single source and therefore provide income security. The majority of the Charity's funding comes from agreements with organisations that share and wish to support the Charity's aims and objectives. Increasingly this source of funding is subject to cuts, however the recognition of the consistently positive impact our charity's work has on the wellbeing of older people has significantly contributed to a continuation of this financial support. Wherever possible the Charity aims to maintain these funding relationships going forward and is actively seeking to further this objective by working in partnerships with other charitable organisations. Although funders will have their own budget constraints, the Charity still consistently endeavours to forge longer term agreements with funders wherever possible.

The Charity has historically been in receipt of significant levels of income from service fees. The Ageing Well service, has, historically, been a good source of service fee income and in the financial year are operating once again at around £200,000 per annum pre-pandemic levels. Service fees are re-invested in supporting the services as designated funds.

Grants from foundations and trusts, legacies and donations are gratefully received and the Charity is able to recover tax under the Gift Aid scheme from those donations from individuals which qualify.

The charity also receives income from a number of commissioned services. These include TNC, a Cognitive Stimulation Therapy service, Friendly Phone Calls and a Falls Prevention 'Stay Strong, Stay Steady' service.

Working Relationships

The Charity is a member of the Age England Association and a Brand Partner of Age UK national.

Those who have enabled us to deliver our charitable objectives during the financial year included:

Age UK, North Somerset District Council, Pier Health Group, Quartet Community Foundation, ReThink, Somerset Community Foundation, Somerset's Unitary County Council, Community Council of Somerset, Somerset NHS Foundation Trust, the National Lottery Communities fund, St Monica Trust, Tesco Bags for Life supporting Groundwork, Burnham & Weston Energy CIC, Bridgwater Town Council, The Heath and Well Being Board at North Somerset Council and several other generous entities and individuals.

The Charity would wish to thank all organisations and individuals who have supported its activities during the year.

Reserves Policy

The Board has established a policy whereby sufficient unrestricted funds not held in fixed assets (free reserves) should be accumulated over time to provide working capital for the continuation of operations for a minimum 3 month and maximum 6 month period. This level of free reserves can equally be applied to 12 months budget considerations, any contractual obligations that are likely to materialise in the event of the Charity wholly or partly ceasing operations and to provide the funding of anticipated capital expenditure.

The Board considers that in keeping with the above requirements an appropriate level of free reserves from the General Fund would be an amount of £350,000 (*2023: £350,000*). At 31 March 2024 the free reserves held in Unrestricted Funds amounted to £501,402 (*2023: £540,580*). This figure is arrived at by taking the total value of the Unrestricted Funds £509,698 (*2023: £544,804*) less the value of fixed assets £8,296 (*2023: £4,224*).

The £151,402 (*2023: £190,580*) of reserves held in excess of the policy includes £193,343 (*2023: £142,263*) of designated funds, which will be used to support fee income generating services, in addition to the following specific areas:

- Befriending Service project opportunities
- Volunteers training and events

The Trustees have approved a motion to undesignate the unused balances amounting to £99,356 of the IT hardware renewals and IT Cloud infrastructure initiatives in areas such as Finance, Human Resources and Telephony since the year end to ensure funds can be directed to support the continuation of charitable services.

Details of the designated amounts are specified in the Statement of Funds (Notes to the Accounts 19).

The remaining surplus of free reserves allows sufficient cover for income loss risk, the negative financial impact of unexpected adverse events and facilitating funding for further new opportunities.

Investment Policy

The Board has the power to invest the Charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project, where the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are placed on interest bearing deposit. These are split between the Charity's principal bankers Santander Corporate Banking, NatWest and the CCLA Charities Official Investment Fund (COIF) - Charities Deposit Fund. Funds are deposited to make best use of the Financial Services Compensation Scheme (FSCS), which protects deposited balances up to £85,000, since the year end a change in portfolio management has been actioned to support this protection.

Plans for the Future Period

The Charity is fully engaged with the Integrated Care Boards of both Somerset and North Somerset.

This includes working as part of the Somerset and North Somerset neighbourhood initiatives, social prescribing across the VCSE (Voluntary, Community & Social Enterprise) sector and the 'prevent' agenda in respect of mental health issues and reducing the time older people are in hospital.

The Charity has successfully established itself as a key and willing partner with other VCSE organisations across both of its areas. This has enabled various VCSE proposals being heard and acted upon.

As a result of known funding pressures felt by local councils and the local NHS organisations from April 2024 onwards, this has had a 'knock on' effect in which we have seen a substantial fall in the level of grant funding available to us from these sources. We have been fortunate in that we have been able to gain a vast amount of this financial support from other funding sources during the current period, together with successfully being awarded other new grants arising. The Trustees have been fully engaged in monitoring service operations to ensure future viability and protecting the Charity in the long term.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the director's report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply these consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and accounting estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the

charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by the Board of Trustees

on 29th January 2025 and signed on its behalf by:

Stephen Holt	David Johnson FCA
Chairman	Treasurer
Age UK Somerset	Age UK Somerset

Independent Examiner's Report to the Trustees of Age UK Somerset ('the company')

I report to the Charity Trustees on my examination of the accounts of the company for the year ended 31 March 2024, which are set out on pages 24 to 50.

RESPONSIBILITIES AND BASIS OF REPORT

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

Having satisfied myself that the accounts 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 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.

An Independent Examination has been carried out instead of an audit under Regulation 31(f). The Charity has been granted an audit dispensation by the Charity Commission, dated 11 September 2024 under regulation 34(3)(a) of the Charities (Accounts and Reports) Regulations 2008.

The dispensation is given based upon the information provided by the trustees that:

- The other arrangements or requirements in place for an independent examination are sufficiently similar to those imposed by section 145(1).

INDEPENDENT EXAMINER'S REPORT

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 member of the Institute of Chartered Accountants England & 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 Charity as required by section 386 of the 2006 Act; or

2. the accounts do not accord with those records; or

Independent Examiners' Report to the Trustees of Age UK Somerset ('the company') (continued)

INDEPENDENT EXAMINER'S STATEMENT (continued)

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.

Sarah Twist

Sarah Twist FCA DChA
A C Mole LLP
Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

29th January 2025

Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
		£	£	£	*£*	*£*	*£*
Income:							
Donations, gifts & legacies	2	75,692	2,500	78,192	*30,219*	*38,500*	*68,719*
Investment income	3	28,062	-	28,062	*10,567*	-	*10,567*
		103,754	2,500	106,254	*40,786*	*38,500*	*79,286*
Income from charitable activities:							
Services	4	267,548	-	267,548	*203,078*	-	*203,078*
Grants and contracts	5	61,820	597,709	659,529	*64,929*	*581,524*	*646,453*
Other	6	10,000	-	10,000	*11,000*	-	*11,000*
Total income		**443,122**	**600,209**	**1,043,331**	***319,793***	***620,024***	***939,817***
Expenditure:							
Charitable activities	7	130,426	935,304	1,065,730	*113,081*	*814,540*	*927,621*
Total expenditure		**130,426**	**935,304**	**1,065,730**	***113,081***	***814,540***	***927,621***
Net income/(expenditure) for the year before transfers		**312,696**	**(335,095)**	**(22,399)**	***206,712***	***(194,516)***	***12,196***
Transfers		(347,802)	347,802	-	*(271,806)*	*271,806*	-
Net movement in funds		**(35,106)**	**12,707**	**(22,399)**	***(65,094)***	***77,290***	***12,196***
Fund balances 1 April		**544,804**	**127,667**	**672,471**	***609,898***	***50,377***	***660,275***
Fund balances 31 March		**509,698**	**140,374**	**650,072**	***544,804***	***127,667***	***672,471***

Balance Sheet
as at 31 March 2024
Company Registration Number: 02717676

	Notes	2024 £	*2023 £*
Fixed assets:			
Tangible assets	14	8,294	4,222
Investments	15	2	*2*
		8,296	*4,224*
Current assets:			
Debtors	16	87,731	*40,231*
Cash at bank and in hand		605,133	*692,713*
		692,864	*732,944*
Liabilities:			
Creditors falling due within one year	17	51,088	*64,697*
Net current assets		**650,072**	***672,471***
Total assets less current liabilities		650,072	*672,471*
Net assets		**650,072**	***672,471***
The Funds of the Charity:			
Unrestricted Funds:			
General funds		316,356	*402,541*
Designated funds		193,342	*142,263*
	19	509,698	*544,804*
Restricted funds	19	140,374	*127,667*
Total Charity Funds		**650,072**	***672,471***

Balance Sheet
as at 31 March 2024 (continued)
Company Registration Number: 02717676

The Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the Company to obtain an audit of their financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

(a) ensuring that the Company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to the small companies regime.

Approved by the Board for issue on 29th January 2025 and signed on its behalf by:

S Holt
Chair

D F Johnson FCA
Treasurer

Statement of Cashflows for the year ended 31 March 2024

	Notes	2024 £	2023 £
Cashflows from operating activities:			
Net movement in funds for the year (as per Statement of Financial Activities)		(22,399)	12,196
Adjustments to cash flows from non-cash items			
Depreciation	14	5,850	3,544
Investment income	3	(28,062)	(10,567)
		(44,611)	5,173
Working capital adjustments:			
(Increase)/Decrease in debtors	16	(47,501)	24,965
(Decrease)/Increase in trade creditors	17	(13,609)	2,220
Net cash generated from operating activities		(105,721)	32,358
Cashflows from investing activities:			
Interest from investments	3	28,062	10,567
Acquisitions of tangible assets	14	(9,922)	(5,028)
Net cash from/(used in) investing activities		18,141	5,539
Change in cash and cash equivalents in reporting period		(87,580)	37,897
Cash and cash equivalents at the beginning of the reporting period		692,713	654,816
Cash and cash equivalents at the end of the reporting period		605,133	692,713

Notes to the Financial Statements for the year ended 31 March 2024

1 **Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 **Basis of preparation and assessment of going concern**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

1.2 **Legal status of the Charity**

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. As at 31 March 2024 there were 7 members. The company is incorporated in England and Wales.

Registered office: refer to page 3 Reference and Administrative Details 23/24.

1.3 **Investments in Subsidiary Undertakings**

Investments in subsidiary undertakings are measured at cost and reviewed annually for impairment. On the basis that the subsidiary is not material to the group, consolidated accounts have not been prepared.

1.4 **Income**

Income from generated funds:

Income is included in the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Notes to the Financial Statements for the year ended 31 March 2024

1 **Accounting Policies (continued)**

Income from generated funds (continued):
Receipt of legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies meet the criteria for income recognition but have not been received at the balance sheet date they are recognised in legacy income and other debtors. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from investments is recognised when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Income from charitable activities:
Income from grants, contracts and government grants is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Where no conditions are attached to grants they are recognised within *donations, gifts and legacies*. Where conditions relating to performance of services are attached i.e. contracts, grant income is recognised in *charitable activities grants and contracts* within the Statement of Financial Activities.

Where grant income is received in advance of conditions being met, which are outside of the Charity's control, income is deferred within *creditors: grants received in advance* until grant conditions are met. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are recognised in the period in which the Charity is entitled to receipt, it is probable that economic benefits will flow to the Charity and the amount can be reliably measured.

1.5 **Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably. All expenditure is recognised on the accruals basis.

Expenditure on charitable activities comprises costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both
costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them.

Notes to the Financial Statements for the year ended 31 March 2024

1 **Accounting Policies (continued)**

See 1.6 below for details on support and governance cost allocations. Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

1.6 **Allocation of support costs and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include premises costs, finance, personnel, payroll and governance costs, which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents. Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.7 **Pension costs**

The Charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the Statement of Financial Activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.8 **Operating leases**

The Charity classifies the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

1.9 **Tangible fixed assets**

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment	-	straight line over 3 years
Other equipment	-	straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

Notes to the Financial Statements for the year ended 31 March 2024

1 **Accounting Policies (continued)**

1.10 **Cash and cash equivalents**

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.11 **Grants received in advance**

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities where grant conditions outside the Charity's control have not been met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met, typically when the grant conditions are met.

1.12 **Financial instruments**

The Charity only has financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are initially recognised at transaction price and subsequently amortised cost.

1.13 **Taxation**

The Company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the Company and is therefore included in the relevant costs in the Statement of Financial Activities. The Charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.14 **Fund accounting**

General Funds are unrestricted funds, which are available for use at the discretion of the Board in furtherance of general objectives of the Charity and which have not been designated for other purposes. Designated Funds comprise unrestricted funds that have been set aside by the Board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts. Restricted Funds are to be used for specific purposes as laid down by the donor.

Notes to the Financial Statements for the year ended 31 March 2024

1 **Accounting Policies (continued)**

1.15 **Critical accounting estimates and judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

The Trustees are of the opinion that there are no estimates, assumptions and management judgements that carry a significant risk of material adjustments to the carrying amounts of assets and liabilities within the next financial year.

1.16 **Donated services**

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 Donations, gifts & legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	£	£	£
Donations and gifts	41,692	2,500	44,192	*20,130*	*38,500*	*58,630*
Legacies	34,000	-	34,000	*10,089*	-	*10,089*
	75,692	2,500	78,192	*30,219*	*38,500*	*68,719*

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our Trustees' Annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the Financial Statements for the year ended 31 March 2024

3 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	*£*	*£*	*£*
Interest receivable	28,062	-	28,062	*10,567*	*-*	*10,567*

4 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	*£*	*£*	*£*
Ageing Well Somerset	94,181	-	94,181	*75,255*	*-*	*75,255*
Ageing Well North Somerset	56,376	-	56,376	*29,556*	*-*	*29,556*
Falls Prevention Somerset	40,018	-	40,018	*33,196*	*-*	*33,196*
Falls Prevention North Somerset	12,040	-	12,040	*8,334*	*-*	*8,334*
Information Advocacy	100	-	100	-	-	-
Toenail Cutting	40,534	-	40,534	*37,469*	*-*	*37,469*
Mental Wellness Support	24,300	-	24,300	*19,268*	*-*	*19,268*
	267,548	-	267,548	*203,078*	*-*	*203,078*

Notes to the Financial Statements for the year ended 31 March 2024

5 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	*£*	*£*	*£*
Local authorities	30,000	306,222	336,222	*30,000*	*270,250*	*300,250*
NHS Somerset and NHS North Somerset	-	62,605	62,605	*-*	*129,663*	*129,663*
The National Lottery Fund – RC South West Region	-	41,487	41,487	*-*	*17,820*	*17,820*
tnlcommunity – Community Organisations CoL Fund	-	72,251	72,251	-	-	-
Other grants	4,100	54,444	58,544	*7,767*	*115,175*	*122,942*
Age UK Grants	27,720	35,900	63,620	*27,162*	*5,566*	*52,728*
Surviving Winter	-	24,800	24,800	*-*	*23,050*	*23,050*
	61,820	597,709	659,529	*64,929*	*581,524*	*646,453*

6 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	*£*	*£*	*£*
Age UK brand partnership	10,000	-	10,000	*10,000*	*-*	*10,000*
Other income	-	-	-	*1,000*	*-*	*1,000*
	10,000	-	10,000	*11,000*	*-*	*11,000*

Notes to the Financial Statements for the year ended 31 March 2024

7 Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
		£	£	£	*£*	*£*	*£*
Staff costs		13,448	569,521	582,969	*13,726*	*494,026*	*507,752*
Volunteer expenses		(758)	13,990	13,232	*464*	*7,930*	*8,394*
Travel		-	32,064	32,064	*325*	*22,495*	*22,820*
Recruitment		-	68	68	*-*	*952*	*952*
Premises costs		(2,179)	12,423	10,244	*(2,482)*	*9,053*	*6,571*
Communication and Office costs		(1,774)	19,370	17,596	*(1,704)*	*9,706*	*8,002*
Service related costs		(776)	103,474	102,698	*-*	*101,278*	*101,278*
Grants payable	10	-	29,130	29,130	*-*	*36,772*	*36,772*
Governance costs	9	41,112	-	41,112	*22,090*	*-*	*22,090*
Other costs		(49)	6,029	5,980	*(19)*	*3,808*	*3,789*
		49,024	786,069	835,093	*32,400*	*686,020*	*718,420*
Support costs							
General Office		9,445	77,113	86,558	*6,061*	*61,690*	*67,751*
Senior management		12,800	30,618	43,418	*30,611*	*11,567*	*42,178*
Finance		(653)	24,040	23,387	*(6,063)*	*30,845*	*24,782*
Combined services		48,898	17,464	66,362	*39,322*	*24,418*	*63,740*
Income generation		10,912	-	10,912	*10,750*	*-*	*10,750*
		130,426	935,304	1,065,730	*113,081*	*814,540*	*927,621*

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the Board on the following basis:

Support cost	Basis of apportionment
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

Notes to the Financial Statements for the year ended 31 March 2024

8 Independent examination remuneration

	2024	*2023*
	£	*£*
Independent examination fee	4,136	*2,000*
Accounting services	6,984	*8,363*
Bookkeeping	-	*4,986*
	11,120	*15,349*

9 Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	*£*	*£*	*£*
Independent examination fee	4,136	-	4,136	*2,000*	-	*2,000*
Accounting services	6,984	-	6,984	*10,253*	-	*10,253*
Bookkeeping	28,372	-	28,372	*7,365*	-	*7,365*
Legal fees	1,620	-	1,620	*2,472*	-	*2,472*
	41,112	-	41,112	*22,090*	-	*22,090*

10 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds 2024	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
	£	£	£	*£*	*£*	*£*
Grants have been paid out for the following activities:						
Surviving Winter	-	29,130	29,130	-	*32,922*	*32,922*
Hardship Fund	-	-	-	-	*3,850*	*3,850*
	-	29,130	29,130	-	*36,772*	*36,772*

Notes to the Financial Statements for the year ended 31 March 2024

11 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (*2023: none*). No expenses were reimbursed to Trustee Directors (*2023: none*). No donations were received from the Trustee Directors during the year (*2023: none*).

12 Wages and salaries

	2024 £	*2023* *£*
Wages and salaries	673,529	*584,206*
Employer National Insurance	35,019	*30,884*
Employer Pension	30,260	*25,547*
Other staff costs	5,942	*5,680*
	744,750	*646,317*

Presented within expenditure as follows:

Expenditure on charitable activities:		
Staff costs	582,968	*507,752*
Support costs allocated	161,782	*138,565*
	744,750	*646,317*

One individual employee was paid over £60,000 (*2023: 1*).

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2024 No	*2023* *No*
Charitable activities	18	*17*
Governance	1	*1*
	19	*18*

12 Wages and salaries (continued)

The average head count during the year was 60 (*2023: 57*).

The key management personnel is identified as the Chief Executive Officer. The total employee benefits, inclusive of pension and social security costs, of the key management personnel of the Charity were £66,418 (*2023: £63,716*).

13 Defined contribution pension scheme

The Charity makes contributions to pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £30,260 (*2023: £25,547*).

Contributions totalling £4,971 (*2023: £4,049*) were payable to the scheme at the end of the year and are included in other creditors.

14 Tangible assets

	Computers	Other Equipment	Total
	£	£	£
Cost			
As at 01/04/2023	33,748	989	34,737
Additions	-	9,922	9,922
As at 31/03/2024	33,748	10,911	44,659
Depreciation			
As at 01/04/2023	29,526	989	30,515
Charge for year	2,543	3,307	5,850
As at 31/03/2024	32,069	4,296	36,365
Net book value			
As at 31/03/2024	1,679	6,615	8,294
As at 31/03/2023	4,222	-	4,222

Notes to the Financial Statements for the year ended 31 March 2024

15 Investments

	Total 2024 £	*Total 2023* £
Age UK Somerset Trading LTD		
Ordinary shares of £1 each	2	2

Age UK Somerset Trading LTD (Company Registration Number: 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The trading subsidiary gift aids any taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The trading subsidiary ceased trading on 22 January 2020. Registered office: refer to page 3 Reference and Administrative Details 21/22

The results of Age UK Somerset Trading LTD were as follows:

	2024 £	*2023* £
Turnover	-	-
Costs of sales	-	-
Gross profit	-	-
Administrative expenses	-	-
Operating loss	-	-
Gift aid to Age UK Somerset	-	-
	-	-
The assets and liabilities were:		
Current assets	2	2
Current liabilities	-	-
Total net assets	2	2
Called up share capital	2	2
Retained Earnings	-	-
	2	2

Notes to the Financial Statements for the year ended 31 March 2024

16 Debtors

	2024 £	2023 £
Trade debtors	6,155	18,802
Other debtors	75,519	17,229
Prepayments	6,057	4,200
	87,731	40,231

17 Creditors - Amounts falling due within one year

	2024 £	2023 £
Trade creditors	6,707	12,612
Other creditors and accruals	36,166	42,121
PAYE Income Tax & National Insurance	8,213	9,962
Amounts due to group undertakings	2	2
	51,088	64,697

18 Grants received in advance

	2024 £	2023 £
Balance as at 1 April	10,082	17,385
Allocated in year	(10,082)	(17,385)
Received in year	-	10,082
Balance as at 31 March	-	10,082

Notes to the Financial Statements for the year ended 31 March 2024

19 Statement of funds – for the year ended 31 March 2024

	Balance 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2024 £
Restricted funds					
Ageing Well Somerset	-	62,192	195,316	133,124	-
Ageing Well North Somerset	-	48,968	104,054	55,086	-
Befriending Somerset	-	-	858	858	-
Active Befriending Somerset	3,342	1,200	14,223	9,681	-
Active Befriending North Somerset	7,498	35,123	15,746	-	26,876
Friendly Phone Calls	-	51,444	29,573	-	21,871
Ageing Well Falls Prevention Somerset	-	102,622	112,120	9,498	-
Ageing Well Falls Prevention North Somerset	12,856	39,400	57,145	4,889	-
Information & Advice	-	130,850	84,496	-	46,355
North Somerset (SCAMS)	-	15,018	19,312	4,294	-
North Somerset Projects	5,486	-	3,832	-	1,654
Surviving Winter	-	29,800	29,130	-	670
Toe Nail Cutting	-	23,205	67,925	44,720	-
Mental Wellness Support	-	18,900	105,558	86,658	-
The National Lottery Community Fund – RC South West Region	1,041	41,487	73,783	31,255	-
Chat & Map Service	51,021	-	8,062	(31,255)	11,702
Taunton Cider Trust	21,423	-	-	-	21,423
Mendip & Wells	25,000	-	14,171	(1,005)	9,824
Total restricted funds	127,667	600,209	935,304	347,802	140,374

Notes to the Financial Statements for the year ended 31 March 2024

19 Statement of funds for the year ended 31 March 2024 (continued)

	Balance 1 Apr 2023	Income	Expenditure	Transfers	Balance 31 Mar 2024
	£	£	£	£	£
Unrestricted funds					
Designated:					
Ageing Well Somerset	-	97,385	-	(97,385)	-
Ageing Well North Somerset	814	57,599	-	(52,802)	5,612
Befriending Somerset	16,388	-	-	(858)	15,529
Active Befriending Somerset	150	3,610	-	(3,760)	-
Active Befriending North Somerset	125	3,550	-	-	3,675
Friendly Phone Calls	-	3,000	-	-	3,000
Ageing Well Falls Prevention Somerset	-	40,070	-	(8,492)	31,578
Ageing Well Falls Prevention North Somerset	9,266	12,040	-	(4,889)	16,417
Information & Advice	6,946	11,174	-	-	18,120
North Somerset (SCAMS)	-	585	-	(585)	-
Surviving Winter	-	-	-	-	-
Toenail Cutting	-	40,557	-	(40,557)	-
Mental Wellness Support	2,213	24,405	-	(26,618)	-
Chat & Map Service	30	25	-	-	55
Volunteers	-	30,305	42,670	12,365	-
IT Hardware Renewals	26,000	-	-	-	26,000
IT Infrastructure Development	80,000	-	-	(6,644)	73,356
North Somerset & Somerset Services	331	-	-	(331)	-
Total designated funds	142,263	324,304	42,670	(230,556)	193,343
General	402,541	118,817	87,756	(117,246)	316,355
Total unrestricted funds	544,804	443,121	130,426	(347,802)	509,698
Total funds	**672,471**	**1,043,331**	**1,065,730**	**-**	**650,072**

Notes to the Financial Statements for the year ended 31 March 2024

19 Statement of funds for the year ended 31 March 2024 (continued)

Statement of funds – Restricted funds detail

- Ageing Well Somerset is the service that provides older people with opportunities to get together to stay fit and active. It is a highly successful project funded by service fee income, fundraising and grants from Somerset County Council and other bodies. It has been running for several years to promote healthy lifestyles, improved mobility and mental wellness benefits for older people, with activity classes organised across Somerset.

- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by service fee income, contracts with North Somerset Council and other grants from other bodies. It has also been running very successfully for a number of years as in Somerset.

- Befriending Somerset is a service aimed at helping to combat loneliness and isolation across Somerset and North Somerset. Funding in this financial year was in the main grants from the NHS and Somerset County Council (for the area of Somerset only).

- Active Befriending Somerset is a service very much follows the research carried out by the NHS in recognising that any form of movement can only be beneficial to individuals. The service thus provides both companionship and gentle movement through walking. It is often referred to as our 'Walk and Talk' service.

- Active Befriending North Somerset is the same service as Active Befriending Somerset, funded by contracts with North Somerset Council.

- Ageing Well Falls Prevention Somerset is the provision of exercise classes tailored specifically to individuals who have been referred as in need of falls prevention. Stay Strong Stay Steady in Somerset is delivered under contract with Somerset County Council and is also a fee income service.

- Ageing Well Falls Prevention North Somerset is the same service as Ageing Well Falls Prevention Somerset. It has been funded on a grant basis by Pier Health Group for BNSSG ICB and is also a fee income service.

Notes to the Financial Statements for the year ended 31 March 2024

19 Statement of funds for the year ended 31 March 2024 (continued)

- Information & Advice provides online and telephone access to up to date information on older people's issues and provides advice on services that are available in Somerset and North Somerset, helping older people to make informed decisions. It was funded during the year through grants from organisations including Somerset County Council, North Somerset Council, Age UK and grants from other bodies. There is some service fee income in relation to donations given after successful attendance allowance claims. During the year the National Lottery supported the awareness of this service through the Cost of Living fund enabling 'drop-in' sessions across the area for older people to come in for information and advise.

- Information & Advice North Somerset (SCAMS) is an Anti-Scams project with North Somerset Trading Standards funded by a grant from North Somerset Council. Age UK Somerset helps many vulnerable and elderly people each year who have been victims of scamming and many awareness raising sessions are held to equip people who may be targeted.

- North Somerset Projects covers a range of activities that are supported and grant funded by North Somerset Council and/or the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). Project initiatives were in development during the financial year to best enable community impact.

- Surviving Winter is a small grant giving programme with funds provided by Somerset Community Foundation to support older people in Somerset experiencing fuel poverty in winter. Funds provided by the St Monica Trust similarly supported those in North Somerset. There is a small management fee involved.

- Toenail Cutting provides a basic toenail cutting service via a network of community-based clinics. It is funded by service fee income and the Somerset NHS Foundation Trust on a contract basis. It is available to older people living in Somerset with the aim of improving their quality of life and mobility. This service has also been registered with the Care Quality Commission (CQC) to enable a small-scale domiciliary service to be provided to housebound older people. The service is recognised as a 'Good' service under CQC inspection rules.

19 Statement of funds for the year ended 31 March 2024 (continued)

- Mental Wellbeing Support currently encompasses two service provisions. Firstly, Age UK Somerset's involvement in the Somerset-wide Open Mental Health partnership, within which Age UK Somerset has been commissioned and funded by Rethink to provide a Friendly Phone Calls support service in Somerset for older clients who are suffering mild to moderate mental health difficulties. The partnership consists of 10 VCSE organisations working in tandem with Somerset NHS Foundation Trust to provide a 'no wrong door' access to mental health service across the county. Secondly the provision of an income fee service called Cognitive Stimulation Therapy (CST), proven to be beneficial in the early stages of dementia in older people. During this financial year our CST provision was funded by Somerset County Council and Age UK. The CST service has expanded into North Somerset during this financial year.

- The National Lottery Communities fund – RC South West Region is a project whose aim is to support older people maintain independence and wellbeing through the use of holistic assessment that may identify specific issues that will lead to more specific outcomes such as reduced anxiety levels, improved wellbeing and social interactions, improved living conditions and nutrition levels, and an increase in activities and movement and balance.

- Chat & Map Service is the same project as that which has been part funded by the National Lottery Communities fund with the same aims enabling the project to be a free to the user programme offering a holistic approach to solving the issues that may be affecting the quality of life of an older person, this starts with a chat to help map what daily life is like for individuals and ends with solutions to make daily life better. £31,255 has been transferred to the National Lottery Communities fund to offset against excess expenditure arising in the year.

- Taunton Cider Trust was set up to enable former employees, who suffer financial hardship, to apply for and receive some small financial help. The trustees, all of whom are now well along in years, closed the trust and transferred the remaining finances and grant giving responsibilities to Age UK Somerset in March 2022. It was agreed by trustees that the fund would remain as a restricted fund for the period on 5 years from the date of transfer from the trust, at which time it would be at the discretion of Age UK Somerset as to how any remaining funds would be distributed.

- A ringfenced donation from the Estate of Mr RG Patterson for the benefit of Mendip & Wells Area has been used to support existing services in the area identified. Direct expenditure has supported the provision of Ageing Well and Falls Prevention classes, as well as supporting older people through the provision of the Befriending Service in the area. £1,006 has been transferred to the Falls Prevention Service to be utilised against the training of new instructors in the area.

19 Statement of funds (continued) – Designated funds detail

- Ageing Well Somerset includes unrestricted service fees income of £94,181 received from the service and donated income of £3,204, these have been transferred to offset restricted expenditure in this service.

- Ageing Well North Somerset includes unrestricted service fees income of £56,375 received from the service and donated income of £1,224. £52,802 of the designated fund has been transferred to offset restricted expenditure in this service.

- Ageing Well Falls Prevention Somerset includes unrestricted service fees income of £40,018 received from the service and donated income of £52. £8,492 of the designated fund has been transferred to offset restricted expenditure in this service, the remaining balance will be used to offset an anticipated deficit in this service in the next financial year.

- Ageing Well Falls Prevention North Somerset includes unrestricted service fees income of £12,040 received from the service. £4,889 of the designated fund has been transferred to offset restricted expenditure in this service, the remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year.

- Information & Advice includes unrestricted donated and service income of £11,174. The remaining balance will be retained for offset against any future service deficit.

- Information & Advice North Somerset (SCAMS) includes unrestricted donated income of £585. This has been transferred to offset restricted expenditure in this service. This service has been withdrawn at the end of the financial year due to the withdrawn of funding.

- Befriending Somerset includes unrestricted donated income of £nil. £858 of the designated fund has been transferred to offset restricted expenditure in this service.

- Active Befriending Somerset includes unrestricted donated income of £3,610. This balance has been transferred to offset restricted expenditure in this service.

- Active Befriending North Somerset includes unrestricted donated income of £3,550. The remaining balance will be retained for offset against any future service deficit.

- Friendly Phone Calls includes unrestricted donated income of £3,000. The remaining balance will be retained for offset against any future service deficit.

19 Statement of funds (continued) – Designated funds detail

- Chat and Map Service includes unrestricted donated income of £25. The remaining balance will be retained for offset against any future service deficit.

- Toenail Cutting includes unrestricted service fees income of £40,533 received from the service and donated income of £24, these have been transferred to offset restricted expenditure in this service.

- Mental Wellness Support includes unrestricted service fees income of £24,300 from the Cognitive Stimulation Therapy service and donations of £105. These have been transferred to offset restricted expenditure in this service.

- Volunteers includes unrestricted income of £30,305 to help support and maintain the network of Age UK volunteers to provide a range of activities with the community. £12,365 was utilised from general funds income to cover the shortfall in the service expenditure in the year.

- IT Hardware renewal funding requirements has been designated £26,000 from the General Fund. This is to replace computer and mobile phone items at the end of their useful life. This fund will be released to general unrestricted funds during the next financial year.

- IT Infrastructure development funding requirements has been designated £80,000 from the General Fund for the following areas of the organisation: £6,644 has been transferred to support a consultation on process improvement, finances and business model reformation for Ageing Well. The balance on this fund will be released to general unrestricted funds in the next financial year.

- North Somerset & Somerset Services received no unrestricted service fees income in this financial year. The balance of £331 has been returned for use as required by the Something to Do Club in Clevedon.

- Surviving Winter fund received no unrestricted income during the year.

Notes to the Financial Statements for the year ended 31 March 2024

19 Statement of funds – for the year ended 31 March 2023

	Balance 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2023 £
Restricted funds					
Ageing Well Somerset	-	80,942	183,275	102,333	-
Ageing Well North Somerset	-	81,777	97,499	15,722	-
Falls Prevention Somerset (Ageing Well SSSS)	-	43,801	101,431	57,630	-
Falls Prevention North Somerset (Ageing Well SSNS)	1,871	60,000	49,015	-	12,856
Information & Advice	4,856	63,982	87,049	18,211	-
North Somerset (SCAMS)	1,671	15,018	18,186	1,497	-
Befriending Somerset	3,131	-	6,838	3,707	-
Active Befriending Somerset	-	10,850	7,508	-	3,342
Active Befriending North Somerset	-	19,925	12,427	-	7,498
North Somerset Projects	7,655	6,000	8,169	-	5,486
Surviving Winter	4,050	23,050	29,782	2,682	-
Toe Nail Cutting	-	23,205	68,779	45,574	-
Mental Wellness Support	5,720	74,196	104,366	24,450	-
Chat & Map Service	-	74,458	23,437	-	51,021
The National Lottery Community Fund – RC South West Region	-	17,820	16,779	-	1,041
Taunton Cider Trust	-	21,423	-	-	21,423
Mendip & Wells	-	25,000	-	-	25,000
Total restricted funds	50,377	620,024	814,540	271,806	127,667

19 Statement of funds (continued) – for the year ended 31 March 2023

	Balance 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2023 £
Unrestricted funds					
Designated:					
Ageing Well Somerset	-	77,678	-	(77,678)	-
Ageing Well North Somerset	11,135	30,056	-	(40,377)	814
Befriending Somerset	20,000	95	-	(3,707)	16,388
Active Befriending Somerset	-	150	-	-	150
Active Befriending North Somerset	-	125	-	-	125
Falls Prevention Somerset (Ageing Well SSSS)	-	33,291	-	(33,291)	-
Falls Prevention North Somerset (Ageing Well SSNS)	932	8,334	-	-	9,266
Information & Advice	18,475	6,682	-	(18,211)	6,946
North Somerset (SCAMS)	-	349	-	(349)	-
Surviving Winter	-	200	-	(200)	-
Toenail Cutting	-	37,515	-	(37,515)	-
Mental Wellness Support	7,395	19,268	-	(24,450)	2,213
Chat & Map Service	-	30	-	-	30
Volunteers	970	30,000	40,145	9,175	-
IT Hardware Renewals	26,000	-	-	-	26,000
IT Infrastructure Development	80,000	-	-	-	80,000
North Somerset & Somerset Services	331	-	-	-	331
Total designated funds	165,238	243,773	40,145	(226,603)	142,263
General	444,660	76,020	72,936	(45,203)	402,541
Total unrestricted funds	609,898	319,793	113,081	(271,806)	544,804
Total funds	**660,275**	**939,817**	**927,622**	**-**	**672,471**

Notes to the Financial Statements for the year ended 31 March 2024

20 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	*Unrestricted Funds £*	*Restricted Funds £*	*Total 2023 £*
Tangible fixed assets	8,290	-	8,290	4,224	-	4,224
Net current assets	501,408	140,374	641,782	540,580	127,667	668,247
	509,698	140,374	650,072	544,804	127,667	672,471

21 Operating leases

The following amounts were charged to the Statement of Financial Activities during the year:

	2024 £	*2023 £*
Operating leases	30,180	*34,614*

22 Commitments

At 31 March 2024 the Charity had total commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings 2024 £	*2023 £*
Less than one year	34,027	*33,045*
Between two and five years	11,342	*11,015*
	45,369	*44,060*

	Other 2024 £	*2023 £*
Less than one year	1,512	*4,005*
Between two and five years	3,744	-
	5,256	*4,005*

AGE UK SOMERSET

England & Wales - Charity number 1015900

Accounts

Age UK Somerset

(a Company Limited by Guarantee)

Report of Trustees and Unaudited Financial Statements

for the year ending 31st March 2023

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900

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Reference and Administrative Details 22/23

Trustees, Members and Directors 2022/2023

- S. Holt (Chair)
- A. Fraser MBE (Chair) (resigned 4 January 2023)
- D. F. Johnson FCA (Treasurer)
- L. Hardy (resigned 11 November 2022)
- A. Van Vliet (resigned 21 September 2022)
- J. Knight (resigned 28 June 2022)
- G. Blackshaw (appointed 21 September 2022)
- N. Goswell (appointed 21 September 2022)
- J. Samways (appointed 21 September 2022)
- S. Shafie-Pour (appointed 21 September 2022)
- S. Jackson (appointed 1 March 2023)

Chief Executive

- P. J Dolan MSc CMgr FCMI (DipM) IRRV

Principle Office and Registered Office (Group: Charity and Trading Subsidiary)

Ash House, Cook Way, Bindon Road, TAUNTON, Somerset TA2 6BJ

Solicitor

Porter Dodson, The Quad, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Independent Examiner

Alexandra Shore FCA CTA DChA, A C Mole, Chartered Accountants, Stafford House, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Related Parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK and became a Brand Partner with them in October 2010.

Partnership activities during the year have centred around an appropriate recovery from the global Covid pandemic.

2021/22 Age UK Somerset agreed to receive a sum of £21,423 from The Taunton Cider Charitable Trust. The Trust was set up to aid pensioners of the former Taunton Cider Company who needed some financial help. The Trust transferred the money on the basis that, for a period of 5 years (from March 2022), Age UK Somerset would assess and pay any claims from pensioners. The Trust was subsequently wound up. During 2022/23 no assistance was sought of Age UK Somerset.

The Charity's wholly owned subsidiary, Age UK Somerset Trading Limited, was established to operate its trading activities. The wholly owned subsidiary gift aids any profits to the Charity. Age UK Somerset Trading Ltd ceased trading on 22 January 2020.

Administration of the Charity

The Trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the Charity and Group for the year ended 31 March 2023. This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Company Status

The Charity is a company limited by guarantee and does not have a share capital. Each member of the company (the Trustees) undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

Our Governing Document

Age UK Somerset is a company limited by guarantee governed by its Memorandum and Articles of Association dated 26th May 1992, which were amended to allow for current governance arrangements and extend the geographical area of benefit on 28th August 2003. Subsequent amendments were adopted on 5th April 2011 to legally reflect the change of name of the Charity.

New Memorandum and Articles of Association were adopted in September 2022 updating the Vice Chair term of office. We are registered as a Charity with the Charity Commission.

The Board of Trustees, which must have a minimum of 5 members, administers the Charity. The Board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration.

The Trustees form sub-committees when required, for example Finance, and if necessary, officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the Trustees.

The Trustees

The Trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at the Annual General Meeting of the company in accordance with the company's Articles of Association. In addition, the Trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the Board.

Within our Board of Trustees, we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial and health background.

At each AGM one third of the Trustees who are subject to retirement by rotation shall retire from office.

Unless notified in writing by the Trustee, the date of appointment of a new Trustee is taken as the date of resignation of the previous Trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee Induction and Training

New Trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the Charity and its policies and procedures.

This is encompassed in a Trustees' Handbook which is regularly updated.

Aims and Objectives

The legal objects of the Charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset. The Charity has the general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Our vision for what we want for older people in our area is quite simple:

That older people, their families and carers, have opportunities and access to information and services that enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our mission therefore encompasses what we will do to make the vision a reality:

As an organisation, and working with partner organisations, to provide valued services and promote the wellbeing and independence of older people, in all their diversity, helping them live longer and better.

We will put the needs of older people at the heart of all we do by providing comprehensive and accessible information and services.

We aim to ensure that everything we do will focus on achieving the best for older people by exhibiting the following values:

- As we value the independence of our organisation to direct our business and select our objectives, so we will argue for everything that sustains and maximises the independence of the individual.
- We strive to earn the respect of our partners and users and will respect the wishes and aspirations of others.
- We endeavour to ensure that the lifestyle and circumstances of older people guarantees their dignity at all times.
- In working with older people, we will seek to empower them.
- We will celebrate diversity and offer equal opportunities.

Moving Forward

The main objectives for the coming period are as outlined in the Age UK Somerset Strategic Plan 2022 -2026 with the overarching strategic themes:

- Maintain and develop our services in response to local needs
- Working in partnership to enhance the vision, mission and values of Age UK Somerset
- Continually raising the organisation's profile
- Be recognised as an efficient and effective organisation, working for the benefit of older people
- Be a financially sustainable organisation
- Understand the positive difference Age UK Somerset is making to the lives of older people

During 2023 the trustees have been developing, consulting on and refining a new Corporate Strategy which will be adopted prior to the end of 2023 and cover the period 2024 to 2028.

Our Areas of Activity

The main areas of activity continue to be the delivery of direct services to older people; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the Charity does. All our services aimed to improve the wellbeing and quality of life of and for older people.

Much of the work in 2022/23 has been about recovery of services to the pre-pandemic levels of participation. This has been achieved due to the dedication of staff and volunteers and the value older people have continued to place on Age UK Somerset services.

New services have been added including a Befriending service for those with mobility problems, which complements the Active Befriending Service. The Cognitive Stimulation Therapy service (which helps slow down the initial progress of dementia) continues to expand and Age UK Somerset continues to seek external funding to reduce the cost passed on to participants.

The charity remains grateful to the many organisations that help fund the work Age UK Somerset does. This enables 7 of the 11 services offered, to be free to the client. Thanks go to the National Lottery Communities fund, Somerset Community Foundation, Somerset Council, North Somerset Council, St Monica Trust, Age UK national, The Somerset ICB, the Bristol, North Somerset and South Gloucester ICB's and many others, mentioned elsewhere in this report.

The Charity continued to have a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as TV licences, pension reform and paying for care. This is an area of work that continues to develop.

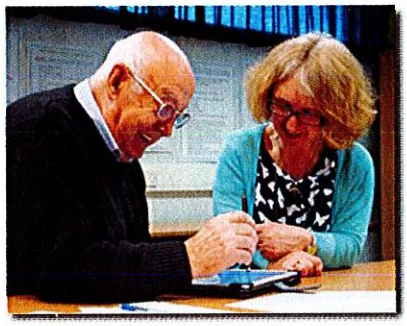
Delivering Public Benefit

All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset and are designed to provide support and/or activity that enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

The following section of this report shows the scope of our work. The Trustees have had due regard to the Charity Commission guidance on public benefit.

Our Services



Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions.

This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as online enquiries. A small team of community based I & A volunteers take the service to locations across our area making the service accessible to more older people.

The team deal with over 6000 enquiries each year.

Included in this work was the support to clients in applying for Attendance Allowance and Disability Living Allowance, with successful claims bringing in an estimated £1.5m into the local economy and having a significant impact on the individuals.



Ageing Well is the service that provides older people with opportunities to get together to stay fit and active.

During the year over 3,800 classes were held right across Somerset and North Somerset in dozens of accessible locations.

The classes cover a range of activities from traditional chair-based activities such as Flexercise led by trained Volunteers, to Movement to Music, Yoga and Tai Chi sessions to name a few that are led by paid qualified instructors. A number of activities have been set up specifically to cater for the preferences of older men.

We also run Otago classes, which are specifically tailored to those who wish to "Stay Strong, Stay Steady". To help those with mobility issues we also run 'Get Strong, Get Steady'. We believe all older people should have the opportunity to regain/maintain their strength and balance and thereby reduce the risk of slips, trips and falls,

We will continue to ensure all our venues are accessible, safe and in a variety of locations.

The Toe Nail Cutting Service, which is part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people living in Somerset with the aim of improving their quality of life and mobility. Referral into the service starts with a visit to your GP.

Cuts are delivered by trained assistants, mainly in clinic settings across the county, four times a year as defined by the Podiatry Service.

This vitally important service caters for some 800 older people.

As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We are currently rated a 'Good' service by the CQC.



Our Active Befriending Service is aimed at combating the loneliness and isolation of older people across Somerset and North Somerset, while at the same time enjoying being outside for some exercise and movement. Trained volunteers provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible. We also offer a Befriending service to those with mobility limitations.

Our Friendly Phone Call service (new to the current financial year) in partnership with Open Mental Health, is offered for those that suffer mild to moderate depression and anxiety. On average around 120 individuals are supported each month.

Our Chat and Map service was recently introduced, with help from the National Lottery. We visit the homes of older people and, together, we carry out an assessment of daily life, looking to provide solutions to help make life that much better.

Cognitive Stimulation Therapy is a service that can help those with a recent diagnosis of dementia, buy some more time. It is non-pharmaceutical intervention and provides a safe space for people to enjoy life now and spend time with others in a similar situation.

Information & Advice North Somerset 'SCAMS' is an Anti-Scams project with North Somerset Trading Standards where our staff member works with local people who had sadly been the subject of a scam.

Age UK Somerset helps many vulnerable and elderly people each year who had been victims of scamming and many awareness raising sessions are held to equip

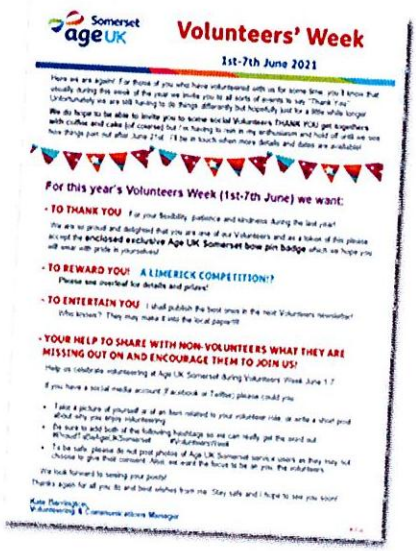
people who may be targeted. During the pandemic, as much work as possible was carried out via the telephone.

Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers.

We are proud to have 360 active volunteers as part of our team.

Our volunteers have roles in our Ageing Well, Information & Advice and Befriending services, Friendly Phone Calls, Cognitive Stimulation Therapy as well as providing administrative support.


Volunteers' Week
1st-7th June 2021

For this year's Volunteers Week (1st-7th June) we want:

- TO THANK YOU
- TO REWARD YOU! A LIMERICK COMPETITION!?
- TO ENTERTAIN YOU
- YOUR HELP TO SHARE WITH NON-VOLUNTEERS WHAT THEY ARE MISSING OUT ON AND ENCOURAGE THEM TO JOIN US!

We want to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June and also in December. The volunteers have indicated they value these. We are grateful to the many business who support this activity through donations of time and facilities.

We also encourage volunteers to give feedback in order for us to improve their experience and our services for the clients that they visit. The Chief Executive fronts a regular session with volunteers to gain their valuable feedback. We also kept in regular touch by email and our 'Voice' online volunteer magazine.

Whilst it is difficult to calculate, we estimate that each year our volunteers contribute around 40,000 hours helping to make our services both successful and very cost effective. If we apply the minimum wage to the hours they give this amounts to around £500,000 and many of the tasks would be valued much higher than the minimum wage. The value of this unpaid volunteer time is not able to be recognised in the Financial Statements as stipulated by accounting rules.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

Quality Marques

The Charity Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset has held the Charity Quality Standards since May 2018. In 2021 the charity completed a self-assessment to ensure it continues to hold to the standard. During 2023 the Charity successfully underwent inspection of this and retained the CQS quality marque.

In addition to the above, the Information & Advice service is in the process of attaining the rigorous standard necessary to be awarded the Information & Advice Quality Programme (IAQP).

The Chief Executive is the Registered Care Manager and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service.

The last two assessments by the CQC resulted in Age UK Somerset being given a 'classification of 'Good'.

Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies for the Charity and its subsidiary trading company.

This process includes review by Trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Key strategic documents reviewed and continually updated by the organisation include:

- The Business Continuity Plan
- The Strategic Business Plan.

Key risks that are continually monitored by the organisation include:

Safeguarding Risks
Safeguarding of all our elderly clients, Volunteers and Staff is key for Age UK Somerset. Detailed policies and procedures are regularly reviewed, full training is provided for all our Volunteers and Staff and an 'easy read' procedure guide is provided. We maintain a regular and positive relationship with both the Somerset and North Somerset Safeguarding Boards.

Threats to Staff & Volunteers' Safety
All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Head of Support Services. All policies are available to Volunteers and Staff at all times at Ash House and remotely via Sharepoint.

I.T. Failure
As with many organisations, both large and small, we rely heavily on I.T. for banking, finance recording, secure data capture etc.

We retain the services of a Devon based company called I.T. Champion to support us in our I.T. infrastructure requirements and regularly discuss with them any improvements we could make.

Financial Fraud
We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the Charity from potential fraudulent acts impacting on our banking and financial processes.

The Risk Management process is reviewed annually and monitored during the year by Trustees.

Relevant Age UK Somerset policies and assessments* are reviewed by the Board of Trustees on a periodic rolling basis.

*Each 'Service' has its own risk assessment(s). Each time Age UK Somerset has a new activity or service, a full risk assessment is completed.

Financial Review of the Year

Statement of Financial Activities

Total income from all sources was £939,817 (2022: £696,281) an increase of £243,536 (35.0%) (2022: increase £37,615 and 5.7%) from the previous year.

No trading activities were carried out during the year through the Charity's wholly owned subsidiary trading company.

Balance Sheet

At the year end the Charity's net assets stood at £672,471 (2022: £660,275) of which £127,667 (2022: £50,377) was in restricted funds. Details of the funds and the movements therein are given in Notes 19 and 20 to these accounts.

Summary

There was an overall surplus of £12,196 (2022: deficit £9,921) an increase of £22,117 (223%) from the previous year.

The financial position of the Charity following a very difficult period due to Covid, is largely due to improved income streams including additional funding support resulting from successful grant applications for specific pieces of work.

The Charity's funds balance is presently in excess of the reserves policy and provides a secure basis to facilitate designated project work and to mitigate the anticipated return of the challenge of raising finance to deliver the Charity's work across Somerset and North Somerset in the future.

Legacies

From time to time the charity is the recipient of bequests, often in the form of legacies.

Legacies include £25,000 from the family of the late Gordon Patterson's estate for the benefit of the elderly residents of Wells and Mendip, £8,864 from the late Jessie Seymour, £8,401 from the late Dennis Addison and £4,000 from the late Anthony Osbourne during the financial year.

Review of Principal Funding Sources

The Board of Age UK Somerset continues to operate a policy of accessing as diverse and varied a range of funding as possible in order to not become over reliant on any single source and therefore provide income security. The majority of the Charity's funding comes from agreements with organisations that share and wish to support the Charity's aims and objectives. Increasingly this source of funding is subject to cuts, however the recognition of the consistently positive impact our charity's work has on the wellbeing of older people has significantly contributed to a continuation of this financial support. Wherever possible the Charity aims to maintain these funding relationships going forward and is actively seeking to further this objective by working in partnerships with other charitable organisations. Although funders will have their own budget constraints, the Charity still consistently endeavours to forge longer term agreements with funders wherever possible.

The Charity has historically been in receipt of significant levels of income from service fees. The Ageing Well service, has, historically, been a good source of service fee income and was operating at around £200,000 per annum pre-Covid. The Charity is successfully working towards getting this vital source of income reinstated to previous levels. Service fees are re-invested in supporting the services as designated funds.

Grants from foundations and trusts, legacies and donations are gratefully received and the Charity is able to recover tax under the Gift Aid scheme from those donations that qualify.

The charity also receives income from a number of commissioned services. These include TNC, a Cognitive Stimulation Therapy service, Friendly Phone Calls and a 'Stay Strong, Stay Steady' service.

Working Relationships

The Charity is a member of the Age England Association and a Brand Partner of Age UK national.

Those who have enabled us to deliver our charitable objectives during the financial year included:

Age UK, Age UK Bristol, Gannet Foundation, North Somerset Council, Pier Health Group, Quartet Community Foundation, ReThink, SASP, Sedgemoor District Council, Somerset Community Foundation, Somerset County Council, Somerset CCG, Somerset NHS Foundation Trust, the National Lottery Communities fund, St Monica Trust, the Co-op, VANS, Wesport (Sport England Partnership), The Heath and Well Being Board at North Somerset Council and several other generous entities and individuals.

The Charity would wish to thank all organisations and individuals who have supported its activities during the year.

Reserves Policy

The Board has established a policy whereby sufficient unrestricted funds not held in fixed assets (free reserves) should be accumulated over time to provide working capital for the continuation of operations for a minimum 3 month and maximum 6 month period. This level of free reserves can equally be applied to 12 months budget considerations, any contractual obligations that are likely to materialise in the event of the Charity wholly or partly ceasing operations and to provide the funding of anticipated capital expenditure.

The Board considers that in keeping with the above requirements an appropriate level of free reserves from the General Fund would be an amount of £350,000 (2022: £350,000). At 31 March 2023 the free reserves held in Unrestricted Funds amounted to £540,580 (2022: £607,158). This figure is arrived at by taking the total value of the Unrestricted Funds £544,804 (2022: £609,898) less the value of fixed assets £4,224 (2022: £2,740).

The £190,580 (2022: £257,158) of reserves held in excess of the policy includes £142,263 (2022: £165,238) of designated funds, which will be used to support fee income generating services, some continued post pandemic recovery and the expansion of new services, in addition to the following specific areas:

- Befriending Service project opportunities
- Volunteers training and events

- IT hardware renewals
- IT Cloud infrastructure initiatives in areas such as Finance, Human Resources and Telephony.

Details of the designated amounts are specified in the Statement of Funds (Notes to the Accounts 19).

The remaining surplus of free reserves allows sufficient cover for income loss risk, the negative financial impact of unexpected adverse events and facilitating funding for further new opportunities.

Investment Policy

The Board has the power to invest the Charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project, where the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are placed on interest bearing deposit. These are split between the Charity's principal bankers Santander Corporate Banking, NatWest and the CCLA Charities Official Investment Fund (COIF) - Charities Deposit Fund. Funds are deposited to make best use of the Financial Services Compensation Scheme (FSCS), which protects deposited balances up to £85,000.

Plans for the Future Period

The Integrated Care Boards are now well established across the country and the Charity is fully engaged with both in Somerset and North Somerset. The Charity sees a clear route for further activity within these areas.

This includes working as part of the Somerset and North Somerset neighbourhood initiatives, social prescribing across the VCSE (Voluntary, Community & Social Enterprise) sector and the 'prevent' agenda in respect of mental health issues and reducing the time older people are in hospital.

The Charity has successfully established itself as a key and willing partner with other VCSE organisations across both of its areas. This has enabled various VCSE proposals being heard and acted upon.

COVID-19

2022/23 has been the first full year since the pandemic and the Charity have been delighted to see all services at or near pre-pandemic levels during the year. New services have been well received and the evidence is that the reputation of the Charity was greatly enhanced during the pandemic and this has continued to grow ever since.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the director's report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply these consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and accounting estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the Board of Trustees

on 20th September 2023 and signed on its behalf by:

Stephen Holt	David Johnson FCA
Chairman	Treasurer
Age UK Somerset	Age UK Somerset

Independent Examiner's Report to the Trustees of Age UK Somerset ('the company')

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 22 to 48.

RESPONSIBILITIES AND BASIS OF REPORT

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

Having satisfied myself that the accounts 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 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 REPORT

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 member of the Institute of Chartered Accountants England & 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 Charity 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)).

Independent Examiners' Report to the Trustees of Age UK Somerset ('the company') (continued)

INDEPENDENT EXAMINER'S STATEMENT (continued)

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.

Alexandra Shore

Alexandra Shore FCA CTA DChA
A C Mole Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

20th September 2023

Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31 March 2023

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
		£	£	£	£	£	£
Income:							
Donations, gifts & legacies	2	30,219	38,500	68,719	29,489	55,986	85,475
Investment income	3	10,567	-	10,567	661	-	661
		40,786	38,500	79,286	30,150	55,986	86,136
Income from charitable activities:							
Services	4	203,078	-	203,078	130,970	-	130,970
Grants and contracts	5	64,929	581,524	646,453	113,792	355,383	469,175
Other	6	11,000	-	11,000	10,000	-	10,000
Total income		**319,793**	**620,024**	**939,817**	**284,912**	**411,369**	**696,281**
Expenditure:							
Charitable activities	7	113,081	814,540	927,621	122,387	583,815	706,202
Total expenditure		**113,081**	**814,540**	**927,621**	**122,387**	**583,815**	**706,202**
Net income/(expenditure)/ for the year before transfers		**206,712**	**(194,516)**	**12,196**	**162,525**	**(172,446)**	**(9,921)**
Transfers		(271,806)	271,806	-	(187,971)	187,971	-
Net movement in funds		**(65,094)**	**77,290**	**12,196**	**(25,446)**	**15,525**	**(9,921)**
Fund balances 1 April		**609,898**	**50,377**	**660,275**	**635,344**	**34,852**	**670,196**
Fund balances 31 March		**544,804**	**127,667**	**672,471**	**609,898**	**50,377**	**660,275**

Balance Sheet
as at 31 March 2023
Company Registration Number: 02717676

	Notes	2023 £	2022 £
Fixed assets:			
Tangible assets	14	4,222	2,738
Investments	15	2	2
		4,224	2,740
Current assets:			
Debtors	16	40,231	65,195
Cash at bank and in hand		692,713	654,816
		732,944	720,011
Liabilities:			
Creditors falling due within one year	17	64,697	62,476
Net current assets		**672,471**	**657,535**
Total assets less current liabilities		672,471	660,275
Net assets		**672,471**	**660,275**
The Funds of the Charity:			
Unrestricted Funds:			
General funds		402,541	444,660
Designated funds		142,263	165,238
	19	544,804	609,898
Restricted funds	19	127,667	50,377
Total Charity Funds		**672,471**	**660,275**

Balance Sheet
as at 31 March 2023 (continued)
Company Registration Number: 02717676

The Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the Company to obtain an audit of their financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

(a) ensuring that the Company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to the small companies regime.

Approved by the Board for issue on 20th September 2023 and signed on its behalf by:

S Holt
Chair

D F Johnson FCA
Treasurer

Statement of Cashflows for the year ended 31 March 2023

	Notes	2023 £	2022 £
Cashflows from operating activities:			
Net movement in funds for the year (as per Statement of Financial Activities)		12,196	(9,921)
Adjustments to cash flows from non-cash items			
Depreciation	14	3,544	7,151
Investment income	3	(10,567)	(661)
		5,173	(3,431)
Working capital adjustments:			
Decrease/(Increase) in debtors	16	24,965	(10,359)
Increase in trade creditors	17	2,220	34,188
Net cash generated from operating activities		32,358	20,398
Cashflows from investing activities:			
Interest from investments	3	10,567	661
Acquisitions of tangible assets	14	(5,028)	(2,612)
Net cash from/(used in) investing activities		5,539	(1,951)
Change in cash and cash equivalents in reporting period		37,897	18,447
Cash and cash equivalents at the beginning of the reporting period		654,816	636,369
Cash and cash equivalents at the end of the reporting period		692,713	654,816

Notes to the Financial Statements for the year ended 31 March 2023

1 **Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 **Basis of preparation and assessment of going concern**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

1.2 **Legal status of the Charity**

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. As at 31 March 2023 there were 7 members. The company is incorporated in England and Wales.

Registered office: refer to page 3 Reference and Administrative Details 22/23.

1.3 **Investments in Subsidiary Undertakings**

Investments in subsidiary undertakings are measured at cost and reviewed annually for impairment. On the basis that the subsidiary is not material to the group, consolidated accounts have not been prepared.

1.4 **Income**

Income from generated funds:

Income is included in the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Notes to the Financial Statements for the year ended 31 March 2023

1 **Accounting Policies (continued)**

Income from generated funds (continued):
Receipt of legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies meet the criteria for income recognition but have not been received at the balance sheet date they are recognised in legacy income and other debtors. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from investments is recognised when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Income from charitable activities:
Income from grants, contracts and government grants is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Where no conditions are attached to grants they are recognised within *donations, gifts and legacies.* Where conditions relating to performance of services are attached i.e. contracts, grant income is recognised in *charitable activities grants and contracts* within the Statement of Financial Activities.

Where grant income is received in advance of conditions being met, which are outside of the Charity's control, income is deferred within *creditors: grants received in advance* until grant conditions are met. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are recognised in the period in which the Charity is entitled to receipt, it is probable that economic benefits will flow to the Charity and the amount can be reliably measured.

1.5 **Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably. All expenditure is recognised on the accruals basis.

Expenditure on charitable activities comprises costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them.

Notes to the Financial Statements for the year ended 31 March 2023

1 **Accounting Policies (continued)**

See 1.6 below for details on support and governance cost allocations. Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

1.6 **Allocation of support costs and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include premises costs, finance, personnel, payroll and governance costs, which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents. Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.7 **Pension costs**

The Charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the Statement of Financial Activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.8 **Operating leases**

The Charity classifies the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

1.9 **Tangible fixed assets**

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment	-	straight line over 3 years
Other equipment	-	straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

Notes to the Financial Statements for the year ended 31 March 2023

1 **Accounting Policies (continued)**

1.10 **Cash and cash equivalents**

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.11 **Grants received in advance**

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities where grant conditions outside the Charity's control have not been met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met, typically when the grant conditions are met.

1.12 **Financial instruments**

The Charity only has financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are initially recognised at transaction price and subsequently amortised cost.

1.13 **Taxation**

The Company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the Company and is therefore included in the relevant costs in the Statement of Financial Activities. The Charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.14 **Fund accounting**

General Funds are unrestricted funds, which are available for use at the discretion of the Board in furtherance of general objectives of the Charity and which have not been designated for other purposes. Designated Funds comprise unrestricted funds that have been set aside by the Board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts. Restricted Funds are to be used for specific purposes as laid down by the donor.

Notes to the Financial Statements for the year ended 31 March 2023

1 **Accounting Policies (continued)**

1.15 **Critical accounting estimates and judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

The Trustees are of the opinion that there are no estimates, assumptions and management judgements that carry a significant risk of material adjustments to the carrying amounts of assets and liabilities within the next financial year.

1.16 **Donated services**

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 **Donations, gifts & legacies**

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Donations and gifts	20,130	38,500	58,630	25,489	55,986	81,475
Legacies	10,089	-	10,089	4,000	-	4,000
	30,219	38,500	68,719	29,489	55,986	85,475

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our Trustees' Annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the Financial Statements for the year ended 31 March 2023

3 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Interest receivable	10,567	-	10,567	661	-	661

4 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Ageing Well Somerset	75,255	-	75,255	46,940	-	46,940
Ageing Well North Somerset	29,556	-	29,556	20,015	-	20,015
Ageing Well SSSS Somerset	33,196	-	33,196	16,309	-	16,309
Ageing Well SSSS North Somerset	8,334	-	8,334	932	-	932
Information Advocacy	-	-	-	2,765	-	2,765
Toenail Cutting	37,469	-	37,469	36,614	-	36,614
Mental Wellness Support	19,268	-	19,268	7,395	-	7,395
	203,078	-	203,078	130,970	-	130,970

Notes to the Financial Statements for the year ended 31 March 2023

5 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Local authorities	30,000	270,250	300,250	33,000	236,000	269,000
NHS Somerset and NHS North Somerset	-	129,663	129,663	-	29,885	29,885
The National Lottery Fund – RC South West Region	-	17,820	17,820	-	-	-
Other grants	7,767	115,175	122,942	-	54,204	54,204
Age UK Grants	27,162	25,566	52,728	80,242	25,344	105,586
Surviving Winter	-	23,050	23,050	550	9,950	10,500
	64,929	581,524	646,453	113,792	355,383	469,175

6 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Age UK brand partnership	10,000	-	10,000	10,000	-	10,000
Other income	1,000	-	1,000	-	-	-
	11,000	-	11,000	10,000	-	10,000

Notes to the Financial Statements for the year ended 31 March 2023

7 Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
		£	£	£	£	£	£
Staff costs		13,726	494,026	507,752	18,605	397,512	416,117
Volunteer expenses		464	7,930	8,394	84	3,692	3,776
Travel		325	22,495	22,820	18	12,344	12,362
Recruitment		-	952	952	-	1,876	1,876
Premises costs		(2,482)	9,053	6,571	-	84	84
Communication and Office costs		(1,704)	9,706	8,002	200	4,448	4,648
Service related costs		-	101,278	101,278	43	32,381	32,424
Grants payable	10	-	36,772	36,772	-	7,100	7,100
Governance costs	9	22,090	-	22,090	9,350	-	9,350
Other costs		(19)	3,808	3,789	10	1,030	1,040
		32,400	686,020	718,420	28,310	460,467	488,777
Support costs							
General Office		6,061	61,690	67,751	2,905	59,423	62,328
Senior management		30,611	11,567	42,178	17,426	11,365	28,791
Finance		(6,063)	30,845	24,782	25,773	29,063	54,836
Combined services		39,322	24,418	63,740	41,840	23,497	65,337
Income generation		10,750	-	10,750	6,133	-	6,133
		113,081	814,540	927,621	122,387	583,815	706,202

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the Board on the following basis:

Support cost	Basis of apportionment
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

Notes to the Financial Statements for the year ended 31 March 2023

8 Independent examination remuneration

	2023	2022
	£	£
Independent examination fee	2,000	840
Accounting services	8,363	6,933
Bookkeeping	4,986	1,500
	15,349	9,273

9 Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Independent examination fee	2,000	-	2,000	840	-	840
Accounting services	10,253	-	10,253	6,933	-	6,933
Bookkeeping	7,365	-	7,365	1,500	-	1,500
Legal fees	2,472	-	2,472	77	-	77
	22,090	-	22,090	9,350	-	9,350

10 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Grants have been paid out for the following activities:						
Surviving Winter	-	32,922	32,922	-	7,100	7,100
Hardship Fund	-	3,850	3,850	-	-	-
	-	36,772	36,772	-	7,100	7,100

Notes to the Financial Statements for the year ended 31 March 2023

11 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (2022: none). No expenses were reimbursed to Trustee Directors (2022: none). No donations were received from the Trustee Directors during the year (2022: none).

12 Wages and salaries

	2023 £	2022 £
Wages and salaries	584,206	491,847
Employer National Insurance	30,884	24,112
Employer Pension	25,547	21,418
Other staff costs	5,680	9,769
	646,317	547,146

Presented within expenditure as follows:

Expenditure on charitable activities:		
Staff costs	507,752	417,993
Support costs allocated	138,565	129,153
	646,317	547,146

One individual employee was paid over £60,000 (2022: 1).

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2023 No	2022 No
Charitable activities	17	18
Governance	1	1
	18	19

12 Wages and salaries (continued)

The average head count during the year was 57 (2022: 55).

The key management personnel is identified as the Chief Executive Officer. The total employee benefits, inclusive of pension and social security costs, of the key management personnel of the Charity were £63,716 (2022: £60,124).

13 Defined contribution pension scheme

The Charity makes contributions to pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £25,547 (2022: £21,447).

Contributions totalling £4,049 (2022: £2,320) were payable to the scheme at the end of the year and are included in other creditors.

14 Tangible assets

	Computers	Other Equipment	Total
	£	£	£
Cost			
As at 01/04/2022	28,720	989	29,709
Additions	5,028	-	5,028
As at 31/03/2023	33,748	989	34,737
Depreciation			
As at 01/04/2022	25,982	989	26,971
Charge for year	3,544	-	3,544
As at 31/03/2023	29,526	989	30,516
Net book value			
As at 31/03/2023	4,222	-	4,222
As at 31/03/2022	2,738	-	2,738

Notes to the Financial Statements for the year ended 31 March 2023

15 Investments

	Total 2023 £	Total 2022 £
Age UK Somerset Trading LTD		
Ordinary shares of £1 each	2	2

Age UK Somerset Trading LTD (Company Registration Number: 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The trading subsidiary gift aids any taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The trading subsidiary ceased trading on 22 January 2020. Registered office: refer to page 3 Reference and Administrative Details 21/22

The results of Age UK Somerset Trading LTD were as follows:

	2023 £	2022 £
Turnover	-	-
Costs of sales	-	-
Gross profit	-	-
Administrative expenses	15	15
Operating loss	15	15
Gift aid to Age UK Somerset	-	-
	15	15
The assets and liabilities were:		
Current assets	2	2
Current liabilities	-	-
Total net assets	2	2
Called up share capital	2	2
Retained Earnings	-	-
	2	2

Notes to the Financial Statements for the year ended 31 March 2023

16 Debtors

	2023 £	2022 £
Trade debtors	18,802	23,109
Amounts due from group undertakings	-	-
Other debtors	17,229	38,719
Prepayments	4,200	3,367
	40,231	65,195

17 Creditors - Amounts falling due within one year

	2023 £	2022 £
Trade creditors	12,612	6,637
Other creditors and accruals	42,121	46,840
PAYE Income Tax & National Insurance	9,962	8,997
Amounts due to group undertakings	2	2
	64,697	62,476

18 Grants received in advance

	2023 £	2022 £
Balance as at 1 April	17,385	-
Allocated in year	(17,385)	-
Received in year	10,082	17,385
Balance as at 31 March	10,082	17,385

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds – for the year ended 31 March 2023

	Balance 1 Apr 2022	Income	Expenditure	Transfers	Balance 31 Mar 2023
	£	£	£	£	£
Restricted funds					
Ageing Well Somerset	-	80,942	183,275	102,333	-
Ageing Well North Somerset	-	81,777	97,499	15,722	-
Befriending Somerset	3,131	-	6,838	3,707	-
Active Befriending Somerset	-	10,850	7,508	-	3,342
Active Befriending North Somerset	-	19,925	12,427	-	7,498
Ageing Well SSSS Somerset	-	43,801	101,431	57,630	-
Ageing Well SSSS North Somerset	1,871	60,000	49,015	-	12,856
Information & Advice	4,856	63,982	87,049	18,211	-
North Somerset (SCAMS)	1,671	15,018	18,186	1,497	-
North Somerset Projects	7,655	6,000	8,169	-	5,486
Surviving Winter	4,050	23,050	29,782	2,682	-
Toe Nail Cutting	-	23,205	68,779	45,574	-
Mental Wellness Support	5,720	74,196	104,366	24,450	-
The National Lottery Community Fund – RC South West Region	-	17,820	16,779	-	1,041
Chat & Map Service	-	74,458	23,437	-	51,021
Taunton Cider Trust	21,423	-	-	-	21,423
Mendip & Wells	-	25,000	-	-	25,000
Total restricted funds	50,377	620,024	814,540	271,806	127,667

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds for the year ended 31 March 2023 (continued)

	Balance 1 Apr 2022	Income	Expenditure	Transfers	Balance 31 Mar 2023
	£	£	£	£	£
Unrestricted funds					
Designated:					
Ageing Well Somerset	-	77,678	-	(77,678)	-
Ageing Well North Somerset	11,135	30,056	-	(40,377)	814
Befriending Somerset	20,000	95	-	(3,707)	16,388
Active Befriending Somerset	-	150	-	-	150
Active Befriending North Somerset	-	125	-	-	125
Ageing Well SSSS Somerset	-	33,291	-	(33,291)	-
Ageing Well SSSS North Somerset	932	8,334	-	-	9,266
Information & Advice	18,475	6,682	-	(18,211)	6,946
North Somerset (SCAMS)	-	349	-	(349)	-
Surviving Winter	-	200	-	(200)	-
Toenail Cutting	-	37,515	-	(37,515)	-
Mental Wellness Support	7,395	19,268	-	(24,450)	2,213
Chat & Map Service	-	30	-	-	30
Volunteers	970	30,000	40,145	9,175	-
IT Hardware Renewals	26,000	-	-	-	26,000
IT Infrastructure Development	80,000	-	-	-	80,000
North Somerset & Somerset Services	331	-	-	-	331
Total designated funds	165,238	243,773	40,145	(226,603)	142,263
General	444,660	76,020	72,936	(45,203)	402,541
Total unrestricted funds	609,898	319,793	113,081	(271,806)	544,804
Total funds	**660,275**	**939,817**	**927,622**	-	**672,471**

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds for the year ended 31 March 2023 (continued)

Statement of funds – Restricted funds detail

- Ageing Well Somerset is the service that provides older people with opportunities to get together to stay fit and active. It is a highly successful project funded by service fee income, fundraising and grants from Somerset County Council and other bodies. It has been running for several years to promote healthy lifestyles, improved mobility and mental wellness benefits for older people, with activity classes organised across Somerset. This year has seen the service come back strongly from the restrictions of Covid, with classes re-opening across the county.

- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by service fee income, contracts with North Somerset Council and other grants from other bodies. It has also been running very successfully for a number of years as in Somerset, classes have this past year come back strongly from the restrictions of Covid.

- Befriending Somerset is a service aimed at helping to combat loneliness and isolation across Somerset and North Somerset. Funding in this financial year was in the main grants from the NHS and Somerset County Council (for the area of Somerset only).

- Active Befriending Somerset is a service very much follows the research carried out by the NHS in recognising that any form of movement can only be beneficial to individuals. The service thus provides both companionship and gentle movement through walking. It is often referred to as our 'Walk and Talk' service.

- Active Befriending North Somerset is the same service as Active Befriending Somerset, funded by contracts with North Somerset Council.

- Ageing Well SSSS Somerset is the provision of exercise classes tailored specifically to individuals who have been referred as in need of falls prevention. Stay Strong Stay Steady (SSSS) in Somerset is delivered under contract with Somerset County Council and is also a fee income service.

- Ageing Well SSSS North Somerset is the same service as Ageing Well SSSS Somerset. It has been funded on a grant basis by Quartet Community Foundation and is also a fee income service.

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds for the year ended 31 March 2023 (continued)

- Information & Advice provides online and telephone access to up to date information on older people's issues and provides advice on services that are available in Somerset and North Somerset, helping older people to make informed decisions. It was funded during the year through grants from organisations including Somerset County Council, North Somerset Council, Age UK and grants from other bodies. There is some service fee income in relation to donations given after successful attendance allowance claims.

- Information & Advice North Somerset (SCAMS) is an Anti-Scams project with North Somerset Trading Standards funded by a grant from North Somerset Council. Age UK Somerset helps many vulnerable and elderly people each year who have been victims of scamming and many awareness raising sessions are held to equip people who may be targeted.

- North Somerset Projects covers a range of activities that are supported and grant funded by North Somerset Council and/or the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). Project initiatives were in development during the financial year to best enable community impact.

- Surviving Winter is a small grant giving programme with funds provided by Somerset Community Foundation to support older people in Somerset experiencing fuel poverty in winter. Funds provided by the St Monica Trust similarly supported those in North Somerset. There is a small management fee involved.

- Toenail Cutting provides a basic toenail cutting service via a network of community-based clinics. It is funded by service fee income and the Somerset NHS Foundation Trust on a contract basis. It is available to older people living in Somerset with the aim of improving their quality of life and mobility. This service has also been registered with the Care Quality Commission (CQC) to enable a small-scale domiciliary service to be provided to housebound older people. The service is recognised as a 'Good' service under CQC inspection rules.

19 Statement of funds for the year ended 31 March 2023 (continued)

- Mental Wellbeing Support currently encompasses two service provisions. Firstly, Age UK Somerset's involvement in the Somerset-wide Open Mental Health partnership, within which Age UK Somerset has been commissioned and funded by Rethink to provide a Friendly Phone Calls support service in Somerset for older clients who are suffering mild to moderate mental health difficulties. The partnership consists of 10 VCSE organisations working in tandem with Somerset NHS Foundation Trust to provide a 'no wrong door' access to mental health service across the county. Secondly the provision of an income fee service called Cognitive Stimulation Therapy (CST), proven to be beneficial in the early stages of dementia in older people. During this financial year our CST provision was funded by Somerset County Council and Age UK. The CST service has expanded into North Somerset during this financial year.

- The National Lottery Communities fund – RC South West Region is a project whose aim is to support older people maintain independence and wellbeing through the use of holistic assessment that may identify specific issues that will lead to more specific outcomes such as reduced anxiety levels, improved wellbeing and social interactions, improved living conditions and nutrition levels, and an increase in activities and movement and balance.

- Chat & Map Service is a project funded by ReThink for a free to the user programme offering a holistic approach to solving the issues that may be affecting the quality of life of an older person, this starts with a chat to help map what daily life is like for individuals and ends with solutions to make daily life better.

- Taunton Cider Trust was set up to enable former employees, who suffer financial hardship, to apply for and receive some small financial help. The trustees, all of whom are now well along in years, closed the trust and transferred the remaining finances and grant giving responsibilities to Age UK Somerset in March 2022. It was agreed by trustees that the fund would remain as a restricted fund for the period on 5 years from the date of transfer from the trust, at which time it would be at the discretion of Age UK Somerset as to how any remaining funds would be distributed.

- A ringfenced donation from the Estate of Mr RG Patterson for the benefit of Mendip & Wells Area received towards the end of the financial year. Work is underway to identify the how best to utilise this restricted fund for the benefit of patrons on Mendip and Wells.

19 Statement of funds (continued) – Designated funds detail

- Ageing Well Somerset includes unrestricted service fees income of £75,255 received from the service and donated income of £2,423, these have been transferred to offset restricted expenditure in this service.

- Ageing Well North Somerset includes unrestricted service fees income of £29,556 received from the service and donated income of £500. £15,722 of the designated fund has been transferred to offset restricted expenditure in this service along with contributing £24,655 towards the restricted expenditure on Ageing Well Somerset.

- Ageing Well SSSS Somerset includes unrestricted service fees income of £33,196 received from the service and donated income of £95. The designated fund has been transferred to offset restricted expenditure in this service.

- Ageing Well SSSS North Somerset includes unrestricted service fees income of £8,334 received from the service. The remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year.

- Information & Advice includes unrestricted donated income of £6,682. £18,211 of the designated fund has been transferred to offset expenditure in this service.

- Information & Advice North Somerset (SCAMS) includes unrestricted donated income of £349. This has been transferred to offset restricted expenditure in this service.

- Befriending Somerset includes unrestricted donated income of £95. £3,770 of the designated fund has been transferred to offset restricted expenditure in this service.

- Active Befriending Somerset includes unrestricted donated income of £150. The remaining balance will be retained for offset against any future service deficit.

- Active Befriending North Somerset includes unrestricted donated income of £125. The remaining balance will be retained for offset against any future service deficit.

- Chat and Map Service includes unrestricted donated income of £30. The remaining balance will be retained for offset against any future service deficit.

- Surviving Winter includes unrestricted donated income of £200. The designated fund has been transferred to offset restricted expenditure in this service.

- Toenail Cutting includes unrestricted service fees income of £37,469 received from the service and donated income of £46, these have been transferred to offset restricted expenditure in this service.

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds (continued) – Designated funds detail

- Mental Wellness Support includes unrestricted service fees income of £19,268 from the Cognitive Stimulation Therapy service. £24,450 of the designated fund has been transferred to offset restricted expenditure in this service.

- Volunteers includes unrestricted income of £30,000 to help support and maintain the network of Age UK volunteers to provide a range of activities with the community. £9,175 was utilised from general funds income to cover the shortfall in the service expenditure in the year.

- IT Hardware renewal funding requirements has been designated £26,000 from the General Fund. This is to replace computer and mobile phone items at the end of their useful life. It is anticipated that this fund will be utilised during the next financial year.

- IT Infrastructure development funding requirements has been designated £80,000 from the General Fund for the following areas of the organisation: Finance, Human Resources, Cloud Telephony and other support processes software. The pandemic has highlighted the importance of a robust IT infrastructure to streamline working practices and support remote working effectively.

- North Somerset & Somerset Services received no unrestricted service fees income in this financial year. The balance of £331 detailed in the previous financial year was not utilised as expected and hence will remain in designated funds are intended for use as required by the Something to Do Club in Clevedon.

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds (continued) – for the year ended 31 March 2022

	Balance 1 Apr 2021	Income	Expenditure	Transfers	Balance 31 Mar 2022
	£	£	£	£	£
Restricted funds					
Ageing Well Somerset	-	59,381	141,504	82,123	-
Ageing Well North Somerset	-	30,217	48,670	18,453	-
Befriending Somerset	5,451	19,061	21,381	-	3,131
Ageing Well SSSS Somerset	-	60,054	102,919	42,865	-
Ageing Well SSSS North Somerset	15,000	-	13,129	-	1,871
Information & Advice	-	81,358	76,502	-	4,856
North Somerset (SCAMS)	1,430	14,078	13,837	-	1,671
North Somerset Projects	6,781	20,105	19,231	-	7,655
Surviving Winter	600	10,550	7,100	-	4,050
Toe Nail Cutting	-	23,261	67,791	44,530	-
Mental Wellness Support	5,590	71,881	71,751	-	5,720
Taunton Cider Trust	-	21,423	-	-	21,423
Total restricted funds	34,852	411,369	583,815	187,971	50,377
Unrestricted funds					
Designated:					
Ageing Well Somerset	18,126	46,940	-	(65,066)	-
Ageing Well North Somerset	26,630	20,015	-	(35,510)	11,135
Ageing Well SSSS Somerset	-	16,309	-	(16,309)	-
Ageing Well SSSS North Somerset	-	932	-	-	932
Information & Advice	15,710	2,765	-	-	18,475
Befriending Somerset	20,000	-	-	-	20,000
Toenail Cutting	4,999	36,614	-	(41,613)	-
Mental Wellness Support	-	7,395	-	-	7,395
Volunteers	970	-	-	-	970
IT Hardware Renewals	26,000	-	-	-	26,000
IT Infrastructure Development	80,000	-	-	-	80,000
North Somerset & Somerset Services	331	-	-	-	331
Total designated funds	192,766	130,970	-	(158,498)	165,238

Notes to the Financial Statements for the year ended 31 March 2023

19 Statement of funds (continued) – for the year ended 31 March 2022

	Balance 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2022 £
General	442,578	153,942	122,387	(29,473)	444,660
Total unrestricted funds	635,344	284,912	122,387	(187,971)	609,898
Total funds	**670,196**	**696,281**	**706,202**	**-**	**660,275**

20 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Tangible fixed assets	4,224	-	4,224	2,740	-	2,740
Net current assets	540,580	127,667	668,247	607,158	50,377	657,535
	544,804	127,667	672,471	609,898	50,377	660,275

21 Operating leases

The following amounts were charged to the Statement of Financial Activities during the year:

	2023 £	2022 £
Operating leases	34,614	34,614

Notes to the Financial Statements for the year ended 31 March 2023

22 Commitments

At 31 March 2023 the Charity had total commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings	
	2023	2022
	£	£
Less than one year	33,045	33,045
Between two and five years	11,015	44,061
	44,060	77,106

	Other	
	2023	2022
	£	£
Less than one year	4,005	5,340
Between two and five years	-	4,005
	4,005	9,345

AGE UK SOMERSET

England & Wales - Charity number 1015900

Accounts

Age UK Somerset

(a Company Limited by Guarantee)

Report of Trustees and Unaudited Financial Statements

for the year ending 31st March 2022

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900

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Reference and Administrative Details 21/22

Trustees, Members and Directors 2021/2022

- A. Fraser MBE (Chair)
- D. F. Johnson FCA (Treasurer)
- L. Hardy
- A. Van Vliet
- J. Knight (resigned 28 June 2022)
- S. Holt
- Dr. T. Benn (resigned 24 March 2022)

Honorary Trustees

- B. Gibbs FCIS

Chief Executive

- P. J Dolan MSc CMgr FCMI (DipM)

Principle Office and Registered Office (Group: Charity and Trading Subsidiary)

Ash House, Cook Way, Bindon Road, TAUNTON, Somerset TA2 6BJ

Solicitor

Porter Dodson, The Quad, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Independent Examiner

Alexandra Shore FCA CTA DChA, A C Mole, Chartered Accountants, Stafford House, Blackbrook Park Avenue, TAUNTON, Somerset TA1 2PX

Related Parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK and became a Brand Partner with them in October 2010.

Partnership activities during the year has included working with the Somerset Group of Charities relating to Open Mental Health as well as projects with Somerset Public Health, Somerset Council and North Somerset Council.

During 2021/22 Age UK Somerset agreed to receive a sum of £21,423 from The Taunton Cider Charitable Trust. The Trust was set up to aid pensioners of the former Taunton Cider Company who needed some financial help. The Trust transferred the money on the basis that, for a period of 5 years, Age UK Somerset would assess and pay any claims from pensioners. The Trust was subsequently wound up.

The Charity's wholly owned subsidiary, Age UK Somerset Trading Limited, was established to operate its trading activities. The wholly owned subsidiary gift aids any profits to the Charity. Age UK Somerset Trading Ltd ceased trading on 22 January 2020.

Administration of the Charity

The Trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the Charity and Group for the year ended 31 March 2022. This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Company Status

The Charity is a company limited by guarantee and does not have a share capital. Each member of the company (the Trustees) undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

Our Governing Document

Age UK Somerset is a company limited by guarantee governed by its Memorandum and Articles of Association dated 26th May 1992, which were amended to allow for current governance arrangements and extend the geographical area of benefit on 28th August 2003.

New Memorandum and Articles of Association were adopted on 5th April 2011 to legally reflect the change of name of the Charity. We are registered as a Charity with the Charity Commission.

The Board of Trustees, which must have a minimum of 5 members, administers the Charity. The Board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration.

The Trustees form sub-committees when required, for example Finance, and if necessary, officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the Trustees.

The Trustees

The Trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at the Annual General Meeting of the company in accordance with the company's Articles of Association. In addition, the Trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the Board.

Within our Board of Trustees, we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial and health background.

At each AGM one third of the Trustees who are subject to retirement by rotation shall retire from office.

Unless notified in writing by the Trustee, the date of appointment of a new Trustee is taken as the date of resignation of the previous Trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee Induction and Training

New Trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the Charity and its policies and procedures.

This is encompassed in a Trustees' Handbook which is regularly updated.

Aims and Objectives

The legal objects of the Charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset. The Charity has the general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Our vision for what we want for older people in our area is quite simple:

That older people, their families and carers, have opportunities and access to information and services that enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our mission therefore encompasses what we will do to make the vision a reality:

As an organisation, and working with partner organisations, to provide valued services and promote the wellbeing and independence of older people, in all their diversity, helping them live longer and better.

We will put the needs of older people at the heart of all we do by providing comprehensive and accessible information and services.

We aim to ensure that everything we do will focus on achieving the best for older people by exhibiting the following values:

- As we value the independence of our organisation to direct our business and select our objectives, so we will argue for everything that sustains and maximises the independence of the individual.
- We strive to earn the respect of our partners and users and will respect the wishes and aspirations of others.
- We endeavour to ensure that the lifestyle and circumstances of older people guarantees their dignity at all times.
- In working with older people, we will seek to empower them.
- We will celebrate diversity and offer equal opportunities.

Moving Forward

The main objectives for the coming period are as outlined in the Age UK Somerset Strategic Plan 2022 -2026 with the overarching strategic themes:

- Maintain and develop our services in response to local needs
- Working in partnership to enhance the vision, mission and values of Age UK Somerset
- Continually raising the organisation's profile
- Be recognised as an efficient and effective organisation, working for the benefit of older people
- Be a financially sustainable organisation
- Understand the positive difference Age UK Somerset is making to the lives of older people

Our Areas of Activity

The main areas of activity continue to be the delivery of direct services to older people; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the Charity does. All our services aimed to improve the wellbeing and quality of life of and for older people.

Much of our work in 2021/2022 has been about 'building back' from the disruption of Covid. The demand for our services continues to increase. Many older people recognise the 'trusted brand' that is Age UK.

The charity remains grateful to the many organisations that continue to help fund the work we undertake. Thanks go to:

The National Lottery, Nanu Huyu Trust, Somerset County Council, North Somerset Council, Quartet, the BNSSG, Wesport, SASP, Somerset Community Foundation, Independent Age, St Monica Trust, Age UK national and many, many others.

The Charity continued to have a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as TV licences, pension reform and paying for care. This is an area of work that continues to develop with new themes added each year.

Delivering Public Benefit

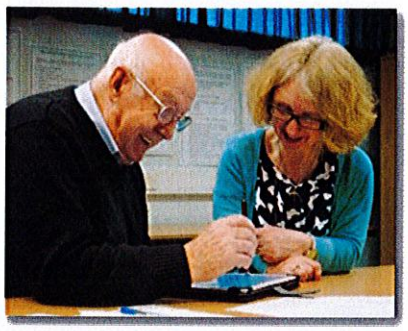
All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset and are designed to provide support and/or activity that enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

Age UK Somerset continues to listen to older people and a regular monthly SOOM question, tracks the views of a cross section of older people in our area on key topics.

The following section of this report shows the scope of our work. The Trustees have had due regard to the Charity Commission guidance on public benefit.

Our Services



Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions.

This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as online enquiries. A small team of community based I & A volunteers take the service to locations across our area making the service accessible to more older people.

Over 5000 older people, including their families, were helped during 2021/2022 by this service.

Included in this work was the support to clients in applying for Attendance Allowance and Disability Living Allowance, with successful claims bringing in an estimated £1.5m into the local economy and having a significant impact on the individuals.



Ageing Well is the service that provides older people with opportunities to get together to stay fit and active.

We provide over 120 weekly exercise classes across Somerset and North Somerset, even in quite remote areas. These range from traditional chair-based activities such as Flexercise led by trained Volunteers, to Movement to Music, Yoga and Tai Chi sessions to name a few, that are led by paid qualified instructors.

We have started providing a range of specific 'health based' classes as well as conditioning exercises for patients in Kewstoke ward in Weston General hospital to aid discharge.

We are building back strongly with our 'Stay Strong, Stay Steady' classes as well as Otago to really help with falls prevention. The support of Somerset Public Health and The Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group has been vital.

The Toe Nail Cutting Service, which is part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people living in Somerset with the aim of improving their quality of life and mobility.

Cuts are delivered by trained assistants, mainly in clinic settings across the county, four times a year as defined by the Podiatry Service.

This vitally important service caters for some 800 older people. As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We are currently rated a 'Good' service by the CQC.

Our Active Befriending Service is aimed at combating the loneliness and isolation of older people across Somerset and North Somerset, while at the same time enjoying being outside for some exercise and movement. Trained volunteers provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible.



Our Friendly Phone Call service is primarily for those that suffer mild to moderate depression and anxiety. This service was part of the countywide Open Mental Health partnership. On average around 30 individuals were supported each month.

Cognitive Stimulation Therapy is a service that can help those with a recent diagnosis of dementia, buy some more time. It is non-pharmaceutical intervention and provides a safe space for people to enjoy life now and spend time with others in a similar situation.

Information & Advice North Somerset 'SCAMS' is an Anti-Scams project with North Somerset Trading Standards where our staff member works with local people who had sadly been the subject of a scam.

Age UK Somerset helps many vulnerable and elderly people each year who had been victims of scamming and many awareness raising sessions are held to equip people who may be targeted. During the pandemic, as much work as possible was carried out via the telephone.

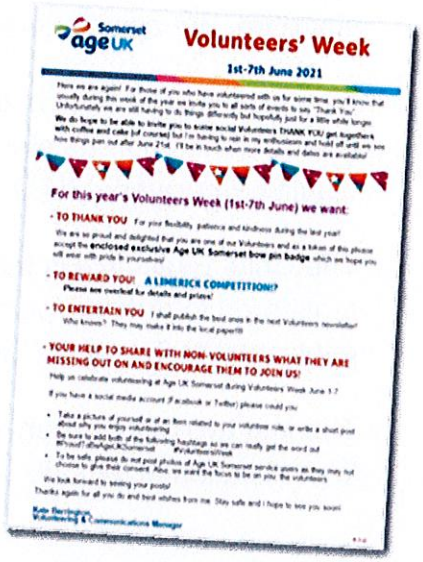
Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers.

We are proud to have 270 active volunteers as part of our team.

Our volunteers have roles in our Ageing Well, Information & Advice and Befriending services, Friendly Phone Calls, Cognitive Stimulation Therapy as well as providing administrative support.

We aim to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June and also in December. The volunteers have indicated they value these.


Volunteers' Week
1st-7th June 2021

For this year's Volunteers Week (1st-7th June) we want:

- TO THANK YOU
- TO REWARD YOU! A LIMERICK COMPETITION!?
- TO ENTERTAIN YOU
- YOUR HELP TO SHARE WITH NON-VOLUNTEERS WHAT THEY ARE MISSING OUT ON AND ENCOURAGE THEM TO JOIN US!

We also encourage volunteers to give feedback in order for us to improve their experience and our services for the clients that they visit. Although not able to hold face to face events in June 2021, we did hold a number of online events and kept in touch by email and our 'Voice' online volunteer magazine.

Whilst it is difficult to calculate, we estimate that each year our volunteers contribute around 35,000 hours helping to make our services both successful and very cost effective. If we apply a £10 an hour to the hours they give this amounts to well over £350,000 and many of the tasks would be valued much higher.

The value of this unpaid volunteer time has not been recognised in the Financial Statements in accordance with Charities SORP (FRS102) as detailed in the accounting policies.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

Quality Marques

The Charity Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset has held the Charity Quality Standards since May 2018. During 2021 the charity completed a self-assessment to ensure it continues to hold to the standard. We await a formal inspection likely during 2022.

In addition to the above, the Information & Advice service is in the process of attaining the rigorous standard necessary to be awarded the Information & Advice Quality Programme (IAQP).

The Chief Executive is the Registered Care Manager and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service.

The last two assessments by the CQC resulted in Age UK Somerset being given a 'classification of 'Good'.

Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies for the Charity and its subsidiary trading company.

This process includes review by Trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Key strategic documents reviewed and continually updated by the organisation include:

- The Business Continuity Plan
- The Strategic Business Plan.

Key risks that are continually monitored by the organisation include:

Safeguarding Risks
Safeguarding of all our elderly clients, Volunteers and Staff is key for Age UK Somerset. Detailed policies and procedures are regularly reviewed, full training is provided for all our Volunteers and Staff and an 'easy read' procedure guide is provided. We maintain a regular and positive relationship with both the Somerset and North Somerset Safeguarding Boards.

Threats to Staff & Volunteers' Safety. All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Head of Support Services. All policies are available to Volunteers and Staff at all times at Ash House and remotely via Sharepoint.

I.T. Failure
As with many organisations, both large and small, we rely heavily on I.T. for banking, finance recording, secure data capture etc.

We retain the services of a Devon based company called I.T. Champion to support us in our I.T. infrastructure requirements and regularly discuss with them any improvements we could make.

Financial Fraud
We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the Charity from potential fraudulent acts impacting on our banking and financial processes.

The Risk Management process is reviewed annually and monitored during the year by Trustees.

Relevant Age UK Somerset policies and assessments* are reviewed by the Board of Trustees on a periodic rolling basis.

*Each 'Service' has its own risk assessment(s). Each time Age UK Somerset has a new activity or service, a full risk assessment is completed.

Financial Review of the Year

Statement of Financial Activities

Total income from all sources was £696,281 (2021: £658,666) an increase of £37,615 (5.7%) (2021: decrease £290,593 and 30.6%) from the previous year.

No trading activities were carried out during the year through the Charity's wholly owned subsidiary trading company.

Balance Sheet

At the year end the Charity's net assets stood at £660,275 (2021: £670,196) of which £50,377 (2021: £35,852) was in restricted funds. Details of the funds and the movements therein are given in Notes 19 and 20 to these accounts.

Summary

There was an overall deficit of £9,921 (2021: surplus £70,429) a decrease of £80,350 (114%) from the previous year.

The financial position of the Charity following a very difficult period, due to Covid, is in the Board's view positive, largely due to the receipt of legacies recognised in the accounts and the additional funding support materialising due to successful grant claims.

The Charity's funds balance is presently in excess of the reserves policy and provides a secure basis to facilitate designated project work and to mitigate the anticipated return of the challenge of raising finance to deliver the Charity's work across Somerset and North Somerset in the future.

Legacies

From time to time the charity is the recipient of bequests, often in the form of legacies.

There were no notable legacies during the financial year.

Review of Principal Funding Sources

The Board of Age UK Somerset continues to operate a policy of accessing as diverse and varied a range of funding as possible in order to not become over reliant on any single source and therefore provide income security. The majority of the Charity's funding comes from agreements with organisations that share and wish to support the Charity's aims and objectives. Increasingly this source of funding is subject to cuts, however the recognition of the consistently positive impact our charity's work has on the wellbeing of older people has significantly contributed to a continuation of this financial support. Wherever possible the Charity aims to maintain these funding relationships going forward and is actively seeking to further this objective by working in partnerships with other charitable organisations. Although funders will have their own budget constraints, the Charity still consistently endeavours to forge longer term agreements with funders wherever possible.

The Charity has historically been in receipt of significant levels of income from service fees. The Ageing Well service, has, historically, been a good source of service fee income and was operating at around £200,000 per annum pre-Covid. The Charity is successfully working towards getting this vital source of income reinstated to previous levels. Service fees are re-invested in supporting the services as designated funds.

Grants from foundations and trusts, legacies and donations are gratefully received and the Charity is able to recover tax under the Gift Aid scheme from those donations that qualify.

The charity also receives income from a number of commissioned services. These include TNC, a Cognitive Stimulation Therapy service, Friendly Phone Calls and a 'Stay Strong, Stay Steady' service.

Working Relationships

The Charity is a member of the Age England Association and a Brand Partner of Age UK national.

Those who have enabled us to deliver our charitable objectives during the financial year included:

Age UK, Rethink, North Somerset Council, Quartet Community Foundation, Somerset Community Foundation, Sedgemoor District Council, Somerset County Council, Somerset CCG, Somerset NHS Foundation Trust, The Nani Huyu Charitable Trust, St Monica Trust, the Co-op, SASP,VANS, Wesport, The Heath and Well Being Board at North Somerset Council and several other generous entities and individuals.

The Charity would wish to thank all organisations and individuals who have supported its activities during the year.

Reserves Policy

The Board has established a policy whereby sufficient unrestricted funds not held in fixed assets (free reserves) should be accumulated over time to provide working capital for the continuation of operations for a minimum 3 month and maximum 6 month period. This level of free reserves can equally be applied to 12 months budget considerations, any contractual obligations that are likely to materialise in the event of the Charity wholly or partly ceasing operations and to provide the funding of anticipated capital expenditure.

The Board considers that in keeping with the above requirements an appropriate level of free reserves from the General Fund would be an amount of £350,000 (2021: £265,000). At 31 March 2022 the free reserves held in Unrestricted Funds amounted to £607,158 (2021: £628,065). This figure is arrived at by taking the total value of the Unrestricted Funds £609,898 (2021: £635,344) less the value of fixed assets £2,740 (2021: £7,279).

The £257,158 (2021: £363,065) of reserves held in excess of the policy includes £165,238 (2021: £192,765) of designated funds, which will be used to support fee income generating services, some continued post pandemic recovery and the expansion of new services, in addition to the following specific areas:

- Befriending Service project opportunities
- Volunteers training and events
- IT hardware renewals
- IT Cloud infrastructure initiatives in areas such as Finance, Human Resources and Telephony.

Details of the designated amounts are specified in the Statement of Funds (Notes to the Accounts 19).

The remaining surplus of free reserves allows sufficient cover for income loss risk, the negative financial impact of unexpected adverse events and facilitating funding for further new opportunities.

Investment Policy

The Board has the power to invest the Charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project, where the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are placed on interest bearing deposit. These are split between the Charity's principal bankers Santander Corporate Banking, NatWest and the CCLA Charities Official Investment Fund (COIF) - Charities Deposit Fund. Funds are deposited to make best use of the Financial Services Compensation Scheme (FSCS), which protects deposited balances up to £85,000.

Plans for the Future Period

Covid did freeze many plans, ambitions and opportunities for an entire year. Nevertheless, we started building back in 2021/22 as restrictions eased. Plans from 2021/2022 remained the same as it was from 2020/2021 and is detailed as follows.

There are changes occurring in the NHS and Social care arenas nationally and at a local level. The Charity sees a clear route for further activity within these areas.

The ICS (Integrated Care System) becomes a statutory 'beast' in 2022. Already Age UK Somerset, in conjunction with partners from the Somerset group of Charities have submitted a paper to the ICS Board on how we want to engage with them.

Age UK Somerset maintains an interest in the Somerset and North Somerset neighbourhood initiatives, social prescribing across the VCSE (Voluntary, Community & Social Enterprise) sector and the 'prevent' agenda in respect of mental health issues.

Changes to the CCG (Clinical Commissioning Group) in North Somerset (now joined with Bristol and South Gloucester) provide an opportunity for the three local Age UKs in those areas, including this charity, to develop some shared delivery models for commissioned services. This is most notably in regards to frailty services. This continues to be worked on.

The Charity will continue to be active in the areas of toe nail cutting, gentle exercise, services for the frail, help for those with a dementia diagnosis, information & advice and friendly visiting.

The Charity has introduced a 'holistic assessment' service to ensure older people have solutions to a range of issues and/or problems that impact them. The Charity continues to seek out funding for this service.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the director's report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply these consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and accounting estimates that are reasonable and prudent,
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

(continued overleaf)

Approved by the Board of Trustees

on 21st September 2022 and signed on its behalf by:

Anne Fraser

D F Johnson

Anne Fraser MBE

Trustee

Age UK Somerset

David Johnson FCA

Treasurer

Age UK Somerset

Independent Examiner's Report to the Trustees of Age UK Somerset ('the company')

I report to the Charity Trustees on my examination of the accounts of the company for the year ended 31 March 2022, which are set out on pages 23 to 47.

RESPONSIBILITIES AND BASIS OF REPORT

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

Having satisfied myself that the accounts 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 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 REPORT

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 member of the Institute of Chartered Accountants England & 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 Charity 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)).

Independent Examiners' Report to the Trustees of Age UK Somerset ('the company') (continued)

INDEPENDENT EXAMINER'S STATEMENT (continued)

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.

Alexandra Shore

Alexandra Shore FCA CTA DChA
A C Mole Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

23rd September 2022

Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31 March 2022

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
		£	£	£	£	£	£
Income:							
Donations, gifts & legacies	2	29,489	55,986	85,475	32,779	62,957	95,736
Investment income	3	661	-	661	303	-	303
		30,150	55,986	86,136	33,082	62,957	96,039
Income from charitable activities:							
Services	4	130,970	-	130,970	39,483	-	39,483
Grants and contracts	5	113,792	355,383	469,175	206,408	299,256	505,664
Other	6	10,000	-	10,000	15,000	2,480	17,480
Total income		**284,912**	**411,369**	**696,281**	**293,973**	**364,693**	**658,666**
Expenditure:							
Charitable activities	7	122,387	583,815	706,202	111,524	476,713	588,237
Total expenditure		**122,387**	**583,815**	**706,202**	**111,524**	**476,713**	**588,237**
Net (expenditure)/income for the year before transfers		**162,525**	**(172,446)**	**(9,921)**	**182,449**	**(112,020)**	**70,429**
Transfers		(187,971)	187,971	-	(106,366)	106,366	-
Net movement in funds		**(25,446)**	**15,525**	**(9,921)**	**76,083**	**(5,654)**	**70,429**
Fund balances 1 April		**635,344**	**34,852**	**670,196**	**559,261**	**40,506**	**599,767**
Fund balances 31 March		**609,898**	**50,377**	**660,275**	**635,344**	**34,852**	**670,196**

Balance Sheet
as at 31 March 2022
Company Registration Number: 02717676

	Notes	2022 £	2021 £
Fixed assets:			
Tangible assets	14	2,738	7,277
Investments	15	2	2
		2,740	7,279
Current assets:			
Debtors	16	65,195	54,836
Cash at bank and in hand		654,816	636,369
		720,011	691,205
Liabilities:			
Creditors falling due within one year	17	62,476	28,288
Net current assets		**657,535**	**662,917**
Total assets less current liabilities		660,275	670,196
Net assets		**660,275**	**670,196**
The Funds of the Charity:			
Unrestricted Funds:			
General funds		444,660	442,579
Designated funds		165,238	192,765
	19	609,898	635,344
Restricted funds	19	50,377	34,852
Total Charity Funds		**660,275**	**670,196**

Balance Sheet
as at 31 March 2022 (continued)
Company Registration Number: 02717676

The Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the Company to obtain an audit of their financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

(a) ensuring that the Company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to small companies regime.

Approved by the Board for issue on 21st September 2022 and signed on its behalf by:

Anne Fraser

D F Johnson

A E Fraser
Chair

D F Johnson FCA
Treasurer

Statement of Cashflows for the year ended 31 March 2022

	Notes	2022 £	2021 £
Cashflows from operating activities:			
Net movement in funds for the year (as per Statement of Financial Activities)		(9,921)	70,429
Adjustments to cash flows from non-cash items			
Depreciation	14	7,151	6,669
Investment income	3	(661)	(303)
		(3,431)	76,795
Working capital adjustments:			
(Increase)/Decrease in debtors	16	(10,359)	300,737
Increase/(Decrease) in trade creditors	17	34,188	(7,739)
Net cash generated from operating activities		20,398	369,793
Cashflows from investing activities:			
Interest from investments	3	661	303
Acquisitions of tangible assets	14	(2,612)	(2,989)
Net cash (used in) investing activities		(1,951)	(2,686)
Change in cash and cash equivalents in reporting period		18,447	367,107
Cash and cash equivalents at the beginning of the reporting period		636,369	269,262
Cash and cash equivalents at the end of the reporting period		654,816	636,369

Notes to the Financial Statements for the year ended 31 March 2022

1 **Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 **Basis of preparation and assessment of going concern**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

1.2 **Legal status of the Charity**

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. As at 31 March 2022 there were 6 members. The company is incorporated in England and Wales.

Registered office: refer to page 3 Reference and Administrative Details 21/22.

1.3 **Investments in Subsidiary Undertakings**

Investments in subsidiary undertakings are measured at cost and reviewed annually for impairment. On the basis that the subsidiary is not material to the group, consolidated accounts have not been prepared.

1.4 **Income**

Income from generated funds:

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Notes to the Financial Statements for the year ended 31 March 2022

1 **Accounting Policies (continued)**

Income from generated funds (continued):
Receipt of legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies meet the criteria for income recognition but have not been received at the balance sheet date they are recognised in legacy income and other debtors. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from investments is recognised when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Income from charitable activities:
Income from grants, contracts and government grants is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Where no conditions are attached to grants they are recognised within *donations, gifts and legacies.* Where conditions relating to performance of services are attached i.e. contracts, grant income is recognised in *charitable activities grants and contracts* within the Statement of Financial Activities.

Where grant income is received in advance of conditions being met, which are outside of the Charity's control, income is deferred within *creditors: grants received in advance* until grant conditions are met. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are recognised in the period in which the Charity is entitled to receipt, it is probable that economic benefits will flow to the Charity and the amount can be reliably measured.

1.5 **Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably. All expenditure is recognised on the accruals basis.

Expenditure on charitable activities comprises costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them.

Notes to the Financial Statements for the year ended 31 March 2022

1 **Accounting Policies (continued)**

See 1.6 below for details on support and governance cost allocations. Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

1.6 **Allocation of support costs and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include premises costs, finance, personnel, payroll and governance costs, which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents. Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.7 **Pension costs**

The Charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the Statement of Financial Activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.8 **Operating leases**

The Charity classifies the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

1.9 **Tangible fixed assets**

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment	-	straight line over 3 years
Other equipment	-	straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

Notes to the Financial Statements for the year ended 31 March 2022

1 **Accounting Policies (continued)**

1.10 **Cash and cash equivalents**

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.11 **Grants received in advance**

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities where grant conditions outside the Charity's control have not been met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met, typically when the grant conditions are met.

1.12 **Financial instruments**

The Charity only has financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are initially recognised at transaction price and subsequently amortised cost.

1.13 **Taxation**

The Company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the Company and is therefore included in the relevant costs in the Statement of Financial Activities. The Charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.14 **Fund accounting**

General Funds are unrestricted funds, which are available for use at the discretion of the Board in furtherance of general objectives of the Charity and which have not been designated for other purposes. Designated Funds comprise unrestricted funds that have been set aside by the Board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts. Restricted Funds are to be used for specific purposes as laid down by the donor.

Notes to the Financial Statements for the year ended 31 March 2022

1 **Accounting Policies (continued)**

1.15 **Critical accounting estimates and judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

The estimates, assumptions and management judgements that carry a significant risk of material adjustments to the carrying amounts of assets and liabilities within the next financial year are outlined below.

Estimate of legacy income

A debtor of £15,000 (2021: £11,000) has been recognised in respect of legacies payable to the charity. This reflects the Trustees' best estimate of the amount receivable at the balance sheet date. The estates are still in the hands of the solicitors and the final amounts to be paid to the charity are yet to be finalised, therefore the amounts ultimately received could vary from the amount recognised at the balance sheet date.

1.16 **Donated services**

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 **Donations, gifts & legacies**

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Donations and gifts	25,489	55,986	81,475	31,302	62,957	94,259
Legacies	4,000	-	4,000	1,477	-	1,477
	29,489	55,986	85,475	32,779	62,957	95,736

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our Trustees' Annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the Financial Statements for the year ended 31 March 2022

3 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Interest receivable	661	-	661	303	-	303

4 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Ageing Well Somerset	46,940	-	46,940	8,252	-	8,252
Ageing Well North Somerset	20,015	-	20,015	4,547	-	4,547
Ageing Well SSSS Somerset	16,309	-	16,309	-	-	-
Ageing Well SSSS North Somerset	932	-	932	38	-	38
Information Advocacy	2,765	-	2,765	3,505	-	3,505
Toenail Cutting	36,614	-	36,614	22,226	-	22,226
Mental Wellness Support	7,395	-	7,395	915	-	915
	130,970	-	130,970	39,483	-	39,483

Notes to the Financial Statements for the year ended 31 March 2022

5 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Local authorities	33,000	236,000	269,000	70,320	179,700	250,020
NHS Somerset and NHS North Somerset	-	29,885	29,885	-	23,206	23,206
Other grants	-	54,204	54,204	2,000	96,350	98,350
Age UK Grants	80,242	25,344	105,586	134,088	-	134,088
Surviving Winter	550	9,950	10,500	-	-	-
	113,792	355,383	469,175	206,408	299,256	505,664

6 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Age UK brand partnership	10,000	-	10,000	15,000	-	15,000
Other income	-	-	-	-	2,480	2,480
	10,000	-	10,000	15,000	2,480	17,480

Notes to the Financial Statements for the year ended 31 March 2022

7 Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
		£	£	£	£	£	£
Staff costs		18,605	397,512	416,117	19,195	347,233	366,428
Volunteer expenses		84	3,692	3,776	11	858	869
Travel		18	12,344	12,362	85	1,968	2,053
Recruitment		-	1,876	1,876	-	282	282
Premises costs		-	84	84	-	194	194
Communication and Office costs		200	4,448	4,648	225	1,292	1,517
Service related costs		43	32,381	32,424	-	8,441	8,441
Grants payable	10	-	7,100	7,100	-	5,725	5,725
Governance costs	9	9,350	-	9,350	5,271	-	5,271
Other costs		10	1,030	1,040	-	1,088	1,088
		28,310	460,467	488,777	24,787	367,081	391,868
Support costs							
General Office		2,905	59,423	62,328	3,011	50,487	53,498
Senior management		17,426	11,365	28,791	14,069	7,952	22,021
Finance		25,773	29,063	54,836	26,215	28,399	54,614
Combined services		41,840	23,497	65,337	40,026	22,688	62,714
Income generation		6,133	-	6,133	3,416	106	3,522
		122,387	583,815	706,202	111,524	476,713	588,237

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the Board on the following basis:

Support cost	Basis of apportionment
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

Notes to the Financial Statements for the year ended 31 March 2022

8 Independent examination remuneration

	2022	2021
	£	£
Independent examination fee	840	768
Accounting services	6,933	4,416
Bookkeeping	1,500	-
	9,273	5,184

9 Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Independent examination fee	840	-	840	768	-	768
Accounting services	6,933	-	6,933	4,416	-	4,416
Bookkeeping	1,500	-	1,500	-	-	-
Legal fees	77	-	77	87	-	87
	9,350	-	9,350	5,271	-	5,271

10 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Grants have been paid out for the following activities:						
Surviving Winter	-	7,100	7,100	-	5,725	5,725
	-	7,100	7,100	-	5,725	5,725

Notes to the Financial Statements for the year ended 31 March 2022

11 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (2021: none). No expenses were reimbursed to Trustee Directors (2021: none). No donations were received from the Trustee Directors during the year (2021: none).

12 Wages and salaries

	2022 £	2021 £
Wages and salaries	491,847	445,583
Employer National Insurance	24,112	21,849
Employer Pension	21,418	19,362
Other staff costs	9,769	429
	547,146	487,223

Presented within expenditure as follows:

Expenditure on charitable activities:		
Staff costs	417,993	366,710
Support costs allocated	129,153	120,513
	547,146	487,223

No individual employee was paid over £60,000 (2021: £Nil).

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2022 No	2021 No
Charitable activities	18	15
Governance	1	1
	19	16

Notes to the Financial Statements for the year ended 31 March 2022

12 Wages and salaries (continued)

The average head count during the year was 55 (2021: 52).

The key management personnel is identified as the Chief Executive Officer. The total employee benefits, inclusive of pension and social security costs, of the key management personnel of the Charity were £60,124 (2021: £59,206).

13 Defined contribution pension scheme

The Charity makes contributions to pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £21,447 (2021: £19,362).

Contributions totalling £2,320 (2021: £1,955) were payable to the scheme at the end of the year and are included in other creditors.

14 Tangible assets

	Computers	Other Equipment	Total
	£	£	£
Cost			
As at 01/04/2021	26,108	989	27,097
Additions	2,612	-	2,612
As at 31/03/2022	28,720	989	29,709
Depreciation			
As at 01/04/2021	18,831	989	19,820
Charge for year	7,151	-	7,151
As at 31/03/2022	25,982	989	26,971
Net book value			
As at 31/03/2022	2,738	-	2,738
As at 31/03/2021	7,277	-	7,277

Notes to the Financial Statements for the year ended 31 March 2022

15 Investments

	Total 2022 £	Total 2021 £
Age UK Somerset Trading LTD		
Ordinary shares of £1 each	2	2

Age UK Somerset Trading LTD (Company Registration Number: 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The trading subsidiary gift aids any taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The trading subsidiary ceased trading on 22 January 2020. Registered office: refer to page 3 Reference and Administrative Details 21/22

The results of Age UK Somerset Trading LTD were as follows:

	2022 £	2021 £
Turnover	-	-
Costs of sales	-	-
Gross profit	-	-
Administrative expenses	15	(15)
Operating profit/(loss)	15	(15)
Gift aid to Age UK Somerset	-	-
	15	(15)
The assets and liabilities were:		
Current assets	2	6,188
Current liabilities	-	(6,201)
Total net assets	2	(13)
Called up share capital	2	2
Retained Earnings	-	(15)
	2	(13)

Notes to the Financial Statements for the year ended 31 March 2022

16 Debtors

	2022 £	2021 £
Trade debtors	23,109	15,833
Amounts due from group undertakings	-	6,195
Other debtors	38,719	29,746
Prepayments	3,367	3,062
	65,195	54,836

17 Creditors - Amounts falling due within one year

	2022 £	2021 £
Trade creditors	6,637	2,332
Other creditors and accruals	46,840	18,282
PAYE Income Tax & National Insurance	8,997	7,674
Amounts due to group undertakings	2	-
	62,476	28,288

18 Grants received in advance

	2022 £	2021 £
Balance as at 1 April	-	-
Received in year	17,385	-
Balance as at 31 March	17,385	-

Notes to the Financial Statements for the year ended 31 March 2022

19 Statement of funds – for the year ended 31 March 2022

	Balance 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2022 £
Restricted funds					
Ageing Well Somerset	-	59,381	141,504	82,123	-
Ageing Well North Somerset	-	30,217	48,670	18,453	-
Befriending Somerset	5,451	19,061	21,381	-	3,131
Ageing Well SSSS Somerset	-	60,054	102,919	42,865	-
Ageing Well SSSS North Somerset	15,000	-	13,129	-	1,871
Information & Advice	-	81,358	76,502	-	4,856
North Somerset (SCAMS)	1,430	14,078	13,837	-	1,671
North Somerset Projects	6,781	20,105	19,231	-	7,655
Surviving Winter	600	10,550	7,100	-	4,050
Toe Nail Cutting	-	23,261	67,791	44,530	-
Mental Wellness Support	5,590	71,881	71,751	-	5,720
Taunton Cider Trust	-	21,423	-	-	21,423
Total restricted funds	34,852	411,369	583,815	187,971	50,377
Unrestricted funds					
Designated:					
Ageing Well Somerset	18,126	46,940	-	(65,066)	-
Ageing Well North Somerset	26,630	20,015	-	(35,510)	11,135
Ageing Well SSSS Somerset	-	16,309	-	(16,309)	-
Ageing Well SSSS North Somerset	-	932	-	-	932
Information & Advice	15,710	2,765	-	-	18,475
Befriending Somerset	20,000	-	-	-	20,000
Toenail Cutting	4,999	36,614	-	(41,613)	-
Mental Wellness Support	-	7,395	-	-	7,395
Volunteers	970	-	-	-	970
IT Hardware Renewals	26,000	-	-	-	26,000
IT Infrastructure Development	80,000	-	-	-	80,000
North Somerset & Somerset Services	331	-	-	-	331
Total designated funds	192,766	130,970	-	(158,498)	165,238

Notes to the Financial Statements for the year ended 31 March 2022

19 Statement of funds for the year ended 31 March 2022 (continued)

	Balance 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2022 £
General	442,578	153,942	122,387	(29,473)	444,660
Total unrestricted funds	635,344	284,912	122,387	(187,971)	609,898
Total funds	**670,196**	**696,281**	**706,202**	**-**	**660,275**

Statement of funds – Restricted funds detail

- Ageing Well Somerset is the service that provides older people with opportunities to get together to stay fit and active. It is a highly successful project funded by service fee income, fundraising and grants from Somerset County Council and other bodies. It has been running for several years to promote healthy lifestyles, improved mobility and mental wellness benefits for older people, with activity classes organised across Somerset. This year has seen the service come back strongly from the restrictions of Covid, with classes re-opening across the county.

- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by service fee income, contracts with North Somerset Council and other grants from other bodies. It has also been running very successfully for a number of years as in Somerset, classes have this past year come back strongly from the restrictions of Covid.

- Befriending Somerset is a service aimed at helping to combat loneliness and isolation across Somerset and North Somerset. Funding in this financial year was in the main grants from the NHS and Somerset County Council (for the area of Somerset only). The service very much follows the research carried out by the NHS in recognising that any form of movement can only be beneficial to individuals. The service thus provides both companionship and gentle movement through walking. It is often referred to as our 'Walk and Talk' service.

Notes to the Financial Statements for the year ended 31 March 2022

19 Statement of funds (continued) – Restricted funds detail

- Ageing Well SSSS Somerset is the provision of exercise classes tailored specifically to individuals who have been referred as in need of falls prevention. Stay Strong Stay Steady (SSSS) in Somerset is delivered under contract with Somerset County Council and is also a fee income service.

- Ageing Well SSSS North Somerset is the same service as Ageing Well SSSS Somerset. It has been funded on a grant basis by Quartet Community Foundation and is also a fee income service.

- Information & Advice provides online and telephone access to up to date information on older people's issues and provides advice on services that are available in Somerset and North Somerset, helping older people to make informed decisions. It was funded during the year through grants from organisations including Somerset County Council, North Somerset Council, Age UK and grants from other bodies. There is some service fee income in relation to donations given after successful attendance allowance claims.

- Information & Advice North Somerset (SCAMS) is an Anti-Scams project with North Somerset Trading Standards funded by a grant from North Somerset Council. Age UK Somerset helps many vulnerable and elderly people each year who have been victims of scamming and many awareness raising sessions are held to equip people who may be targeted.

- North Somerset Projects covers a range of activities that are supported and grant funded by North Somerset Council and/or the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). Project initiatives were in development during the financial year to best enable community impact.

- Surviving Winter is a small grant giving programme with funds provided by Somerset Community Foundation to support older people in Somerset experiencing fuel poverty in winter. Funds provided by the St Monica Trust similarly supported those in North Somerset. There is a small management fee involved.

- Toenail Cutting provides a basic toenail cutting service via a network of community-based clinics. It is funded by service fee income and the Somerset NHS Foundation Trust on a contract basis. It is available to older people living in Somerset with the aim of improving their quality of life and mobility. This service has also been registered with the Care Quality Commission (CQC) to enable a small-scale domiciliary service to be provided to housebound older people. The service is recognised as a 'Good' service under CQC inspection rules.

19 Statement of funds (continued) – Restricted funds detail

- Mental Wellbeing Support currently encompasses two service provisions. Firstly, Age UK Somerset's involvement in the Somerset-wide Open Mental Health partnership, within which Age UK Somerset has been commissioned and funded by Rethink to provide a Friendly Phone Calls support service in Somerset for older clients who are suffering mild to moderate mental health difficulties. The partnership consists of 10 VCSE organisations working in tandem with Somerset NHS Foundation Trust to provide a 'no wrong door' access to mental health service across the county. Secondly the provision of an income fee service called Cognitive Stimulation Therapy (CST), proven to be beneficial in the early stages of dementia in older people. During this financial year our CST provision was funded by Somerset County Council and Age UK. The CST service has expanded into North Somerset during this financial year.

- Taunton Cider Trust was set up to enable former employees, who suffer financial hardship, to apply for and receive some small financial help. The trustees, all of whom are now well along in years, closed the trust and transferred the remaining finances and grant giving responsibilities to Age UK Somerset.

Designated funds detail

- Ageing Well Somerset includes unrestricted service fees income of £46,940 received from the service. Together with the brought forward balance it has been transferred to offset restricted expenditure in this service.

- Ageing Well North Somerset includes unrestricted service fees income of £20,015 received from the service. £18,453 of the designated fund has been transferred to offset restricted expenditure in this service along with contributing £17,057 towards the restricted expenditure on Ageing Well Somerset.

- Ageing Well SSSS Somerset includes unrestricted service fees income of £16,309 received from the service. The designated fund has been transferred to offset restricted expenditure in this service.

- Ageing Well SSSS North Somerset includes unrestricted service fees income of £932 received from the service. The remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year.

- Information & Advice includes unrestricted service fees income of £2,765 received from the service. Together with the restricted and brought forward designated balance, this will be used to support additional staff and projects in the next financial year.

Notes to the Financial Statements for the year ended 31 March 2022

19 Statement of funds (continued) – Designated funds detail

- Befriending Somerset will be used to offset planned service development expenditure in the next financial year.

- Toenail Cutting includes unrestricted service fees income of £36,614 received from the service. Together with the brought forward balance it has been transferred to offset restricted expenditure in this service.

- Mental Wellness Support includes unrestricted service fees income of £7,395 from the Cognitive Stimulation Therapy service. This designated amount, together with the restricted balance remaining of £5,720 and further confirmed funding, will facilitate the planned service expansion in the next financial year.

- Volunteers holds an allowance of £970 for volunteer events and training in the next financial year, previously postponed during Covid.

- IT Hardware renewal funding requirements has been designated £26,000 from the General Fund. This is to replace computer and mobile phone items at the end of their useful life.

- IT Infrastructure development funding requirements has been designated £80,000 from the General Fund for the following areas of the organisation: Finance, Human Resources, Cloud Telephony and other support processes software. The pandemic has highlighted the importance of a robust IT infrastructure to streamline working practices and support remote working effectively.

- North Somerset & Somerset Services received no unrestricted service fees income in this financial year. The balance of £331 detailed in the previous financial year was not utilised as expected and hence will remain in designated funds for use by the Something to Do Club in Clevedon when activities resume in the next financial year.

19 Statement of funds (continued) – for the year ended 31 March 2021

	Balance 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2021 £
Restricted funds					
Ageing Well Somerset	-	70,938	118,436	47,498	-
Ageing Well North Somerset	-	35,186	41,015	5,829	-
Befriending Somerset	-	25,380	19,929	-	5,451
Agency Well SSSS Somerset	-	41,000	66,210	25,210	-
Information & Advice	11,936	43,108	66,967	11,923	-
North Somerset (SCAMS)	51	13,976	12,597	-	1,430
North Somerset Projects	13,534	31,392	29,377	(8,768)	6,781
Surviving Winter	3,325	3,600	5,725	(600)	600
Toenail Cutting	-	27,313	63,278	35,965	-
Mental Wellness Support	11,660	57,800	53,179	(10,691)	5,590
Ageing Well SSSS North Somerset	-	15,000	-	-	15,000
Total restricted funds	40,506	364,693	476,713	106,366	34,852
Unrestricted funds					
Designated:					
Ageing Well Somerset	7,847	8,251	-	2,028	18,126
Ageing Well North Somerset	27,912	4,547	-	(5,829)	26,630
Information and Advice	8,128	3,505	-	4,077	15,710
Ageing Well SSSS Somerset	-	38	-	(38)	-
Befriending Somerset	-	-	-	20,000	20,000
Toenail Cutting	435	22,226	-	(17,662)	4,999
Mental Wellness Support	-	915	-	(915)	-
Volunteers	-	-	30,350	31,320	970
Age UK – Covid-19 Brand Partner Support	-	88,138	-	(88,138)	-
Somerset County Council	-	67,320	-	(67,320)	-
IT Hardware Renewals	-	-	-	26,000	26,000
IT Infrastructure Development	-	-	-	80,000	80,000
North Somerset & Somerset Services	-	-	-	331	331
Total designated funds	44,322	194,940	30,350	(16,146)	192,766

Notes to the Financial Statements for the year ended 31 March 2022

19 Statement of funds (continued) – for the year ended 31 March 2021

	Balance 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2021 £
General	514,939	99,033	81,174	(90,220)	442,578
Total unrestricted funds	559,261	293,973	111,524	(106,366)	635,344
Total funds	**599,767**	**658,666**	**588,237**	**-**	**670,196**

20 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Tangible fixed assets	2,740	-	2,740	7,279	-	7,279
Net current assets	607,158	50,377	657,535	628,065	34,852	662,917
	609,898	50,377	660,275	635,344	34,852	670,196

21 Operating leases

The following amounts were charged to the Statement of Financial Activities during the year:

	2022 £	2021 £
Operating leases	34,614	40,404

Notes to the Financial Statements for the year ended 31 March 2022

22 Commitments

At 31 March 2022 the Charity had total commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings	
	2022	2021
	£	£
Less than one year	33,045	33,046
Between two and five years	44,061	11,371
	77,106	44,417

	Other	
	2022	2021
	£	£
Less than one year	5,340	12,660
Between two and five years	4,005	9,979
	9,345	22,639

AGE UK SOMERSET

England & Wales - Charity number 1015900

Accounts

Age UK Somerset

(a Company Limited by Guarantee)

Report of Trustees and Unaudited Financial Statements

for the year ending 31st March 2021

Company Number: 02717676
Charity Registered in England and Wales Number: 1015900

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Reference and Administrative Details 2020/2021

Trustees and Directors 2020/2021

A. Fraser MBE (Chair)
D. F. Johnson FCA (Treasurer)
L. Hardy (appointed 3rd December 2020)
A. Van Vliet
M. Latham (resigned 22nd September 2020)
J. Knight
Dr. T. Benn
S. Holt
B. Gibbs (Honorary Trustee)

Chief Executive

P. Dolan MSc CMgr FCMI (DipM)

Principal Office and Registered Office (Group: Charity & Trading Subsidiary)

Ash House
Cook Way
Bindon Road
Taunton
Somerset TA2 6BJ

Solicitors

Porter Dodson
The Quad
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

Independent Examiner

Alexandra Shore FCA CTA DChA
A C Mole Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

Related Parties

Age UK Somerset was an active member of the Age Concern Federation until its demise on 31 March 2011 and has subsequently taken membership of the Age England Association, its successor. In addition, Age UK Somerset has continued to work in active partnership with Age UK and became a Brand Partner with them in October 2010.

Partnership activities during the year have centred around an appropriate response to the global Covid pandemic.

The Charity's wholly owned subsidiary, Age UK Somerset Trading LTD., was established to operate its trading activities. The wholly owned subsidiary gift aids any profits to the Charity. Age UK Somerset Trading LTD. did not trade during 2020/2021, as the company ceased trading in January 2020.

Administration of the Charity

The Trustees, who are also directors for the purposes of the Companies Act, present their report and the financial statements of the Charity and Group for the year ended 31 March 2021. This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Company Status

The Charity is a company limited by guarantee and does not have a share capital. Each member of the company (the Trustees) undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves, such amounts as may be required not exceeding £1.

Our Governing Document

Age UK Somerset is a company limited by guarantee governed by its Memorandum and Articles of Association dated 26th May 1992, which were amended to allow for current governance arrangements and extend the geographical area of benefit on 28th August 2003.

Updated Memorandum and Articles of Association were adopted on 5th April 2011 to legally reflect the change of name of the Charity. Further amendments to trustee term of office and clarification on the role of the Hon. Trustee were made and adopted on 22 October 2020.

Our Governing Document (continued)

We are registered as a Charity with The Charity Commission.

The Board of Trustees, which can have up to 7 members, administers the Charity. The Board meets regularly throughout the year and transacts all the main business of the organisation.

The Trustees are volunteers and take no remuneration.

The Trustees form sub-committees when required, for example Finance, and if necessary, officers will determine decisions in between regular meetings and seek ratification at the next regular board meeting.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the Chief Executive has delegated authority for all operational matters within the terms of delegation as approved by the Trustees.

The Trustees

Appointment of Trustees

The Trustees, who are also directors of the company for the purposes of company law, are appointed by the members of Age UK Somerset at the Annual General Meeting of the company in accordance with the company's articles of association. In addition, the Trustees may appoint persons to fill any casual vacancies which occur during the year and may also co-opt a limited number of additional persons to the Board.

Within our Board of Trustees, we aim to have and recruit a wide range of skills and complimentary specialism, for example, persons from a legal, financial and health background.

At each AGM one third of the Trustees who are subject to retirement by rotation shall retire from office.

Unless notified in writing by the Trustee, the date of appointment of a new Trustee is taken as the date of resignation of the previous Trustee. The Chair is nominated from existing Trustees where possible, but if there are no interested candidates then this would be advertised externally.

Trustee Induction and Training

New Trustees undergo an induction session to brief them on their legal obligations under charity and company law as well as providing a broad picture of the activities of the Charity and its policies and procedures.

This is encompassed in a Trustees' Handbook which is regularly updated.

Trustees' Annual Report

Aims and Objectives

The legal objectives of the Charity are to promote the wellbeing of older people within the area of the administrative County of Somerset and the unitary authority area of North Somerset. The Charity has the general aim of contributing to the quality of life of older people within its area of benefit, and this has been embodied within its mission statement.

Our vision for what we want for older people in our area is quite simple:
For older people in Somerset and North Somerset to be able to have access to information and services to enable them to make choices so that they experience fulfilment and satisfaction in later life.

Our mission therefore encompasses what we will do to make the vision a reality:
Our role is to promote the wellbeing and independence of older people and add value to later life.

We will put the needs of older people at the heart of all we do by providing comprehensive and accessible information and services. We aim to ensure that everything we do will focus on achieving the best for older people by exhibiting the following values:

- **As we value the independence of our organisation to direct our business and select our objectives, so we will argue for everything that sustains and maximises the independence of the individual.**
- **We strive to earn the respect of our partners and users and will respect the wishes and aspirations of others.**
- **We endeavour to ensure that the lifestyle and circumstances of older people guarantees their dignity at all times.**
- **In working with older people, we will seek to empower them.**
- **We will celebrate diversity and offer equal opportunities.**

Moving Forward

The main objectives for the coming period are as outlined in the Age UK Somerset Strategic Plan 2017-2021 with the overarching aims of Impact, Affordability and Sustainability:

- To maintain a robust management structure
- To secure sufficient funds from a wide range of sources
- To ensure the RIGHT resources are deployed in the RIGHT place at the RIGHT time
- To provide a range of accessible information and support

Moving Forward (continued)

- To ensure well-trained and motivated staff and volunteers are recruited and retained
- To deliver a communications strategy to enhance internal communications and external contacts
- To identify and develop external strategic relationships and possible partners
- To develop closer working relationships with Age UK nationally and regionally including maximising campaigning.
- To develop more opportunities for input from older people
- To manage all financial resources robustly to ensure we maximise their use for charitable purposes
- To apply Equality and Diversity practices in all we do.

During 2021 the trustees have been developing, consulting on and refining a new Corporate Strategy which will be adopted prior to the end of 2021 and cover the period 2021 to 2025.

Our Areas of Activity

The main areas of activity were the delivery of direct services to older people; promoting partnership and co-operation with other organisations concerned about meeting the needs of older people; involving older people in order to ensure that their voices were heard; campaigning and developing new work projects.

The delivery of direct services to older people is at the heart of what the Charity does. All our services aimed to improve the wellbeing and quality of life of and for older people.

However, during 2020/2021, the pandemic prevented many face-to-face services from operating. The charity very quickly responded to the changed needs of older people by telephone contact, online support, free food deliveries and welfare checks, both by telephone and in person. In addition, the vital toe nail cutting service continued on with amazing work from our TNC assistants and our Admin team.

Even during the dark days of Covid lockdown, the promotion of partnership and coordination was a key area for the Charity and involved working with others who shared the 'Age UK' name as well as the myriad of clubs and groups for older people that are liberally scattered across the area. In addition, the Charity worked closely with statutory partners in Health and Social Care and with the wider voluntary sector.

Our Areas of Activity (continued)

The charity remains grateful to the many organisations that funded the work we undertook during the pandemic. Thanks go to The National Lottery, Somerset Community Foundation, Independent Age, St Monica Trust, Age UK national and many others, mentioned elsewhere in this report.

The Charity continued to have a role to play in campaigning on a variety of issues relevant to older people and developed work with Age UK on topics such as TV licences, pension reform and paying for care. This is an area of work that continues to develop.

Delivering Public Benefit

All of the activities of Age UK Somerset are aimed at promoting the welfare of older people across Somerset and North Somerset and are designed to provide support and/or activity that enhances our beneficiaries' quality of life.

The impact of our work is demonstrated by the regular and hugely positive feedback received from our service users. This feedback is regularly monitored and is an important component in our constant review and improvement process relating to our service delivery.

The following section of this report shows the scope of our work. The Trustees have had due regard to the Charity Commission guidance on public benefit.

Our Services

Information & Advice (including an Advocacy Service) Somerset & North Somerset

Information and Advice (I & A) is delivered throughout Somerset and North Somerset providing older people and their families with information and advice on matters of concern to them, assisting them to make decisions.

This service is primarily delivered from a central office location, which handles the majority of enquiries via the telephone, as well as online enquiries. A small team of community based I & A volunteers take the service to locations across our area making the service accessible to more older people.

During the pandemic, while face-to-face visits could not take place, over 4000 telephone calls were fielded.

Included in this work was the support to clients in applying for Attendance Allowance and Disability Living Allowance, with successful claims bringing in an estimated £1.5m into the local economy and having a significant impact on the individuals.

Ageing Well

Ageing Well is the service that provides older people with opportunities to get together to stay fit and active.

In a normal year we would hold over 130 weekly exercise classes. The pandemic prevented this in 2020/2021. Nevertheless, we quickly set up online classes and were delighted to see dozens of older people benefit from this new service.

We will continue to provide a wide range of classes all across Somerset and North Somerset, as soon as permissible. These range from traditional chair-based activities such as Flexercise led by trained volunteers, to Movement to Music, Yoga and Tai Chi sessions to name a few that are led by paid qualified instructors.

We are keen to re-start our Otago classes, which are specifically tailored to those who wish to "Stay Strong, Stay Steady".

We will continue to ensure all our venues are accessible, covid safe and in a variety of locations.

Toe Nail Cutting Service

The Toe Nail Cutting Service, which is part-funded by the Somerset Partnership NHS Foundation Trust, is available to older people living in Somerset with the aim of improving their quality of life and mobility.

Cuts are delivered by trained assistants, mainly in clinic settings across the county, four times a year as defined by the Podiatry Service.

This vitally important service caters for some 800 older people and ran throughout the pandemic.

As some of the cuts are provided in clients own homes we are required to be registered with the Care Quality Commission (CQC) and subject to an annual audit. We are currently rated a 'Good' service by the CQC.

We currently have over 1,000 clients accessing our Toe Nail Cutting service.

Befriending Service

Our Befriending Service is aimed at combating the loneliness and isolation of older people across Somerset and North Somerset. Trained volunteers provide one to one support to individuals including encouraging and enabling them to access services and activities in the community whenever possible.

During 2020/2021 we introduced a Friendly Phone Call service for those that suffer mild to moderate depression and anxiety. This service was part of the countywide Open Mental Health partnership. On average around 30 individuals were supported each month.

Information & Advice North Somerset 'SCAMS'

This is an Anti-Scams project with North Somerset Trading Standards where our staff member works with local people who had sadly been the subject of a scam.

Age UK Somerset helps many vulnerable and elderly people each year who had been victims of scamming and many awareness raising sessions are held to equip people who may be targeted. During the pandemic, as much work as possible was carried out via the telephone.

Our Wonderful Volunteers

We have had another very successful year in terms of recruiting and retaining volunteers.

We are proud to have nearly 270 active volunteers as part of our team.

Our volunteers have roles in our Ageing Well, Information & Advice and Befriending services, as well as providing administrative support.

We aim to make the volunteers feel appreciated and as part of that process we run a number of 'Thank You' events during Volunteers' Week each June and also in December. The volunteers have indicated they value these. Sadly, the pandemic prevented any face to face event happening this year.

We also encourage volunteers to give feedback in order for us to improve their experience and our services for the clients that they visit. Although not able to hold face to face events this June, we did hold a number of online events and kept in touch by email and our 'Voice' online volunteer magazine.

Whilst it is difficult to calculate, we estimate that each year our volunteers contribute around 30,000 hours helping to make our services both successful and very cost effective. If we apply the minimum wage to the hours they give this amounts to well over £267,300 and many of the tasks would be valued much higher than the minimum wage. The value of this unpaid volunteer time has not been recognised in the Financial Statements in accordance with Charities SORP (FRS102) as detailed in the accounting policies.

The organisation, along with those who benefit directly from the activities they undertake, greatly value the contribution volunteers make to the organisation and to the lives of older people.

Quality Marques

The Charity Quality Standards for the Age UK network verify that Age UK and its partners are well-governed and effective organisations committed to the wellbeing of older people, staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Age UK Somerset achieved the Charity Quality Standards in May 2018. During 2021 the charity will be required to complete a self-assessment to ensure it continues to hold to the standard.

In addition, the Information & Advice service is in the process of attaining the rigorous standard necessary to be awarded the Information & Advice Quality Programme (IAQP).

The Chief Executive is the Registered Care Manager and the organisation is registered to provide 'personal care' by the Care Quality Commission (CQC) in relation to its Toe Nail Cutting service.

The last two assessments by the CQC resulted in Age UK Somerset being given a classification of 'Good'.

Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies for the Charity and its subsidiary trading company.

This process includes review by Trustees and senior managers.

The process identifies the types of risks faced, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Key strategic documents reviewed and continually updated by the organisation include:

- The Business Continuity Plan
- The Strategic Business Plan.

Risk Management (continued)

Key risks that are continually monitored by the organisation include:

Safeguarding Risks.
Safeguarding of all our elderly clients, volunteers and staff is key for Age UK Somerset. Detailed policies and procedures are regularly reviewed, full training is provided for all our volunteers and staff and an 'easy read' procedure guide is provided. We maintain a regular and positive relationship with both the Somerset and North Somerset Safeguarding Boards.

Threats to Staff & Volunteers' Safety.
All staff and volunteers go through an induction process. Relevant policies relating to both financial and personal safety are regularly updated (on a rolling basis) by the Trustees, Chief Executive and Head of Support Services. All policies are available to Volunteers and Staff at all times at Ash House and remotely via Sharepoint.

I.T. Failure.
As with many organisations both large and small we rely heavily on I.T. for banking, finance recording, secure data capture etc.

We retain the services of a Devon based company called IT Champion to support us in our I.T. infrastructure requirements and regularly discuss with them any improvements we could make.

Financial Fraud.
We adhere closely to a Financial Internal Controls policy and accompanying checklist formulated on the recommended Charity Commission templates available on their website, to safeguard the Charity from potential fraudulent acts impacting on our banking and financial processes.

The Risk Management process is reviewed annually and monitored during the year by Trustees.

Relevant Age UK Somerset policies and assessments* are reviewed by the Board of Trustees on a periodic rolling basis.

*Each 'Service' has its own risk assessment(s). Each time Age UK Somerset has a new activity/service a risk assessment will be undertaken.

Trustees' Annual Report

Financial Review of the Year

The accounts show the consolidated results of the Charity and its subsidiary trading company.

Consolidated Statement of Financial Activities

Total income from all sources was £658,666 (2020: £994,256) a decrease of £335,590 (34%) (2020: increase £237,366 and 31%) from the previous year.

No trading activities were carried out during the year through the Charity's wholly owned subsidiary trading company which ceased trading in January 2020.

Balance Sheet

At the year end the Group's net assets stood at £670,181 (2020: £599,767) of which £34,852 (2020: £40,506) was in restricted funds. Details of the funds and the movements therein are given in Notes 21 and 22 to these accounts.

Summary

There was an overall surplus of £70,414 (2020: surplus £307,228) a decrease of £236,814 (77%) from the previous year. The surplus in the previous year included significant legacies totalling £254,994.

The financial position of the Charity following a very difficult year is in the Board's view positive, largely due to the receipt of the substantial legacies recognised in the previous year's accounts and the additional funding support materialising in response to the pandemic during this financial year.

The Charity's funds balance is presently in excess of the reserves policy and provides a secure basis to facilitate designated project work and to mitigate the anticipated return of the challenge of raising finance to deliver the Charity's work across Somerset and North Somerset in the future. The reserves policy is noted on page 15.

Legacies

From time to time the charity is the recipient of bequests, often in the form of legacies.

There were no notable legacies notified during the financial year.

Of the £275,000 of legacies or legacy grants recognised as income in the balance sheet dated 31st March 2020 £25,000 is yet to be received as at the balance sheet dated 31st March 2021. The outstanding £25,000 consists of £11,000 legacy and £14,000 legacy grants.

Trustees' Annual Report

Review of Principal Funding Sources

The Board of Age UK Somerset continues to operate a policy of accessing as diverse and varied a range of funding as possible in order to not become over reliant on any single source and therefore provide income security. The majority of the Charity's funding comes from agreements with organisations that share and wish to support the Charity's aims and objectives. Increasingly this source of funding is subject to cuts, however the recognition of the consistently positive impact our charity's work has on the wellbeing of older people has significantly contributed to a continuation of this financial support. Wherever possible the Charity aims to maintain these funding relationships going forward and is actively seeking to further this objective by working in partnerships with other charitable organisations. Although funders will have their own budget constraints, the Charity still consistently endeavours to forge longer term agreements with funders wherever possible.

The Charity has historically been in receipt of significant levels of income from service fees. In 2018/19 and 2019/20 this amounted to in excess of £200,000 each year, however due to the pandemic there was a significant reduction in service fees income and £39,483 was received for the year ending 31st March 2021. The Charity is successfully working towards getting this vital source of income reinstated to previous levels. Service fees are re-invested in supporting the services as designated funds.

Grants from foundations and trusts, legacies and donations are gratefully received and the Charity is able to recover tax under the Gift Aid scheme from those donations that qualify. The charity also receives income from a number of commissioned services. These include TNC, a Cognitive Stimulation Therapy service and a 'Stay Strong, Stay Steady' service.

Working Relationships

The Charity is a member of the Age England Association and a Brand Partner of Age UK national.

Those who have enabled us to deliver our charitable objectives during the financial year included:

Age UK, Groundwork UK (Tesco Bags for Life), Rethink, National Lottery Fund, North Somerset Council, Quartet Community Foundation, Somerset Community Foundation, Sedgemoor District Council, Somerset County Council, Somerset CCG, Somerset NHS Foundation Trust, The Nani Huyu Charitable Trust, Independent Age, St Monica Trust, Corton Hill Trust, Stephen Clark Charitable Settlement, Coutts, Charles River Laboratories, the Co-op, SASP, Rotary Club Chard, Girlings, Axbridge Town Council, Bawdrip Parish Council and several other generous entities and individuals.

Trustees' Annual Report

The Charity would wish to thank all organisations and individuals who have supported its activities during the year.

Reserves Policy

The Board has established a policy whereby sufficient unrestricted funds not held in fixed assets (free reserves) should be accumulated over time to provide working capital for the continuation of the Group's operations for a minimum 3 month and maximum 6 month period. This level of free reserves can equally be applied to 12 months budget considerations, any contractual obligations that are likely to materialise in the event of the Charity wholly or partly ceasing operations and to provide the funding of anticipated capital expenditure.

The Board considers that in keeping with the above requirements an appropriate level of free reserves from the General Fund would be an amount of £265,000 (2020: £180,000). At 31 March 2021 the free reserves held in the General Fund amounted to £628,052 (2020: £548,304). This figure is arrived at by taking the total value of the General Fund £635,329 (2020: £559,261) less the value of fixed assets £7,277(2020: £10,957).

The £363,052 (2020: £368,304) of reserves held in excess of the policy includes £192,766 (2020: £44,322) of designated funds, which will be used to support fee income generating services through an expected period of post Covid 19 recovery in addition to the following specific areas:

- Befriending Service project opportunities
- Volunteers training and events
- Re-opening of the Something to Do Club in North Somerset
- IT hardware renewals
- IT Cloud infrastructure initiatives in areas such as Finance, HR and Telephony.

Details of the designated amounts are specified in the Statement of Funds (Notes to the Accounts 21).

The remaining surplus of free reserves allows sufficient cover for income loss risk, the negative financial impact of unexpected adverse events and facilitating funding for further new opportunities.

Investment Policy

The Board has the power to invest the Charity's assets as it sees fit. However, its present policy is not to have investments unless necessary to accumulate for an identified project where the aim would be to invest in a manner consistent with the objectives and timing of the project. No such investments are presently held.

Reserves are placed on interest bearing deposit. These are split between the Charity's principal bankers Santander Corporate Banking, NatWest and the Charities Official Investment Fund (COIF) - Charities Deposit Fund. Funds are deposited to make best use of the Financial Services Compensation Scheme (FSCS), which protects deposited balances up to £85,000.

Plans for the Future Period

Covid has frozen many plans, ambitions and opportunities for an entire year. Nevertheless, we remain optimistic that as restrictions ease we will find delivering on our goals that much easier, hence much of our strategy going forward from 2021/2022 remains the same as it was from 2020/2021 and is detailed as follows.

There are changes occurring in the NHS and Social care arenas nationally and at a local level. The Charity sees a clear route for further activity within these areas.

This includes working as part of the Somerset and North Somerset neighbourhood initiatives, social prescribing across the VCSE (Voluntary, Community & Social Enterprise) sector and the 'prevent' agenda in respect of mental health issues.

Recent changes to the CCG (Clinical Commissioning Group) in North Somerset (now joined with Bristol and South Gloucester) provides an opportunity for the three local Age UKs in those areas, including this charity, to develop some shared delivery models for commissioned services. This is most notably in regards to frailty services.

The Charity will continue to be active in the areas of toe nail cutting, gentle exercise, services for the frail, help for those with a dementia diagnosis, information & advice and friendly visiting.

The Charity is also seeking to develop a paid for Lasting Power of Attorney service to augment the highly regarded Information & Advice service

COVID-19

Like many organisations, Covid-19 impacted on Age UK Somerset from early March 2020. As from the 23rd of that month the charity closed its office at Ash House and stopped all face to face activities.

Staff quickly adapted to working from home. No staff member was furloughed. Staff were asked to undertake new duties due to all exercise classes and home visits being stopped.

Very quickly the charity designed and built a new website specifically to address the impact of the virus on older people (www.ageuksomersetcoronavirus.org.uk). The charity started new services including free food parcel deliveries, online exercise classes, friendly phone calls and delivery of activities and medicines.

The charity planned for no income generating activities for 2020/21 and instead sought out grants that would replace this lost income and support the new activities. The evidence is that this approach did work. In addition, toe nail cutting resumed full operations from August 2020. A new commissioned phone call service for those suffering mild to moderate mental health issues started and a new revenue stream has been created with online exercise classes.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Age UK Somerset for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).
Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the Group and of the income and expenditure of the charitable group for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply these consistently,
- Observe the methods and principles in the Charities SORP,
- Make judgements and accounting estimates that are reasonable and prudent,

Statement of Trustees' Responsibilities (continued)

- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the Board of Trustees

on 23rd September 2021 and signed on its behalf by:

Anne Fraser

A E Fraser MBE

Chair of the Trustees

Age UK Somerset

D F Johnson

D F Johnson FCA

Trustee Treasurer

Age UK Somerset

Independent Examiner's Report to the Trustees of Age UK Somerset ('the company')

I report to the Charity Trustees on my examination of the accounts of the Age UK Somerset (the "parent charitable company") and its subsidiary (the "group") for the year ended 31 March 2021, which are set out on pages 21 to 44.

RESPONSIBILITIES AND BASIS OF REPORT

As the Charity's Trustees of the parent charitable 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 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 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 REPORT

Since the parent charitable 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 member of the Institute of Chartered Accountants England & 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 Group 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)).

Independent Examiners' Report to the Trustees of Age UK Somerset ('the company') (continued)

INDEPENDENT EXAMINER'S STATEMENT (continued)

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.

Alexandra Shore

Alexandra Shore FCA CTA DChA
A C Mole Chartered Accountants
Stafford House
Blackbrook Park Avenue
Taunton
Somerset TA1 2PX

23rd September 2021

Consolidated Statement of Financial Activities (including Consolidated Income and Expenditure Account) for the year ended 31 March 2021

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
		£	£	£	£	£	£
Income:							
Donations, gifts & legacies	2	32,779	62,957	95,736	275,480	48,607	324,087
Other trading activities	3	-	-	-	59,652	-	59,652
Investment income	4	303	-	303	1,297	-	1,297
		33,082	62,957	96,039	336,429	48,607	385,036
Income from charitable activities:							
Services	5	39,483	-	39,483	215,779	-	215,779
Grants and contracts	6	206,408	299,256	505,664	100,140	234,912	335,052
Other	7	15,000	2,480	17,480	33,093	25,296	58,389
Total income		**293,973**	**364,693**	**658,666**	**685,441**	**308,815**	**994,256**
Expenditure:							
Raising funds	8	-	-	-	-	500	500
Cost of other trading activities		15	-	15	44,997	-	44,997
Charitable activities	9	111,524	476,713	588,237	133,850	507,681	641,531
Total expenditure		**111,539**	**476,713**	**588,252**	**178,847**	**508,181**	**687,028**
Net income/(expenditure) for the year before transfers		**182,434**	**(112,020)**	**70,414**	**506,594**	**(199,366)**	**307,228**
Transfers		(106,366)	106,366	-	(219,314)	219,314	-
Net movement in funds		**76,068**	**(5,654)**	**70,414**	**287,280**	**19,948**	**307,228**
Fund balances 1 April		**559,261**	**40,506**	**599,767**	**271,981**	**20,558**	**292,539**
Fund balances 31 March		**635,329**	**34,852**	**670,181**	**559,261**	**40,506**	**599,767**

Consolidated and Charity Balance Sheets
as at 31 March 2021
Company Registration Number: 02717676

	Notes	2021		2020	
		Group	Charity	Group	Charity
		£	£	£	£
Fixed assets:					
Tangible assets	16	7,277	7,277	10,957	10,957
Investments	17	-	2	-	2
		7,277	7,279	10,957	10,959
Current assets:					
Debtors	18	48,670	54,836	334,722	355,573
Cash at bank and in hand		642,527	636,369	290,115	269,262
		691,197	691,205	624,837	624,835
Liabilities:					
Creditors falling due within one year	19	28,293	28,288	36,027	36,027
Net current assets		**662,904**	**662,917**	**588,810**	**588,808**
Total assets less current liabilities		670,181	670,196	599,767	599,767
Net assets		**670,181**	**670,196**	**599,767**	**599,767**
The Funds of the Charity:					
Unrestricted Funds:					
General funds		442,563	442,579	514,939	514,939
Designated funds		192,766	192,765	44,322	44,322
	21	635,329	635,344	559,261	559,261
Restricted funds	21	34,852	34,852	40,506	40,506
Total Charity Funds		**670,181**	**670,196**	**599,767**	**599,767**

Consolidated and Charity Balance Sheets as at 31 March 2021 (continued) Company Registration Number: 02717676

The Company and the Group are entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the Group or Company to obtain an audit of their financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

(a) ensuring that the Group and Company keep accounting records which comply with Section 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the Group and Company as at the end of each financial year and of the Group's profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company and Group.

The financial statements have been prepared in accordance with the provisions of part 15 of the Companies Act 2006 relating to small companies regime.

Approved by the Board for issue on 23rd September 2021 and signed on its behalf by:

A E Fraser
Chair

D F Johnson FCA
Treasurer

Consolidated and Charity Statement of Cashflows

for the year ended 31 March 2021

	Notes	2021 Group £	2021 Charity £	2020 Group £	2020 Charity £
Cashflows from operating activities:					
Net movement in funds for the year (as per Statement of Financial Activities)		70,414	70,429	307,228	307,228
Adjustments to cash flows from non-cash items					
Depreciation	16	6,669	6,669	5,672	5,672
Investment income	4	(303)	(303)	(1,297)	(1,297)
		76,780	76,795	311,603	311,603
Working capital adjustments:					
Decrease/(Increase) in debtors	18	286,052	300,737	(211,966)	(211,082)
(Decrease) in trade creditors	19	(7,734)	(7,739)	(14,357)	(13,230)
Net cash generated from operating activities		355,098	369,793	85,280	87,291
Cashflows from investing activities:					
Interest from investments	4	303	303	1,297	1,297
Acquisitions of tangible assets	16	(2,989)	(2,989)	(15,855)	(15,855)
Net cash (used in) investing activities		(2,686)	(2,686)	(14,558)	(14,558)
Change in cash and cash equivalents in reporting period		352,412	367,107	70,722	72,733
Cash and cash equivalents at the beginning of the reporting period		290,115	269,262	219,393	196,529
Cash and cash equivalents at the end of the reporting period		642,527	636,369	290,115	269,262

Notes to the Consolidated Financial Statements for the year ended 31 March 2021

1 **Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

1.1 **Basis of preparation and assessment of going concern**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Issued October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Somerset meets the definition of a public benefit entity under FRS 102.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise within these notes.

Basis of consolidation

These financial statements consolidate the results of the Charity and its wholly owned subsidiary, Age UK Somerset Trading LTD, on a line by line basis. The "Group" heading within the balance sheet refers to the consolidated accounts of Age UK Somerset and Age UK Somerset Trading LTD. All intra-group transactions are eliminated on consolidation.

In the parent company financial statements the investment in the trading subsidiary is accounted for at cost less impairment.

A separate Statement of Financial Activities or income and expenditure account, for the Charity itself has not been presented because the Charity has taken advantage of the exemptions afforded by Section 408 of the Companies Act 2006. The surplus in the year for the Charity was £70,429 (2020: £307,228). Note 17 gives details of the results of the subsidiary undertaking for the year to 31 March 2021.

All amounts are presented in £ sterling.

The trading subsidiary ceased trading in January 2020 however the Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

1 **Accounting Policies (continued)**

1.2 **Legal status of the Charity**

The Charity is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. As at 31 March 2021 there were 7 members. The company is incorporated in England and Wales.
Registered office: refer to page 3 Reference and Administrative Details 20/21.

1.3 **Income**

Income from generated funds:
All incoming resources are included in the Statement of Financial Activities when the Charity and Group is legally entitled to the income, it is probable the income will be received and the amount can be measured reliably. The following specific policies are applied to particular categories of income.

Income from donations and gifts is recognised in the year in which they are receivable.

For legacies, entitlement is taken as the earlier of the date that either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Receipt of legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies meet the criteria for income recognition but have not been received at the balance sheet date they are recognised in legacy income and other debtors. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from other trading activities represents income generated within the trading subsidiary. The trading subsidiary has ceased trading and therefore generated no income in the year.

Income from investments is recognised when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

1 **Accounting Policies (continued)**

Income from charitable activities:
Income from grants, contracts and government grants is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Where no conditions are attached to grants they are recognised within *donations, gifts and legacies.* Where conditions relating to performance of services are attached i.e. contracts, grant income is recognised in *charitable activities grants and contracts* within the Statement of Financial Activities.

Where grant income is received in advance of conditions being met, which are outside of the Charity's control, income is deferred within *creditors: grants received in advance* until grant conditions are met. Where grant income has not been received and conditions have been met in the year, income is accrued within other debtors.

Income from services and other income from charitable activities are recognised in the period in which the Charity is entitled to receipt, it is probable that economic benefits will flow to the Charity and the amount can be reliably measured.

1.4 **Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing to that expenditure, it is probable that settlement will be required and the obligation can be measured reliably. All expenditure is recognised on the accruals basis.

Costs of other trading activities is expenditure incurred in generating the trading subsidiary funds. The trading subsidiary ceased trading in January 2020.

Expenditure on charitable activities comprises costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them. See 1.5 below for details on support and governance cost allocations.

Grants payable are recognised within charitable activities when a constructive obligation arises resulting in the payment being unavoidable.

1 **Accounting Policies (continued)**

1.5 **Allocation of support costs and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include premises costs, finance, personnel, payroll and governance costs, which support the charities activities. These costs are allocated across the various charitable activities.

Support staff costs are allocated on the basis of staff allocated time. Other support costs such as premises costs are allocated on the basis of pro rata staff full time equivalents. Governance costs are not allocated to charitable activities as these costs are retained within head office central activity.

1.6 **Pension costs**

The Group and Charity make contributions to defined contribution pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The assets of these schemes are held separately from the group in independently administered schemes. The amount included in the Statement of Financial Activities represents the contributions payable to the schemes in respect of the accounting period. Amounts are allocated between unrestricted and restricted funds based on time spent by staff.

1.7 **Operating leases**

The Group and Charity classify the lease of property and office equipment as operating leases as title and risks and rewards of ownership are retained by the lessor. Rentals are charged on the straight line basis over the term of the lease through the profit and loss account.

1.8 **Tangible fixed assets**

Where purchased, fixed assets are stated at purchase costs plus incidental expenses of acquisition. Where donated, fixed assets are stated at estimated market value on acquisition. Depreciation is charged in respect of fixed assets and is calculated to write off the cost of the assets, less estimated residual value, over their expected useful economic lives as follows:

Computer equipment	-	straight line over 3 years
Other equipment	-	straight line over 3 years

Fixed assets are normally capitalised where the value of an asset or group of related assets exceeds £1,000.

1 **Accounting Policies (continued)**

1.9 **Cash and cash equivalents**

Cash and cash equivalents include cash and short term highly liquid investments that are readily convertible to a known amount of cash and subject to an insignificant risk of change in value.

1.10 **Grants received in advance**

Deferred income is included within creditors: grants received in advance in the Balance Sheet and comprises grant income received in advance of the provision of charitable activities where grant conditions outside the Charity's control have not been met. Deferred income is recognised within income in the Statement of Financial Activities when the recognition conditions for income from grants, contracts and government grants are met, typically when the grant conditions are met.

1.11 **Financial instruments**

The Charity and Group only have financial assets and liabilities that qualify as basic financial instruments including bank balances, cash, debtors and creditors. Basic financial instruments are initially recognised at transaction price and subsequently amortised cost.

1.12 **Taxation**

The Company is a registered charity and is therefore not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value added taxation is not recoverable by the Company and is therefore included in the relevant costs in the Statement of Financial Activities. The Charity subsidiary is not VAT registered and unable to recover Value Added Tax and therefore it is included within the relevant costs in the Statement of Financial Activities.

1.13 **Fund accounting**

General Funds are unrestricted funds, which are available for use at the discretion of the Board in furtherance of general objectives of the Charity and which have not been designated for other purposes. Designated Funds comprise unrestricted funds that have been set aside by the Board for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts. Restricted Funds are to be used for specific purposes as laid down by the donor.

1 **Accounting Policies (continued)**

1.14 **Critical accounting estimates and judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results.

The estimates, assumptions and management judgements that carry a significant risk of material adjustments to the carrying amounts of assets and liabilities within the next financial year are outlined below.

Estimate of legacy income

A debtor of £11,000 (2020: £274,794) has been recognised in respect of legacies payable to the charity. This reflects the Trustees' best estimate of the amount receivable at the balance sheet date. The estates are still in the hands of the solicitor and the final amounts to be paid to the charity is yet to be finalised and therefore the amount ultimately received could vary from the amount recognised at the balance sheet date.

1.15 **Donated services**

In accordance with the Charities SORP (FRS 102), any unpaid general volunteer time is not recognised in the financial statements.

2 **Donations, gifts & legacies**

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Donations and gifts	31,302	62,957	94,259	20,686	48,407	69,093
Legacies	1,477	-	1,477	254,794	200	254,994
	32,779	62,957	95,736	275,480	48,607	324,087

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our Trustees' Annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

3 Other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Income from trading activities	-	-	-	59,652	-	59,652

4 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Interest receivable	303	-	303	1,297	-	1,297

5 Income from charitable activities – Income from services

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Ageing Well Somerset	8,252	-	8,252	128,801	-	128,801
Ageing Well North Somerset	4,547	-	4,547	36,243	-	36,243
Information Advocacy	3,505	-	3,505	8,128	-	8,128
Toenail Cutting	22,226	-	22,226	42,607	-	42,607
Mental Wellness Support	915	-	915	-	-	-
Ageing Well SSSS	38	-	38	-	-	-
	39,483	-	39,483	215,779	-	215,779

6 Income from charitable activities – Grants and contracts

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Local authorities	70,320	179,700	250,020	33,000	194,924	227,924
NHS Somerset and NHS North Somerset	-	23,206	23,206	-	23,205	23,205
Other grants	2,000	96,350	98,350	-	16,783	16,783
Age UK Grants	134,088	-	134,088	67,140	-	67,140
	206,408	299,256	505,664	100,140	234,912	335,052

7 Income from charitable activities – Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Age UK brand partnership	15,000	-	15,000	15,000	-	15,000
Other income	-	2,480	2,480	18,093	25,296	43,389
	15,000	2,480	17,480	33,093	25,296	58,389

8 Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Tea Dance	-	-	-	-	500	500
	-	-	-	-	500	500

9 Expenditure on charitable activities

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
		£	£	£	£	£	£
Staff costs		19,195	347,233	366,428	20,913	325,929	346,842
Volunteer expenses		11	858	869	628	13,214	13,842
Travel		85	1,968	2,053	204	15,785	15,989
Recruitment		-	282	282	55	208	263
Premises costs		-	194	194	-	208	208
Communication and Office costs		225	1,292	1,517	362	4,779	5,141
Service related costs		-	8,441	8,441	-	40,327	40,327
Grants payable	12	-	5,725	5,725	-	2,850	2,850
Governance costs	11	5,271	-	5,271	8,367	-	8,367
Other costs		-	1,088	1,088	-	466	466
		24,787	367,081	391,868	30,529	403,766	434,295
Support costs							
General Office		3,011	50,487	53,498	3,900	53,437	57,337
Senior management		14,069	7,952	22,021	10,777	11,911	22,688
Finance		26,215	28,399	54,614	23,846	25,467	49,313
Combined services		40,026	22,688	62,714	59,048	13,100	72,148
Income generation		3,416	106	3,522	5,750	-	5,750
		111,524	476,713	588,237	133,850	507,681	641,531

Support costs relate to those costs which are not directly attributable to the charitable activities and are apportioned by the Board on the following basis:

Support cost	Basis of apportionment
General office	Pro rata to staff full time equivalents
Senior management	Allocated on time
Finance	Allocated on time
Combined services	Allocated on time
Income generation	Allocated on time

10 Independent examination remuneration

	Charity		Subsidiary		Total	
	2021	2020	2021	2020	2021	2020
	£	£	£	£	£	£
Independent examination fee	768	708	-	-	768	708
Accounting services	4,416	7,598	-	982	4,416	8,580
	5,184	8,306	-	982	5,184	9,288

11 Governance costs

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Independent examination fee	768	-	768	708	-	708
Accounting services	4,416	-	4,416	7,598	-	7,598
Legal fees	87	-	87	61	-	61
	5,271	-	5,271	8,367	-	8,367

12 Grants payable

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£	£	£	£
Grants have been paid out for the following activities:						
Surviving Winter	-	5,725	5,725	-	2,850	2,850
	-	5,725	5,725	-	2,850	2,850

13 Trustee directors

None of the Trustee Directors (or any persons connected with them) received any remuneration during the year (2020: none). No expenses were reimbursed to Trustee Directors (2020: none). No donations were received from the Trustee Directors during the year (2020: none).

14 Wages and salaries

	2021 £	2020 £
Wages and salaries	445,583	456,839
Employer National Insurance	21,849	20,594
Employer Pension	19,362	19,042
Other staff costs	429	2,011
Redundancy costs	-	5,286
	487,223	503,772

Presented within expenditure as follows:

Costs of commercial trading activities	-	25,648
Expenditure on charitable activities:		
Staff costs	366,710	347,195
Support costs allocated	120,513	130,929
	487,223	503,772

No individual employee was paid over £60,000 (2020: £Nil).

The average monthly number of employees, calculated as full-time equivalents, during the year was:

	2021 No	2020 No
Commercial trading activities	-	1
Charitable activities	15	18
Governance	1	1
	16	20

14 Wages and salaries (continued)

The average head count during the year was 52 (2020: 48).

The key management personnel of the group comprise those of the Charity and the key management personnel of its wholly owned subsidiary Age UK Somerset Trading LTD. The key management personnel is identified as the Chief Executive Officer. The total employee benefits, inclusive of pension and social security costs, of the key management personnel of the Charity were £59,206 (2020: £44,576).

15 Defined contribution pension scheme

The Charity and Group makes contributions to pension schemes on behalf of employees, which involves payment of contributions into employees' personal pension schemes. The pension cost charge for the year represents contributions payable by the Group to the scheme and amounted to £19,362 (2020: £19,042).

Contributions totalling £1,955 (2020: £2,005) were payable to the scheme at the end of the year and are included in other creditors.

16 Tangible assets – Charity and Group

	Computers	Other Equipment	Total
	£	£	£
Cost			
As at 01/04/2020	24,318	989	25,307
Additions	2,989	-	2,989
Disposals	(1,199)	-	(1,199)
As at 31/03/2021	26,108	989	27,097
Depreciation			
As at 01/04/2020	13,361	989	14,350
Charge for year	6,669	-	6,669
Elimination on disposal	(1,199)	-	(1,199)
As at 31/03/2021	18,831	989	19,820
Net book value			
As at 31/03/2021	7,277	-	7,277
As at 31/03/2020	10,957	-	10,957

17 Investments

	Charity	
	Total 2021 £	Total 2020 £
Age UK Somerset Trading LTD		
Ordinary shares of £1 each	2	2

Age UK Somerset Trading LTD (Company Registration Number: 03847089) was incorporated on 23 September 1999 as a wholly owned trading subsidiary of Age UK Somerset. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The trading subsidiary gift aids any taxable profits to Age UK Somerset annually under the Gift Aid Scheme. The trading subsidiary ceased trading on 22 January 2020.

Registered office: refer to page 3 Reference and Administrative Details 20/21

The results of Age UK Somerset Trading LTD were as follows:

	2021 £	2020 £
Turnover	-	59,652
Costs of sales	-	(29,753)
Gross profit	-	29,899
Administrative expenses	(15)	(15,244)
Operating (loss)/profit	(15)	14,655
Gift aid to Age UK Somerset	-	(14,655)
	(15)	-
The assets and liabilities were:		
Current assets	6,188	20,853
Current liabilities	(6,201)	(20,851)
Total net assets	(13)	2
Called up share capital	2	2
Retained Earnings	(15)	-
	(13)	2

18 Debtors

	2021		2020	
	Group	Charity	Group	Charity
	£	£	£	£
Trade debtors	15,834	15,833	27,044	27,044
Amounts due from group undertakings	-	6,195	-	20,851
Other debtors	29,774	29,746	300,898	300,898
Prepayments	3,062	3,062	6,780	6,780
	48,670	54,836	334,722	355,573

Amounts due from group undertakings includes an inter-company balance of £6,195 (2020: £6,196) accumulated from costs paid on behalf of the Charity and the gift aid donation debtor of £Nil (2020: £14,655), which will be paid within 9 months of the year end.

19 Creditors - Amounts falling due within one year

	2021		2020	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	2,337	2,332	5,684	5,684
Other creditors and accruals	18,282	18,282	24,043	24,043
PAYE Income Tax & National Insurance	7,674	7,674	6,300	6,300
	28,293	28,288	36,027	36,027

20 Grants received in advance

	2021		2020	
	Group	Charity	Group	Charity
	£	£	£	£
Balance as at 1 April	-	-	13,788	13,788
Amount released to income for charitable Activities	-	-	(13,788)	(13,788)
Balance as at 31 March	-	-	-	-

21 Statement of funds – Group and Charity for the year ended 31 March 2021

	Balance 1 April 2020	Income	Expenditure	Transfers	Balance 31 Mar 2021
	£	£	£	£	£
Restricted funds					
Ageing Well Somerset	-	70,938	118,436	47,498	-
Ageing Well North Somerset	-	35,186	41,015	5,829	-
Befriending Somerset	-	25,380	19,929	-	5,451
Ageing Well SSSS Somerset	-	41,000	66,210	25,210	-
Ageing Well SSSS North Somerset	-	15,000	-	-	15,000
Information & Advice	11,936	43,108	66,967	11,923	-
North Somerset (SCAMS)	51	13,976	12,597	-	1,430
North Somerset Projects	13,534	31,392	29,377	(8,768)	6,781
Surviving Winter	3,325	3,600	5,725	(600)	600
Toe Nail Cutting	-	27,313	63,278	35,965	-
Mental Wellness Support	11,660	57,800	53,179	(10,691)	5,590
Total restricted funds	40,506	364,693	476,713	106,366	34,852
Unrestricted funds					
Designated:					
Ageing Well Somerset	7,847	8,251	-	2,028	18,126
Ageing Well North Somerset	27,912	4,547	-	(5,829)	26,630
Information & Advice	8,128	3,505	-	4,077	15,710
Ageing Well SSSS Somerset	-	38	-	(38)	-
Befriending Somerset	-	-	-	20,000	20,000
Toenail Cutting	435	22,226	-	(17,662)	4,999
Mental Wellness Support	-	915	-	(915)	-
Volunteers	-	-	30,350	31,320	970
Age UK – Covid-19 Brand Partner Support	-	88,138	-	(88,138)	-
Somerset County Council	-	67,320	-	(67,320)	-
IT Hardware Renewals	-	-	-	26,000	26,000
IT Infrastructure Development	-	-	-	80,000	80,000
North Somerset & Somerset Services	-	-	-	331	331
Total designated funds	44,322	194,940	30,350	(16,146)	192,766

21 Statement of funds – Group and Charity for the year ended 31 March 2021 (continued)

	Balance 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2021 £
General	514,939	99,033	81,189	(90,220)	442,563
Total unrestricted funds	559,261	293,973	111,539	(106,366)	635,329
Total funds	**599,767**	**658,666**	**588,252**	**-**	**670,181**

Statement of funds – Restricted funds detail

- Ageing Well Somerset is the service that provides older people with opportunities to get together to stay fit and active. It is a highly successful project funded by service fee income, fundraising and grants from Somerset County Council and Foundations & Trusts. It has been running for several years to promote healthy lifestyles, improved mobility and mental wellness benefits for older people, with activity classes organised across Somerset. During the pandemic online classes were set up and friendly telephone calls were made to service users to combat isolation and loneliness. Venues will continue to be accessible, covid safe and in a variety of locations.

- Ageing Well North Somerset is the same service as Ageing Well Somerset, funded by service fee income, contracts with North Somerset PCT, fundraising and grants from Foundations & Trusts. It has also been running very successfully for a number of years and as in Somerset during the pandemic online classes were set up and friendly telephone calls were made to service users to combat isolation and loneliness. Venues will continue to be accessible, covid safe and in a variety of locations.

21 Statement of funds (continued) – Restricted funds detail

- Befriending Somerset is a service aimed at helping to combat loneliness and isolation across Somerset. Funding in this financial year was in the main grants from Foundations & Trusts. Council funding for this service in its old format of one to one meetings in the client's home has reduced in recent years, as it is believed better outcomes can be achieved by aligning to improved Health and Wellbeing goals in the Somerset region. Project initiatives were in development during the financial year to facilitate this and implement ways of supporting individuals including encouraging and enabling them to access services and activities in the community whenever possible. One such project, Active Befriending, will be launched during 2021-22 in Somerset and North Somerset. It will feed into the Ageing Well and North Somerset Projects services, as it involves meeting clients for a 'Walk and Talk' outside. During the pandemic an emergency delivery service was set up for food parcels and medicines, which was facilitated by staff and volunteers across the organisation. Zoom video calls were also made to combat isolation and loneliness.

- Ageing Well SSSS Somerset is the provision of exercise classes tailored specifically to individuals who have been referred as in need of falls prevention. Stay Strong Stay Steady (SSSS) in Somerset is delivered under contract with Somerset County Council and is also a fee income service. Due to the particular needs of clients in this service online classes were not suitable during the pandemic, however friendly phone calls were made to combat isolation and loneliness. This service is restarting during 2021-22 and venues will be accessible, covid safe and in a variety of locations.

- Ageing Well SSSS North Somerset is the same service as Ageing Well SSSS Somerset. It has been funded on a grant basis by Quartet Community Foundation (Biddle Trust Fund) for a six-month period during 2021-22 and is also a fee income service. The Quartet Community Foundation grant was received in advance and hence shows as a restricted balance to carry forward. Venues will be accessible, covid safe and in a variety of locations.

- Information & Advice provides face to face and telephone access to up to date information on older people's issues and provides advice on services that are available in Somerset and North Somerset, helping older people to make informed decisions. It was funded during the year through some service fee income and grants from organisations including Somerset County Council, North Somerset Council, Age UK and Foundations & Trusts. The service fee income is in relation to donations given after successful advocacy attendance allowance consultations. During the pandemic face to face meetings were replaced with telephone calls.

21 Statement of funds (continued) – Restricted funds detail

- Information & Advice North Somerset (SCAMS) is an Anti-Scams project with North Somerset Trading Standards funded by a grant from North Somerset Council. Age UK Somerset helps many vulnerable and elderly people each year who have been victims of scamming and many awareness raising sessions are held to equip people who may be targeted. During the pandemic, as much work as possible was carried out via the telephone.

- North Somerset Projects covers a range of activities that are supported and grant funded by North Somerset Council and/or the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG). Project initiatives were in development during the financial year to best enable community impact. During the pandemic an emergency delivery service was set up for food parcels and medicines, which was facilitated by staff and volunteers across the organisation. The transfer of £8,768 represents support costs not previously applied.

- Surviving Winter is a small grant giving programme with funds provided by the Somerset Community Foundation to support older people in Somerset experiencing fuel poverty in winter. Funds provided by the Quartet Community Foundation similarly supports those in North Somerset. The £600 transfer represents management fees allocated within the grants.

- Toenail Cutting provides a basic toenail cutting service via a network of community-based clinics. It is funded by service fee income and the Somerset Partnership NHS Foundation Trust on a contract basis. It is available to older people living in Somerset with the aim of improving their quality of life and mobility. This service has also been registered with the Care Quality Commission (CQC) to enable a small-scale domiciliary service to be provided to housebound older people. This service continued to run through the pandemic whenever possible, whilst adhering strictly to government pandemic restrictions and safety regulations.

- Mental Wellbeing Support currently encompasses two service provisions. Firstly, Age UK Somerset's involvement in the Somerset-wide Open Mental Health partnership, within which Age UK Somerset has been commissioned and funded by Rethink to provide a Friendly Phone Calls support service in Somerset for older clients who are suffering mild to moderate mental health difficulties. The partnership consists of 10 VCSE organisations working in tandem with Somerset Foundation Trust to provide a 'no wrong door' access to mental health service across the county. Secondly the provision of an income fee service called Cognitive Stimulation Therapy (CST), proven to be beneficial in the early stages of dementia in older people. During this financial year our CST provision was funded by Somerset County Council and The National Lottery on a grant basis. The CST service is expected to expand during the 2021-22 financial year. The transfer of £10,691 represents support costs not previously applied.

21 Statement of funds (continued) – Designated funds detail

- Ageing Well Somerset includes unrestricted service fees income of £8,251 received from the service. Together with the brought forward balance and £2,028 of the designated Age UK Covid 19 Brand Partner support fund it will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.

- Ageing Well North Somerset includes unrestricted service fees income of £4,547 received from the service. £5,829 of the designated fund has been transferred to offset restricted expenditure in this service. The remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.

- Information & Advice includes unrestricted service fees income of £3,505 received from the service. Together with the brought forward balance and £4,077 of the designated Somerset County Council grant fund it will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.

- Ageing Well SSSS Somerset includes unrestricted service fees income of £38 received from the service. £38 of the designated fund has been transferred to offset restricted expenditure in this service.

- Befriending Somerset has had £20,000 of the designated General Fund transferred. Together with the restricted fund balance of £5,451 it will be used to offset planned service development expenditure in the next financial year.

- Toenail Cutting includes unrestricted service fees income of £22,226 received from the service. £17,662 of the designated fund has been transferred to offset restricted expenditure in this service. The remaining balance will be used to offset an anticipated restricted deficit in this service in the next financial year, whilst recovering from the pandemic.

- Mental Wellness Support includes unrestricted service fees income of £915 from the Cognitive Stimulation Therapy service. £915 of the designated fund has been transferred to offset restricted expenditure in this service.

- Volunteers has had £31,320 of the designated Somerset County Council grant fund transferred to offset unrestricted expenditure in this service this financial year and to provide an allowance of £970 for volunteer events/training in the next financial year.

21 Statement of funds (continued) – Designated funds detail

- The Age UK Covid 19 Brand Partner Pandemic support fund totalled £88,138 and was designated as follows:
  - £18,303 to offset restricted expenditure in the Toe Nail Cutting service
  - £25,172 to offset restricted expenditure in the Ageing Well SSSS Somerset service
  - £27,498 to offset restricted expenditure in the Ageing Well Somerset service
  - £2,028 to increase the designated balance in the Ageing Well Somerset service

  The remainder was allocated to support costs unrestricted expenditure.

- The Somerset County Council grant funding totalled £67,320 and was designated as follows:
  - £31,320 to offset unrestricted expenditure in the Volunteers service
  - £4,077 to increase the designated balance in the Information & Advice service
  - £11,923 to offset restricted expenditure in the Information & Advice service
  - £20,000 to offset restricted expenditure in the Ageing Well Somerset service.

- IT Hardware renewal funding requirements has been designated £26,000 from the General Fund. This is to replace computer and mobile phone items at the end of their useful life.

- IT Infrastructure development funding requirements has been designated £80,000 from the General Fund for the following areas of the organisation: Finance, Human Resources, Cloud Telephony and other support processes software. The pandemic has highlighted the importance of a robust IT infrastructure to streamline working practices and support remote working effectively.

- North Somerset & Somerset Services received no unrestricted service fees income in this financial year. The balance of £331 detailed in the previous financial year was not utilised as expected and hence will remain in designated funds for use by the Something to Do Club in Clevedon once they have returned to activities post the pandemic.

21 Statement of funds (continued) – Group and Charity for the year ended 31 March 2020

	Balance 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance 31 Mar 2020 £
Restricted funds					
Ageing Well Somerset	10,239	89,482	234,844	135,123	-
Ageing Well North Somerset	-	37,335	55,045	17,710	-
Befriending Together	-	13,191	20,238	7,047	-
Befriending North Somerset	-	-	11,346	11,346	-
Information & Advice	-	92,189	80,253	-	11,936
North Somerset (SCAMS)	-	14,558	14,507	-	51
North Somerset Projects	7,744	20,040	14,250	-	13,534
Surviving Winter	2,575	3,600	2,850	-	3,325
Toenail Cutting	-	23,220	71,308	48,088	-
Mental Wellness Support	-	15,000	3,340	-	11,660
Legacy for Bridgwater Services	-	200	200	-	-
Total restricted funds	20,558	308,815	508,181	219,314	40,506
Unrestricted funds					
Designated:					
Ageing Well Somerset	14,169	128,801	-	(135,123)	7,847
Ageing Well North Somerset	9,379	36,243	-	(17,710)	27,912
Information and Advice	-	8,128	-	-	8,128
North Somerset & Somerset Services	331	-	-	(331)	-
Toenail Cutting	5,916	42,607	-	(48,088)	435
Total designated funds	29,795	215,779	-	(201,252)	44,322
General	242,186	469,662	178,847	(18,062)	514,939
Total unrestricted funds	271,981	685,441	178,847	(219,314)	559,261
Total funds	**292,539**	**994,256**	**687,028**	**-**	**599,767**

22 Analysis of net assets between funds – Group

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Tangible fixed assets	7,277	-	7,277	10,957	-	10,957
Net current assets	628,052	34,852	662,904	548,304	40,506	588,810
	635,329	34,852	670,181	559,261	40,506	599,767

The analysis for the Charity is identical to the Group with the exception of the unrestricted funds, where investments represent £2 (2020: £2) and net current assets £628,065 (2020: £548,302). The difference relates to the issued share capital and trading loss of Age UK Somerset Trading LTD.

23 Operating leases

The following amounts were charged to the Statement of Financial Activities during the year:

	2021		2020	
	Group £	Charity £	Group £	Charity £
Operating leases	40,404	40,404	53,224	53,224

24 Commitments

At 31 March 2021 the Charity and Group had total commitments under non-cancellable operating leases and service contracts expiring as follows:

	Land and buildings	
	2021	2020
	£	£
Less than one year	33,046	11,371
Between two and five years	11,371	-
	44,417	11,371

	Other	
	2021	2020
	£	£
Less than one year	12,660	12,916
Between two and five years	9,979	15,863
	22,639	28,779