

AGE CONCERN WOLVERHAMPTON

England & Wales · Charity number 1051232

Details

Status	Registered
Legal form	Charitable company
Company number	03088739
Registered	1995-12-05
Register	View on the Charity Commission register

Contact

Address	Unit 9 The Workspace All Saints Road Wolverhampton WV2 1EL
Phone	01902572060
Email	ceo@ageukwolverhampton.co.uk
Website	www.ageuk.org.uk/wolverhampton/

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE.

Activities: Advice and information Supportive Hospital Discharge ServiceHealth and Wellbeing Support ServiceTelephone Befriending ServiceIT training and supportHandypersonSupport for volunteer-led activity groups

Classification

- **How:** Provides Human Resources, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** BOROUGH OF WOLVERHAMPTON
- Wolverhampton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£340,992	£306,065	-	-
2024-03-31	£390,540	£279,984	-	-
2023-03-31	£193,467	£262,895	-	-
2022-03-31	£219,460	£265,068	-	-
2021-03-31	£264,996	£248,177	-	-

Trustees

Name	Role	Appointed
ANNE PATRICIA BAILEY		2026-02-18
Catherine Read		2021-09-30
Diane May Vukmirovic		2026-02-18
Paramjit Singh Toor		2019-03-28
Shobha Neena Asar- Paul		2025-10-13

Accounts

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
&
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025

Company Registration Number 3088739
Charity Number 1051232

Accountants
Et Voila

Isis House, Smith Road, Wednesbury,
West Midlands
WS10 0PB

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON YEAR ENDED
31ST MARCH 2025**

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TRADING AS AGE UK WOLVERHAMPTON YEAR ENDED
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Age UK Wolverhampton Trustees and Advisers

The Trustees who served during the year were:

Jayne Emery	Trustee. Chair from June 2024
Paramjit Toor	Trustee
Catherine Read	Trustee
Sam McIntosh	Trustee. Vice Chair from October 2024
Caroline Webb	Trustee from November 2024
Diane Vukmirovic	Trustee and Chair, resigned June 2024
Anne Bailey	Trustee and Vice-Chair, resigned October 2024
Sarita Sharma	Trustee, resigned October 2024
Mark Guest	Chief Officer & Company Secretary

Location and Registered Office

The Workspace
All Saints Road
Wolverhampton
WV2 1EL

Bankers

Lloyds Bank PLC
Queen Square
Wolverhampton
Wolverhampton
WV1 1TF

Accountant

Et Voila
Isis House
Smith Road
Wednesbury
West Midlands
WS10 0PB

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

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31ST MARCH 2025**

Chief Officer's and Chair's Report

We end 2024-25 in a productive and stable position, with a bright future ahead and a lot to be optimistic about. We have now consolidated our widened range of services and embedded one of our main priorities, 'Keeping Active Older People Active'. At the same time, we continue to support the most vulnerable, primarily through our core and mainstay Information and Advice service. This service aims to be there for older people who have nowhere else to go, and we have strengthened the service during the year.

It now feels like we are always busy (in a good way) and productive, delivering current services, developing new ones and building partnerships for future opportunities. There's our Information and Advice service providing crucial support to numerous older people. This is now supported by a pool of volunteers who regularly come into the office to answer the phones. Our Craft Group come in once a week, and as well as supporting dementia sufferers with Comfort Dolls, also organise and undertake fundraising for us. Telephone Support volunteers continue to make calls to the most vulnerable.

Most of what we do is now out in the community, using community assets as planned, and enabling us to reach far more people than a single base. This includes Daytime Discos, Meet and Greet sessions, Friendship Groups, Tai Chi, and coach trips, along with Handyperson and Home Help services delivered in people's homes. Our newsletters (electronic and hard copy) and social media are well-established and expanding our reach. And we continue to look for more opportunities and ways to help and improve the lives of older people!

We were delighted this year to achieve recognition for our work and charity through being selected as a Mayoral charity by Wolverhampton Mayor, Cllr Linda Leach. The publicity and opportunity to network at prestigious events has been invaluable, and we are deeply grateful to Linda for her support. This coincided perfectly with our work to increase our profile and strategic presence as one of Wolverhampton's key voluntary sector organisations. This has included building relationships and networks with other similar organisations to support future collaborative working and to enable our sector to have the greatest impact that it can for local people.

This year has felt like we have reached a sustainable base, and we are excited about the future. There have been many high points and successes. In particular our Daytime Discos are now well-established; seeing over one hundred older people enjoying themselves at our Christmas disco was something to behold! The impact on wellbeing cannot be underestimated as, for some attendees, they may well have not had any similar social contact during this period, when isolation can feel most harsh.

Our strategic direction continues to focus on supporting active older people to remain active and purposeful. This can delay the sudden decline older people face into needing support and care, and this delay can improve quality of life and alleviate the demand put on associated support services. This decline often comes as a result of the loss of social activity, which impacts on physical and mental health, along with increasing evidence of heightening dementia risk. We believe our approach is ahead of the curve and we are among the first to be delivering 'dementia prevention'. We hope to build on this and gain recognition in order to improve and share what we are doing.

We are supported by a wide range of funders. We are continuing to develop our business model as we look to build our own independent income streams, but we have remained dependent on

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the generosity of funders to enable us to continue to operate and deliver services. We are extremely grateful for their ongoing support.

As a local Age UK partner, we are an independent charity, but have a relationship with the national organisation through a partnership agreement. This has been under review for several years, and in December we were able to finally sign the new agreement. Age UK Wolverhampton had played an active and strong role in its development, and we believe the final agreement is in the best interests of our charity. There are already indications of positive improvements in the relationship and support from Age UK national, and we hope that things continue in this direction.

As the year closed, we could already see a very bright future ahead. We have been able to plan around continuing the services that we have embedded, whilst focussing management efforts on building our income generating services. After the initial phase, we have ambitions to explore retail opportunities.

Finally, it gives us immense pleasure to thank all of our partners, funders, volunteers, staff and Board, and we look forward to continuing to work with them.

Jayne Emery

Mark Guest

Chair

CEO

**AGE CONCERN WOLVERHAMPTON
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Statement of Mission and Objectives

Our aims are to:

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access to quality services and products
- Reduce the negative impact of life-changing events on the lives of older people

To achieve these aims, we have the following objectives:

- To provide information and advice to ensure that older people know their entitlements and can access quality services and support
- To advise and support individuals going through “tipping points” in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

Public Benefit

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK's network in sharing best practice information and learning which in turn helps improve our services.

Our Achievements in 2024-25

Services Overview

- Daytime Discos at two different venues across Wolverhampton hosting three monthly events.
- Five Tai Chi sessions per week at four different venues.
- 6 637 people in total accessed Daytime Discos, Friendship Groups, Aikido, Pilates and Tai Chi.
- Email Newsletter sent out to over one thousand people every two months, plus bulletins.
- Regular quarterly printed information leaflet - 2500 copies distributed.
- Information and Advice telephone helpline 9.30am - 2.30pm Monday to Thursday.
- 360 Benefits checks and advice.
- 70 Home energy checks.
- 2 coach trips.
- Telephone Support calls. 63 per week by 5 Telephone Support volunteers.
- 11 weekly Friendship and Craft Groups, 110 attendees per week.
- Volunteering opportunities for older people in Friendship Clubs, Daytime Discos, Telephone Helpline, Telephone Support.
- 20 active volunteers.
- Employment opportunities for older people with our Home Help and Handyperson services.
- 4000 Word of Mouth Traders Directory printed and distributed.
- 64 individuals supported with Hospital discharge.
- 250 Handyman jobs carried out.

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Information & Advice

- The I&A service was accessed by 1087 people (703 female and 372 male, 12 did not disclose).
- The clients who have accessed the I&A service are from the following age ranges:

Under 50	3%
56-65	13%
66-75	24%
76-85	25%
86-95	12%
95+	1%
Unknown	22%
- Benefits we identify are:
 - Pension credit
 - Council tax support
 - Attendance allowance
 - Housing benefit
 - Universal credit
 - Carers allowance
- There were 139 Attendance Allowance applications queries. 37 clients already had AA and 102 clients were supported with a combination of information and completing applications.
- The main area of enquiry is regarding welfare benefits and other money, which account for 50% of contacts.

Benefits

- We identified and helped people apply for £979 265 in benefits this year.

Volunteer Support

- This year volunteers completed over 5100 hours of support over a range of services and activities including Friendship Groups (1325 hours), Information & Advice and office support (600 hours) and Telephone Support (3150 hours)
- The majority of volunteers' time supported "addressing loneliness" in our clubs and befriending roles.
- 28% of volunteers male, 72% female.
- The value of this support represented over £71,000 for the year.
- The age of volunteers ranged between 32 - 89 years.
- 28% of our volunteers are from Black, Asian and Minority Ethnic communities.
- Individual volunteers often support more than one service.

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Planning for the Future

General

Age UK Wolverhampton has established a strong foundation of a varied portfolio of services delivered by excellent staff, and the exciting challenge now is to build on and expand this. We have a balanced budget for next year with significant funding secured and reserves invested in business development. We are also confident that further funding could be secured during the year so that reserves do not need to be called upon. Therefore we have the space to continue the growth of income generation, moving us towards potential financial independence in the future.

Our dynamism makes us better placed to take advantage of funding opportunities, and we are optimistic that these will more than cover any future shortfalls, as well as allowing us to actively seek and work in partnership with others for the benefit of Wolverhampton's older people. Notwithstanding this, we also have ample reserves to give us certainty for the next few years.

We have now consolidated our services, and are delivering on our main aim of keeping active older people active. These include our Daytime Discos, physical activities and friendship groups. We recognise volunteering is an activity that can give people real purpose as well as supporting those who are more vulnerable, and we see older volunteers as a valuable resource and key to our development plans. Our volunteer-led telephone helpline is now established and we aim to grow it to support a range of service delivery.

Alongside maintaining our core services, we will be developing our Home Help service and Home Services. These will provide trusted and essential services to older people, employment for active older people and can become a core part of our future sustainability. Once these are established, we aim to explore developing charity retail.

We will continue to raise interest and look for opportunities for our exciting and ambitious proposal for a major capital project, the House of Elders. This will provide a large building and gardens to support our vision of supporting active older people to remain active. There has been a lot of excitement from potential partners when we have shared this idea with them, including offers of resources. There is no set timeline for this project, as we continue to position it ready for the right opportunity to come along.

We will continue to expand our networks, building the reputation of Age UK Wolverhampton as a partner that is open for business, and rebuilding our reputation in the City as a key voluntary sector organisation. We will build on the work we have already undertaken in playing an active role as part of Wolverhampton's community and voluntary sector.

Consideration of the charity as a going concern

The Charity has a stable operating model and services. Funding is largely secured with realistic expectations of meeting any shortfall. Notwithstanding this, there are ample reserves for several years of operation based on current projections. Independent income continues to grow. The reserves policy is more than adequately met.

Risk Management Policy

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. We are in the position of having significant reserves enabling us to mitigate against most risks. We have a ring-fenced reserve sum to enable orderly closedown should the situation arise.

Financial Review 2024/5

The overall (summary) position at the year-end showed income of £340 992 and expenditure of £306 065 giving a net surplus of £34 927.

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The gross level of reserves at the year-end was £511 399. £300 000 has been designated towards a long term capital project. Much of this designation comprises legacies and donations. The aim is to replace the previous asset and operating base, Hupton House, which was liquidated a few years ago to address financial circumstances. This leaves £211 399 undesignated reserves, which represents c7 months operating budget.

The reserves policy is £100 000, which meets the Charity Commission requirement of having at least three months routine running costs in reserve. However, this is a minimum, and as it is recognised that fundraising is particularly difficult at this current time, the ambition is to aim for a higher level, which is being achieved.

Governance Structure
Governing Document

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

We will undertake a review of the governing documents based on the NCVA Code of Good Governance and model articles produced by Age UK national.

Recruitment and Appointment of Trustees

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a very diverse range of activities and therefore the Trustee body aims to achieve a broad range, as well as a high level, of skills, in carrying out its governance role.

Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of up to three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

Strategic Direction

The strategic direction of Age UK Wolverhampton is set by the Board. In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

Organisation Structure

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of 8 members. The Chief Officer has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Officer is supervised by the Board Chair.

The average number of staff employed by Age UK Wolverhampton in 2023-24 was 7 (all of whom were part time). Over the year we had the equivalent of 5 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

**AGE CONCERN WOLVERHAMPTON
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31ST MARCH 2025**

Thanks to Supporters

Grateful thanks to all those who supported us this year (donations & funding) :

Age UK (National)	Inclusive Communities (WMCA)
Black Country Healthcare NHS FT	Know Your Neighbourhood (DCMS)
Connecting Together, Sky	UK Shared Prosperity Fund (W'ton City Council)
Eon	Hospital Discharge Support (NHS)
Heart of England Community Foundation	

Thank you too, to all of those who gave anonymous donations and to the numerous individuals who donated to our organisation and to those who very kindly left us legacies (we have not named individuals above unless requested, to protect anonymity)

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
Independent Examiners Report**

For the Year Ended 31st March 2025

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which is set out on pages 11 to 19.

Responsibilities and basis of report

As the charity trustees of the company (who are treated as directors for the purposes of the company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('The 2006 Act')

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

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Management Accountants

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 that in any material respect :

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act, or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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



Date 15/04/2025

Sally Jane Wainwright ACMA
Isis House, Smith Road, Wednesbury,
West Midlands, WS10 0PB

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR YEAR ENDED 31 MARCH 2025

	Note	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds	Funds	Funds	Funds	Funds
		£	£	2025	£	£	2024
				£			£
Incoming resources							
Income from Charitable Services	2	45,930	210,584	256,514	18,149	294,432	312,581
Legacies and Donations		77,917		77,917	67,443		67,443
<i>Activities for generating funds</i>							
Operations							
Investment income	4	6,561	-	6,561	10,516	-	10,516
						-	
<i>Incoming resources from</i>							
Total Income and endowments		130,408	210,584	340,992	96,108	294,432	390,540
Expenditure							
<i>Cost of generating funds</i>							
Fund raising costs	5	2,475		2,475	2,475		2,475
Sub total cost of generating		2,475	0	2,475	2,475	0	2,475
<i>Charitable activities</i>							
Cost of charitable activities	5	29,288	273,555	302,843	21,530	255,232	276,762
Governance costs	5	747		747	747		747
Exceptional Item	5			0			0
Total Expenditure		32,510	273,555	306,065	24,752	255,232	279,984
Net income / (expenditure)		97,898	(62,971)	34,927	71,356	39,200	110,556
Reconciliation of Funds							
Fund balances at 1 April 2024		412,472	64,000	476,472	341,116	24,800	365,916
Transfer between funds							
Fund Balances at 31 March 2025		510,370	1,029	511,399	412,472	64,000	476,472

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities
The Company is exempt from audit under CA 2006, s.477 (small companies)
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s 476 and
The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 15 April 2025 and are signed on their behalf by:



Jayne Emery

Chair

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**BALANCE SHEET
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

Consolidated and Charity Balance Sheets

Year Ended 31st March 2025

		Charity	
	Note	<u>2025</u>	<u>2024</u>
		£	£
Fixed assets			
Tangible assets	9	10,915	14,553
		<u>10,915</u>	<u>14,553</u>
Current assets			
Debtors	10	759	7,125
Cash at bank and in hand		504,688	460,586
		<u>505,447</u>	<u>467,711</u>
Creditors – amounts falling due within one year	11	(4,963)	(5,792)
Net current assets		<u>500,484</u>	<u>461,919</u>
Total assets less current liabilities		<u>511,399</u>	<u>476,472</u>
 Unrestricted funds			
General	12	510,370	412,472
Restricted funds	13	1,029	64,000
		<u>511,399</u>	<u>476,472</u>

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities

The Company is exempt from audit under CA 2006, s.477 (small companies)

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s 476 and

The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 15th April 2025 and are signed on their behalf by:



Jayne Emery
Chair

1. Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The accounts have been prepared on the historic cost basis.

Going concern

In early March 2020, the COVID-19 virus was declared a global pandemic. Business continuity, including supply chains and consumer demand across a number of industries and countries, could be severely impacted for months or more, as governments and their citizens take significant and unprecedented measures to mitigate the consequences of the pandemic.

The trustees are monitoring the ever changing situation and continue to evaluate the charity's ability to continue to trade on an ongoing and foreseeable basis. However, due to the uncertainty surrounding COVID-19 no adjustments have been made to these financial statements which may arise from the impact of COVID-19 on the charity. Despite the unknown impact COVID-19 may or may not have on the charity under normal circumstances the trustees would have had a reasonable expectation that the charity has adequate resources, thus the trustees would have adopted the going concern basis of accounting.

As with most charities, the trustees are mindful of the uncertain timing of incoming resources such as legacy income being of an unpredictable nature. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Funds

Funds held by the charity are either:

- ☐ Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- ☐ Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- ☐ Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that income will be received and the amount can be measured reliably. Such income is only deferred when:

- ☐ The donor specifies that the grant or donation must be used in future accounting periods, or
- ☐ The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable

Interest is included when receivable by the charity.

Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include back office costs, personnel and payroll.

Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

Redundancy costs

Following the accrual accounting methodology, liabilities for redundancy and termination payments are recognised when the obligation to make the payment arises and not when the payments are made.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory accounts and legal fees.

Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred.

Tangible fixed assets

Tangible fixed assets are capitalised at cost and depreciated so as to write them off over their anticipated useful lives at the following annual rates, commencing in the year of acquisition:

Fixtures and fittings	25% reducing balance
Motor vehicles	25% straight line
Computer and office equipment	25% straight line

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Legal status

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

Age UK Wolverhampton is a company limited by guarantee governed by its Memorandum and Articles of Association dated 8 August 1995. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 11 members (11 in 2024), each of whom agrees to contribute £1 in the event of the charity winding up.

Judgements and key sources of estimation uncertainty

In the application of the charitable accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

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COMPANY NO: 03088739
CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2025**

2 Income from charitable services

Grants and service level agreement receivable	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
Private Sector Grants/ Age UK	1,076	187,676	188,752		217,271	217,271
Other Public Sector Service Contracts		22,908	22,908		77,161	77,161
Other Charitable Activities	20,807		20,807			0
Word of Mouth Traders	4,415		4,415	4,410		4,410
Help at Home	6,860		6,860			0
Handyman	12,772		12,772	13,739		13,739
	45,930	210,584	256,514	18,149	294,432	312,581

3 Operations

Operations revenue consists of contributions towards operating costs from users of premises and services

4 Investment Income

	Unrestricted	Restricted	Total 2025	Unrestricted	Restricted	Total 2024
	£	£	£	£	£	£
Interest on fixed and notice bank accounts	6,561		6,561	10,516		10,516
	6,561	0	6,561	10,516	0	10,516

5 Analysis of expenditure on charitable activities

This Charity undertakes direct charitable activities only and does not make grant payments.

	Staff costs		Other Costs		2025
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	4,248	237,413	24,487		266,148
Commercial trading operations					
Cost of generating funds			2,475		2,475
Governance			747		747
Exceptional Items					-
Total resources expended	4,248	237,413	27,709	-	269,370

	Staff costs		Other Costs		2024
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure		238,097	2,547	4,440	245,084
Commercial trading operations					
Cost of generating funds			2,475		2,475
Governance			747		747
Exceptional Items					-
Total resources expended	15,101	238,097	5,769	4,440	263,407

Exceptional items were :

Redundancy Payments

-
-

6 Other costs

	<u>2025</u> <u>Unrestricted</u> £	<u>2025</u> <u>Restricted</u> £	<u>2025</u> <u>Total</u> £	<u>2024</u> <u>Unrestricted</u> £	<u>2024</u> <u>Restricted</u> £	<u>2024</u> <u>Total</u> £
Premises costs :						
Accommodation (Rent/Utilities/Cleaning)	553	13,951	14,504	1,872	15,921	17,793
	-	-	-	-	-	-
Communications costs :						
Telephone & internet		2,407	2,407		4,488	4,488
Printing, postage & stationery		5,642	5,642		2,346	2,346
	-	8,049	8,049	-	6,834	6,834
General office costs :						
Staff & volunteers travel		1,081	1,081	225	1,308	1,533
Staff & volunteers expenses (driver apparel & uniforms)		470	470	101	804	905
Professional fees & subscriptions		4,408	4,408		1,320	1,320
Insurance		2,795	2,795	477	500	977
Repairs, maintenance & support contracts		134	134			-
Publications, advertising & recruitment		516	516			-
Training costs			-			-
General office & miscellaneous expenses		581	581	5	609	614
Vehicle costs		519	519	1,202	500	1,702
Equipment			-			-
Depreciation		3,638	3,638			-
Bad Debts						-
	-	14,142	14,142	2,010	5,041	7,051
Total costs	553	36,142	36,695	3,882	27,796	31,678
Charitable Activities	-	2,669	36,142	660	27,796	28,456
Fundraising Costs		2,475	2,475	2,475		2,475
Governance		747	747	747		747
	553	36,142	36,695	3,882	27,796	31,678

7 Analysis of staff costs

	<u>2025</u>	<u>2024</u>
	<u>Total</u>	<u>Total</u>
	£	£
Salaries & wages	210,167	208,764
Social security costs	11,835	9,810
Pension Costs - Stakeholder Pension	15,189	14,764
Redundancy	4,470	
	<u>241,661</u>	<u>233,338</u>

No employees had benefits in excess of £60,000 in either year

.

The average number of staff employed by the group during the financial year amounted to :

10

10

No trustees received any remuneration

8 Movement in total funds for the year

Operating surplus/deficit is stated after charging :	<u>2025</u>	<u>2024</u>
	£	£
Staff Pension Contributions	15,189	14,764
Depreciation	3,638	4,750
Accountancy Fees	747	747
	<u>19,574</u>	<u>15,511</u>

9 Tangible fixed assets

	Motor Vehicles & equipment	Total
	£	£
Cost		
At 1 April 2024	86,031	86,031
Additions		
Disposals		
At 31 March 2025	<u>86,031</u>	<u>86,031</u>
Depreciation		
At 1 April 2024	71,478	71,478
Charge for year	3,638	3,638
Disposals		
At 31 March 2025	<u>75,116</u>	<u>75,116</u>
.		
As at 31 March 2024	<u>14,553</u>	<u>14,553</u>
.		
At 31 March 2025	<u>10,915</u>	<u>10,915</u>

10 Debtors

	Charity 2025 £	Charity 2024 £
Trade debtors	445	6,811
Prepayments	314	314
	<u>759</u>	<u>7,125</u>

11 Creditors - amounts falling due within one year

	Charity 2025 £	Charity 2024 £
Trade creditors	410	406
Other creditors	1,300	1,741
Taxation & Social Security		3,442
Accruals & deferred income (*)	3,253	203
	<u>4,963</u>	<u>5,792</u>

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12 Reserves

Fund movements:-	<u>2025</u> £	<u>2024</u> £
General fund :		
Balance 01 April 2024:	476,472	365,916
Movement in fund for the year	34,927	110,556
Balance at 31 March 2025:	<u>511,399</u>	<u>476,472</u>

13 Restricted Funds

	Balance b/f 01.04.2023 £	Movement in Resources Incoming £	Outgoing £	Transfers £	Balance 31.03.2024 £	Movement in Resources Incoming £	Outgoing £	Transfers £	Balance 31.03.2025 £
Age UK Initiatives	15,000	78,262	-85,210		8,052	40,977	-49,000		29
Citizens Advice	4,000	16,000	-18,000		2,000		-2,000		0
Fitbits		14	-14		0				0
Inclusive Communities					0	14,566	-14,566		0
Reduce Isolation		10,000	-9,000		1,000				1,000
Know your neighbourhood		51,410	-49,490		1,920	70,160	-72,080		0
Sky Payment LGBTQ+					0	2,500	-2,500		0
Wolverhampton CC (SPF)		83,345	-78,122		5,223	22,908	-28,131		0
Wolverhampton social discharge					0	10,000	-10,000		0
Safer Streets					0				0
Joining Forces		875	-875		0				0
Wider Determinants of Health		49,526	-4,501		45,025	49,473	-94,498		0
Active black country together	5,800	5,000	-10,020		780		-780		0
	<u>24,800</u>	<u>294,432</u>	<u>-255,232</u>	<u>0</u>	<u>64,000</u>	<u>210,584</u>	<u>-273,555</u>	<u>0</u>	<u>1,029</u>

AGE UK Initiatives - (See also 'Joining Forces' below)

- Funding via Age UK from the Warm Homes Programme (multiple suppliers) for benefits advice including saving energy/paying less

*Joining Forces - Supporting Veterans, is a partnership project between Age UK, SAFFA and the MoD funded by the Aged Veterans project which is funded by the Chancellor using LIBOR funds. AUKW is one of 12 partners nationally delivering a Joining Forces Programme. Our service provides support to older veterans (born before 1950) and their families and carers. It commenced in May 2017

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14 Pensions

The company operates one defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independantly administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end £1,300 (2024 £1,741) were owing to the pension companies. The pension charge of £15,190 (£14,764 2024) was made in respect of contributions made by the company to funds within the year.

15 Financial commitments

As at 31 March 2025 the charity has annual commitments under non-cancellable leases as follows

	Land and Buildings		Office Equipment	
	2025	2024	2025	2024
	£	£	£	£
Within 1 year	0	0	0	0
1 - 2 years	0	0	0	0
2 - 5 years	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

16 Analysis of Charity net assets between funds

	Unrestricted Funds	Restricted Fund	2025 Total	Unrestricted Funds	Restricted Fund	2024 Total
	£	£	£	£	£	£
Tangible	10,915		10,915	14,553		14,553
Cash at bank	476,279	28,409	504,688	396,586	64,000	460,586
Other net	(4,204)		(4,204)	1,333		1,333
	<u>482,990</u>	<u>28,409</u>	<u>511,399</u>	<u>412,472</u>	<u>64,000</u>	<u>476,472</u>

17 Taxation

The company is a registered charity and no provision is considered necessary for taxation

18 Related Party Transactions

There were no transactions with related parties during the year and no balances outstanding with any related parties

19 Events after the balance sheet date

The trustees are monitoring the ever changing situation. The trustees are confident they have enough funds going forward

Accounts

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
&
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024

Company Registration Number 3088739
Charity Number 1051232

Accountants
Et Voila

Isis House, Smith Road, Wednesbury,
West Midlands
WS10 0PB

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON YEAR ENDED
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Age UK Wolverhampton Trustees and Advisers

The Trustees who served during the year were:

Diane Vukmirovic	Trustee and Chair
Anne Bailey	Trustee and Vice-Chair
Paramjit Toor	Trustee and Treasurer
Sarita Sharma	Trustee
Catherine Read	Trustee
Jayne Emery	Trustee
Sam McIntosh	Trustee
Mark Guest	Chief Officer & Company Secretary

Location and Registered Office	Bankers	Accountant
The Workspace All Saints Road Wolverhampton WV2 1EL	Lloyds Bank PLC Queen Square Wolverhampton Wolverhampton WV1 1TF	Et Voila Isis House Smith Road Wednesbury West Midlands WS10 0PB

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

Chief Officer's Report

As we end the year, we find ourselves in a relatively stable and strong position with a good foundation to build upon. We have widened our range of services to meet the needs of older people, most of which have the potential to expand. Our sustainability and growth is based on a business model that incorporates a range of approaches, including volunteers, income generation, and funding. Funding remains volatile and uncertain, but this is the case for most of the voluntary and charity sector, and we consider ourselves to be in a comparatively better situation than many others.

Throughout the year, it has felt like we are building for the long term and future. There have been many high points and successes. In particular our Daytime Discos are now well-established; seeing over one hundred older people enjoying themselves at our Christmas disco was something to behold! The impact on wellbeing cannot be underestimated as, for some attendees, they may well have not had any similar social contact during this period, when isolation can feel most harsh.

We have undertaken major work in reconfiguring our Information and Advice service making it more resilient and fit for the future. This has included enabling us to welcome more volunteers, in particular older people, and they are proving to be an invaluable asset. Our flourishing handyperson service breathed a sigh of relief at being able to finally replace our struggling twenty year old van. Not only have we upgraded to a larger new van, it is also electric, allowing us to do our bit for the environment. The extra capacity and efficiencies are already being reflected in improvements in the service.

Our strategic direction continues to be to focus on supporting active older people to remain active and purposeful, delaying the sudden decline into needing support and care and the demand put on associated support services. This decline often comes as a result of the loss of social activity, which impacts on physical and mental health. We are seeing increasing evidence to support this, particularly from the US, and an emerging recognition of this approach from the statutory sector, who recognise our foresight in this area. Alongside this, our other services, in particular Information and Advice service, are there to support the most vulnerable older people who have nowhere else to go or need support to improve their financial situation.

As the year closed, we could already see a very bright future ahead. We had secured all of our funding for 24-25 and had completed most of the major changes that we needed to. We have an expanded portfolio of services, and are embarking on exciting new projects that will add to this.

There were several staff changes, including the departure of Sally Pugh who had been with Age UK Wolverhampton for over twelve years. Sally led the Information and Advice team and was a great support to numerous older people during her time with us.

Finally, it gives me immense pleasure to thank all of our partners, funders, volunteers, staff and Board, and I look forward to continuing to work with them.

Mark Guest
CEO Age UK Wolverhampton

Statement of Mission and Objectives

Our aims are to:

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access to quality services and products
- Reduce the negative impact of life-changing events on the lives of older people

To achieve these aims, we have the following objectives:

- To provide information and advice to ensure that older people know their entitlements and can access quality services and support
- To advise and support individuals going through “tipping points” in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

Public Benefit

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK’s network in sharing best practice information and learning which in turn helps improve our services.

Our Achievements in 2023-24

Services Overview

- Daytime Discos at five different venues across Wolverhampton hosting monthly events
- Five Tai Chi sessions per week at four different venues
- Email Newsletter sent out to nearly one thousand people every two months, plus bulletins.
- Regularly quarterly printed information leaflet - 2500 copies distributed
- Information and Advice telephone helpline 9.30am - 2.30pm Monday to Thursday
- Benefits checks and advice
- Home energy checks
- Telephone Support calls
- Eight weekly Friendship and Craft Groups
- Volunteering opportunities for older people in Friendship Clubs, Daytime Discos, Telephone Helpline, Telephone Support
- Employment opportunities for older people with our Home Help and Handyperson services
- Word of Mouth Traders Directory
- Hospital discharge support

Total Services Accessed

- A total of 3031 people accessed our services in the year April 2023 to March 2024, a 20% increase on the previous year.
- 54% of clients were over 65. The largest age band remains age 76 To 85. We support all older people over 50.
- In the past year 16% of people accessing our services were from BAME communities. BAME communities represent 18% of the older population in Wolverhampton.
- Our client gender split remains steady at 64% / 36% Female to Male.

Contacts

- 11687 contacts were made with people across all projects this year.
- Over 4200 contacts were made by volunteers supporting both our I&A and Telephone befriending services.

Information & Advice

- The I&A service was accessed by 1654 people. The number of client contacts made was 3869.
- Time spent dealing with client queries was 1181 hours. Of this 97 Attendance Allowance applications were completed for clients taking an average of 2hrs 30.

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- 3392 enquiry codes were logged. The main area of enquiry is regarding welfare benefits and other money, which account for 43% of contacts. We have seen a further 2% shift towards Health and Care enquiries this year and 5% more towards Age UK Services.
- 44% of clients were between 66 - 85 years old. The largest single age group was 66 - 75 year olds accessing Information and Advice.

Benefits

- We identified and helped people apply for £681,985 in benefits this year.

Telephone Support

- Our dedicated volunteers and staff made 4106 Telephone befriending calls, for a total of 582 hours in 2023/24 to 109 isolated and vulnerable clients who would otherwise not get to speak to someone.

Volunteer Support

- This year volunteers completed over 6500 hours of support over a range of services and activities.
- The majority of volunteers' time supported "addressing loneliness" in our clubs and befriending roles.
- 38% of our volunteers are within the 65 - 75 age bracket
- 33% of volunteers are male with 67% female
- The value of this support represented over £62,000 P/A
- Individual volunteers often support more than one service
- The age of volunteers ranged between 30 and 83 years
- 24% of our volunteers are from Black, Asian and Minority Ethnic communities

Planning for the Future

General

Age UK Wolverhampton has established a strong foundation of a varied portfolio of services delivered by excellent staff, and the exciting challenge now is to build on and expand this. All of next year's funding is secured, with the majority looking to be secure for at least the following couple of years. This will provide us with the space for other income generation to grow, moving us towards

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being potentially financially independent in the future. Our new found dynamism makes us better placed to take advantage of funding opportunities, and we are optimistic that these will more than cover any future shortfalls, as well as allowing us to actively seek and work in partnership with others for the benefit of Wolverhampton's older people. Notwithstanding this, we also have ample reserves to give us certainty for the next few years.

This last year saw us starting to consolidate around viable services and ways of working such as Daytime Discos, physical activities, handyperson service and our volunteer-led telephone helpline. These will continue to be expanded, along with our Home Help service. Up to now, the Home Help service has been a project looking at how we can re-imagine these services to better operate and meet the needs of older people. This is now ready for expansion.

Our outreach project supported by Know Your Neighbourhood funding (DCMS) has been a great success, enabling us to create new ways of reaching isolated older people, involving them in our activities and improving their quality of life. We will be looking at securing funds from a large national funder to continue this crucial work.

During the last year, we looked at developing an exciting and ambitious proposal for a major capital project, the House of Elders. This would provide a large building and gardens to support our vision of supporting active older people to remain active. There has been a lot of excitement from potential partners when we have shared this idea with them, including offers of resources. Progress has been slowed by other challenges which we have faced throughout the year, but this project remains in development, potentially waiting for the right opportunity to come along.

We will continue to expand our networks, building the reputation of Age UK Wolverhampton as a partner that is open for business, and rebuilding our reputation in the City as a key voluntary sector organisation. Much of this work has already happened and is progressing well. We will continue to test income streams, and scale those with potential based on evidence. We will continue to renew current funding and contract income wherever it is expedient to do so. We need to look at our governance and ensure that our Board membership is regularly refreshed and address lengths of tenures, and has a broad range of appropriate and necessary skills, as all healthy charities need to.

There is also the challenge of the new partnership agreement with Age UK national that thankfully may conclude next year after a process lasting several years since well before Covid. Our Board will ensure that whatever decision they make, whether to continue as a brand partner of Age UK or to disassociate and become an independent charity, they will do so in the best interests of Age UK Wolverhampton.

Consideration of the charity as a going concern

The Charity has a stable operating model and services. Funding is largely secured with realistic expectations of meeting any shortfall. Notwithstanding this, there are ample reserves for several years of operation based on current projections. Independent income continues to grow. The reserves policy is more than adequately met.

Risk Management Policy

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. We are in the position of having significant

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reserves enabling us to mitigate against most risks. We have a ring-fenced reserve sum to enable orderly closedown should the situation arise.

Our Funding

Statutory sector funding remains volatile, though is tending to be a significant contributor overall. We receive no core Local Authority funding, and the trends seem to be that this funding will reduce as they move towards bringing services in house. This must be presumed to be the future trend. We seek and apply for funding from a range of funders, and have had good success. However these tend to be small and one-off amounts. As an Age UK Brand Partner, we receive valuable though reducing support, including through the Warm Homes programme. Age UK have also indicated that funding from them directly to us via partners will increase in the coming years. Unrestricted funding which enables us to meet our overhead costs to deliver our services and to continue to operate remains a challenging pursuit. We continue to try to diversify income streams, with a strategic emphasis on developing independent income via services and activities provided for self-funders, with any surplus used to subsidise services that cannot attract their own funding.

Financial Review 2023/4

The overall (summary) position at the year-end showed income of £390 540 and expenditure of £279 984 giving a net surplus of £110 556.

The gross level of reserves at the year-end was £476 472.

£300 000 has been designated towards a long term capital project. Much of this designation comprises legacies and donations. The aim is to replace the previous asset and operating base, Hupton House, which was liquidated a few years ago to address financial circumstances.

This leaves £176 472 undesignated reserves, which represents c6 months of the 24-25 budget.

The reserves policy is £100 000, which meets the Charity Commission requirement of having at least three months routine running costs in reserve. However, this is a minimum, and as it is recognised that fundraising is particularly difficult at this current time, the ambition is to aim for a higher level.

Governance Structure

Governing Document

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a very diverse range of activities and therefore the Trustee body aims to achieve a broad range, as well as a high level, of skills, in carrying out its governance role.

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Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of up to three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

Strategic Direction

The strategic direction of Age UK Wolverhampton is set by the Board. In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

Organisation Structure

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of 8 members. The Chief Officer has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Officer is supervised by the Board Chair.

The average number of staff employed by Age UK Wolverhampton in 2023-24 was 10 (all of whom were part time). Over the year we had the equivalent of 5 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

Small Company Provision

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Thanks to Supporters

Grateful thanks to all those who supported us this year (donations & funding) :

Active Black Country	Heart of England Community Foundation
Age UK (National)	Know Your Neighbourhood (DCMS)
Black Country Healthcare NHS Foundation Trust	UK Shared Prosperity Fund (W'ton City Council)
Eon	Wolverhampton City Council

Thank you too, to all of those who gave anonymous donations and to the numerous individuals who donated to our organisation and to those who very kindly left us legacies (we have not named individuals above unless requested, to protect anonymity)

Financial Statements

AGE CONCERN WOLVERHAMPTON

TRADING AS AGE UK WOLVERHAMPTON

Independent Examiners Report

For the Year Ended 31st March 2024

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which is set out on pages 11 to 19.

Responsibilities and basis of report

As the charity trustees of the company (who are treated as directors for the purposes of the company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('The 2006 Act')

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

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Management Accountants

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 that in any material respect :

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act, or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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 

Date 15/05/2024

Sally Jane Wainwright ACMA
Isis House, Smith Road, Wednesbury,
West Midlands
WS10 0PB

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR YEAR ENDED 31 MARCH 2024

	Note			Total			Total
		Unrestricted	Restricted	Funds	Unrestricted	Restricted	Funds
		Funds	Funds	2024	Funds	Funds	2023
		£	£	£	£	£	£
Incoming resources							
Income from Charitable Services	2	18,149	294,432	312,581	59,408	129,976	189,384
Legacies and Donations		67,443		67,443	2,140		2,140
Activities for generating funds							
Operations	3						
Investment income	4	10,516	-	10,516	1,943	-	1,943
						-	
Incoming resources from							
Total Income and endowments		96,108	294,432	390,540	63,491	129,976	193,467
Expenditure							
Cost of generating funds							
Fund raising costs	5	2,475		2,475	1,110		1,110
Sub total cost of generating funds		2,475	0	2,475	1,110	0	1,110
Charitable activities							
Cost of charitable activities	5	21,530	255,232	276,762	144,647	105,176	249,823
Governance costs	5	747		747	10,852		10,852
Exceptional Item	5			0			0
Total Expenditure		24,752	255,232	279,984	156,609	105,176	261,785
Net income / (expenditure)							

71,356	39,200	110,556	(93,118)	24,800	(68,318)
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Reconciliation of Funds

Fund balances at 1 April 2023	341,116	24,800	365,916	434,234	434,234
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Transfer between funds

Fund Balances at 31 March

412,472	64,000	476,472	341,116	24,800	365,916
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2023

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities. The Company is exempt from audit under CA 2006, s.477 (small companies). The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s. 476 and the directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 10/10/2024 and are signed on their

behalf by:



J Emery Chair

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

BALANCE SHEET
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

Consolidated and Charity Balance Sheets

Year Ended 31st March 2024

		Charity	
	Note	2024	2023
		£	£
Fixed assets			
Tangible assets	9	14,553	2,414
		14,553	2,414
Current assets			
Debtors	10	7,125	1,122
Cash at bank and in hand		460,586	368,344
		467,711	369,466
Creditors – amounts falling due within one year	11	(5,792)	(5,964)
Net current assets		461,919	363,502
Total assets less current liabilities		476,472	365,916
Unrestricted funds			
General	12	412,472	341,116
Restricted funds	13	64,000	24,800
		476,472	365,916

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities. The Company is exempt from audit under CA 2006, s.477 (small companies).

The members have not required the company to obtain an audit of its accounts for the year in question in

The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 10/10/2024 and are signed on their behalf by:

A handwritten signature in black ink, appearing to read 'J Emery', with a long horizontal flourish extending to the right.

J Emery Chair

AGE CONCERN WOLVERHAMPTON

TRADING AS AGE UK WOLVERHAMPTON

COMPANY NO: 03088739

CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2024

1. Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The accounts have been prepared on the historic cost basis.

Going concern

In early March 2020, the COVID-19 virus was declared a global pandemic. Business continuity, including supply chains and consumer demand across a number of industries and countries, could be severely impacted for months or more, as governments and their citizens take significant and unprecedented measures to mitigate the consequences of the pandemic.

The trustees are monitoring the ever changing situation and continue to evaluate the charity's ability to continue to trade on an ongoing and foreseeable basis. However, due to the uncertainty surrounding COVID-19 no adjustments have been made to these financial statements which may arise from the impact of COVID-19 on the charity. Despite the unknown impact COVID-19 may or may not have on the charity under normal circumstances the trustees would have had a reasonable expectation that the charity has adequate resources, thus the trustees would have adopted the going concern basis of accounting.

As with most charities, the trustees are mindful of the uncertain timing of incoming resources such as legacy income being of an unpredictable nature. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Funds

Funds held by the charity are either:

- ☐ Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- ☐ Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- ☐ Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that income will be received and the amount can be measured reliably. Such income is only deferred when:

- ☐ The donor specifies that the grant or donation must be used in future accounting periods, or
- ☐ The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable

Interest is included when receivable by the charity.

Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Support costs include back office costs, personnel and payroll.

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024

Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

Redundancy costs

Following the accrual accounting methodology, liabilities for redundancy and termination payments are recognised when the obligation to make the payment arises and not when the payments are made.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory accounts and legal fees.

Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred.

Tangible fixed assets

Tangible fixed assets are capitalised at cost and depreciated so as to write them off over their anticipated useful lives at the following annual rates, commencing in the year of acquisition:

Fixtures and fittings	
Motor vehicles	25% reducing balance
Computer and office equipment	25% straight line
	25% straight line

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Legal status

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

Age UK Wolverhampton is a company limited by guarantee governed by its Memorandum and Articles of Association dated 8 August 1995. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 11 members (11 in 2019), each of whom agrees to contribute £1 in the event of the charity winding up.

Judgements and key sources of estimation uncertainty

In the application of the charitable accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024**

2 Income from charitable services

Grants and service level agreement receivable	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds	Funds		Funds	Funds	
			2024			2023
	£	£	£	£	£	£
Private Sector Grants/ Age UK		217,271	217,271	41,512	129,976	171,488
Other Public Sector Service Contracts		77,161	77,161	1,000		1,000
Word of Mouth Traders	4,410		4,410	9,105		9,105
Handyman	13,739		13,739	9,931		9,931
	18,149	294,432	312,581	61,548	129,976	191,524

3 Operations

Operations revenue consists of contributions towards operating costs from users of premises and services

4 Investment Income

	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
			2024			2023
	£	£	£	£	£	£
Interest on fixed and notice bank accounts	10,516		10,516	1,943		1,943
	10,516	0	10,516	1,943	0	1,943

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024

5 Analysis of expenditure on charitable activities

This Charity undertakes direct charitable activities only and does not make grant payments.

	Staff costs		Other Costs		2024
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	15,101	222,996	2,547	4,440	245,084
Commercial trading operations					
Cost of generating funds			2,475		2,475
Governance			747		747
Exceptional Items					-
Total resources expended	15,101	222,996	5,769	4,440	248,306

	Staff costs		Other Costs		2023
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	127,368	87,702	23,479	9,803	248,352
Commercial trading operations					
Cost of generating funds			4,652	7,671	12,323
Governance			1,110		1,110
Exceptional Items					-
Total resources expended	127,368	87,702	29,241	17,474	261,785

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024

6 Other costs

	2024	2024	2024	2023	2023	2023
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Premises costs :						
Accommodation (Rent/Utilities/Cleaning)						
Communications costs :						
Telephone & internet	1,872	15,921	17,793	5,275	9,803	15,078
Printing, postage & stationery						
		4,488	4,488	2,856		2,856
		2,346	2,346	6,015		6,015
	-	6,834	6,834	8,871	-	8,871
General office costs :						
Staff & volunteers travel	225	1,308	1,533	702		702
Staff & volunteers expenses (driver apparel & uniforms)	101	804	905	1,006		1,006
Professional fees & subscriptions		1,320	1,320	2,149		2,149
Insurance	477	500	977	1,637		1,637
Repairs, maintenance & support contracts			-			-
Publications, advertising & recruitment			-			-
Training costs			-	200		200
General office & miscellaneous expenses	5	609	614	1,585		1,585
Vehicle costs	1,202	500	1,702	2,359		2,359
Equipment			-			-
Depreciation			-	805		805
Bad Debts						
	2,010	5,041	7,051	10,443	-	10,443
Total costs						
	3,882	27,796	31,678	24,589	9,803	34,392
Charitable Activities	660	27,796	28,456	22,114	9,803	31,917

Fundraising Costs	2,475		2,475	2,475		2,475
Governance	747		747	-		-
	3,882	27,796	31,678	24,589	9,803	34,392

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024

7 Analysis of staff costs

	2024	2023
	Total	Total
	<u>£</u>	<u>£</u>
Salaries & wages	208,764	189,540
Social security costs	9,810	10,144
Pension Costs - Stakeholder Pension	14,764	15,386
Redundancy		
	233,338	215,070

No employees had benefits in excess of £60,000 (2022 - no employees had employee benefits) .

The average number of staff employed by the group

during the financial year amounted to :	10	9
---	----	---

No trustees received any remuneration

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232
NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2024

8 Movement in total funds for the year

Operating surplus/deficit is stated after charging :	2024	2023
	£	£
Staff Pension Contributions	14,764	15,386
Depreciation	4,750	805
Accountancy Fees	747	738
	20,261	16,929

AGE CONCERN WOLVERHAMPTON
 TRADING AS AGE UK WOLVERHAMPTON
 COMPANY NO: 03088739
 CHARITY NO: 1051232
 NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2024

9 Tangible fixed assets

	Motor	
	Vehicles & equipment	Total
	£	£
Cost		
At 1 April 2023	69,142	69,142
Additions	16,889	16,889
Disposals		0
At 31 March 2024	86,031	86,031
Depreciation		
At 1 April 2023	66,728	66,728
Charge for year	4,750	4,750
Disposals		
At 31 March 2024	71,478	71,478
.		
As at 31 March 2023	2,414	2,414
At 31 March 2024	14,553	14,553

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232
NOTES TO THE FINANCIAL STATEMENTS

**AS AT 31 MARCH
2024**

10 Debtors

	Charity	Charity
	2024	2023
	£	£
Trade debtors	6,811	808
Prepayments	314	314
	7,125	1,122

11 Creditors - amounts falling due within one year

	Charity	
	2024	2023
	£	£
Trade creditors	406	368
Other creditors	1,741	2,695
Taxation & Social Security	3,442	445
Accruals & deferred income (*)	203	2,456
	5,792	5,964

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024

12 Reserves

Fund movements:-

	2024	2023
	£	£
General fund :		
Balance 01 April 2023:	365,916	434,234
Movement in fund for the year	110,556	(68,318)
Balance at 31 March 2024:	476,472	365,916

13 Restricted Funds

	Balance b/f	Movement in Resources			Balance	Movement in Resources			Balance
	01.04.2022	Incoming	Outgoing	Transfers	31.03.2023	Incoming	Outgoing	Transfers	31.03.2024
	£	£	£	£	£	£	£	£	£
Age UK Initiatives	0	16,625	-1,625		15,000	78,262	-85,210		8,052
Citizens Advice	0	20,000	-16,000		4,000	16,000	-18,000		2,000
Fitbits						14	-14		0
Choosewell	-205	10,265	-10,060		0				0
Reduce Isolation						10,000	-9,000		1,000
Know your neighbourhood						51,410	-49,490		1,920
Wolverhampton CC (SPF)						83,345	-78,122		5,223
Safer Streets	-30	5,350	-5,320		0				0
Joining Forces	235	15,686	-15,921		0	875	-875		0
Wider Determinants of Health					0	49,526	-4,501		45,025
Winter Pressures	0	32,050	-32,050		0				0
Active black country together	0	8,800	-3,000		5,800	5,000	-10,020		780
	0	108,776	-83,976	0	24,800	294,432	-255,232	0	64,000

AGE UK Initiatives - (See also 'Joining Forces' below)

- Funding via Age UK from the Warm Homes Programme (multiple suppliers) for benefits advice including saving energy/paying less

*Joining Forces - Supporting Veterans, is a partnership project between Age UK, SAFFA and the MoD funded by the Aged Veterans project which is funded by the Chancellor using LIBOR funds. AUKW is one of 12 partners nationally delivering a Joining Forces Programme. Our service provides support to older veterans (born before 1950) and their families and carers. It commenced in May 2017

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2024

14 Pensions

The company operates two defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independently administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end £1,741 (2023 £837) were owing to the pension companies. The pension charge of £14,764 (£15,386 2023) was made in respect of contributions made by the company to funds within the year.

15 Financial commitments

As at 31 March 2024 the charity has annual commitments under non-cancellable leases as follows

	Land and Buildings		Office Equipment	
	2024	2023	2024	2023
	£	£	£	£
Within 1 year	0	0	0	0
1 - 2 years	0	0	0	0
2 - 5 years	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

16 Analysis of Charity net assets between funds

	Unrestricted	Restricted	2024	Unrestricted	Restricted	2023
	Funds	Fund	Total	Funds	Fund	Total
	£	£	£	£	£	£
Tangible	14,553		14,553	2,414		2,414
Cash at bank	396,586	64,000	460,586	368,344		368,344
Other net	1,333		1,333	(29,642)	24,800	(4,842)
	<u>412,472</u>	<u>64,000</u>	<u>476,472</u>	<u>341,116</u>	<u>24,800</u>	<u>365,916</u>

17 Taxation

The company is a registered charity and no provision is considered necessary for taxation

18 Related Party Transactions

There were no transactions with related parties during the year and no balances outstanding with any related parties

19 Events after the balance sheet date

The trustees are monitoring the ever changing situation. The trustees are confident they have enough funds going forward

Accounts

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
&
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023

Company Registration Number 3088739
Charity Number 1051232

Accountants
Et Voila

Isis House, Smith Road, Wednesbury,
West Midlands
WS10 0PB

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON YEAR ENDED
31ST MARCH 2023**

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Age UK Wolverhampton Trustees and Advisers

The Trustees who served during the year were:

Diane Vukmirovic	Chair
Anne Bailey	Vice-Chair
Paramjit Toor	Treasurer
Sarita Sharma	Trustee
Catherine Read	Trustee
Jayne Emery	Trustee (appointed 28 th July 2022)
Sam McIntosh	Trustee (appointed 26 th January 2023)
Mark Guest	Chief Officer & Company Secretary

Location and Registered Office	Bankers	Accountant
The Workspace All Saints Road Wolverhampton WV2 1EL	Lloyds Bank PLC Queen Square Wolverhampton Wolverhampton WV1 1TF	Et Voila Isis House Smith Road Wednesbury West Midlands WS10 0PB

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

Chair's Report

The last year has seen Age UK Wolverhampton change from being an organisation that was uncertain about its future, into one that is excited about the plethora of opportunities that have been created as a result of the hard work of the CEO and the staff team. The staff and Board have embraced change and new ways of working, bringing commitment and creativity to enable us to realise our latent potential.

We began the year with a great deal of uncertainty, as we had resolved to try out untested new services and income streams, with no idea of what would and wouldn't work. We always knew that not everything would be successful, but even with this knowledge, it is no less difficult when dreams are not realised. However, I am pleased to say that there was sufficient success to form the basis of a viable forward looking business with the potential to become sustainable.

We also welcomed new Board members who have brought much needed fresh thinking and perspectives, as we got to grips with governing a new type of organisation. As we have become more efficient in the day-to-day challenges, this has allowed the Board to spend more time contemplating the larger challenges that lay ahead and to position us ready to meet them head on and take the best advantage. This can only be good for the older people of Wolverhampton.

Our new(ish) CEO, Mark, has sought to continue and build upon relationships with a range of partners throughout Wolverhampton and West Midlands. This has included dialogue and delivery with the Council, NHS and wider voluntary sector. We are now seeing the results of our increasing influence and standing, as a key strategic organisation, enabling us to bring positive change for the benefit of the older people of Wolverhampton.

A big thank you to CEO, Mark Guest, the staff and volunteers of Age UK Wolverhampton, without whom we would not have achieved any of this.

Di Vukmirovic
Chair Age UK Wolverhampton

Chief Officer's Report

Age UK Wolverhampton planned for 2022-23 to be a year of exploration and discovery, and indeed it was. It followed on from a year of recovering from the pandemic along with tackling many organisational challenges, after which a quieter year would have been welcome. However, it was necessary to continue with the developments we had set in motion, and to capitalise on the new found enthusiasm among the staff and Board. The result is that we have learnt important lessons and gained the insight needed to enable us to develop and thrive going forwards.

We tried out many new things throughout the year and have seen some fantastic successes. Our Daytime Discos have been an immediate hit, with attendance growing at every event. They have given older people a chance to come and socialise and exercise with their peers, and have boosted staff who get to see the real difference we are making to people's lives. Built on the initial success, we were able to open a second venue and have plans for more. We launched Tai Chi classes which have seen numbers growing, and more venues are planned. We have taken efforts to ensure that we deliver 'real' Tai Chi which brings particular health benefits. As a result we have seen several participants reporting health improvements and increased mobility, including dispensing with walking aids!

Our Handyperson service is expanding and plays a key part in providing services on request to older people, as well as supporting delivery of many of our projects. We were able to provide crucial support to the NHS through our Winter Pressures project, which benefited from support from our new Home Help service. We have established a craft group making Comfort Dolls which are distributed free to people with dementia. Our newly established newsletter has seen a growing mailing list enabling older people to connect with us. As well as the new services, our existing ones have continued including telephone support, friendship groups, and our backbone service, Information and Advice. The I and A service supports hundreds of older people every year and without it, we would not be able to have half the impact that we do.

Alongside the service developments, supported by improved efficiency in resources and systems, we have been developing our profile and partnership working. We are now present and playing a part in numerous public and voluntary sector networks, at a local, regional and national level. This has led to partners approaching us to be involved and support what we are doing. Our aim has been to let everyone know that we are open for business, and we are now confident that we have achieved this.

Underlying all of this has been consideration of our strategic direction and adapting it for the current environment, which continues to gain clarity and focus. We now have a strong focus on supporting older people to remain active and purposeful, delaying the sudden decline into needing support and care and the demand put on associated support services. This often comes as a result of the loss of social activity, which impacts on physical and mental health, leading to a cycle of decline. We are very proud that as well as looking at our services, we consider older people as an asset, from volunteering, to adapting our employment practices to make our roles more attractive and accessible to them, opening up this rich pool of talent to us.

As the year closes, we can already see a very bright future ahead. We have plans and agreements in place that should deliver an increase in turnover along with a healthy surplus next year. Although we

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are showing a deficit for this year, this was always expected as we invested funds into entrepreneurial exploration. Most importantly, our plans delivered better than anticipated, and the outturn was better than forecast, setting us up for a sustainable future.

Finally, it gives me immense pleasure to thank all of our partners, funders, volunteers, staff and Board, as we see the involvement and number of these stakeholders grow, and join with us in being part of the fabulous future that lies ahead for Age UK Wolverhampton. I would also like to personally thank our Chair Di, who continues to provide invaluable counsel and support to myself, and has embraced our new ways of working with enthusiasm and optimism, without which none of this would be possible.

Mark Guest
CEO Age UK Wolverhampton

Statement of Mission and Objectives

Our aims are to:

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access to quality services and products
- Reduce the negative impact of life-changing events on the lives of older people

To achieve these aims, we have the following objectives:

- To provide information and advice to ensure that older people know their entitlements and can access quality services and support
- To advise and support individuals going through “tipping points” in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

Public Benefit

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK’s network in sharing best practice information and learning which in turn helps improve our services.

Our Achievements in 2022-23

Our new services in the last year include:

14 Daytime Discos

48 Comfort Dolls Craft Group sessions

22 Tai Chi classes

285 Handyperson clients

39 NHS Winter Pressures clients, including support from our new Home Help service

Our Newsletter mailing list continues to grow and reached 611.

Total Services Accessed

- A total of 2531 people accessed our services in the year April 2022 to March 2023, a 25% increase on the previous year.
- 51% of clients were over 65. The largest age band over 65 is still age 76 To 85. We support all older people over 50.
- In the past year 18% of people accessing our services were from BAME communities. Older people from BAME communities represent 17% of the older population. This suggests that we are still effectively reaching all our communities.
- Our client gender split remains steady at a 64%/36% female to male.

Client Contacts

- 10544 contacts were made with people across all projects this year.
- Over 4300 contacts were made by volunteers supporting both our I&A and Telephone befriending services.

Information & Advice

- The I&A service was accessed by 2344 people, an increase of 36.6% on 2021/22. The number of client contacts made was 4039, 20.4% less than last year.
- Time spent dealing with client queries was 1509 hours an increase of 3.6%, of this 105 Attendance Allowance applications were completed for clients taking an average of 2hrs 30.
- During 2022/23 the I&A team dealt with significantly more unique clients and fully resolved queries during the first interaction with a negligible increase in time spent with each client.
- 5974 different enquiry codes were logged, a 28.3% increase on 2021/22. The main area of enquiry is regarding welfare benefits and other money, which account for 46% of contacts. We have seen a 42% increase in Health and Care Enquiries this year and a 66% increase in Age UK Services.
- 40% of clients were between 66 - 85 years old, we saw a 62% increase in the number of clients that were over 85 compared to 2021/22. The largest single age group was 66 - 75-year-olds accessing Information and Advice.

Benefits

- We identified and helped people apply for £753,434 in benefits this year, an increase of 36% on 21-22. We have not had the resource to follow up on all benefit claims. However, during the same period we have confirmed that £253,827 is being paid to clients.

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Telephone Support

- Our dedicated volunteers and staff made 4322 Telephone befriending calls, for a total of 568 hours in 2022/23 to 126 isolated and vulnerable clients who would otherwise not get to speak to someone.

Friendship Groups

Our Friendships groups have also continued to meet.

SERVICES AND CONTRACTS

The above figures were achieved through a range of services, including some as part of contracts, as follows:

Warm Homes

- The Warm Homes contract is with the national Age UK organisation and is funded by various energy companies including Eon.
- The Benefits Energy Checks component is provided by our Information and Advice Team who talk our clients through their benefit entitlements and support them to make claims
- The Home Energy Checks component is provided by our Handyperson service and advises people on how they can save energy and reduce their bills and installs simple energy saving devices such as LED light bulbs and hot water tank insulation.

NHS Winter Pressures

- Discharge support services to clients referred by the health service and social care, involving a dedicated worker along with our services.
- Funded by CCG through a consortium of organisations including Age UK Wolverhampton and headed up by WVSC.

Citizens Advice Partnership

- Information and advice to older people as part of a partnership with the local CAB as part of a larger Local Authority contract

Camaraderie in the Community

- Friendship clubs and social support to veterans supported by the Armed Forces Covenant Fund.

Volunteer Support

- This year we increased the number of volunteers utilised from 27 and volunteer led services are also increasing. Volunteers completed over 6500 hours of support over a range of services and activities.
- The majority of volunteers' time supported "addressing loneliness" in our clubs and befriending roles.
- 36% have volunteered for between 2 and 5 years 42% between 6 and 10 years
- 76% of our volunteers are within the 56-85 age bracket
- 33% of volunteers are male with 67% female
- The value of this support represented over £86,000 P/A
- Individual volunteers often support more than one service
- The age of volunteers ranged between 30 and 83 years
- 29% of our volunteers are from Black, Asian, and Minority Ethnic communities

Planning for the Future

General

This last year has focussed on testing out new ideas. The next year is about consolidating what we have learnt, and seizing the opportunities that we are in a better position to take advantage of. We now have evidence to show that we have a range of activities that can be expanded and embedded to give us a sustainable income and solid foundation to build from. This will see us expanding our Daytime Discos, Handyperson service, Home Help service, and various other classes, activities, and services. We will be reviewing our Information and Advice service to make it easier to accommodate volunteers, to offer a wider service addressing the social needs of callers, and to develop new income streams. We will also continue to expand our networks, building the reputation of Age UK Wolverhampton as a partner that is open for business, and rebuilding our reputation in the City as a key voluntary sector organisation. We will continue to test income streams, and scale those with potential based on evidence. We will continue to renew current funding and contract income wherever it is expedient to do so. We will consider new opportunities that are sustainable and can enhance our work, without causing disruption to our core operating model, now or in the future. We expect to make a surplus in the coming year, providing reserves to allow us to consider further developments. We need to look at our governance and ensure that our Board membership is regularly refreshed and address lengths of tenures, and has a broad range of appropriate and necessary skills, as all healthy charities need to.

Consideration of the charity as a going concern

Since 2017 the Board has been making difficult decisions about what is both affordable and achievable for our organisation against a backdrop of funding uncertainties. The Board has previously confirmed that the release of the Charity's capital asset was the most appropriate route to enabling charitable services to continue for the older people of Wolverhampton and this approach was further endorsed after professional advice in relation to our premises. The sale of our premises means that we have considerable cash reserves (even after setting aside £100,000 in a strategic reserve) and that the organisation can continue as a going concern for a minimum period of 18 months from the endorsed report and accounts. We are already in a position where we can be optimistic of a surplus in the coming year.

Risk Management Policy

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. We are in the position of having significant reserves enabling us to mitigate against most risks. We have a ring-fenced reserve sum to enable orderly closedown should the situation arise.

Our Funding

With overall reductions in Local Authority funding and increasing competition for other funds over several years, the Charity has continued to try to diversify its income streams. Unrestricted funding which enables us to meet our overhead costs to deliver our services and to continue to operate remains a challenging pursuit. Our strategic emphasis is now on developing independent income via services and activities provided for self-funders, with any surplus used to subsidise services that cannot attract their own funding. Notwithstanding this, the dynamism afforded us by changes to our operating model and service diversification saw us having significant success across a range of

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fundors towards the end of the year. This included unsolicited approaches from funders keen to fund our activities. This has set us up well for the coming year.

As an Age UK Brand Partner, we also received valuable support from Age UK - our national partner - including grant funding for core costs as well as being able to bid into other programmes for support such as Warm Homes Energy Checks.

Financial Review 2022/3

The overall (summary) position at the year-end showed a net deficit of £68 318.

The level of reserves at the year- end was £365 918.

The reserves policy is £100 000, which meets the Charity Commission requirement of having at least three months routine running costs in reserve.

The current policy states that free reserves should not fall below the equivalent of 3 months normal operational expenditure.

The Trustees maintain a clear policy on reserves, with designated available reserves supporting new (or existing) service delivery rather than cash accumulation at the bank (after due provision for all appropriate legal and commercial necessities).

Governance Structure

Governing Document

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association. In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a very diverse range of activities and therefore the Trustee body aims to achieve a broad range, as well as a high level, of skills, in carrying out its governance role.

Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of up to three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

Strategic Direction

The strategic direction of Age UK Wolverhampton is set by the Board. In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON YEAR ENDED
31ST MARCH 2023**

Organisation Structure

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of 8 members. The Chief Officer has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Officer is supervised by the Board Chair.

The average number of staff employed by Age UK Wolverhampton in 2022-23 was 10 (all of whom were part time). Over the year we had the equivalent of 5 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

Small company provision

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Thanks to Supporters

Grateful thanks to all those who supported us this year (donations & funding) :

Active Black Country
Age UK (National)
Albert Hunt Trust
Armed Forces Covenant Fund
DCMS
Eon
NHS

Know Your N'hood (DCMS)
St Leonards Knitting Group
St Thomas' Church
Heart of England Foundation
Wolverhampton City Council
Wolverhampton Homes
Woodroffe Benton Foundation

Thank you too, to all of those who gave anonymous donations and to the numerous individuals who donated to our organisation and to those who very kindly left us legacies (we have not named individuals above unless requested to protect anonymity)

Financial Statements

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which is set out on pages 11 to 19.

Responsibilities and basis of report

As the charity trustees of the company (who are treated as directors for the purposes of the company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('The 2006 Act')

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

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Management Accountants

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 that in any material respect :

(1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act, or

(2) the accounts do not accord with those records; or

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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



Date 21/04/2023

Sally Jane Wainwright ACMA
Isis House, Smith Road, Wednesbury,
West Midlands
WS10 0PB

AGE CONCERN WOLVERHAMPTON TRADING AS
AGE UK WOLVERHAMPTON COMPANY NO:
03088739
CHARITY NO: 1051232

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<u>Incoming resources</u>							
Income from Charitable Services	2	59,408	129,976	189,384	42,997	101,045	144,042
Legacies and Donations		2,140		2,140	62,923		62,923
<i>Activities for generating funds</i>							
Operations				-	10,080		10,080
Investment income	4	1,943	-	1,943	2,415	-	2,415
<i>Incoming resources from charitable activities</i>							
Total Income and endowments		63,491	129,976	193,467	118,415	101,045	219,460
<i>Cost of generating funds</i>							
Fund raising costs							
Sub total cost of generating	5	1,110		1,110	1,002	17	1,019
		1,110	0	1,110	1,002	17	1,019
<i>Charitable activities</i>							
Cost of charitable activities							
Governance costs	5	144,647	105,176	249,823	150,669	101,028	251,697
Exceptional Item	5	10,852		10,852	10,852		10,852
	5			0	1,500		1,500
Total Expenditure		156,609	105,176	261,785	164,023	101,045	265,068
Net income / (expenditure)		(93,118)	24,800	(68,318)	(45,608)	0	(45,608)
Reconciliation of Funds							
Fund balances at 1 April 2022		434,234		434,234	479,842	0	479,842
Transfer between funds							
Fund Balances at 31 March 2023		341,116	24,800	365,916	434,234	0	434,234

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities. The Company is exempt from audit under CA 2006, s.477 (small companies).

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s. 476 and

The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on _____ July 2023 and are signed on their behalf by:

Di Vukmirovic

Chair

**AGE CONCERN WOLVERHAMPTON TRADING AS
AGE UK WOLVERHAMPTON COMPANY NO:
03088739**

CHARITY NO: 1051232

**BALANCE SHEET
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

Consolidated and Charity Balance Sheets Year

Ended 31st March 2023

		Charity	
	Note	<u>2023</u>	<u>2022</u>
		£	£
Fixed assets			
Tangible assets	9	2,414	594
		<u>2,414</u>	<u>594</u>
Current assets			
Debtors	10	1,122	1,178
Cash at bank and in hand		368,344	451,614
		<u>369,466</u>	<u>452,792</u>
Creditors – amounts falling due within one year	11	(5,964)	(19,152)
Net current assets		<u>363,502</u>	<u>433,640</u>
Total assets less current liabilities		<u>365,916</u>	<u>434,234</u>
 Unrestricted funds			
General	12	341,116	434,234
Restricted funds	13	24,800	-
		<u>365,916</u>	<u>434,234</u>

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These financial statements were approved by the members of the board of trustees on _____ July 2023 and are

Di Vukmirovic
Chair

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2023**

1. Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The accounts have been prepared on the historic cost basis.

Going concern

In early March 2020, the COVID-19 virus was declared a global pandemic. Business continuity, including supply chains and consumer demand across a number of industries and countries, could be severely impacted for months or more, as governments and their citizens take significant and unprecedented measures to mitigate the consequences of the pandemic.

The trustees are monitoring the ever changing situation and continue to evaluate the charity's ability to continue to trade on an ongoing and foreseeable basis. However, due to the uncertainty surrounding COVID-19 no adjustments have been made to these financial statements which may arise from the impact of COVID-19 on the charity. Despite the unknown impact COVID-19 may or may not have on the charity under normal circumstances the trustees would have had a reasonable expectation that the charity has adequate resources, thus the trustees would have adopted the going concern basis of accounting.

As with most charities, the trustees are mindful of the uncertain timing of incoming resources such as legacy income being of an unpredictable nature. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Funds

Funds held by the charity are either:

- ☐ Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- ☐ Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- ☐ Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that income will be received and the amount can be measured reliably. Such income is only deferred when:

- ☐ The donor specifies that the grant or donation must be used in future accounting periods, or
- ☐ The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable

Interest is included when receivable by the charity.

Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include back office costs, personnel and payroll.

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2023

Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

Redundancy costs

Following the accrual accounting methodology, liabilities for redundancy and termination payments are recognised when the obligation to make the payment arises and not when the payments are made.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory accounts and legal fees.

Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred.

Tangible fixed assets

Tangible fixed assets are capitalised at cost and depreciated so as to write them off over their anticipated useful lives at the following annual rates, commencing in the year of acquisition:

Fixtures and fittings	25% reducing balance
Motor vehicles	25% straight line
Computer and office equipment	25% straight line

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Legal status

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

Age UK Wolverhampton is a company limited by guarantee governed by its Memorandum and Articles of Association dated 8 August 1995. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 11 members (11 in 2019), each of whom agrees to contribute £1 in the event of the charity winding up.

Judgements and key sources of estimation uncertainty

In the application of the charitable accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

AGE CONCERN WOLVERHAMPTON TRADING AS
AGE UK WOLVERHAMPTON COMPANY NO:
03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS AS AT 31
MARCH 2023

2 Income from charitable services

Grants and service level agreement receivable	Unrestricted Funds	Restricted Funds	Total 2023	Unrestricted Funds	Restricted Funds	Total 2022
	£	£	£	£	£	£
Private Sector Grants/ Age UK	41,512	129,976	171,488	37,422	101,045	138,467
Other Public Sector Service Contracts	1,000		1,000	624		624
Word of Mouth Traders	9,105		9,105			
Handyman	9,931		9,931	4,951		4,951
	61,548	129,976	191,524	42,997	101,045	144,042

3 Operations

Operations revenue consists of contributions towards operating costs from users of premises and services

4 Investment Income

	Unrestricted Funds	Restricted Funds	Total 2023	Unrestricted Funds	Restricted Funds	Total 2022
	£	£	£	£	£	£
Interest on fixed and notice bank accounts	1,943		1,943	2,415		2,415
	1,943	0	1,943	2,415	0	2,415

AGE CONCERN WOLVERHAMPTON TRADING AS
AGE UK WOLVERHAMPTON COMPANY NO:
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CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS AS AT
31 MARCH 2023

5 Analysis of expenditure on charitable activities

This Charity undertakes direct charitable activities only and does not make grant payments.

	Staff costs		Other Costs		2022
	£	Restricted £	Unrestricted £	Restricted £	Total £
Direct Charitable expenditure	113,898	91,225	36,771	9,803	251,697
Commercial trading operations					
Cost of generating funds	1,002		17		1,019
Governance	10,852				10,852
Exceptional Items			1,500		1,500
Total resources expended	125,752	91,225	38,288	9,803	265,068

Exceptional items were :

Removal Expenses	1,500
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	Staff costs		Other Costs		2023
	£	Restricted £	Unrestricted £	Restricted £	Total £
Direct Charitable expenditure	127,368	87,702	23,479	9,803	248,352
Commercial trading operations					
Cost of generating funds			4,652	7,671	12,323
Governance			1,110		1,110
Exceptional Items					-
Total resources expended	127,368	87,702	29,241	17,474	261,785

Exceptional items were :

Redundancy Payments	-
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AGE CONCERN WOLVERHAMPTON TRADING AS
AGE UK WOLVERHAMPTON COMPANY NO:
03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS AS AT
31 MARCH 2023

6 Other costs

	<u>2022</u>	<u>2022</u>	<u>2022</u>	<u>2023</u>	<u>2023</u>	<u>2023</u>
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>
	£	£	£	£	£	£
Premises costs :						
Accommodation (Rent/Utilities/Cleaning)	11,664	3,000	14,664	5,275	9,803	15,078
Communications costs :						
Telephone & internet	2,094	600	2,694	2,856		2,856
Printing, postage & stationery	4,735	400	5,135	6,015		6,015
	6,829	1,000	7,829	8,871	-	8,871
General office costs :						
Staff & volunteers travel	306		306	702		702
Staff & volunteers expenses (driver apparel & uniforms)	420		420	1,006		1,006
Professional fees & subscriptions	3,508		3,508	2,149		2,149
Insurance	2,095		2,095	1,637		1,637
Repairs, maintenance & support contracts	230		230			-
Publications, advertising & recruitment			-			-
Training costs			-	200		200
General office & miscellaneous expenses	248		248	1,585		1,585
Vehicle costs	1,464		1,464	2,359		2,359
Equipment	921		921			-
Depreciation	161		161	805		805
Bad Debts						
	9,353	-	9,353	10,443	-	10,443
Total costs	27,846	4,000	31,846	24,589	9,803	34,392
Charitable Activities	26,827	4,000	30,827	23,479	9,803	33,282
Fundraising Costs	1,019		1,019	1,110		1,110
Governance	10,852		10,852	-		-
	38,698	4,000	42,698	24,589	9,803	34,392

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**NOTES TO THE FINANCIAL STATEMENTS AS AT 31
MARCH 2023**

7 Analysis of staff costs

	<u>2023</u>	<u>2022</u>
	<u>Total</u>	<u>Total</u>
	£	£
Salaries & wages	189,540	190,464
Social security costs	10,144	11,238
Pension Costs - Stakeholder Pension	15,386	15,275
Redundancy		
	215,070	216,977

No employees had benefits in excess of £60,000 (2022 - no employees had employee benefits)

The average number of staff employed by the group
during the financial year amounted to :

9 9

No trustees received any remuneration

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NOTES TO THE FINANCIAL STATEMENTS AS AT 31
MARCH 2023

8 Movement in total funds for the year

Operating deficit is stated after charging :	2023 £	2022 £
Staff Pension Contributions	15,386	15,275
Depreciation	805	161
Accountancy Fees	738	720
	<u>16,929</u>	<u>16,156</u>

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NOTES TO THE FINANCIAL STATEMENTS AS AT 31
MARCH 2023

9 Tangible fixed assets

	Motor Vehicles & equipment	Total
	£	£
Cost		
At 1 April 2022	66,517	66,517
Additions	2,625	2,625
Disposals		0
At 31 March 2023	69,142	69,142
Depreciation		
At 1 April 2022	65,923	65,923
Charge for year	805	805
Disposals		
At 31 March 2022	66,728	66,728
As at 31 March 2022	594	594
At 31 March 2023	2,414	2,414

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NOTES TO THE FINANCIAL STATEMENTS AS AT 31
MARCH 2023

10 Debtors

	Charity 2023 £	Charity 2022 £
Trade debtors	808	
Prepayments	314	1,178
	<u>1,122</u>	<u>1,178</u>

**11 Creditors - amounts falling due
within one year**

	Charity 2023 £	Charity 2022 £
Trade creditors	368	1,624
Other creditors	2,695	1,241
Taxation & Social Security	445	4,412
Accruals & deferred income (*)	2,456	11,875
	<u>5,964</u>	<u>19,152</u>

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NOTES TO THE FINANCIAL STATEMENTS AS AT
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12 Reserves

Fund movements:-	<u>2023</u> £	<u>2022</u> £
General fund :		
Balance 01 April 2022:	434,234	479,842
Movement in fund for the year	(68,318)	(45,608)
Balance at 31 March 2023:	<u>365,916</u>	<u>434,234</u>

13 Restricted Funds

	Balance b/f	Movement in Resources			Balance	Movement in			Balance
	01.04.2022	Incoming	Outgoing	Transfers	31.03.2022	Incoming	Outgoing	Transfers	31.03.2023
	£	£	£	£	£	£	£	£	£
Age UK Initiatives	0	0	0		0	16,625	-1,625		15,000
Citizens Advice	0	8,000	-8,000		0	20,000	-16,000		4,000
Choosewell	0	30,795	-31,000		-205	10,265	-10,060		0
Safer Streets	0	9,750	-9,780		-30	5,350	-5,350		0
Joining Forces	0	52,500	-52,265		235	15,686	-15,921		0
Winter Pressures	0					32,050	-32,050		0
Active black country together	0				0	8,800	-3,000		5,800
	<u>0</u>	<u>101,045</u>	<u>-101,045</u>	<u>0</u>	<u>0</u>	<u>108,776</u>	<u>-84,006</u>	<u>0</u>	<u>24,800</u>

AGE UK Initiatives - (See also 'Joining Forces' below)

- Funding via Age UK from the Warm Homes Programme (multiple suppliers) for benefits advice including saving energy/paying less

*Choosewell- is a Wolverhampton CCG funded initiative providing individual support to people following discharge from hospital plus advice and guidance as part of an A&E Resilience voluntary sector partnership with New Cross Hospital in partnership with Wolverhampton Voluntary Sector Council, Aspring Futures and the efugee & Migrant Council

*The Henry Smith Charity - supported our volunteering programmes "reducing isolation and loneliness activities"

*Joining Forces - Supporting Veterans, is a partnership project between Age UK, SAFFA and the MoD funded by the Aged Veterans project which is funded by the Chancellor using LIBOR funds. AUKW is one of 12 partners nationally delivering a Joining Forces Programme. Our service provides support to older veterans (born before 1950) and their families and carers. It commenced in May 2017

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NOTES TO THE FINANCIAL STATEMENTS AS AT
31 MARCH 2023

14 Pensions

The company operates two defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independently administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end £837 (2022 NIL) were owing to the pension companies. The pension charge of £15,386 (£15,275 2022) was made in respect of contributions made by the company to funds within the year.

15 Financial commitments

As at 31 March 2023 the charity has annual commitments under non-cancellable leases as follows

	Land and Buildings		Office Equipment	
	2023	2022	2023	2022
	£	£	£	£
Within 1 year	0	0	0	0
1 - 2 years	0	0	0	0
2 - 5 years	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

16 Analysis of Charity net assets between funds

	Unrestricted Funds	Restricted Fund	2023 Total	Unrestricted Funds	Restricted Fund	2022 Total
	£	£	£	£	£	£
Tangible	2,414		2,414	594		594
Cash at bank	368,344		368,344	451,614		451,614
Other net	(29,642)	24,800	(4,842)	(17,974)		(17,974)
	<u>341,116</u>	<u>24,800</u>	<u>365,916</u>	<u>434,234</u>		<u>434,234</u>

17 Taxation

The company is a registered charity and no provision is considered necessary for taxation

18 Related Party Transactions

There were no transactions with related parties during the year and no balances outstanding with any related parties

19 Events after the balance sheet date

The trustees are monitoring the ever changing situation. The trustees are confident they have enough funds going forward

Accounts

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)
(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
&
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022

Company Registration Number 3088739
Charity Number 1051232

Accountants
Et Voila

Isis House,
Smith Road,
Wednesbury,
West
Midlands

WS10 0PB

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2022

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Age UK Wolverhampton Trustees and Advisers

The **Trustees** who served during the year were:

Diane Vukmirovic	Chair
Anne Bailey	Vice-Chair
Paramjit Toor	Treasurer
Sarita Sharma	Trustee
Catherine Read	Trustee (appointed 30th September 2021)
Michael King	Trustee (resigned 13th July 2021)
Mike Williams	Treasurer (resigned 8th July 2021)
Mark Guest	Chief Officer & Company Secretary

Location and Registered Office	Bankers	Accountant
The Workspace All Saints Road Wolverhampton WV2 1EL	Lloyds Bank PLC Queen Square Wolverhampton WV1 1TF	Et Voila Isis House, Smith Road, Wednesbury, West Midlands WS10 0PB
Up to 30th September 2021: 32 Wulfrun Way Wulfrun Centre Wolverhampton WV1 3HG		

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

Chair's Report

The past year has seen the pandemic continue to have a major impact on us, as we begin to emerge from the restrictions and its effects, but with an increasing sense of optimism. At the beginning of the year, we had little idea of what the future held, and whether we would be continuing to operate or even having to close. We now believe that we are in a better position than we could have imagined or hoped for back then. We have attained sufficient stability to continue to deliver our services, along with the dynamism needed to seek and identify a long term sustainable working basis. Most importantly, we have a plan that is based on agreed strategy and specific objectives.

The beginning of the year saw the departure of our previous CEO, Jackie Wellings, who very generously continued to volunteer for several weeks after her leaving date, in order to secure our essential information quality standard and to oversee the handover to our interim CEO, Mark Guest. We are sincerely grateful for this support and effort to ensure our information team enables us to deliver such excellent service to older people in Wolverhampton.

The major challenges we faced going forwards included reopening after lockdown and income generation. Our new CEO quickly presented us with an analysis of the situation, and we were able to see that the previous approach was unlikely to be sustainable in the long term within the current environment. He also highlighted that we had learnt a great deal from operating throughout the pandemic, and we had a unique opportunity to capitalise on this. There were no guarantees if we changed direction, but the outcome if we didn't was clear. Therefore, we took the very bold step to take a different approach.

This new approach has resulted in a year of significant and rapid change. As we embarked on it last summer, we knew that what we were trying to achieve would for most organisations represent a change programme of up to two years. However, needs must, and we did not have the luxury of opting for anything short of this. As a result, we have restarted and continued to deliver our services, even expanding our core service of Information and Advice and transforming its level and approach to service delivery. We have moved offices and undertaken significant reorganisation and restructuring. Throughout this it has been especially satisfying to see how our staff have stepped up, taking on new responsibilities to deliver our services more effectively and efficiently, as they have grasped the opportunity to show their potential.

As we look to the future, we cannot deny that there is still much uncertainty. However, it is far more optimistic than if we had not taken the radical actions that we have. Establishing a base of independently generated income is never going to be easy, and we have entered this knowing that not everything that we try will work. However, we are starting to see the first green shoots of success, and by focussing on scalability from the outset, we believe that AUKW has every chance to succeed.

From myself and the Board, I want to thank all the staff and volunteers who have continued to deliver services through these continuing turbulent times, and show such dedication and passion for the older people we serve. We have seen several staff changes, and I would like to thank all of those who have departed for their contribution and wish them all the best for the future.

Thank you to all our Trustees for continuing, with due diligence, to ensure we support and guide AUKW for the future. Michael King and Mike Williams stepped down from the Board this year, and I would like to thank them both for their contribution, and to welcome Kate Read who has joined us as a new trustee.

Thank you to all of the team and to Mark for changing and improving the way we now chose to meet all the challenges we have already met and I am sure will continue to do so in the next year.

Di Vukmirovic
Chair Age UK Wolverhampton

Chief Officer's Report

My first year with AUKW has undoubtedly been challenging and varied, exacerbated by the pandemic. It has also been very fulfilling. Having worked with many organisations in similar positions before, it was something that I was keen to take on and believed that I could make a difference. Despite older people's services not being a specialist areas, I knew that my knowledge of health and social care, the Midlands, voluntary organisations, social enterprise and organisational change should stand me in good stead.

From the outset, it was clear that there was a great deal of passion for AUKW from its staff, and it was running on more than just a little goodwill built upon its foundations of a rich history. It had already been through several turbulent years including its move from its longstanding home at Hupton House, but very early on I realised that change was not yet over. Decisions that had been made in the past had been right for the time, but times had changed.

It is no exaggeration to say that everyone stepped up to the plate. Staff members took on new areas of responsibility as we reorganised to maximise their expertise and resources, and the Board fully engaged in the bigger strategic questions, as they grappled with challenges of business models and environmental change. I am a great believer in emergent based strategies, reacting to evidence and the real world, and this is the path that we have taken. This gave us the flexibility to learn and adapt as we went, and although it can feel very seat of the pants (and probably is!), our way forward has gradually become clear. We have developed to address the needs of older people based on a wider view of their value and societal contribution, through to their need for support and care. This is backed up by our business model focussing on generating sufficient independent income from self-funded services to support our services.

During the year, we have continued to deliver and expand our flagship Information and Advice service. The pandemic showed us that telephone support is as effective as face-to-face support and we can help more people. Therefore, our I&A service is now telephone based, whilst we continue to review the need for face-to-face services. Our I&A and handyperson services had one of their most successful years in delivering the Warm Homes project. Our Friendship Groups have gradually reopened and it has been fantastic to see everyone being able to meet again, including our Veterans project. We continue to provide befriending and telephone support to those unable to get out. Our Individual Support project continued to help people being discharged from hospital, and through the fantastic efforts of our volunteers, provided comfort dolls for people living with dementia. We have also started exploring new activities with a social enterprise element, in order to meet need and create a foundation of sustainable income. This has included ecommerce, an activities programme and the expansion of our handyperson service.

Having decided to change our I&A service to telephone support, it was clear that there was no longer the need for shop-front based premises, and the expense that this incurs. This led to the decision to move to our new offices in the Workspace. We believe that this is a positive way forward as the World changes, not only due to the savings, but also placing ourselves within the wider community. The Workspace is an excellent community-focussed facility, providing a range of services and access, and we are excited about potential future partnership working with them. This forms part of our wider strategy to reach out and place ourselves within the community. Going forwards, we have the foundation to realise our strategy. It is not going to be easy, but our culture and behaviour is now of belief, opportunities, and not being afraid to try and fail. This gives us a realistic hope of a brighter and secure future, and we have every chance of flourishing.

Finally, I would like to thank all of our staff and volunteers for all of their continued efforts and dedication, without which nothing of what we are doing would be possible. I'd like to thank the Board who have accepted and taken on the challenge in hand, and have given me the freedom and support required to make it happen. In particular, I want to extend personal thanks to our Chair, Di Vukmorivic, without whom I could not have done this job, and has been a valued confidante and mentor from our first meeting.

Mark Guest
CEO Age UK Wolverhampton

Statement of Mission and Objectives

Age UK Wolverhampton works to promote the well-being of all older people and help to make later life a fulfilling and enjoyable experience

Our aims are to:

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access

to quality services and products

- Reduce the negative impact of life-changing events on the lives of older people

To achieve these aims, we have the following objectives:

- To provide information and advice to ensure that older people know their entitlements and are able to access quality services and support
- To advise and support individuals going through “tipping points” in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

Public Benefit

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK's network in sharing best practice information and learning which in turn helps improve our services.

Our achievements in 2021-22

Total Services Accessed

- A total of 2027 people accessed our services in the year April 2021 to March 2022 an increase on the previous year of 3%
- 55% of clients were over 65, a 4% increase against the previous year. The largest age band over 65 is still age 76 To 85. We support all older people over 50.
- In the past year 18% of people accessing our services were from BAME communities, we have seen a 2% increase in BAME clients. We have been able to capture ethnic groups more accurately during the last year due to internal process changes, due to which we have had a 22% decrease in Unknown. Older people from BAME communities represent 17% of the older population. This suggests that we are still effectively reaching all of our communities.

Contacts

- 11673 contacts were made with people across all projects.
- Over 4700 contacts were made by volunteers supporting both our I&A and Telephone befriending services

Information & Advice

- During 2021/22 the service was accessed by 1717 people, 5072 times on 4656 matters.
- Of these 44% were between 66 - 85 years old and 7.3% were over 85. The largest single group was 66 - 75 year olds accessing services at 24%.
- The main area of enquiry is welfare benefits, which account for 43% of contacts - a further 4% increase on the previous year. We have seen a 19% decrease in Health and Care Enquiries this year but 11% increase in Age UK and Local Services.

Benefits

- We helped people apply for £553,745 in benefits this year, we chased up and were notified that £385,819 of this were confirmed as being paid.

Telephone Support

- 159 individuals received Telephone befriending for a total of 689 hours in 2021/22, receiving over 5090 contacts.

Handyperson Service

- A handyperson service for the smaller 'non-trade' maintenance and repair jobs around the home and garden, and 'Warm Home' energy checks. This service is being expanded and has increased staffing from one to two.

Knit and Natter, Arts and Crafts and Friendship Groups

- Along with support from volunteers, we run a variety of different clubs and activities that older people can attend.
- By the end of the year, we were able to restart all of our clubs following the pandemic shutdown.
- We have also started a new club making our comfort dolls which are donated free to sufferers of dementia.

SERVICES AND CONTRACTS

The above figures were achieved through a range of services, including some as part of contracts, as follows:

**AGE CONCERN WOLVERHAMPTON
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Warm Homes

- The Warm Homes contract is with the national Age UK organisation, and is funded by various energy companies including Eon.
- The Benefits Energy Checks component is provided by our Information and Advice Team who talk our clients through their benefit entitlements and support them to make claims
- The Home Energy Checks component is provided by our Handyperson service and advises people on how they can save energy and reduce their bills, and installs simple energy saving devices such as LED light bulbs and hot water tank insulation.

Choosewell

- Discharge support services to clients referred by the health service and social care, involving a dedicated worker along with our services.
- Funded by CCG through a consortium of organisations including Age UK Wolverhampton and headed up by WVSC.

Citizens Advice Partnership

- Information and advice to older people as part of a partnership with the local CAB as part of a larger Local Authority contract

Camaraderie in the Community

- Friendship clubs and social support to veterans supported by the Armed Forces Covenant Fund.

Volunteer Support

- This year we almost doubled the number of volunteers utilised from 12 to 21, with numbers continuing to increase month on month. Our volunteer led services are now fully back and running. Volunteers completed over 4500 hours of support over a range of services and activities.
- The majority of volunteers' time supported "addressing loneliness"
- 54% have volunteered for between 2 and 5 years 31% between 6 and 10 years
- 76% of our volunteers are within the 56-85 age bracket
- 33% of volunteers were male with 67% female
- The value of this support represented almost £73,000 P/A
- Individual volunteers often support more than one service
- The age of volunteers ranged between 26 and 78 years
- 29% of our volunteers were from Black, Asian and Minority Ethnic communities

Planning for the future

We have settled into our new premises along with new ways of working, the most significant being a telephone based Information and Advice service. We are consolidating changes to our operations including structural, systems and functions. We have committed to a strategy of shifting our income to being primarily based on a range of independent income streams using a social enterprise model. To enable this, we are investing reserves into development. We will continue to test income streams, and scale those with potential based on evidence. We will continue to renew current funding and contract income wherever it is expedient to do so. We will consider new opportunities that are sustainable and can enhance our work, without causing disruption to our core operating model, now or in the future. Our Board is meeting quarterly and has adapted its meetings to a standardised agenda integrated with our current plans. There has been some refresh of Board membership, but we recognise that numbers are still on the low side and we will continue to look for new members.

Consideration of the charity as a going concern

Since 2017 the Board has been making difficult decisions about what is both affordable and achievable for our organisation against a backdrop of funding uncertainties. The Board has previously confirmed that the release of the Charity's capital asset was the most appropriate route to enabling charitable services to continue for the older people of Wolverhampton and this approach was further endorsed after professional advice in relation to our premises. The sale of our premises means that we have considerable cash reserves and (even after setting aside £100,000 in a strategic reserve for 2021-22) means that the organisation can continue as a going concern for a minimum period of 18 months from the endorsed report and accounts.

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2021**

Risk Management Policy

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. These were reviewed again at a Board planning day and throughout the calendar of Board meetings. We are in the position of having significant reserves enabling us to mitigate against most risks. We have a ring fenced reserve sum to enable orderly closedown should the situation arise.

Our Funding

With overall reductions in Local Authority funding and increasing competition for other funds over a number of years the Charity has continued to try to diversify its income streams. Unrestricted funding which enables us to meet our overhead costs to deliver our services and to continue to operate remains a challenging pursuit - with many funding streams not willing to contribute to overheads. Our strategic emphasis is now on developing independent income via services and activities provided for self-funders, with any surplus used to subsidised services that cannot attract their own funding.

As an Age UK Brand Partner, we also received valuable support from Age UK - our national partner including grant funding of £10,000 to support our core costs as well as being able to bid into other programmes for support such as Warm Homes Energy checks Benefit sessions and other service based resource opportunities

Financial review 2021/2

The overall (summary) position at the year-end showed a net deficit of £45 608.

The level of reserves at the year-end was £434 234.

The reserves policy is £100 000, which meets the Charity Commission of having at least three months routine running costs in reserve.

The current policy states that free reserves should not fall below the equivalent of 3 months normal operational expenditure.

The Trustees maintain a clear policy on reserves, with designated available reserves supporting new (or existing) service delivery rather than cash accumulation at the bank (after due provision for all appropriate legal and commercial necessities).

Governance structure

Governing Document

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association.

In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a very diverse range of activities and therefore the Trustee body aims to achieve a broad range, as well as a high level of skills, in carrying out its governance role.

Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

Strategic Direction

The strategic direction of Age UK Wolverhampton is set by the Board.

In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

Organisation Structure

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of 8 members.

The Chief Officer has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Officer is supervised by the Board Chair.

The average number of staff employed by Age UK Wolverhampton in 2021-22 was 10 (all of whom were part time). Over the year we had the equivalent of 5 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

Small company provision

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Thanks to Supporters

Grateful thanks to all those who supported us this year (donations & funding) :

Age UK (Warm Homes & Big Knit)
Armed Forces Covenant Fund
Citizen Advice Bureau
Coppice Performing Arts Boys Group
Eric Bennett Memorial
Independent Age

Institute of Cemetery & Crematoria Management
St. Leonard's Church Knitting Group
St. Thomas' Church
Wolverhampton CCG via Wolverhampton Voluntary
Sector Council
Wolverhampton City Council (Safer Streets)

Thank you too, to all of those who gave anonymous donations and to the numerous individuals
who donated to our organisation

Financial Statements
AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
Independent Examiners Report

For the Year Ended 31st March 2022

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which is set out on pages 11 to 19.

Responsibilities and basis of report

As the charity trustees of the company (who are treated as directors for the purposes of the company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('The 2006 Act')

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

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Management Accountants 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 that in any material respect :

(1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act, or
(2) the accounts do not accord with those records; or
(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or
(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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



Date 12/04/2022

Sally Jane Wainwright ACMA
Isis House, Smith Road, Wednesbury,
West Midlands
WS10 0PB

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR YEAR ENDED 31 MARCH 2022

	Note	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds	Funds	Funds	Funds	Funds
		£	£	2022	£	£	2021
				£			£
<u>Incoming resources</u>							
Income from Charitable Services	2	42,997	101,045	144,042	85,171	128,128	213,299
Legacies and Donations		62,923		62,923	49,523		49,523
<i>Activities for generating funds</i>							
Operations		10,080		10,080			
Investment income	4	2,415	-	2,415	2,174	-	2,174
			-			-	
<i>Incoming resources from</i>							
Total Income and endowments		118,415	101,045	219,460	136,868	128,128	264,996
Expenditure							
<i>Cost of generating funds</i>							
Fund raising costs	5	1,002	17	1,019	858	0	858
Sub total cost of generating funds		1,002	17	1,019	858	0	858
<i>Charitable activities</i>							
Cost of charitable activities	5	150,669	101,028	251,697	99,776	131,704	231,480
Governance costs	5	10,852		10,852	10,342		10,342
Exceptional Item	5	1,500		1,500	5,497		5,497
Total Expenditure		164,023	101,045	265,068	116,473	131,704	248,177
Net income / (expenditure)		(45,608)	0	(45,608)	20,395	(3,576)	16,819

**AGE CONCERN WOLVERHAMPTON
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COMPANY NO: 03088739
CHARITY NO: 1051232**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

FOR YEAR ENDED 31 MARCH 2022

Note	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds	Funds	Funds	Funds	Funds	Funds
	£	£	2022	£	£	2021
			£			£
Reconciliation of Funds						
Fund balances at 1 April 2021	479,842	0	479,842	478,791	(15,768)	463,023
Transfer between funds				(19,344)	19,344	
Fund Balances at 31 March 2022	434,234	0	434,234	479,842	0	479,842

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities
The Company is exempt from audit under CA 2006, s.477 (small companies)
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s 476 and
The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 28th July 2022 and are signed on their behalf by:



Di Vukmirovic

Chair

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**BALANCE SHEET
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

**Consolidated and Charity Balance Sheets
Year Ended 31st March 2022**

		Charity	
	Note	<u>2022</u>	<u>2021</u>
		£	£
Fixed assets			
Tangible assets	9	594	175
		<u>594</u>	<u>175</u>
Current assets			
Debtors	10	1,178	1,053
Cash at bank and in hand		451,614	505,580
		<u>452,792</u>	<u>506,633</u>
Creditors – amounts falling due within one year	11	(19,152)	(26,966)
Net current assets		<u>433,640</u>	<u>479,667</u>
Total assets less current liabilities		<u>434,234</u>	<u>479,842</u>
Unrestricted funds			
General	12	434,234	479,842
		<u>434,234</u>	<u>479,842</u>

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities

The Company is exempt from audit under CA 2006, s.477 (small companies)

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s 476 and

The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 28th July 2022 and are signed on their behalf by:



**Di Vukmirovic
Chair**

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022**

Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The accounts have been prepared on the historic cost basis.

Going concern

In early March 2020, the COVID-19 virus was declared a global pandemic. Business continuity, including supply chains and consumer demand across a number of industries and countries, could be severely impacted for months or more, as governments and their citizens take significant and unprecedented measures to mitigate the consequences of the pandemic.

The trustees are monitoring the ever changing situation and continue to evaluate the charity's ability to continue to trade on an ongoing and foreseeable basis. However, due to the uncertainty surrounding COVID-19 no adjustments have been made to these financial statements which may arise from the impact of COVID-19 on the charity. Despite the unknown impact COVID-19 may or may not have on the charity under normal circumstances the trustees would have had a reasonable expectation that the charity has adequate resources, thus the trustees would have adopted the going concern basis of accounting.

As with most charities, the trustees are mindful of the uncertain timing of incoming resources such as legacy income being of an unpredictable nature. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees

continue to adopt the going concern basis of accounting in preparing the financial statements.

Funds

Funds held by the charity are either:

- ☐ Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- ☐ Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- ☐ Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that income will be received and the amount can be measured reliably. Such income is only deferred when:

- ☐ The donor specifies that the grant or donation must be used in future accounting periods, or
- ☐ The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable

Interest is included when receivable by the charity.

Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include back office costs, personnel and payroll.

AGE CONCERN WOLVERHAMPTON
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CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

Redundancy costs

Following the accrual accounting methodology, liabilities for redundancy and termination payments are recognised when the obligation to make the payment arises and not when the payments are made.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory accounts and legal fees.

Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred.

Tangible fixed assets

Tangible fixed assets are capitalised at cost and depreciated so as to write them off over their anticipated useful lives at the following annual rates, commencing in the year of acquisition:

Fixtures and fittings	25% reducing balance
Motor vehicles	25% straight line
Computer and office equipment	25% straight line

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Legal status

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

Age UK Wolverhampton is a company limited by guarantee governed by its Memorandum and Articles of Association dated 8 August 1995. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 11 members (11 in 2019), each of whom agrees to contribute £1 in the event of the charity winding up.

Judgements and key sources of estimation uncertainty

In the application of the charitable accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

AGE CONCERN WOLVERHAMPTON
 TRADING AS AGE UK WOLVERHAMPTON
 COMPANY NO: 03088739
 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

2 Income from charitable services

Grants and service level agreement receivable	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
Private Sector Grants/ Age UK	37,422	101,045	138,467	40,533	128,128	168,661
Other Public Sector Service Contracts	624		624	43,168		43,168
Handyman	4,951		4,951	1,470		1,470
	42,997	101,045	144,042	85,171	128,128	213,299

3 Operations

Operations revenue consists of contributions towards operating costs from users of premises and services

4 Investment Income

	Unrestricted	Restricted	Total 2022	Unrestricted	Restricted	Total 2021
	£	£	£	£	£	£
Interest on fixed and notice bank accounts	2,415		2,415	2,174		2,174
	2,415	0	2,415	2,174	0	2,174

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022**

5 Analysis of expenditure on charitable activities

This Charity undertakes direct charitable activities only and does not make grant payments.

	Staff costs		Other Costs		2022
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	113,898	91,225	36,771	9,803	251,697
Commercial trading operations					
Cost of generating funds	1,002		17		1,019
Governance	10,852				10,852
Exceptional Items			1,500		1,500
Total resources expended	125,752	91,225	38,288	9,803	265,068

Exceptional items were :

Removal Expenses	1,500
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AGE CONCERN WOLVERHAMPTON
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CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

	Staff costs		Other Costs		2021
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	33,049	127,497	66,727	4,207	231,480
Commercial trading operations					
Cost of generating funds	858				858
Governance	10,342				10,342
Exceptional Items	5,497				5,497
Total resources expended	<u>49,746</u>	<u>127,497</u>	<u>66,727</u>	<u>4,207</u>	<u>248,177</u>

Exceptional items were :

Redundancy Payments	5,497
	<u>5,497</u>

AGE CONCERN WOLVERHAMPTON
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 COMPANY NO: 03088739
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NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

6 Other costs

	<u>2022</u> <u>Unrestricted</u> £	<u>2022</u> <u>Restricted</u> £	<u>2022</u> <u>Total</u> £	<u>2021</u> <u>Unrestricted</u> £	<u>2021</u> <u>Restricted</u> £	<u>2021</u> <u>Total</u> £
Premises costs :						
Accommodation (Rent/Utilities/Cleaning)	11,664	3,000	14,664	24,707		24,707
Communications costs :						
Telephone & internet	2,094	600	2,694	5,980		5,980
Printing, postage & stationery	4,735	400	5,135	3,947		3,947
	6,829	1,000	7,829	9,927	0	9,927
General office costs :						
Staff & volunteers travel	306		306	2,127		2,127
Staff & volunteers expenses (driver apparel & uniforms)	420		420			
Professional fees & subscriptions	3,508		3,508	4,207	4,207	8,414
Insurance	2,095		2,095	1,195		1,195
Repairs, maintenance & support contracts	230		230	1,241		1,241
Publications, advertising & recruitment			0	1,896		1,896
Training costs			0	637		637
General office & miscellaneous expenses	248		248	7,372		7,372
Vehicle costs	1,464		1,464			0
Equipment	921		921	14,115		14,115
Depreciation	161		161	161		161
Bad Debts						
	9,353	0	9,353	32,951	4,207	37,158

AGE CONCERN WOLVERHAMPTON
 TRADING AS AGE UK WOLVERHAMPTON
 COMPANY NO: 03088739
 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

Total costs	<u>27,846</u>	<u>4,000</u>	<u>31,846</u>	<u>67,585</u>	<u>4,207</u>	<u>71,792</u>
Charitable Activities	26,827	4,000	30,827	66,727	4,207	70,934
Fundraising Costs	1,019		1,019	858		858
Governance	10,852		10,852	5,497		5,497
	<u>38,698</u>	<u>4,000</u>	<u>42,698</u>	<u>73,082</u>	<u>4,207</u>	<u>77,289</u>

AGE CONCERN WOLVERHAMPTON
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 COMPANY NO: 03088739
 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

7 Analysis of staff costs

	<u>2022</u>	<u>2021</u>
	<u>Total</u>	<u>Total</u>
	£	£
Salaries & wages	190,464	156,544
Social security costs	11,238	4,343
Pension Costs - Stakeholder Pension	15,275	10,859
Redundancy		5,497
	216,977	177,243

No employees had benefits in excess of £60,000 (2020 - no employees had employee benefits

The average number of staff employed by the group
 during the financial year amounted to :

10 10

No trustees received any remuneration

AGE CONCERN WOLVERHAMPTON
 TRADING AS AGE UK WOLVERHAMPTON
 COMPANY NO: 03088739
 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

8 Movement in total funds for the year

Operating deficit is stated after charging :	2022 £	2021 £
Staff Pension Contributions	15,275	10,858
Depreciation	161	161
Accountancy Fees	720	720
	<u>16,156</u>	<u>11,739</u>

AGE CONCERN WOLVERHAMPTON
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 COMPANY NO: 03088739
 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

9 Tangible fixed assets

	Motor Vehicles & equipment	Total
	£	£
Cost		
At 1 April 2021	65,937	65,937
Additions	580	580
Disposals		0
At 31 March 2022	66,517	66,517
Depreciation		
At 1 April 2021	65,762	65,762
Charge for year	161	161
Disposals		
At 31 March 2022	65,923	65,923
As at 31 March 2021	594	594
At 31 March 2022	594	594

AGE CONCERN WOLVERHAMPTON
 TRADING AS AGE UK WOLVERHAMPTON
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 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

10 Debtors

	Charity 2022 £	Charity 2021 £
Trade debtors		
Prepayments	1,178	1,053
	<u>1,178</u>	<u>1,053</u>

11 Creditors - amounts falling due within one year

	Charity 2022 £	2021 £
Trade creditors	1,624	4,306
Other creditors	1,241	1,073
Taxation & Social Security	4,412	
Accruals & deferred income (*)	11,875	21,587
	<u>19,152</u>	<u>26,966</u>

AGE CONCERN WOLVERHAMPTON
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 COMPANY NO: 03088739
 CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
 AS AT 31 MARCH 2022

12 Reserves

Fund movements:-	<u>2022</u> £	<u>2021</u>
General fund :		
Balance 01 April 2021:	479,842	463,023
Movement in fund for the year	(45,608)	16,819
Balance at 31 March 2022:	<u>434,234</u>	<u>479,842</u>

13 Restricted Funds

	Balance b/f	Movement in Resources			Balance	Movement in Resources			Balance
	01.04.2020	Incoming	Outgoing	Transfers	31.03.2021	Incoming	Outgoing	Transfers	31.03.2022
	£	£	£	£	£	£	£	£	£
Age UK Initiatives	-1,022	45,595	-44,600	27	0				0
Citizens Advice	0	16,000	-16,801	801	0	8,000	-8,000		0
Choosewell	0	40,256	-41,300	1,044	0	30,795	-31,000		-205
Safer Streets					0	9,750	-9,780		-30
Henry Smith	0	20,000	-22,471	2,471	0				0
Joining Forces	-85		-252	337	0	52,500	-52,265		235
Eveson Trust	0			0	0				0
Cadbury Trust	0			0	0				0
S/5344 T&GWU Benevolent									0
Big Lottery		6,277	-6,280	3	0				0
	-1,107	128,128	-131,704	4,683	0	101,045	-101,045	0	0

AGE UK Initiatives - (See also 'Joining Forces' below)

- Funding via Age UK from the Warm Homes Programme (multiple suppliers) for benefits advice including saving energy/paying less

*Choosewell- is a Wolverhampton CCG funded initiative providing individual support to people following discharge from hospital plus advice and guidance as part of an A&E Resilience voluntary sector partnership with New Cross Hospital in partnership with Wolverhampton Voluntary Sector Council, Aspring Futures and the efugee &

*The Henry Smith Charity - supported our volunteering programmes "reducing isolation and loneliness activities"

*Joining Forces - Supporting Veterans, is a partnership project between Age UK, SAFFA and the MoD funded by the Aged Veterans project which is funded by the Chancellor using LIBOR funds. AUKW is one of 12 partners nationally delivering a Joining Forces Programme. Our service provides support to older veterans (born before 1950) and their families and carers. It commenced in May 2017

Eveson Trust - £5,000 was received from the Eveson Charitable Trust in support of our Information and Advice Service. The approval runs from October to October

Big Lottery provided funding from their awards for all programme to support our active connections project supporting older people to reduce isolation and loneliness

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

14 Pensions

The company operates two defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independently administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end no contributions were owing to the pension companies. The pension charge of £15,275 (£10,858 2020) was made in respect of contributions made by the company to funds within the year.

15 Financial commitments

As at 31 March 2022 the charity has annual commitments under non-cancellable leases as follows

	Land and Buildings		Office Equipment	
	2022	2021	2022	2021
	£	£	£	£
Within 1 year	0	0	0	0
1 - 2 years	0	0	0	0
2 - 5 years	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

16 Analysis of Charity net assets between funds

	Unrestricted Funds £	Restricted Fund £	2022 Total £	Unrestricted Funds £	Restricted Fund £	2021 Total £
Tangible	594		594	175		175
Cash at bank	451,614		451,614	505,580		505,580
Other net	(17,974)		(17,974)	(25,913)		(25,913)
	<u>434,234</u>	<u>0</u>	<u>434,234</u>	<u>479,842</u>	<u>0</u>	<u>479,842</u>

17 Taxation

The company is a registered charity and no provision is considered necessary for taxation

18 Related Party Transactions

There were no transactions with related parties during the year and no balances outstanding with any related parties

19 Events after the balance sheet date

The trustees are monitoring the ever changing situation due to covid. The trustees are confident they have enough funds to get through this period

Accounts

AGE CONCERN WOLVERHAMPTON
(Trading as Age UK Wolverhampton)

(A COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021

Company Registration Number 3088739
Charity Number 1051232

Accountants
Et Voila

Isis House,
Smith Road,
Wednesbury,
West
Midlands

WS10 0PB

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2021

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Age UK Wolverhampton Trustees and Advisers

The **Trustees** who served during the year were:

Diane Vukmirovic	Chair
Anne Bailey	Vice-Chair
Mike Williams	Treasurer
Dorothy McDonald	Trustee (desceased 8 th April 2020)
Sarita Sharma	Trustee
Michael King	Trustee
Shirley Tilston	Trustee (resigned 18 th March 2021)
Paramjit Toor	Trustee
Jackie Wellings	Chief Officer & Company Secretary

Location and Registered Office

The Workspace
All Saints Road
Wolverhampton
WV2 1EL

*During 2020-21:
32 Wulfun Way
Wulfrun Centre
Wolverhampton
WV1 3HG

Bankers

Lloyds Bank PLC
Queen Square
Wolverhampton
WV1 1TF

Accountant

Et Voila
Isis House,
Smith Road,
Wednesbury,
West Midlands
WS10 0PB

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

The Company is a private company registered under the Companies Act 1985 (registration number 3088739) limited by guarantee and not having a share capital. The Company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The Company is also a registered charity (registration number 1051232).

Chair's Report

Over the past year the pandemic has continued to affect all that we do. Our staff have faced working from home and furlough, and the isolation from colleagues that brings, and reduced activity of all or our friendship groups because of the need to isolate and the necessary closure of venues to meet and chat.

It has been a hard year, but when the going gets tough, the tough get going and all who make up AUKW have proved throughout this awful time that they are tough and kept going. This meant that we were able to continue our Information & Advice service, and other services where we were able to maintain contact at a distance. As a result, we continued to help lots of people, keeping in touch, and supporting and helping with numerous claims for entitlements to benefits when it was most needed. The experience gained from our new way of working, including no drop-in services or face to face contact, has challenged our perspective on how services can be delivered, particularly I & A, and is informing our opinions and strategy as we move out of lockdown to a socially distanced world where older people, more than ever, will require our services.

A big heartfelt thank you goes out to all the staff and volunteers who continued to deliver services in such difficult times and maintained help and contact with large numbers of older people who may otherwise have felt totally isolated during the pandemic.

Thank you to all our Trustees for continuing, with due diligence, to ensure we support and guide AUKW for the future. We have some challenges going forward, but I am optimistic that we will face them with our customary enthusiasm to provide support and guidance to the CEO and team.

A major challenge we faced at the end of the year was the resignation of CEO Jackie Wellings and finding a replacement. We wish Jackie well and thank her for all her unbelievable efforts to ensure that AUKW continues to deliver services to the people of Wolverhampton. Good luck in the future Jackie.

As things change and move forward it is likely we are not out of the woods yet. COVID will be with us for some time. I am sure we will face this and other challenges going forward with strength and optimism.

Finally, we reported in our last Annual Report on the passing of Dorothy McDonald, who was our longest serving trustee. Dorothy fell victim to Covid in the early stages of the pandemic at the beginning of reporting year, and we take this opportunity to once again recognise her invaluable service and contribution to Age UK Wolverhampton.

Di Vukmirovic
Chair Age UK Wolverhampton

Chief Officer Update

Our Chief Officer during 2020-21, Jackie Wellings, departed early in the following year. She had indicated her desire to leave over a year before, but with the totally unforeseen circumstances of the pandemic throwing everyone's plans into chaos, agreed to stay on to steer Age UK Wolverhampton through these tempestuous waters. Rather than simply close and wait for things to get back to normal, she led Age UK Wolverhampton in continuing to deliver essential services, knowing that the need among older people, and their reliance on Age UK Wolverhampton would be greater than ever. This included continuing to deliver our Information and Advice service and telephone support in the most challenging of circumstances, requiring immense personal commitment, along with the support of the many staff and volunteers who made it happen.

As we began to emerge from the pandemic, it was possible to see that this Herculean effort had left us with some extremely valuable lessons regarding the future for services and how Age UK Wolverhampton could adapt to make sure that it continues to support Wolverhampton's older people for many years to come. We see it as our duty to learn from this, and to adapt to get the full benefit from the advantages that this knowledge has given us.

As the year came to an end, Jackie committed to getting Age UK Wolverhampton through its crucial IAQP (Age UK Information and Advice Quality Standard), which we are happy to report was achieved early in the following year, and has provided an invaluable platform for going forward.

A new Chief Executive Officer, Mark Guest, was appointed at the end of the year who would be taking over in April 2021.

Statement of Mission and Objectives

Age UK Wolverhampton works to promote the well-being of all older people and help to make later life a fulfilling and enjoyable experience

Our aims are to:

- Provide support to older people to reduce their risk of isolation and loneliness
- Enable older people to achieve and maintain their independence
- Enable older people to have a voice that is heard
- Enable older people to know and assert their rights and have access

to quality services and products

- Reduce the negative impact of life-changing events on the lives of older people

To achieve these aims, we have the following objectives:

- To provide information and advice to ensure that older people know their entitlements and are able to access quality services and support
- To advise and support individuals going through “tipping points” in their lives
- To provide practical assistance to enable people to remain independent in their own home
- To work to overcome loneliness and isolation

Our services are available to all older people in Wolverhampton During the year we had 11745 contacts with clients across all our projects . This is a 42% increase on 2019/20.

A total of 1970 people accessed our services in the year April 2020 to March 2021.

Public Benefit

The Trustees are satisfied that in working to achieve these Aims and Objectives Age UK Wolverhampton is demonstrating the public benefit of our work, as defined under the terms of the Charities Act 2011. It further demonstrates this by being a member of the West Midlands (Regional) Age UK's network in sharing best practice information and learning which in turn helps improve our services.

Our achievements in 2020-21

Total Services Accessed

- A total of 1970 accessed our services in the year April 2020 to March 2021 an increase on the previous year of 2.1% (1925)
- 62% of clients are over 65, a 7% increase against the previous year, the largest age band over 65 is still 76 To 85. We support all older people over 50.
- In the past year 24% of people accessing our services were from BAME communities, we have seen a 10% decrease to 14% BAME. However this could be because we were unable to capture ethnic group accurately during the last year as we have not seen people face to face. We have a 22% (422) increase of Unknown. Older people from BAME communities represent 17% of the older population. This suggests that we are still effectively reaching all of our communities.

Contacts

- 11745 contacts were made with people across all projects, this is a 42% increase on 2019/20
- Over 5000 contacts were made by volunteers supporting both our I&A and Telephone befriending services

Information & Advice

- During 2020/21 the service was accessed by 1791 people, 3391 times on 4846 matters.
- The number of people accessing the service has increased by 46% on the previous year
- Of these 41% were between 66 - 85 years old and 6.5% were over 85. The same as last year.
- The largest single group was 66 - 75 year olds accessing services at 21.5%
- The main area of enquiry is welfare benefits, which account for 40% of contacts - although there has been a 19% decrease on the previous year. We have seen a 12.7 % increase in Health and Care Enquiries and a 6% increase in Age UK Services.

Benefits

- We helped people apply for £812,259 in benefits in 2019/20 this year it was £523,837 a 35% decrease. (*Last year was the first time benefits were reported this way*)
- We chased up and were notified about £517,417 a 23% increase on the previous year of £419,820

Warm Homes

- In 2020/2021 there were 250 Benefit sessions done with 119 clients resulting in potential benefit gains of £322,295 through the multi supplier program.
- During the Home energy checks program our Handyperson was able to complete 40 Partial Energy Checks where he gave over the phone advice about saving energy to low income or vulnerable (with long term health conditions) clients and 40 full energy checks were completed where the same advice was given but in addition appropriate energy saving devices were fitted.

Health and Social care options

- In 2020/21 we advised on 1003 health and care matters almost 4 times the amount of the previous year

Hampers and Heaters

- There was no Hampers and Heaters program offered for 2020/21.

Telephone Support

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- 223 individuals received Telephone befriending for a total of 786 hours compared to 341 hours in 2019/20, receiving over 6850 contacts during 2020/21. The number of people receiving the service has increased by 80% compared to the previous year.

Choosewell

- The Choosewell program was hit hard due to the pandemic and lockdown restrictions, referrals are obtained through hospitals where our representative was not able to attend, and the support provided and messages are given face to face in people's homes. Although we did transfer our longer term supported clients to the Telephone befriending service.
- **Targeted Messages** (including group talks) 648 (suspended due to lockdown)**
- Choosewell clients were provided with 90 hours of Telephone Support this year
- 109 Unique individuals were supported from 112 referrals. This is up 10% from the previous year with a greater referral to support conversion rate.
- 208 people provided with short term support following hospital discharge. This is more than double the previous year at (99)
- 145 Hours were spent by volunteers supporting people at home during 2020/21 The previous year was 293
- 860 hours of paid staff were spent supporting people

Citizens Advice Partnership

- During the year 2020/2021 we made 908 contacts of a target of 550 (165%) With 656 Unique Clients.
- There were a total of £151,468 in Benefit gains relating to CAB advice and guidance.

By Your Side But Remotely

- 1st July 2020 - 31st December 2020 (Notional target = 100 older people benefiting - not unique to this project)
- 88% Target Achieved
- 88 people received activity packs
- 36 People receiving Telephone Support since the start of the project.

Wolverhampton Veterans Winning Through

- Commenced 1st June 2020 - 6 months to 30th November
{100 veterans directly benefiting
{30 indirectly benefiting
- Veteran Handyperson - supported older veterans with grocery and essential item deliveries and a subsidized maintenance and small jobbing works programme ensuring veterans could maintain their properties during the restrictions of the pandemic
- Helping to alleviate veterans' loneliness and isolation with a regular telephone befriending service as well as maintaining social connections, sense of wellbeing and camaraderie through group quizzes and virtual get together.
- We directly supported 115 individuals through 857 interventions
- Throughout the delivery of the programme, we have supported a total of 115 individuals, with a total of 857 interventions across the three programme strands
- 105 received support through our information and advice service (234 interventions)
- 49 individuals were assisted via our Handyperson Service - with deliveries of essential items and wellbeing packs as well as help with household maintenance (77 interventions)
- 42 veterans received telephone support (450 interventions)
- 54 veterans engaged in social interactions and received activity packs, attended socially distanced small camaraderie groups in local parks or met via digital platforms

Knit and Natter, Get Connected, Arts and Crafts and Friendship Groups

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- The office closed to the public on 18th March (a week ahead of the national lockdown due to the emerging public health messages)
- There have been no Group activities held this year apart from the park sessions specifically designed for the Veterans Winning Through Project

Volunteer Support

- During the year we have to stand down many of our volunteer led services and our 63 volunteers. We adapted service delivery and were still able to utilise the 12 volunteers during lockdown. The completed over 4400 hours of support
- The majority of volunteers' time supported and "addressing loneliness"
- 56% have volunteered for between 2 and 5 years 33% between 6 and 10 years
- 86% of our volunteers are within the 50-75 age bracket
- 23% of volunteers were male with 77% female
- The value of this support represented almost £60,000 P/A
- Individual volunteers often support more than one service
- The age of volunteers ranged between 25 and 82 years
- 36% of our volunteers were from Black, Asian and Minority Ethnic communities

Contract Performance Report

Output performance from 1st April 2020 – 31st March 2021

Contract	Performance	Achievement	Comments
Citizens Advice	550 - I&A Contacts	908 Contacts 656 Clients 165% of target 2019/20 – 728 Contacts with 580 clients 132% of target Benefit gains £151,468	Performance is up 20% compared to the same point last year. Benefit gains are at 43% of last year's (£265,573) figure at the same point but largely due to the lack of volunteer support on follow ups due to the pandemic when all volunteers were stood down in March
Choosewell	Individual Support 1000 hours staff 240 hours vol support	860 - 86% of Target 145 hours (60%) volunteer input only remote telephone	Approved on 1st April with an agreement to undertake assessments by phone and to deliver wider Covid health messages due to restrictions on group meetings and

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	Information Distribution 3600*** Targeted Messages** (including group talks) 648 (suspended due to lockdown)	befriending. No face to face activity. 1,736 (relating to Covid and health measures and finance to support health and independence) by the end of December	distribution of information. Staff time (Individual Support) is only 1 officer - during lockdown a host of other officers will have been involved but their time not recorded.
I&A KPIs 2020-21 Overall KPI's on I & A have held up amazingly well at the half year point 1,791 unique users (up 46.3% on previous year) 3,391 contacts (up 33.6% on the previous year) £517,418 Benefit gains (up 23.2% on previous year halfway point with only 1 volunteer assisting since July)	2019/20 Comparison 1,224 2,539 £419,820	This includes all I&A projects (and encompasses the CAB project, Veterans and Eon Benefit Checks (only started on 23rd Sept) advice under the AUK Emergency funding programme and activity not counted under any programme i.e. all our I&A activity. Despite the difficulties of coronavirus, an office closure and remote working the overall KPI's for I&A show the amazing amount of work that has been going on to support large numbers of older people in Wolverhampton	
Eon (Warm Homes) Benefit Checks 250 checks (down from 300 bid in March) £62 per session	Mar (250) 100%	Project was reduced in size (100 session reduction) due to late approval - it should have started in July and finally got underway on 23rd Sept and runs until 12th March (This is a subset of the overall I&A KPI's above)	
Eon (Warm Homes) Energy Checks 100 checks (down from 250 bid in	Sept (80) 100% of revised Target	Project was reduced in size and split into 2 components	

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March) and split into two discrete parts due to Covid (information only & Information plus installation) £45 pre half session and £90 per full session Target was revised in February to 40 Full Energy checks and 40 Partial Energy checks reducing the funding to £5,400.4	due to second lockdown 40 partial 40 full Energy checks (restricted access to homes due to covid compliance)	due to covid (a phone assessment and installation of energy saving measures) The split of assessment only rather than assessment and installation means funding has reduced from £9,000 (100 x £90 full sessions) to £7,200 for 40 partial (phone assessments) and 60 full assessments with energy saving installations. The project started on 23rd Sept and runs until 12th March.
New projects - Covid Emergency Funding		
“Wolverhampton Veterans Winning Through” Armed Forces Covenant Fund Trust	115 by the end of November 54 veterans engaged in social interactions 100%	Commenced 1st June 2020 - 6 months to 30th November {100 veterans directly benefiting { 30 indirectly benefiting (Final report at link below) Vets Winning Through Final Report 28.01.21
“By Your Side But Remotely” National Lottery Funding	88% 88 people received activity packs 36 People receiving Telephone Support since the start of the project.	1st July 2020 - 31st December 2020 (notional target =100 older people benefiting - not unique to this project)
AUK Emergency funding (AUK £12m fundraising effort) “Supporting Information and Advice and Volunteer led services (telephone support) - based on predetermined Regional Brand Partner allocations	477 by the end of December (151%)	Total outputs for 4½ months 315 service users benefiting (I&A and telephone Support) Commenced 13th August 2020 to 31st January (with 80% spend by the end of November)

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Planning for the future

The year was dominated by the pandemic and trying to maintain any level of service. Board meetings took place remotely, but were concerned with mainly with continuing to function. However, the imminent departure of our Chief Officer, and forthcoming IAQS accreditation had to be addressed. Much of the future planning would be dependent on the new CEO, and their brief to plan a sustainable future with us. An interim CEO was appointed at the end of the year, and we very much look forward to working with him on our future plans. Jackie Wellings, our current Chief Officer, had already begun the task of meeting the IAQS requirements, and agreed to stay after the year end to see this through, for which we are very grateful. We think it appropriate to report at time of writing, that the accreditation was more than achieved, with what we think can be considered exemplary feedback, and is a key achievement and asset as we plan our way forward.

Consideration of the charity as a going concern

Since 2017 the Board has been making difficult decisions about what is both affordable and achievable for our organisation against a backdrop of funding uncertainties. The Board has previously confirmed that the release of the Charity's capital asset was the most appropriate route to enabling charitable services to continue for the older people of Wolverhampton and this approach was further endorsed after professional advice in relation to our premises. The sale of our premises means that we have considerable cash reserves and (even after setting aside £100,000 in a strategic reserve for 2020-21) means that the organisation can continue as a going concern for a minimum period of 18 months from the endorsed report and accounts.

Risk Management Policy

All the major risks to which the Charity is exposed have been identified by the Trustees and actions agreed at Board Meetings to mitigate those risks. These were reviewed again at a Board planning day and throughout the calendar of Board meetings. We are in the position of having significant reserves enabling us to mitigate against most risks. We have a ring fenced reserve sum to enable orderly closedown should the situation arise.

Our Funding

With overall reductions in Local Authority funding over a number of years the Charity has continued to try to diversify its income streams. Unrestricted funding which enables us to meet our overhead costs to deliver our services and to continue to operate remains a challenging pursuit - with many funding streams not willing to contribute to overheads. Various emergency funds associated with the pandemic have enabled to successfully address our funding gaps this year.

As an Age UK Brand Partner, we also received valuable support from Age UK - our national partner including grant funding of £15,000 to support our core costs as well as being able to bid into other programmes for support such as Warm Homes Energy checks Benefit sessions and other service based resource opportunities.

Financial review 2019/20

The overall (summary) position at the year-end showed a net surplus of £16,819.

The level of reserves at the year-end was £479,842

The reserves policy is £100,000, which meets the Charity Commission of having at least three months routine running costs in reserve.

The current policy states that free reserves should not fall below the equivalent of 3 months normal operational expenditure.

The Trustees maintain a clear policy on reserves, with designated available reserves supporting new (or existing) service delivery rather than cash accumulation at the bank (after due provision for all appropriate legal and commercial necessities).

Governance structure

Governing Document

Age Concern Wolverhampton, trading as Age UK Wolverhampton, is a charitable company limited by guarantee. We became incorporated on 8th August 1995 after beginning life as the National Old People's Welfare Committee (O.P.W.C.) in 1952.

The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed by its Articles of Association.

In the event of the company being "wound up" members are each required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

Although Age UK Wolverhampton is a small to medium sized organisation, it is a complex one which operates in a challenging environment. Age UK Wolverhampton is involved in a very diverse range of activities and therefore the Trustee body aims to achieve a broad range, as well as a high level of skills, in carrying out its governance role.

Under the requirements of the Articles of Association the members of the Board are elected to serve for a period of three years after which they must stand down at the next Annual General Meeting, but are eligible for re-election.

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YEAR ENDED 31ST MARCH 2021**

Strategic Direction

The strategic direction of Age UK Wolverhampton is set by the Board.

In making decisions about activities to be undertaken to achieve our Aims and Objectives the Trustees have had due regard to the Charity Commission's guidance on public benefit.

Organisation Structure

The Board is responsible for the strategic direction and policy of the Charity. Age UK Wolverhampton has a Board of Trustees consisting of 8 members.

The Chief Officer has delegated responsibility from the Board for the provision and management of services and the day-to-day operation of Age UK Wolverhampton. The Chief Officer is supervised by the Board Chair.

The average number of staff employed by Age UK Wolverhampton in 2019-20 was 10 (all of whom were part time). Over the year we had the equivalent of 5 full time staff involved in the delivery of the services and programmes of Age UK Wolverhampton.

Small company provision

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Thanks to Supporters

Grateful thanks to all those who supported us this year (donations & funding) :

Accord Housing	Cllr Waite
Age UK (England)	National Lottery
Armed Forces Covenant Fund	Recycle for Charity
C.J. Williams Funeral Service	Severn Trent
Citizens Advice Bureau Wolverhampton	UK Government via Wolverhampton City Council
Wolverhampton CCG via Wolverhampton Voluntary Sector Council	

Thank you too, to all of those who gave anonymous donations and to the numerous individuals who donated to our organisation

AGE CONCERN WOLVERHAMPTON
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Independent Examiners Report

For the Year Ended 31st March 2021

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which is set out on pages 11 to 19.

Responsibilities and basis of report

As the charity trustees of the company (who are treated as directors for the purposes of the company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('The 2006 Act')

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

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of The Institute Of Chartered Management Accountants

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 that in any material respect :

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act, or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view ' which is not a matter considered as part of an independent examination ;or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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



Date 14/09/2021

Sally Jane Wainwright ACMA
Isis House, Smith Road, Wednesbury,
West Midlands, WS10 0PB

**AGE CONCERN WOLVERHAMPTON
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YEAR ENDED 31ST MARCH 2021**

Financial Statements

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

FOR YEAR ENDED 31 MARCH 2021

	Note	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
		Funds £	Funds £	2021 £	Funds £	Funds £	2020 £
<u>Incoming resources</u>							
Income from Charitable Services	2	85,171	128,128	213,299	31,048	134,760	165,808
Legacies and Donations		49,523		49,523	8,869		8,869
<i>Activities for generating funds</i>							
Operations					22,492		22,492
Investment income	4	2,174	-	2,174	1,232	-	1,232
Sale of Hupton House (surplus)			-		64,274	-	64,274
<i>Incoming resources from</i>							
Total Income and endowments		136,868	128,128	264,996	127,915	134,760	262,675
Expenditure							
<i>Cost of generating funds</i>							
Fund raising costs	5	858	0	858	495	0	495
Sub total cost of generating		858	0	858	495	0	495
<i>Charitable activities</i>							
Cost of charitable activities	5	99,776	131,704	231,480	36,949	172,072	209,021
Governance costs	5	10,342		10,342	13,780		13,780
Exceptional Item	5	5,497		5,497	22,654		22,654
Total Expenditure		116,473	131,704	248,177	73,878	172,072	245,950
Net income / (expenditure)		20,395	(3,576)	16,819	54,037	(37,312)	16,725
Reconciliation of Funds							
Fund balances at 1 April 2020		478,791	(15,768)	463,023	444,701	1,597	446,298
Transfer between funds		(19,344)	19,344		(19,947)	19,947	
Fund Balances at 31 March 2021		479,842	0	479,842	478,791	(15,768)	463,023

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities
The Company is exempt from audit under CA 2006, s.477 (small companies)
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with CA 2006, s. 476 and
The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 14th September 2021 and are signed on their behalf by:

Di Vukmirovic

Chair

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2021**

AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232

**BALANCE SHEET
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

Consolidated and Charity Balance Sheets

Year Ended 31st March 2021

		Charity	
	Note	<u>2021</u>	<u>2020</u>
		£	£
Fixed assets			
Tangible assets	9	175	336
		<u>175</u>	<u>336</u>
Current assets			
Debtors	10	1,053	19,049
Cash at bank and in hand		505,580	458,793
		<u>506,633</u>	<u>477,842</u>
Creditors – amounts falling due within one year	11	(26,966)	(15,155)
Net current assets		<u>479,667</u>	<u>462,687</u>
Total assets less current liabilities		<u>479,842</u>	<u>463,023</u>
 Unrestricted funds			
General	12	479,842	463,023
Restricted funds	13		
		<u>479,842</u>	<u>463,023</u>

These financial statements have been prepared in accordance with the financial reporting standards for smaller entities

The Company is exempt from audit under CA 2006, s.477 (small companies)

The members have not required the company to obtain an audit of its accounts for the year in question in accordance

The directors acknowledge their responsibilities for complying with the requirements of CA 2006 with respect to accounting records and preparation of the accounts. S. 472(2)-(3)

These financial statements were approved by the members of the board of trustees on 14th September 2021 and are

Di Vukmirovic
Chair

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
YEAR ENDED 31ST MARCH 2021**

**AGE CONCERN WOLVERHAMPTON
TRADING AS AGE UK WOLVERHAMPTON
COMPANY NO: 03088739
CHARITY NO: 1051232**

**NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021**

1. Accounting policies

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) - (Charities SORP (FRS 102)).

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

Age UK Wolverhampton is a brand partner of Age UK the national charity and as a result will have access to funding streams from the national organisation. The trustees anticipate that there will be sufficient unrestricted reserves for the charity to continue as a going concern and therefore the financial statements are prepared on a going concern basis under the historical cost convention, modified to include the revaluation of investments. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The accounts have been prepared on the historic cost basis.

Going concern

In early March 2020, the COVID-19 virus was declared a global pandemic. Business continuity, including supply chains and consumer demand across a number of industries and countries, could be severely impacted for months or more, as governments and their citizens take significant and unprecedented measures to mitigate the consequences of the pandemic.

The trustees are monitoring the ever changing situation and continue to evaluate the charity's ability to continue to trade on an ongoing and foreseeable basis. However, due to the uncertainty surrounding COVID-19 no adjustments have been made to these financial statements which may arise from the impact of COVID-19 on the charity. Despite the unknown impact COVID-19 may or may not have on the charity under normal circumstances the trustees would have had a reasonable expectation that the charity has adequate resources, thus the trustees would have adopted the going concern basis of accounting.

As with most charities, the trustees are mindful of the uncertain timing of incoming resources such as legacy income being of an unpredictable nature. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees

continue to adopt the going concern basis of accounting in preparing the financial statements.

Funds

Funds held by the charity are either:

- ☐ Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- ☐ Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- ☐ Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that income will be received and the amount can be measured reliably. Such income is only deferred when:

- ☐ The donor specifies that the grant or donation must be used in future accounting periods, or
- ☐ The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Interest receivable

Interest is included when receivable by the charity.

Expenditure and irrecoverable VAT

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources. Support costs include back office costs, personnel and payroll.

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TRADING AS AGE UK WOLVERHAMPTON
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AGE CONCERN WOLVERHAMPTON
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Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the income and expenditure account.

Redundancy costs

Following the accrual accounting methodology, liabilities for redundancy and termination payments are recognised when the obligation to make the payment arises and not when the payments are made.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory accounts and legal fees.

Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred.

Tangible fixed assets

Tangible fixed assets are capitalised at cost and depreciated so as to write them off over their anticipated useful lives at the following annual rates, commencing in the year of acquisition:

Fixtures and fittings	25% reducing balance
Motor vehicles	25% straight line
Computer and office equipment	25% straight line

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefit will be required in settlement and the amount can be reliably estimated.

Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Legal status

Age UK Wolverhampton is the trading name of Age Concern Wolverhampton (the Company).

Age UK Wolverhampton is a company limited by guarantee governed by its Memorandum and Articles of Association dated 8 August 1995. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 11 members (11 in 2019), each of whom agrees to contribute £1 in the event of the charity winding up.

Judgements and key sources of estimation uncertainty

In the application of the charitable accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

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2 Income from charitable services

Grants and service level agreement receivable	Unrestricted Funds	Restricted Funds	Total 2021	Unrestricted Funds	Restricted Funds	Total 2020
	£	£	£	£	£	£
Private Sector Grants/ Age UK	40,533	128,128	168,661	31,048	45,256	76,304
Other Public Sector Service Contracts	43,168		43,168		89,504	89,504
Handyman	1,470		1,470			
	85,171	128,128	213,299	31,048	134,760	165,808

3 Operations

Operations revenue consists of contributions towards operating costs from users of premises and services

4 Investment Income

	Unrestricted	Restricted	Total 2021	Unrestricted	Restricted	Total 2020
	£	£	£	£	£	£
Interest on fixed and notice bank accounts	2,174		2,174	1,232		1,232
	2,174	0	2,174	1,232	0	1,232

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5 Analysis of expenditure on charitable activities

This Charity undertakes direct charitable activities only and does not make grant payments.

	Staff costs		Other Costs		2021
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	33,049	127,497	66,727	4,207	231,480
Commercial trading operations					
Cost of generating funds	858				858
Governance	10,342				10,342
Exceptional Items	5,497				5,497
Total resources expended	49,746	127,497	66,727	4,207	248,177

Exceptional items were :

Redundancy payments	5,497
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	Staff costs		Other Costs		2020
	Unrestricted	Restricted	Unrestricted	Restricted	Total
	£	£	£	£	£
Direct Charitable expenditure	14,826	110,662	22,123	61,410	209,021
Commercial trading operations					
Cost of generating funds			495		495
Governance	10,000		3,780		13,780
Exceptional Items	4,168		18,486		22,654
Total resources expended	28,994	110,662	44,884	61,410	245,950

Exceptional items were :

Redundancy Payments	4,168
Costs of relocating	18,486
	22,654

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6 Other costs

	<u>2021</u> <u>Unrestricted</u> £	<u>2021</u> <u>Restricted</u> £	<u>2021</u> <u>Total</u> £	<u>2020</u> <u>Unrestricted</u> £	<u>2020</u> <u>Restricted</u> £	<u>2020</u> <u>Total</u> £
Premises costs :						
Accommodation (Rent/Utilities/Cleaning)	24,707		24,707	5,369	11,900	17,269
Communications costs :						
Telephone & internet	5,980		5,980	1,514	3,644	7,494
Printing, postage & stationery	3,947		3,947	943	2,717	3,660
	<u>9,927</u>	<u>0</u>	<u>9,927</u>	<u>2,457</u>	<u>6,361</u>	<u>8,818</u>
General office costs :						
Staff & volunteers travel	2,127		2,127	10	65	75
Staff & volunteers expenses (driver apparel & uniforms)					1,535	1,535
Professional fees & subscriptions	4,207	4,207	8,414	4,234	10,775	15,009
Insurance	1,195		1,195	591	1,200	1,791
Repairs, maintenance & support contracts	1,241		1,241	812	1,800	2,612
Publications, advertising & recruitment	1,896		1,896			
Training costs	637		637			
General office & miscellaneous expenses	7,372		7,372	662	5,175	5,837
Vehicle costs			0		1,926	1,926
Equipment	14,115		14,115	7,818	20,673	28,491
Depreciation	161		161	161		161
Bad Debts			0	9		9
	<u>32,951</u>	<u>4,207</u>	<u>37,158</u>	<u>14,297</u>	<u>43,149</u>	<u>57,446</u>
Total costs	<u>67,585</u>	<u>4,207</u>	<u>71,792</u>	<u>22,123</u>	<u>61,410</u>	<u>83,533</u>
Charitable Activities	66,727	4,207	70,934	22,123	61,410	83,533
Fundraising Costs	858		858			
Governance						
	<u>67,585</u>	<u>4,207</u>	<u>71,792</u>	<u>22,123</u>	<u>61,410</u>	<u>83,533</u>

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7 Analysis of staff costs

	<u>2021</u>	<u>2020</u>
	<u>Total</u>	<u>Total</u>
	£	£
Salaries & wages	156,544	123,565
Social security costs	4,343	3,237
Pension Costs - Stakeholder Pension	10,859	8,686
Redundancy	5,497	4,168
	<u>177,243</u>	<u>139,656</u>

No employees had benefits in excess of £60,000 (2020 - no employees had employee benefits

The average number of staff employed by the group
during the financial year amounted to :

10 11

No trustees received any remuneration

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8 Movement in total funds for the year

Operating deficit is stated after charging :	2021 £	2020 £
Staff Pension Contributions	<u>10,858</u>	<u>8,686</u>
Depreciation	161	161
Accountancy Fees	720	3,780
	<u>11,739</u>	<u>12,627</u>

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9 Tangible fixed assets

Total	Motor Vehicles & equipment	
	£	£
Cost		
At 1 April 2020	65,937	
Additions		65,937
Disposals		0
		0
At 31 March 2021	<u>65,937</u>	<u>65,937</u>
Depreciation		
At 1 April 2020	65,601	
Charge for year	161	65,601
Disposals		161
At 31 March 2021	<u>65,762</u>	<u>65,762</u>
As at 31 March 2020	<u>175</u>	<u>175</u>
At 31 March 2021	<u>175</u>	<u>175</u>

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10 Debtors

	Charity 2021 £	Charity 2020 £
Trade debtors		17,493
Prepayments	1,053	1,556
	<u>1,053</u>	<u>19,049</u>

**11 Creditors - amounts falling due
within one year**

	Charity 2021 £	2020 £
Trade creditors	4,306	3,008
Other creditors	1,073	3,780
Taxation & Social Security	0	0
Accruals & deferred income (*)	21,587	8,367
	<u>26,966</u>	<u>15,155</u>

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12 Reserves

	<u>2021</u> £	<u>2020</u>
Fund movements:-		
General fund :		
Balance 01 April 2020:	463,023	444,701
Movement in fund for the year	16,819	18,322
Balance at 31 March 2021	<u>479,842</u>	<u>463,023</u>

13 Restricted Funds

	Balance b/f 01.04.2019 £	Movement in Resources Incoming £	Outgoing £	Transfers £	Balance 31.03.2020 £	Movement in Resources Incoming £	Outgoing £	Transfers £	Balance 31.03.20 £
Age UK Initiatives	0	18,238	-20,786	1,526	-1,022	45,595	-44,600	27	0
Citizens Advice	0	16,000	-18,500	2,500	0	16,000	-16,801	801	0
Choosewell	0	40,256	-43,160	2,904	0	40,256	-41,300	1,044	0
Henry Smith	0	34,800	-44,775	9,975	0	20,000	-22,471	2,471	0
Joining Forces	1,597	42,544	-47,268	3,042	-85		-252	337	0
Eveson Trust	0	5,000	-5,000	0	0			0	0
Cadbury Trust	0	1,000	-1,000	0	0			0	0
S/5344 T&GWU Benevolent Fund (unite)	1,232								0
Big Lottery						6,277	-6,280	3	0
	<u>2,829</u>	<u>157,838</u>	<u>-180,489</u>	<u>19,947</u>	<u>-1,107</u>	<u>128,128</u>	<u>-131,704</u>	<u>4,683</u>	<u>0</u>

AGE UK Initiatives - (See also 'Joining Forces' below)

- Funding via Age UK from the Warm Homes Programme (multiple suppliers) for benefits advice including saving energy/paying less

*Choosewell- is a Wolverhampton CCG

*The Henry Smith Charity - supported our volunteering programmes "reducing isolation and loneliness activities"

*Joining Forces - Supporting Veterans, is a partnership project between Age UK, SAFFA and the MoD funded by the Aged Veterans project which is funded by the Chancellor using LIBOR funds. AUKW is one of 12 partners nationally delivering a Joining Forces Programme. Our service provides support to older veterans (born before 1950) and their families and carers. It commenced in May 2017

Eveson Trust - £5,000 was received from the Eveson Charitable Trust in support of our Information and Advice Service. The approval runs from October to October

Big Lottery provided funding from their awards for all programme to support our active connections project supporting older people to reduce isolation and loneliness

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14 Pensions

The company operates two defined contribution pension schemes. The assets of the scheme are held separately from those of the company in independently administered funds. The pension charge represents contributions payable by the company to the funds within the year. At the year end no contributions were owing to the pension companies. The pension charge of £10,858 (£8,686 2020) was made in respect of contributions made by the company to funds within the year.

15 Financial commitments

As at 31 March 2021 the charity has annual commitments under non-cancellable leases as follows

	Land and Buildings		Office Equipment	
	2021	2020	2021	2020
	£	£	£	£
Within 1 year	0	6,783	0	15,078
1 - 2 years	0	0	0	0
2 - 5 years	0	0	0	0
	<u>0</u>	<u>6,783</u>	<u>0</u>	<u>15,078</u>

16 Analysis of Charity net assets between funds

	Unrestricted Funds	Restricted Fund	2021 Total	Unrestricted Funds	Restricted Fund	2020 Total
	£	£	£	£	£	£
Tangible	175		175	336		336
Cash at bank	505,580		505,580	458,793		458,793
Other net	(25,913)		(25,913)	3,894		3,894
	<u>479,842</u>	<u>0</u>	<u>479,842</u>	<u>463,023</u>	<u>0</u>	<u>463,023</u>

17 Taxation

The company is a registered charity and no provision is considered necessary for taxation

18 Related Party Transactions

There were no transactions with related parties during the year and no balances outstanding with any related parties

19 Events after the balance sheet date

The trustees are monitoring the ever changing situation due to covid. The trustees are confident they have enough funds to get through this period