

AGE UK PORTSMOUTH

England & Wales · Charity number 1059945

Details

Other names AGE CONCERN PORTSMOUTH

Status Registered

Legal form Charitable company

Company number [03281047](#)

Registered 1996-12-31

Register [View on the Charity Commission register](#)

Contact

Address Age UK Portsmouth
The Bradbury Centre
16-18 Kingston Road
Portsmouth
Hampshire
PO1 5RZ

Phone 02392862121

Email enquiries@ageukportsmouth.org.uk

Website www.ageukportsmouth.org.uk

Activities

Objects: THE OBJECTS FOR WHICH THE CHARITY (THE OBJECTS) IS ESTABLISHED AND TO WHICH IT IS SPECIFICALLY RESTRICTED ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE IN AND AROUND PORTSMOUTH (THE AREA OF BENEFIT): 1. PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE; 2. ADVANCING EDUCATION FOR OLDER PEOPLE; 3. PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL); 4. PROMOTING EQUALITY AND DIVERSITY IN RELATION TO OLDER PEOPLE; 5. ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, DISABILITY, FINANCIAL, HARDSHIP, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND 6. SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE TRUSTEES MAY FROM TIME TO TIME DECIDE.

Activities: AUKP supports older people in Portsmouth and SE Hampshire to live fulfilling lives, remaining independent as long as possible. AUKP offers various social activities, Cafe, foot care, beauty and hairdressing. Information & Advice is always available as are Benefits checks. Help in the Home and Garden

supports less able people to remain in their own homes by providing DBS-checked and trained staff.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Arts/culture/heritage/science, Amateur Sport, Other Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** IN OR AROUND PORTSMOUTH.
- Portsmouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,077,273	£1,125,124	£1,060,601	65
2024-03-31	£1,474,560	£1,138,226	£1,108,452	80
2023-03-31	£1,065,852	£1,189,425	£772,118	83
2022-03-31	£844,133	£976,526	£895,691	96
2021-03-31	£1,077,997	£916,339	£1,028,084	83

Trustees

Name	Role	Appointed
TIMOTHY IAN GAMESTER	Chair	2013-07-23
Dr Chadwick Witcher		2026-04-28
Geoffrey Michael Salvetti		2025-10-29
Natalie Charlotte Lenton		2025-10-29
Roger Batterbury		2025-10-29

AGE UK PORTSMOUTH

England & Wales - Charity number 1059945

Accounts

REGISTERED COMPANY NUMBER: 03281047 (England and Wales)
REGISTERED CHARITY NUMBER: 1059945

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
AGE UK PORTSMOUTH**

AGE UK PORTSMOUTH

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FOR THE YEAR ENDED 31 MARCH 2025**

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AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Within this Annual Report we will provide an account of our finances, the changes we have experienced and how our support to those in need of our assistance developed over the period April 2024 to the end of March 2025.

The charity's financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014.

CHANGES

The Age UK Brand Partner Agreement was reviewed and replaced in December 2024 with the AUK Network agreement.

Mission

To help adults in Portsmouth and Southeast Hampshire enjoy a better quality of life, with a specific focus on all aspects of getting older.

Age UK Portsmouth is the leading provider of age-related support services to adults across Portsmouth and Southeast Hampshire.

Values

Our values shape the work we do, both as a member of the Age UK Network and as a local independent charitable organisation.

Our five values have the following meanings:

Accessible: We assist adults and older people to live independently and exercise choice.

Respectful: We draw strength from the voices of adults and older people and ensure those voices are heard.

Innovative: We are dynamic and driven by results and constantly deliver for adults and older people.

Compassionate: We are passionate about what we do and care about each individual.

Trusted: We are experts, authoritative and quality orientated.

Guiding Principles: These five principles underpin all the work that we do;

Ageism is unacceptable - Age UK Portsmouth is against all forms of age discrimination and challenges unfair treatment based on age.

All people have the right to make decisions about their lives - Age UK Portsmouth helps adults and older people to discover and exercise their rights.

People less able to help themselves should be offered support - Age UK Portsmouth seeks to support adults and older people to live their lives with dignity.

Diversity is valued in all we do - Age UK Portsmouth recognises the diversity of adults and older people and their different needs, choices, cultures and values.

It is only through working together that Age UK Portsmouth can use its local, countywide, regional and national presence to the greatest effect.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and Performance

- Our Help Around the Home (HATH) service for domestic support continued to be busy with a total 22,200 hours of service provided by our Home Support Workers
- The Meals on Wheels service, introduced in 2022, was expanded as new privately-funding clients were included. The team provided over 21,000 meals across the year. Safeguarding checks are included within the service delivery
- The Close Encounters project entered its 6th year of operation. This service supports the development of personal independence and socialisation to reduce loneliness and increase self-esteem and community belonging
- Chiropody, foot care, ear care and hair salon services continue to be provided at the Bradbury Centre
- Our valued volunteers continue to provide support to our dedicated staff and are incredibly important in our day-to-day operations
- The Board of trustees and management team continued their efforts to reduce the financial deficit.

Staff continued to experience an increase in direct public contact with the charity, receiving help and support at the right time can and does save lives.

Finance

Tight fiscal management remains the organisation standard. Throughout the year, Age UK Portsmouth continued to manage improvement of our financial systems and processes to ensure the best cost and value for the charity. We continue to see growth in the uptake of clients paying by Direct Debit which also reduces time in processing payments and banking in the department. We will continue to seek savings in both cost and efficiency in the coming year.

The Finance Teams goal is to ensure financially sustainable services and operations where core costs are covered, and the charity maintains a surplus position.

Help Around the Home

Age UK Portsmouth's Help Around the Home (HATH) service delivered 22,200 hours of support to the people of Portsmouth and southeast Hampshire throughout 2024-2025.

HATH is a successful in-house service that can be purchased by the hour and receives upwards of 40 referrals per month from numerous sources across the area, three quarter of referrals being made by clients themselves, family or friends and housing services. The remaining quarter of referrals are coming from voluntary, health and social care sectors.

Having successfully won £10,000 to deliver support during 2023-2024 as part of The Wellbeing Collective through a HIVE programme called "Wrap Around Portsmouth", the HATH team ensured 'at home' support for those at risk of being admitted to hospital. The service has proven successful and additional funding of £ 5,000 was awarded for 2024 – 2025 enabling the team to support an additional 40 vulnerable people. Due to the success, additional funding of £10K has been received for 2025 – 2026.

Client feedback about their experience of our Help Around the Home service:

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

My mum and I appreciate everything you, your team and our lovely Help Around the Home person, Jo, does for us to enable my Mum to stay at home.

Thank you so much for your visit to my dad on Wednesday. He thought you were a lovely lady and appreciated your time and patience as I did.

"She is brilliant, helpful, does a good job and is fantastic"

Jeanette thank you so much for your time, I truly appreciate you and everyone there, you are really my hero.

Hi, Vicky, I just want to thank you all for all your support and your help and everything, and I really appreciate that. Thanks a lot.

Social Activities

We hold many activities in the Bradbury Centre, from coffee & company, enjoy meeting new people in safe surroundings have a cup of tea or coffee & a slice of cake and enjoy a chat.



To Cast On & Carry On, bring your knitting or crochet and join our group, you can even take part in the Big Knit project.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

We hold IT Classes for beginners, these are some of the things we can support in our sessions.

- The basics Using your keyboard & mouse
- Setting up your device
- Sending emails
- Making sure you stay safe online
- Online shopping
- Saving Money using comparison sites
- And much more!



Veterans Breakfast Clubs, VE Celebrations
We hold regular Veterans events including twice monthly Breakfast clubs

What Phillip one of our Veterans said"

I couldn't ask for anything more for my wellbeing. If I have a problem or need advice, I just ask Kandy or Lisa and I am helped. I feel confident in asking anything knowing that I am listened too and well supported. My health allows me to come to the centre and attend events and the Breakfast Club to meet up with friends that I have made since joining and know that I am in a happy place.

Volunteering

Age UK Portsmouth simply could not deliver all our services without the wonderful contribution of our volunteers and their skills, knowledge, time, and commitment. The charity is incredibly grateful to those members of the public who continue to support our efforts by helping with and being on call to support a variety of activities. These range across office administration, waiting on tables in our Café, washing pots in the kitchen, and once trained, as well as being support-friends to visitors within our Bradbury Centre.



What it means to be a volunteer

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Roger says: "In this community a lot of people need support one way or another and are lonely, Age UK Portsmouth help in any way they can by helping with befriending and social activities. Volunteering gives me great satisfaction of making a difference and enhancing in the lives of others. Knowing that I am making a difference and enhancing their life by just visiting and having a one-to-one face to face visit has a positive impact on that person and creates a sense of fulfilment"

Thank you so much for being so generous with your time and knowledge – the charity and people of Portsmouth cherish you.

Café

We have recently launched a Movie Monday in the Café, enjoy a film a burger and company, in the relaxing surroundings of the Bradbury Centre.



The Café and Kitchen produced over 22,000 meals during 2024-2025, and we are holding regular events to get the community together to enjoy a hearty meal and make new friends.

Veterans Information Point

In the final year of Veterans Information Point, Age UK Portsmouth's Veterans Information Point provided free information and advice for Forces' veterans, their spouses and active service personnel in Southeast Hampshire – particularly to Royal Navy, Royal Marine veterans and ex-Merchant Seamen.

Funded by the Royal Navy & Royal Marines Charity, the service offered free, independent, and confidential information, advice and support.

During this last year, the Veterans Information Point team supported 377 Service Users across the Armed Forces and their families/ spouses. The service helped to obtain over £100,000 in benefits and entitlements.

A holistic approach is taken when assisting the Service Users who enjoy the service and those involved are encouraged to look at all aspects of their life. Once a veteran has accessed the Veterans Information Point project, they and their spouses or families are encouraged to participate in Age UK Portsmouth's social provision including specific support services, such as our Veterans Breakfasts.

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025



Close Encounters

Age UK Portsmouth's Close Encounters service supports improved quality of life for lonely and isolated adults and older people in Portsmouth, Gosport, and surrounding areas. Funded by the National Lottery's Community Fund, Age UK Portsmouth works in partnership with Community First to reduce loneliness and social isolation.



With many other social projects across the city having remained closed since Covid, Close Encounters continues to be met with public and Public Sector delight. Experiencing ongoing demand throughout this year, Close Encounters is currently the only service in Portsmouth offering individual and group social and isolation support.

Key activities during the 2024-2025 period included:

- Recruitment of volunteers – as per usual AUKP / Close Encounters colleagues attended peoples' homes to support people with mobility or transport issues.
- Close Encounters has been proactive in trying to recruit new volunteers across a spectrum of community support needs. The "Cost of Living" Crisis has meant that many would-be volunteers have had to return to work to make financial ends meet.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Members of the team have attended Volunteer Fayres, Forums and conducted talks to encourage people to volunteer. We also contacted local businesses' Community Champions to encourage them to come on board too.
- The Close Encounters team collaborates across veteran support, dementia, and carer provision where appropriate, as well as receiving referrals from Adult Social Services, the QA Hospital and other Social Service operations and teams, ensuring strong assistance to those most in need.



Financial Review

Age UK Portsmouth is an independent charity, separate and independent of Age UK. However, both parties have a Network Partner relationship which remains under review. The continued relationship with Age UK ensures the many people who benefit from our local services will continue to be able to do so

Age UK Portsmouth needs to attract donations and legacies to continue to undertake local projects which are so greatly needed within our community.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

The Charity strives to offer the highest standard of service to those in need of help and assistance. We are a lifeline to many of our service users. We help to support them in their homes; we offer them a friendly face, a helping hand, companionship with others and for most an end to isolation.

For many of our service users, the contact time with Age UK Portsmouth staff and volunteers is the only time they socialise or possibly get outdoors, and it is often the only contact and opportunity they have for mixing with other people in their local community.

Reserves policy

The Board have identified that a minimum four to six-month period of operating costs equating to not less than £175,000 would be a reasonable level of free reserves to be able to deal with events that were not anticipated and that would have a negative impact on the organisation's income streams. We therefore are operating within our reserves policy.

Reserves should be built up from unrestricted (earned) income and ideally sit between 4-6 months operating costs.

Investment powers

Under the Memorandum and Articles, the charity has the power to invest in any way the Trustees wish.

In view of existing financial commitments, the charity is currently holding all funds within current and savings Bank Accounts.

Principal Funding Sources

Age UK Portsmouth's funding sources have evolved over time and the organisation continues to develop a balance between funded programme provision and self-generated income through the support services offered to those who need help in and around their homes.

Despite a difficult world-wide economic situation, the Executive continued to bid for and attract important income from the following Funders to whom Age UK Portsmouth are extremely grateful. Without the generosity of these Funders, Age UK Portsmouth would not have been able to deliver so many public benefits. A huge vote of thanks goes to Funding organisations such as:

- Age UK
- the National Lottery
- Royal Navy Royal Marines Charity

As a result, Age UK Portsmouth has proven its resilience and continues to build on becoming truly self-reliant.

Plans for Future

Age UK Portsmouth continuously endeavours to understand how best to reshape itself so that its services can be sustained. The current Brand Partnership Agreement with Age UK, was renewed in December 2024. All internal processes, costs and client services are continuously reviewed to ensure that they remain and build on their current positive impact both to recipients who need their help, and to the organisation's sustainability.

Age UK Portsmouth has always maintained close relationships with neighbouring, regional, and nationwide-based Age UK organisations.

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FOR THE YEAR ENDED 31 MARCH 2025

Engagement in county and nation-wide fora, panels and action groups are vital to growth and full understanding of population need. Working with Councillors and MPs continues to enable a clear understanding amongst politicians about the organisation's strengths and long-term core values.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Responsibilities of the Trustees

The Trustees are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The income and property of the charity is applied solely towards the promotion of the objects of the charity as set forth in the Memorandum of Association. No portion of the income and property can be paid or transferred directly or indirectly, by way of dividend, bonus or otherwise howsoever by way of profit, to the members of the charity. No member of the Executive Committee or Governing body can be appointed to any office of the charity paid by salary or fees or receive any remuneration or other benefit in money or money's worth from the charity.

Governing document

Age UK Portsmouth (charity number 1059945 and company number 03281047) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Recruitment and appointment of Trustees

A robust system for the recruitment of Trustees is in place and adherence to our Equal Opportunities policy is strict. The Trustee job description and person specification is reviewed on a regular basis to ensure it is appropriate to organisational needs. Candidates are invited for interview with the Board, a Disclosure and Barring Service (DBS) check and satisfactory references are obtained before any appointments are made.

Trustee induction and training

Trustees are given background information about the organisation and an induction programme. They are encouraged to spend as much time as they can at The Bradbury Centre to become familiar with the services we offer and the role we play in the local community.

Risk management

Trustees have in place a system by which they monitor potential risks to which the organisation may be exposed. Risk assessments are reviewed and updated on a regular basis.

Organisational structure

The board ideally should not be less than five members at any one time. The board is currently looking for new members. The board meets on alternate months.

A Chief Executive Officer (Dianne Sherlock) was appointed by the Trustees in October 2010 to manage the day-to-day operations of the charity, reporting directly to the Trustees.

Related parties

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

There were no related party transactions for the year end 31 March 2025 or 31 March 2024.

Exemption from disclosure

Age UK Portsmouth does not hold any form of exemption from disclosure therefore trustee and senior staff names have not been omitted.

Funds held as custodian trustee on behalf of others

Age UK Portsmouth does not hold funds, nor act as custodian trustees, on behalf of others.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number 03281047 (England and Wales)
Registered Charity number 1059945

Registered Office

The Bradbury Centre
16-18 Kingston Road
Portsmouth
Hampshire PO1 5RZ

Trustees

Paul Hummel-Newell – Chair
Tim Gamester – Trustee
Elizabeth Fellows – Trustee
Stewart Wooles – resigned 18th December 2024

Executive team

Dianne Sherlock - Chief Executive Officer
Annabelle Morgan - Finance Manager

Auditors

MC Audit Limited
Chartered Accountants, Business and Tax Advisors
Lake House, 2 Port Way, Port Solent, Portsmouth
Hampshire PO6 4TY

Bankers

National Westminster Bank plc
130 Commercial Road
Portsmouth
Hampshire PO1 1ES

Solicitors

Biscoes Law Limited
62-68 Kingston Crescent
Portsmouth
Hampshire PO28AQ

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF TRUSTEES RESPONSIBILITIES

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

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going UK basis unless it is inappropriate to presume that the charity will continue in operation.

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

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Small company provisions

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

Registered office:

The Bradbury Centre

16-18 Kingston Road

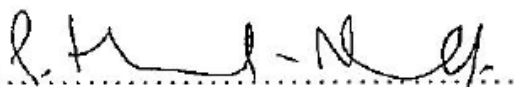
Portsmouth

Hampshire

PO1 5RZ

Signed by the order of the Trustees on:

Date: 10 December 2025

Signed: 

Paul Hummel-Newell, Chair of the Board

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Opinion

We have audited the financial statements of Age UK Portsmouth (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality at an appropriate level.

Substantive audit tests were designed after assessing and performing walkthrough tests. The walkthrough testing confirmed documented systems which have been designed to act as a preventative measure against fraud and error which appear to be operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.

Management assessed there is no going concern risk. The audit undertook a review of budgets, management accounts and the review of board minutes and came to the same conclusion as management.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Stuart Mackie

Stuart Mackie (Senior Statutory Auditor)
for and on behalf of MC Audit Limited
Statutory Auditors
Lake House
2 Port Way
Port Solent
Portsmouth
Hampshire
PO6 4TY

Date: 11/12/2025.....

AGE UK PORTSMOUTH

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	11,047	-	11,047	362,531
Charitable activities					
Charitable activities	5	778,769	222,930	1,001,699	1,064,147
Other trading activities	3	38,852	-	38,852	26,828
Investment income	4	12,437	-	12,437	8,297
Other income		13,238	-	13,238	12,757
Total		<u>854,343</u>	<u>222,930</u>	<u>1,077,273</u>	<u>1,474,560</u>
EXPENDITURE ON					
Raising funds	6	64,259	6,996	71,255	74,283
Charitable activities					
Charitable activities	7	837,935	215,934	1,053,869	1,063,943
Total		<u>902,194</u>	<u>222,930</u>	<u>1,125,124</u>	<u>1,138,226</u>
NET INCOME/(EXPENDITURE)		(47,851)	-	(47,851)	336,334
RECONCILIATION OF FUNDS					
Total funds brought forward		1,107,744	708	1,108,452	772,118
TOTAL FUNDS CARRIED FORWARD		<u><u>1,059,893</u></u>	<u><u>708</u></u>	<u><u>1,060,601</u></u>	<u><u>1,108,452</u></u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

BALANCE SHEET
31 MARCH 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	13	505,229	497,348
CURRENT ASSETS			
Debtors	14	116,963	147,735
Cash at bank and in hand		498,306	583,119
		<u>615,269</u>	<u>730,854</u>
CREDITORS			
Amounts falling due within one year	15	(59,897)	(119,750)
		<u>555,372</u>	<u>611,104</u>
NET CURRENT ASSETS			
		<u>555,372</u>	<u>611,104</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>1,060,601</u>	<u>1,108,452</u>
NET ASSETS			
		<u>1,060,601</u>	<u>1,108,452</u>
FUNDS	18		
Unrestricted funds		1,059,893	1,107,744
Restricted funds		708	708
TOTAL FUNDS		<u>1,060,601</u>	<u>1,108,452</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 10 December 2025..... and were signed on its behalf by:


P Hummel-Newell - Trustee

AGE UK PORTSMOUTH
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	(72,093)	385,431
Net cash (used in)/provided by operating activities		<u>(72,093)</u>	<u>385,431</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(25,157)	(6,579)
Sale of tangible fixed assets		-	1,261
Interest received		12,437	8,297
Net cash (used in)/provided by investing activities		<u>(12,720)</u>	<u>2,979</u>
Change in cash and cash equivalents in the reporting period			
		(84,813)	388,410
Cash and cash equivalents at the beginning of the reporting period		<u>583,119</u>	<u>194,709</u>
Cash and cash equivalents at the end of the reporting period		<u><u>498,306</u></u>	<u><u>583,119</u></u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(47,851)	336,334
Adjustments for:		
Depreciation charges	17,276	11,119
Profit on disposal of fixed assets	-	(1,261)
Interest received	(12,437)	(8,297)
Decrease in debtors	30,772	75,343
Decrease in creditors	(59,853)	(27,807)
Net cash (used in)/provided by operations	<u>(72,093)</u>	<u>385,431</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	583,119	(84,813)	498,306
	<u>583,119</u>	<u>(84,813)</u>	<u>498,306</u>
Total	<u>583,119</u>	<u>(84,813)</u>	<u>498,306</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

Income

Donations and Legacies income includes donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

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

Other Fundraising Activities and Investment Income is recognised on a receivable basis.

Income from Charitable Activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the notes to the accounts.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 1% on cost
Plant and machinery	- 33% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Individual fixed assets costing £500 or more are capitalised at cost.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES - continued

Fund accounting

Restricted funds 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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable investments in stocks and shares. The measurement basis use for these financial instruments is detailed below.

Debtors and cash at bank & in hand

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Cash at bank and in hand includes cash held on deposit or in a current account.

Creditors and provisions

Creditors and provisions are recognised where the charitable company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	8,867	10,445
Legacies	2,180	352,086
	<u>11,047</u>	<u>362,531</u>

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Hairdressing	5,641	5,126
Chiropody	21,004	17,795
Caf,	12,207	3,907
	<u>38,852</u>	<u>26,828</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

4. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	12,437	8,297
	<u>12,437</u>	<u>8,297</u>

All investment income is derived from assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

		2025	2024
	Activity	£	£
Grants	Charitable activities	248,387	313,043
Service income	Charitable activities	753,312	751,104
		<u>1,001,699</u>	<u>1,064,147</u>

Grants received, included in the above, are as follows:

	2025	2024
	£	£
Royal Navy and Royal Marines Charity	61,172	19,875
Age UK	12,357	132,213
Big Lottery Fund	161,757	108,140
HIVE Wraparound	13,101	819
Portsmouth City Council	-	833
HIWCF	-	513
Hampshire County Council	-	50,650
	<u>248,387</u>	<u>313,043</u>

6. RAISING FUNDS

Other trading activities

	2025	2024
	£	£
Purchases	48,622	53,330
Support costs	22,633	20,953
	<u>71,255</u>	<u>74,283</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activities	753,172	300,697	1,053,869
	<u>753,172</u>	<u>300,697</u>	<u>1,053,869</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Other trading activities	20,265	1,541	827	22,633
Charitable activities	269,229	20,477	10,991	300,697
	<u>289,494</u>	<u>22,018</u>	<u>11,818</u>	<u>323,330</u>

Activity	Basis of allocation
Management	Use of resources
Finance	Use of resources
Governance costs	Use of resources

Support costs, included in the above, are as follows:

Management

			2025	2024
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Staff costs	11,565	153,643	165,208	155,321
Office costs	3,916	52,028	55,944	54,456
Premises costs	2,023	26,874	28,897	25,191
Accountancy support	2,761	36,684	39,445	35,776
	<u>20,265</u>	<u>269,229</u>	<u>289,494</u>	<u>270,744</u>

Finance

			2025	2024
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Bank charges	332	4,408	4,740	5,313
Depreciation of tangible fixed assets	1,209	16,069	17,278	11,110
	<u>1,541</u>	<u>20,477</u>	<u>22,018</u>	<u>16,423</u>

Governance costs

			2025	2024
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Auditors' remuneration	441	5,859	6,300	6,000
Auditors' remuneration prior year under provision	-	-	-	1,538
Accountancy fees	386	5,132	5,518	4,644
	<u>827</u>	<u>10,991</u>	<u>11,818</u>	<u>12,182</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Auditors' remuneration	6,300	6,000
Depreciation - owned assets	17,276	11,119
Surplus on disposal of fixed assets	-	(1,261)
	6,300	6,000

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

During the year no trustees (2024: none) were reimbursed out of pocket expenses totalling £nil (2024: £nil).

11. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	816,690	848,673
Social security	43,574	37,979
Employers pension costs	16,720	16,512
	876,984	903,164

The average monthly number of employees during the year was as follows:

	2025	2024
Charitable	26	32
Support	39	43
	65	75

No employee received emoluments in excess of £60,000 (2024: none).

	2025	2024
£60,001 - £70,000	-	-

Key Management Personnel

The key management personnel of the charitable company comprises the Chief Executive Officer and the Finance Manager. In the prior year the Chief Operations Officer and the Corporate Services Manager were included but these were stopped. The total consideration paid and employee remuneration and benefits of the key management personnel of the charity was £108,284 (2024: £113,584).

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	362,452	79	362,531
Charitable activities			
Charitable activities	935,394	128,753	1,064,147
Other trading activities	26,828	-	26,828
Investment income	8,297	-	8,297
Other income	12,077	680	12,757
Total	1,345,048	129,512	1,474,560
EXPENDITURE ON			
Raising funds	71,423	2,860	74,283
Charitable activities			
Charitable activities	940,477	123,466	1,063,943
Total	1,011,900	126,326	1,138,226
NET INCOME	333,148	3,186	336,334
Transfers between funds	5,119	(5,119)	-
Net movement in funds	338,267	(1,933)	336,334
RECONCILIATION OF FUNDS			
Total funds brought forward	769,478	2,640	772,118
TOTAL FUNDS CARRIED FORWARD	1,107,745	707	1,108,452

13. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Fixtures and fittings £
COST			
At 1 April 2024	642,806	12,621	93,992
Additions	-	-	25,157
At 31 March 2025	642,806	12,621	119,149
DEPRECIATION			
At 1 April 2024	154,697	10,203	88,143
Charge for year	6,428	1,619	8,257
At 31 March 2025	161,125	11,822	96,400
NET BOOK VALUE			
At 31 March 2025	481,681	799	22,749
At 31 March 2024	488,109	2,418	5,849

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

13. TANGIBLE FIXED ASSETS - continued

	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2024	10,025	64,493	823,937
Additions	-	-	25,157
	<hr/>	<hr/>	<hr/>
At 31 March 2025	10,025	64,493	849,094
	<hr/>	<hr/>	<hr/>
DEPRECIATION			
At 1 April 2024	10,025	63,521	326,589
Charge for year	-	972	17,276
	<hr/>	<hr/>	<hr/>
At 31 March 2025	10,025	64,493	343,865
	<hr/>	<hr/>	<hr/>
NET BOOK VALUE			
At 31 March 2025	-	-	505,229
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31 March 2024	-	972	497,348
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	112,124	121,981
Other debtors	-	20,833
Prepayments	4,839	4,921
	<hr/>	<hr/>
	116,963	147,735
	<hr/> <hr/>	<hr/> <hr/>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	8,723	11,415
Social security and other taxes	6,849	8,981
Other creditors	3,369	2,684
Accruals and deferred income	40,956	96,670
	<hr/>	<hr/>
	59,897	119,750
	<hr/> <hr/>	<hr/> <hr/>

Deferred income comprises grants received for future financial periods.

	2025 £	2024 £
Brought forward	73,969	112,496
Amount released to incoming resources	(73,969)	(112,496)
Amount deferred in year	16,563	73,969
	<hr/>	<hr/>
Carried forward	16,563	73,969
	<hr/> <hr/>	<hr/> <hr/>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025 £	2024 £
Within one year	2,671	3,957
Between one and five years	3,340	6,011
	<u>6,011</u>	<u>9,968</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets	505,229	-	505,229	497,348
Current assets	614,561	708	615,269	730,854
Current liabilities	(59,897)	-	(59,897)	(119,750)
	<u>1,059,893</u>	<u>708</u>	<u>1,060,601</u>	<u>1,108,452</u>

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	957,744	(47,851)	909,893
Designated Fund	150,000	-	150,000
	<u>1,107,744</u>	<u>(47,851)</u>	<u>1,059,893</u>
Restricted funds			
Dementia MCST	708	-	708
	<u>1,108,452</u>	<u>(47,851)</u>	<u>1,060,601</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	854,343	(902,194)	(47,851)
Restricted funds			
Close Encounters	161,757	(161,757)	-
Veterans Information Point	61,173	(61,173)	-
	<u>222,930</u>	<u>(222,930)</u>	<u>-</u>
TOTAL FUNDS	<u>1,077,273</u>	<u>(1,125,124)</u>	<u>(47,851)</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

18. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	769,478	333,147	(144,881)	957,744
Designated Fund	-	-	150,000	150,000
	<u>769,478</u>	<u>333,147</u>	<u>5,119</u>	<u>1,107,744</u>
Restricted funds				
Close Encounters	-	5,119	(5,119)	-
Dementia MCST	2,640	(1,932)	-	708
	<u>2,640</u>	<u>3,187</u>	<u>(5,119)</u>	<u>708</u>
TOTAL FUNDS	<u>772,118</u>	<u>336,334</u>	<u>-</u>	<u>1,108,452</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,345,047	(1,011,900)	333,147
Restricted funds			
Close Encounters	108,140	(103,021)	5,119
Veterans Information Point	19,874	(19,874)	-
Dementia MCST	1,499	(3,431)	(1,932)
	<u>129,513</u>	<u>(126,326)</u>	<u>3,187</u>
TOTAL FUNDS	<u>1,474,560</u>	<u>(1,138,226)</u>	<u>336,334</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

18. MOVEMENT IN FUNDS - continued

Designated Fund is funds that have been set aside to go towards a new CRM and time management system as well as finance migration to the Cloud.

Close Encounters aims to enhance quality of life for lonely and isolated older people within their community, and alleviate pressure on ambulance services supporting older frequent callers who have no medical need.

Veterans Information Point is a grant to provide veterans with information and support in debt and finance and to combat loneliness.

Dementia MCST (Maintenance Cognitive Simulation Therapy) sessions are offered by the charity. These sessions are weekly and are designed for people who have newly diagnosed or who have been living with mild to moderate dementia. Group members take part in meaningful and stimulating activities that are proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships. Activities include:

- Discussions
- Word games
- Quizzes
- Low impact physical activities
- Creative and musical activities

All activities are chosen to be both stimulating and fun. An important aspect of the group is being able to socialise and share experiences with older members. The groups are relaxed, light-hearted, and fun, and group members are encouraged to support each other.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

20. ULTIMATE CONTROLLING PARTY

The charitable company is not under the control of another entity or any one individual.

AGE UK PORTSMOUTH

England & Wales - Charity number 1059945

Accounts

REGISTERED COMPANY NUMBER: 03281047 (England and Wales)
REGISTERED CHARITY NUMBER: 1059945

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
AGE UK PORTSMOUTH**

AGE UK PORTSMOUTH

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

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AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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 (FRS 102) (effective 1 January 2019).

Within this Annual Report we will provide an account of our finances, the changes we have experienced and how our support to those in need of our assistance developed over the period April 2023 to the end of March 2024.

The charity's financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014.

OBJECTIVES AND ACTIVITIES

Objectives and aims

Changes

The existing Age UK Brand Partner Agreement has been further extended until Spring 2025 whilst the Age UK Network continues to jointly develop an agreed negotiation position for the upcoming Network Agreement. This iterative discussion process has for the most part, enhanced the relationship with Age UK. Again, within this financial period, we are delighted that both parties continue to work for partnership enrichment both nationally and locally.

Mission

To help adults in Portsmouth and Southeast Hampshire enjoy a better quality of life, with a specific focus on all aspects of getting older.

Age UK Portsmouth is the leading provider of age-related support services to adults across Portsmouth and Southeast Hampshire.

Values

Our values shape the work we do, both as a member of the Age UK Network and as a local independent charitable organisation.

Our five values have the following meanings:

- Accessible:** We assist adults and older people to live independently and exercise choice.
- Respectful:** We draw strength from the voices of adults and older people and ensure those voices are heard.
- Innovative:** We are dynamic and driven by results and constantly deliver for adults and older people.
- Compassionate:** We are passionate about what we do and care about each individual.
- Trusted:** We are experts, authoritative and quality orientated.

Guiding Principles: These five principles underpin all the work that we do;

Ageism is unacceptable - Age UK Portsmouth is against all forms of age discrimination and challenges unfair treatment based on age.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

All people have the right to make decisions about their lives - Age UK Portsmouth helps adults and older people to discover and exercise their rights.

People less able to help themselves should be offered support - Age UK Portsmouth seeks to support adults and older people to live their lives with dignity.

Diversity is valued in all we do - Age UK Portsmouth recognises the diversity of adults and older people and their different needs, choices, cultures and values.

It is only through working together that Age UK Portsmouth can use its local, countywide, regional and national presence to the greatest effect.

Achievements and Performance

- The year was dominated by the continuing cost of living crisis with inflation ranging from 7.8% in April 2023 to 3.8% in February 2024
- This resulted in a high demand for the charity's services during the year
- The Information & Advice (I & A) flagship service, provided free to all, resulted in claiming over £2m in benefits across the year, often making dramatic improvements to peoples' quality of life. As part of the Building Resilience project, the team achieved those outcomes through successfully applying for an average of £3,800.00 per person per year in benefits and entitlements.
- Our Help Around the Home (HATH) service for domestic support continued to be busy with a total 23,717 hours of service provided by our Home Support Workers
- The Meals on Wheels service, introduced in 2022, was expanded as new privately-funding clients were included. The team provided over 20,000 meals across the year. Safeguarding checks are included within the service delivery
- The Close Encounters project entered its 5th year of operation. The National Lottery provided an uplift on funding during the year to acknowledge the higher operating costs due to inflation. This service supports the development of personal independence and socialisation to reduce loneliness and increase self-esteem and community belonging
- A new paid-for service, Micro-Suction of ear wax, was introduced at the Bradbury Centre to complement our very successful Chiropody, foot care and hair salon services
- Re-certification of Age UK Portsmouth meeting the Network Charity Quality Standard, independently assessed by leading certification body SGS, was again successfully achieved
- Staff structure was re-organised and streamlined, resulting in reduced overhead costs which means that more money is available to support charitable services
- Our valued volunteers continue to provide support to our dedicated staff and are incredibly important in our day-to-day operations
- The Board of trustees approved new Articles of Association to include a maximum 9-year tenure period for trustees in line with the Charity Governance Code
- The Board of trustees and management team continued their efforts to reduce the financial deficit with progress made going into the new fiscal year starting 01 April 2024

Service and support demand during 2023-2024 continued as high as the previous COVID years, this time exacerbated by Winter Warmth and the "Food or Fuel" cost of living crisis creating extreme rates of inflation. Staff continued to experience an increase in direct public contact with the charity.

Receiving help and support at the right time can and does save lives.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Finance

Tight fiscal management remains the organisation standard. Throughout the year, Age UK Portsmouth continued to manage improvement with further rationalisation of our financial processes. This year we outsourced the payrolls to achieve savings in costs and hours making the department efficient and this will be reviewed in the new financial year to ensure that this is benefiting the charity. We are seeing growth in the uptake of clients paying by Direct Debit which also reduces time in processing payments and banking in the department. We will continue to seek savings in both cost and efficiency in the coming year.

The Finance Team ensured the safe financial transition of the charity through the crisis that severely impacted the economy of the world, not just England or the UK. Their goal now is to ensure financially sustainable services and operations where core costs are covered, and the charity maintains a surplus position.

Help Around the Home

Age UK Portsmouth's Help Around the Home (HATH) service delivered 23,717 hours of support to the people of Portsmouth and southeast Hampshire throughout 2023-2024.

HATH is a successful in-house service that can be purchased by the hour and receives upwards of 50 referrals per month from numerous sources across the area, with around a third of those referrals coming from the voluntary, health and social care sectors.

Having successfully won £10,000 to deliver support as part of The Wellbeing Collective through a HIVE programme called "Wrap Around Portsmouth", the HATH team ensured 'at home' support for those being discharged from hospital. Early 2023-2024 the team received instruction as well as the funds from The HIVE to move forward; the service has proven successful, and further funding discussions ensue for 2025-2026.

Client feedback about their experience of our Help Around the Home service:

"Thank you, Jeanette, we really wanted to send our gratitude and thanks to Kim, to yourself and to your team for your vital care and attention, and for the kindness and humanity that is such an integral part of your service."

"Thank you so much for delivering such a wonderful service to the community!"

Really helpful, very nice, will do anything we ask, 5, we would be lost without our supporter.*

Information & Advice

A major piece of work undertaken by the I&A team was Age UK's Building Resilience service. The following summary covers this project only, during the period January 2021 (during the COVID-19 pandemic) through until the end of April 2024.

Headline figures

- 833 people supported through life-changing events such as loss of a partner, declining health etc.
- 23% (193) people received a home visit with the remainder as calls or other methods
- There was extra income identified for 649 people. The total value of this benefits income was £2,489,845.00 (unadjusted for annual benefit increases) with an average of £3,836.43 for each person who had financial need identified

AGE UK PORTSMOUTH

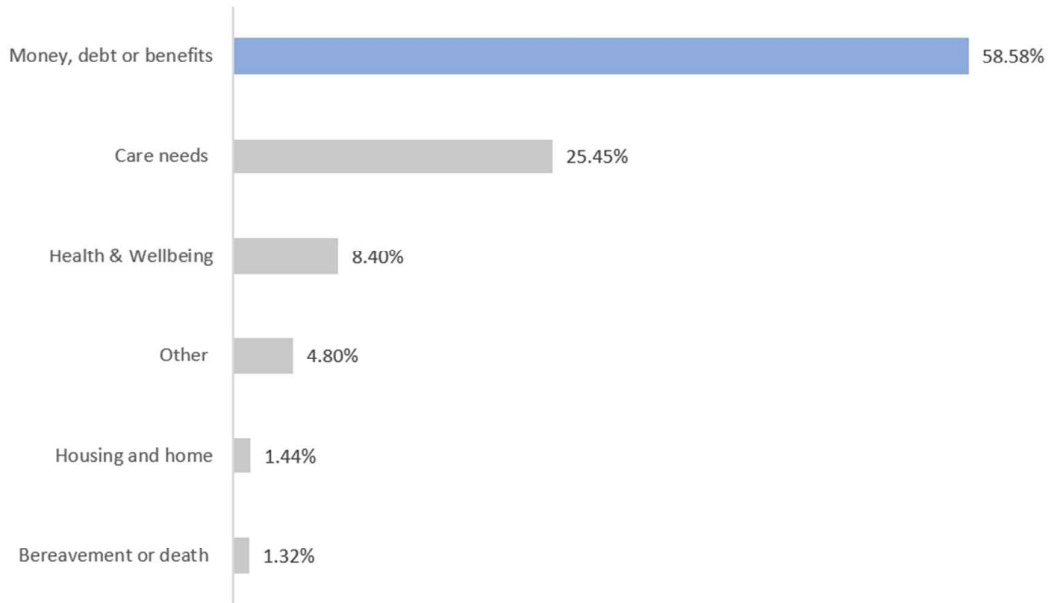
**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Who were the people that Age UK Portsmouth supported?

- Those that identified as Female 57.26%, Male 42.50%, Other 0.24%.
Other may be that they did not wish to disclose this or identified themselves in another way
- Ages: Were from 47 to 101 with an average (mean) age of 79 years old
- Ethnicity:
96.76% of clients were White English / Welsh / Scottish / Northern Irish / British
Another 0.48% described themselves as either White Irish or “White Other / European”
There were only small numbers of people (1.56% in total) who described themselves as coming from an Asian, Black, mixed or other ethnicities
1.20% of people did not wish to disclose their ethnicity or this is unknown.
- New to the charity: 553 (66.39%) clients that the team supported were new to the charity (had not been helped by Age UK Portsmouth before)
- Of those supported, 29 clients identified themselves as a carer to their partner or a family member.

What help issues did people present to the charity?

Over half of the people came to the I&A team about money or benefits and this situation and need is notably high across all Age UK Network Partners. This financial need is followed by care needs.



For each person supported there was an average (Mean) of 2.3 different enquiries per person.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Social Activities



2023-

2024 saw the continued gradual return of public confidence in sharing spaces and forming groups to enjoy social activities. However, for those older, frail and elderly groups this transition has proven to be an even slower process with depression and anxiety continuing to feature strongly in many lives.

True and full recovery from Covid was slow and was rapidly followed by huge increases in utility and food costs to the point of decision making around bill paying becoming "heat or eat" issues. With inflation rates soaring, spending on activities was a luxury too far for many.

However, Age UK Portsmouth's safe and warm Bradbury Centre continued to offer respite; some social activities such as breakfasts, afternoon teas and IT Classes run regularly, with a return to activity deliberately paced to meet public demand.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Volunteering

Age UK Portsmouth simply could not deliver all our services without the wonderful contribution of our volunteers and their skills, knowledge, time, and commitment. The charity is incredibly grateful to those members of the public who continue to support our efforts by helping with and being on call to support a variety of activities. These range across office administration, waiting table in our Café, washing pots in the kitchen, and once trained, supporting benefits applications as well as being support-friends to visitors within our Bradbury Centre.



Thank you so much for being so generous with your time and knowledge – the charity and people of Portsmouth cherish you.

Café



The Café and Kitchen produced over 20,000 meals during 2023-2024 with our Drivers caring for and supporting the wellbeing of our clients with every delivery.

Due to the development and pressures of establishing the Meals on Wheels service, the Café has suffered a somewhat 'back seat' position, however, the intention is to revisit best practice to improve opening time availability.

Veterans Information Point

Age UK Portsmouth's Veterans Information Point provides free information and advice for Forces' veterans, their spouses and active service personnel in Southeast Hampshire – particularly to Royal Navy, Royal Marine veterans and ex-Merchant Seamen.

Funded by the Royal Navy & Royal Marines Charity, the service offers free, independent, and confidential information, advice and support.

During this last year, the Veterans Information Point team have supported 377 Service Users across the Armed Forces and their families/ spouses. The service helped to obtain over £500,000 in benefits and entitlements.

A holistic approach is taken when assisting the Service Users who enjoy the service and those involved are encouraged to look at all aspects of their life. Once a veteran has accessed the Veterans Information Point project, they and their spouses or families are encouraged to participate in Age UK Portsmouth's social provision including specific support services, such as our Veterans Breakfasts.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024



Close Encounters

Age UK Portsmouth's Close Encounters service supports improved quality of life for lonely and isolated adults and older people in Portsmouth, Gosport, and surrounding areas. Funded by the National Lottery's Community Fund, Age UK Portsmouth works in partnership with Gosport Voluntary Action to reduce loneliness and social isolation.



With many other social projects across the city having remained closed since Covid, Close Encounters being reinstated for another four years, continues to be met with public and Public Sector delight. Experiencing ongoing demand throughout this year, Close Encounters is currently the only service in Portsmouth offering individual and group social and isolation support.

Key activities during the 2023-2024 period included:

- Recruitment of volunteers – as per usual AUKP / Close Encounters colleagues attended peoples' homes to support people with mobility or transport issues.
- Close Encounters has been proactive in trying to recruit new volunteers across a spectrum of community support needs. The "Cost of Living" Crisis has meant that many would-be volunteers have had to return to work to make financial ends meet.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

- Members of the team have attended Volunteer Fayres, Forums and conducted talks to encourage people to volunteer. We also contacted local businesses' Community Champions to encourage them to come on board too.
- The Close Encounters team collaborates across veteran support, dementia, and carer provision where appropriate, as well as receiving referrals from Adult Social Services, the QA Hospital and other Social Service operations and teams, ensuring strong assistance to those most in need.



Digital Champions

Age UK Portsmouth reported that the Programme had significant local success, reaching older people with mobility issues through awareness raising activities and supporting them through Digital Skills Sessions. The project delivery team worked hard to understand how to best reach older people living with mobility issues, and through their flexible and person-centred approach, they were able to understand how to adapt the Digital Champion Programme model to reach their target demographic group.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Older People Reached through Awareness Raising Sessions
Programme Expectation – 2400
Programme Achievement – 3088

Age UK Portsmouth exceeded the expectation, reaching 129% of the number of older people planned. Over the course of the Programme, awareness raising activities carried out at Age UK Portsmouth were varied and developed to reach older people with mobility issues as the team learned how to reach this audience effectively.

The Digital Champion team networked within residential care homes, assisted living accommodation and community venues. This has allowed them to tailor their awareness raising approach to their targeted high-risk group of older people living with mobility issues.

By carrying out awareness raising in places where those with mobility issues are likely to be such as in the communal area of their assisted living accommodation as opposed to a busy shopping centre, the Digital Champions team were able to reach those in need.

Of the total number of older people supported, 56% came directly from awareness raising events of which 57% had not previously been in contact with Age UK Portsmouth.

Key successes were:

1. The Digital Outreach Worker being invited to talk to a large group of older people at a church. The purpose of the talk was to encourage engagement and awareness of the different benefits of being digitally included and as a result 10 people signed up to receive support through the programme
2. The team also held an in-house open day, which was successful for building local partnerships and referral pathways. The team received requests throughout the year
3. The face-to-face talks delivered by the Digital Outreach Workers were key to raising awareness of the Programme throughout the local area. This also built trust in Age UK Portsmouth, generating a sense of familiarity which did engage older people with the idea of becoming digitally included.

Despite the huge success of this programme and encouraging the Funder to continue supporting this excellent programme, the Funder did take AUKP advice but chose to reinvest in different geographic areas for its next funding experience which sadly meant that Age UK Portsmouth could not reapply.



AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Financial Review

Age UK Portsmouth is an independent charity, separate and independent of Age UK. However, both parties have a Brand Partner relationship which remains under review. The outcome of the Network's deliberations about the future will have an influence on Age UK Portsmouth's potential form, and at present the trustees continue active participation in this iterative development. Every effort is being made to ensure whatever changes take place, the many people who benefit from our local services will continue to be able to do so irrespective of our future organisational model.

Age UK Portsmouth needs to attract donations and legacies to continue to undertake local projects which are so greatly needed within our community.

The Charity strives to offer the highest standard of service to those in need of help and assistance. We are a lifeline to many of our service users. We help to support them in their homes; we offer them a friendly face, a helping hand, companionship with others and for most an end to isolation.

For many of our service users, the contact time with Age UK Portsmouth staff and volunteers is the only time they socialise or possibly get outdoors, and it is often the only contact and opportunity they have for mixing with other people in their local community.

Reserves policy

The Board have identified that a minimum four to six-month period of operating costs equating to not less than £175,000 would be a reasonable level of free reserves to be able to deal with events that were not anticipated and that would have a negative impact on the organisation's income streams. We therefore are operating within our reserves policy.

Reserves should be built up from unrestricted (earned) income and ideally sit between 4-6 months operating costs.

Investment powers

Under the Memorandum and Articles, the charity has the power to invest in any way the Trustees wish.

In view of existing financial commitments, the charity is currently holding all funds within current and savings Bank Accounts.

Principal Funding Sources

Age UK Portsmouth's funding sources have evolved over time and the organisation continues to develop a balance between funded programme provision and self-generated income through the support services offered to those who need help in and around their homes.

Following the receipt of a legacy, the board agreed to ringfence sufficient funds to invest in software to enable the charity to become more efficient. It will also ensure we can invest in the infrastructure of the building and in turn this will ensure that we can support those who attend the Bradbury centre and those we support in the community.

Despite a difficult world-wide economic situation, the Executive continued to bid for and attract important income from the following Funders to whom Age UK Portsmouth are extremely grateful. Without the generosity of these Funders, Age UK Portsmouth would not have been able to deliver so many public benefits. A huge vote of thanks goes to Funding organisations such as:

- Age UK
- the National Lottery
- Royal Navy Royal Marines Charity

As a result, Age UK Portsmouth has proven its resilience and continues to build on becoming truly self-reliant.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Plans for Future

Age UK Portsmouth continuously endeavours to understand how best to reshape itself so that its services can be sustained whilst ensuring it is able to make a clear decision about the Network Agreement with Age UK. The current Brand Partnership Agreement is to be replaced in Spring 2025.

All internal processes, costs and client services are continuously reviewed to ensure that they remain and build on their current positive impact both to recipients who need their help, and to the organisation's sustainability.

Age UK Portsmouth has always maintained close relationships with neighbouring, regional, and nationwide-based Age UK organisations.

Engagement in county and nation-wide fora, panels and action groups are vital to growth and full understanding of population need. Working with Councillors and MPs continues to enable a clear understanding amongst politicians about the organisation's strengths and long-term core values.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Responsibilities of the Trustees

The Trustees are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The income and property of the charity is applied solely towards the promotion of the objects of the charity as set forth in the Memorandum of Association. No portion of the income and property can be paid or transferred directly or indirectly, by way of dividend, bonus or otherwise howsoever by way of profit, to the members of the charity. No member of the Executive Committee or Governing body can be appointed to any office of the charity paid by salary or fees or receive any remuneration or other benefit in money or money's worth from the charity.

Governing document

Age UK Portsmouth (charity number 1059945 and company number 03281047) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Recruitment and appointment of Trustees

A robust system for the recruitment of Trustees is in place and adherence to our Equal Opportunities policy is strict. The Trustee job description and person specification is reviewed on a regular basis to ensure it is appropriate to organisational needs. Candidates are invited for interview with the Board, a Disclosure and Barring Service (DBS) check and satisfactory references are obtained before any appointments are made.

Trustee induction and training

Trustees are given background information about the organisation and an induction programme. They are encouraged to spend as much time as they can at The Bradbury Centre to become familiar with the services we offer and the role we play in the local community.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Risk management

Trustees have in place a system by which they monitor potential risks to which the organisation may be exposed. Risk assessments are reviewed and updated on a regular basis.

Organisational structure

The board ideally should not be less than five members at any one time. The board is currently looking for new members. The board meets on alternate months.

A Chief Executive Officer (Dianne Sherlock) was appointed by the Trustees in October 2010 to manage the day-to-day operations of the charity, reporting directly to the Trustees.

Related parties

There were no related party transactions for the year end 31 March 2024 or 31 March 2023.

Exemption from disclosure

Age UK Portsmouth does not hold any form of exemption from disclosure therefore trustee and senior staff names have not been omitted.

Funds held as custodian trustee on behalf of others

Age UK Portsmouth does not hold funds, nor act as custodian trustees, on behalf of others.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number 03281047 (England and Wales)
Registered Charity number 1059945

Registered Office

The Bradbury Centre
16-18 Kingston Road
Portsmouth
Hampshire PO1 5RZ

Trustees

Paul Hummel-Newell – Chair
Stewart Wooles – Vice Chair
Tim Gamester – Trustee from January 2024
Elizabeth Fellows – Trustee

Reverend Bob White - resigned 05 October 2023
Margaret Geary - resigned 05 October 2023
Tom Jack - resigned 05 October 2023

Executive team

Dianne Sherlock - Chief Executive Officer
Annabelle Morgan - Finance Manager
Lianne Jones - Corporate Services Manager resigned July 2023

Auditors

Morris Crocker
Chartered Accountants, Business and Tax Advisors
Station House, North Street, Havant
Hampshire PO9 1QU

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Bankers

National Westminster Bank plc
130 Commercial Road
Portsmouth
Hampshire PO1 1ES

Solicitors

Biscoes Law Limited
62-68 Kingston Crescent
Portsmouth
Hampshire PO28AQ

AGE UK PORTSMOUTH

**STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2024**

The trustees (who are also the directors of Age UK Portsmouth for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.


SMALL COMPANY PROVISIONS

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

AUDIT

The auditors, Morris Crocker Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 28 Oct '24 and signed on its behalf by:

Signed: 
Paul Hummel-Newell, Chair of the Board

Signed: 
Dianne Sherlock, Chief Executive Officer

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Opinion

We have audited the financial statements of Age UK Portsmouth (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality at an appropriate level.

Substantive audit tests were designed after assessing and performing walkthrough tests. The walkthrough testing confirmed documented systems which have been designed to act as a preventative measure against fraud and error which appear to be operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.

Management assessed there is no going concern risk. The audit undertook a review of budgets, management accounts and the review of board minutes and came to the same conclusion as management.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Stuart Mackie

Stuart Mackie (Senior Statutory Auditor)
for and on behalf of Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Date: 28th November 2024

AGE UK PORTSMOUTH

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	362,452	79	362,531	12,311
Charitable activities					
Charitable activities	5	935,394	128,753	1,064,147	1,013,866
Other trading activities	3	26,828	-	26,828	18,283
Investment income	4	8,297	-	8,297	1,601
Other income		12,077	680	12,757	19,791
Total		<u>1,345,048</u>	<u>129,512</u>	<u>1,474,560</u>	<u>1,065,852</u>
EXPENDITURE ON					
Raising funds	6	71,423	2,860	74,283	63,719
Charitable activities					
Charitable activities	7	940,477	123,466	1,063,943	1,125,706
Total		<u>1,011,900</u>	<u>126,326</u>	<u>1,138,226</u>	<u>1,189,425</u>
NET INCOME/(EXPENDITURE)		333,148	3,186	336,334	(123,573)
Transfers between funds	18	5,119	(5,119)	-	-
Net movement in funds		338,267	(1,933)	336,334	(123,573)
RECONCILIATION OF FUNDS					
Total funds brought forward		769,478	2,640	772,118	895,691
TOTAL FUNDS CARRIED FORWARD		<u><u>1,107,745</u></u>	<u><u>707</u></u>	<u><u>1,108,452</u></u>	<u><u>772,118</u></u>

The notes form part of these financial statements

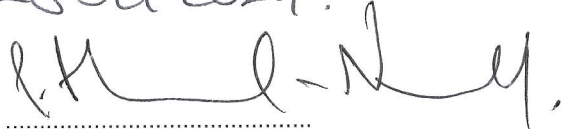
AGE UK PORTSMOUTH

BALANCE SHEET
31 MARCH 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	13	497,348	501,888
CURRENT ASSETS			
Debtors	14	147,735	223,078
Cash at bank and in hand		583,119	194,709
		<u>730,854</u>	<u>417,787</u>
CREDITORS			
Amounts falling due within one year	15	(119,750)	(147,557)
		<u>611,104</u>	<u>270,230</u>
NET CURRENT ASSETS			
		<u>1,108,452</u>	<u>772,118</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>1,108,452</u>	<u>772,118</u>
NET ASSETS			
		<u>1,108,452</u>	<u>772,118</u>
FUNDS	18		
Unrestricted funds		1,107,744	769,478
Restricted funds		708	2,640
		<u>1,108,452</u>	<u>772,118</u>
TOTAL FUNDS			
		<u>1,108,452</u>	<u>772,118</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 28 Oct 2024 and were signed on its behalf by:

28 Oct 2024.


P Hummel-Newell - Trustee

AGE UK PORTSMOUTH
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

Notes	2024 £	2023 £
Cash flows from operating activities		
Cash generated from operations 1	385,431	(178,016)
	<u>385,431</u>	<u>(178,016)</u>
Net cash provided by/(used in) operating activities		
	<u>385,431</u>	<u>(178,016)</u>
 Cash flows from investing activities		
Purchase of tangible fixed assets	(6,579)	(9,525)
Sale of intangible fixed assets	-	2,450
Sale of tangible fixed assets	1,261	-
Sale of fixed asset investments	-	2
Interest received	8,297	1,601
	<u>2,979</u>	<u>1,601</u>
Net cash provided by/(used in) investing activities		
	<u>2,979</u>	<u>(5,472)</u>
 Change in cash and cash equivalents in the reporting period	 388,410	 (183,488)
Cash and cash equivalents at the beginning of the reporting period	<u>194,709</u>	<u>378,197</u>
 Cash and cash equivalents at the end of the reporting period	 <u>583,119</u>	 <u>194,709</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	336,334	(123,573)
Adjustments for:		
Depreciation charges	11,119	14,799
Profit on disposal of fixed assets	(1,261)	(2,450)
Interest received	(8,297)	(1,601)
Decrease/(increase) in debtors	75,343	(141,845)
(Decrease)/increase in creditors	(27,807)	76,654
Net cash provided by/(used in) operations	<u>385,431</u>	<u>(178,016)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	194,709	388,410	583,119
	<u>194,709</u>	<u>388,410</u>	<u>583,119</u>
Total	<u>194,709</u>	<u>388,410</u>	<u>583,119</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

The trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

Income

Donations and Legacies income includes donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

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

Other Fundraising Activities and Investment Income is recognised on a receivable basis.

Income from Charitable Activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the notes to the accounts.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 1% on cost
Plant and machinery	- 33% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Individual fixed assets costing £500 or more are capitalised at cost.

Taxation

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

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds 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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable investments in stocks and shares. The measurement basis use for these financial instruments is detailed below.

Debtors and cash at bank & in hand

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Cash at bank and in hand includes cash held on deposit or in a current account.

Creditors and provisions

Creditors and provisions are recognised where the charitable company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	10,445	12,311
Legacies	352,086	-
	362,531	12,311

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Hairdressing	5,126	4,935
Chiropody	17,795	13,009
Café	3,907	339
	26,828	18,283

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	8,297	1,601
	<u>8,297</u>	<u>1,601</u>

All investment income is derived from assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Grants	Charitable activities	313,043	368,909
Service income	Charitable activities	751,104	644,957
		<u>1,064,147</u>	<u>1,013,866</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
Royal Navy and Royal Marines Charity	19,875	44,344
Age UK	132,213	122,017
Big Lottery Fund	108,140	35,378
Armed Forces Covenant Fund Trust	-	59,837
HIVE Discretionary Crisis	819	610
Portsmouth City Council	833	44,000
HIWCF	513	4,578
Chichester College Kickstart	-	8,011
Action Hampshire	-	3,460
British Red Cross	-	18,972
Hampshire County Council	50,650	27,702
	<u>313,043</u>	<u>368,909</u>

6. RAISING FUNDS

Other trading activities

	2024	2023
	£	£
Purchases	53,330	37,037
Support costs	20,953	26,682
	<u>74,283</u>	<u>63,719</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activities	785,547	278,396	1,063,943

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Other trading activities	18,951	1,149	853	20,953
Charitable activities	251,793	15,274	11,329	278,396
	<u>270,744</u>	<u>16,423</u>	<u>12,182</u>	<u>299,349</u>

Activity	Basis of allocation
Management	Use of resources
Finance	Use of resources
Governance costs	Use of resources

Support costs, included in the above, are as follows:

Management

			2024	2023
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Staff costs	10,872	144,449	155,321	239,274
Office costs	3,811	50,645	54,456	61,382
Premises costs	1,763	23,428	25,191	15,463
Accountancy support	2,505	33,271	35,776	36,634
	<u>18,951</u>	<u>251,793</u>	<u>270,744</u>	<u>352,753</u>

Finance

			2024	2023
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Bank charges	372	4,941	5,313	4,757
Depreciation of tangible fixed assets	777	10,333	11,110	14,799
	<u>1,149</u>	<u>15,274</u>	<u>16,423</u>	<u>19,556</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

8. **SUPPORT COSTS - continued**
Governance costs

			2024	2023
	Other trading activities	Charitable activities	Total activities	Total activities
	£	£	£	£
Auditors' remuneration	420	5,580	6,000	5,257
Auditors' remuneration prior year under provision	108	1,430	1,538	-
Accountancy fees	325	4,319	4,644	3,606
	<u>853</u>	<u>11,329</u>	<u>12,182</u>	<u>8,863</u>

9. **NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	6,000	5,257
Depreciation - owned assets	11,119	14,799
Surplus on disposal of fixed assets	(1,261)	(2,450)
	<u>15,858</u>	<u>17,606</u>

10. **TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

During the year no trustees (2023: none) were reimbursed out of pocket expenses totalling £nil (2023: £nil).

11. **STAFF COSTS**

	2024	2023
	£	£
Wages and salaries	848,673	910,498
Social security	37,979	41,923
Employers pension costs	16,512	17,220
	<u>903,164</u>	<u>969,641</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Charitable	32	35
Support	43	48
	<u>75</u>	<u>83</u>

No employee received emoluments in excess of £60,000 (2023: none).

2024	2023
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AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

11. STAFF COSTS - continued

£60,001 - £70,000

- -

Key Management Personnel

The key management personnel of the charitable company comprises the Chief Executive Officer, Chief Operations Officer, Corporate Services Manager and the Finance Manager. During the current financial year, the charitable company stopped the roles of the Chief Operations Officer and the Corporate Services Manager. The total consideration paid and employee remuneration and benefits of the key management personnel of the charity was £113,584 (2023: £177,927).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	12,392	(81)	12,311
Charitable activities			
Charitable activities	858,830	155,036	1,013,866
Other trading activities	18,283	-	18,283
Investment income	1,601	-	1,601
Other income	18,271	1,520	19,791
Total	909,377	156,475	1,065,852
EXPENDITURE ON			
Raising funds	58,724	4,995	63,719
Charitable activities			
Charitable activities	977,008	148,698	1,125,706
Total	1,035,732	153,693	1,189,425
NET INCOME/(EXPENDITURE)	(126,355)	2,782	(123,573)
Transfers between funds	4,418	(4,418)	-
Net movement in funds	(121,937)	(1,636)	(123,573)
RECONCILIATION OF FUNDS			
Total funds brought forward	891,415	4,276	895,691
TOTAL FUNDS CARRIED FORWARD	769,478	2,640	772,118

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

13. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Fixtures and fittings £
COST			
At 1 April 2023	642,806	12,621	87,413
Additions	-	-	6,579
At 31 March 2024	642,806	12,621	93,992
DEPRECIATION			
At 1 April 2023	148,269	8,574	87,413
Charge for year	6,428	1,629	730
At 31 March 2024	154,697	10,203	88,143
NET BOOK VALUE			
At 31 March 2024	488,109	2,418	5,849
At 31 March 2023	494,537	4,047	-
	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2023	10,025	64,493	817,358
Additions	-	-	6,579
At 31 March 2024	10,025	64,493	823,937
DEPRECIATION			
At 1 April 2023	10,025	61,189	315,470
Charge for year	-	2,332	11,119
At 31 March 2024	10,025	63,521	326,589
NET BOOK VALUE			
At 31 March 2024	-	972	497,348
At 31 March 2023	-	3,304	501,888

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	121,981	215,053
Other debtors	20,833	1,060
Prepayments	4,921	6,965
	147,735	223,078

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	11,415	12,526
Social security and other taxes	8,981	12,294
Other creditors	2,684	4,437
Accruals and deferred income	96,670	118,300
	<u>119,750</u>	<u>147,557</u>

Deferred income comprises grants received for future financial periods.

	2024	2023
	£	£
Brought forward	112,496	41,656
Amount released to incoming resources	(112,496)	(41,656)
Amount deferred in year	73,969	112,496
Carried forward	<u>73,969</u>	<u>112,496</u>

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	3,957	5,755
Between one and five years	6,011	9,968
	<u>9,968</u>	<u>15,723</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	497,348	-	497,348	501,888
Current assets	730,146	708	730,854	417,787
Current liabilities	(119,750)	-	(119,750)	(147,557)
	<u>1,107,744</u>	<u>708</u>	<u>1,108,452</u>	<u>772,118</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

18. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	769,478	333,147	(144,881)	957,744
Designated Fund	-	-	150,000	150,000
	<u>769,478</u>	<u>333,147</u>	<u>5,119</u>	<u>1,107,744</u>
Restricted funds				
Close Encounters	-	5,119	(5,119)	-
Dementia MCST	2,640	(1,932)	-	708
	<u>2,640</u>	<u>3,187</u>	<u>(5,119)</u>	<u>708</u>
TOTAL FUNDS	<u>772,118</u>	<u>336,334</u>	<u>-</u>	<u>1,108,452</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,345,047	(1,011,900)	333,147
Restricted funds			
Close Encounters	108,140	(103,021)	5,119
Veterans Information Point	19,874	(19,874)	-
Dementia MCST	1,499	(3,431)	(1,932)
	<u>129,513</u>	<u>(126,326)</u>	<u>3,187</u>
TOTAL FUNDS	<u>1,474,560</u>	<u>(1,138,226)</u>	<u>336,334</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	891,415	(126,355)	4,418	769,478
Restricted funds				
Civic Hardship Grant	(4,396)	-	4,396	-
What's in IT	2,496	130	(2,626)	-
Living Well	3,787	-	(3,787)	-
Joining Forces in Portsmouth	461	-	(461)	-
Veterans Information Point	20	12	(32)	-
Special Advice Service	1,908	-	(1,908)	-
Dementia MCST	-	2,640	-	2,640
	<u>4,276</u>	<u>2,782</u>	<u>(4,418)</u>	<u>2,640</u>
TOTAL FUNDS	<u>895,691</u>	<u>(123,573)</u>	<u>-</u>	<u>772,118</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

18. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	909,377	(1,035,732)	(126,355)
Restricted funds			
What's in IT	130	-	130
Close Encounters	30,378	(30,378)	-
Joining Forces in Portsmouth	59,837	(59,837)	-
Veterans Information Point	44,342	(44,330)	12
Dementia MCST	21,788	(19,148)	2,640
	<u>156,475</u>	<u>(153,693)</u>	<u>2,782</u>
TOTAL FUNDS	<u>1,065,852</u>	<u>(1,189,425)</u>	<u>(123,573)</u>

Designated Fund is funds that have been set aside to go towards a new CRM and time management system as well as a finance migration to the Cloud.

Close Encounters aims to enhance quality of life for lonely and isolated older people within their community, and alleviate pressure on ambulance services supporting older frequent callers who have no medical need.

Veterans Information Point is a grant to provide veterans with information and support in debt and finance and to combat loneliness.

Dementia MCST (Maintenance Cognitive Simulation Therapy) sessions are offered by the charity. These sessions are weekly and are designed for people who have newly diagnosed or who have been living with mild to moderate dementia. Group members take part in meaningful and stimulating activities that are proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships. Activities include:

- Discussions
- Word games
- Quizzes
- Low impact physical activities
- Creative and musical activities

All activities are chosen to be both stimulating and fun. An important aspect of the group is being able to socialise and share experiences with older members. The groups are relaxed, light-hearted, and fun, and group members are encouraged to support each other.

Transfers between funds

The transfers from unrestricted funds to restricted funds are to cover shortfalls in funding for those restricted funds.

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

20. ULTIMATE CONTROLLING PARTY

The charitable company is not under the control of another entity or any one individual.

AGE UK PORTSMOUTH

England & Wales - Charity number 1059945

Accounts

REGISTERED COMPANY NUMBER: 03281047 (England and Wales)
REGISTERED CHARITY NUMBER: 1059945

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
AGE UK PORTSMOUTH**

AGE UK PORTSMOUTH

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FOR THE YEAR ENDED 31 MARCH 2023**

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AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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 (FRS 102) (effective 1 January 2019).

In our Annual Report we will provide an account of our finances, the changes we have experienced and how our support to those in need of our assistance developed over the period April 2022 to end March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16 July 2014.

OBJECTIVES AND ACTIVITIES

Objectives and aims

CHANGES

The existing Age UK Brand Partner Agreement has been further extended until April 2024 whilst the Age UK Network continues to jointly develop an agreed negotiation position for the upcoming Age Network Agreement. This iterative discussion process has for the most part, enhanced the relationship with Age UK (National). Again, within this financial period, we are delighted that both parties continue to work for partnership enrichment both nationally and locally.

Mission

To help adults in Portsmouth and South East Hampshire enjoy a better quality of life, with a specific focus on all aspects of getting older.

Values

Our values shape the work we do, both as a member of the Age England Association and as a local independent charitable organisation.

Our five values have the following meanings:

Accessible	We assist older people to live independently and exercise choice
Respectful	We draw strength from the voices of older people and ensure those voices are heard.
Innovative	We are dynamic and driven by results and constantly deliver for older people.
Compassionate	We are passionate about what we do and care about each individual.
Trusted	We are experts, authoritative and quality orientated.

Guiding Principles: These five principles underpin all the work that we do:

Ageism is unacceptable - Age UK Portsmouth is against all forms of age discrimination and challenges unfair treatment on the basis of age.

All people have the right to make decisions about their lives - Age UK Portsmouth helps older people to discover and exercise their rights.

People less able to help themselves should be offered support - Age UK Portsmouth seeks to support older people to live their lives with dignity.

Diversity is valued in all we do - Age UK Portsmouth recognises the diversity of older people and their different needs, choices, cultures and values.

It is only through working together that Age UK Portsmouth can use its local, countywide, regional and national presence to the greatest effect.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

OBJECTIVES AND ACTIVITIES

Public benefit

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The trustees refer to public benefit throughout this report.

ACHIEVEMENT AND PERFORMANCE

Achievements and Performance

- As the UK was coming to the end of Covid restrictions, the charity's clients had to contend with a cost of living crisis caused by high inflation and particularly high food and energy bills.
- This resulted in an increased demand on the charity's services during the year.
- The Information & Advice (I&A) flagship service, provided free to all, resulted in £1.175M unclaimed benefits, sometimes making a dramatic difference to clients' quality of life. For every £1 it cost to provide the service, the charity claimed £20 in benefits for clients. I&A costs Age UK Portsmouth £56,521 per annum to provide, total public benefits £1,175,418 - source March Management accounts and June services report.
- Our Help around the Home (HATH) service for domestic support continued to be busy with a total 27,718 hours of service provided by our Home Support Workers.
- A new Meals on Wheels service was introduced to provide freshly cooked, hot nourishing meals to older people in their homes 365 days per year.
- Renewed funding was secured from the National Lottery to continue the Close Encounters project for another 4 years in conjunction with Gosport Voluntary Action. This service provides support packages to vulnerable adults to reduce loneliness and increase independence and self-esteem.
- Our valued volunteers continue to provide support to our dedicated staff and are incredibly important in our day to day operations.
- Regrettably we had to terminate our gardening service as it proved to be uneconomical despite strenuous efforts to keep it going.
- The charity hosted a successful Open Day in November 2022 at its Portsmouth Bradbury Centre to showcase its services to a wide range of attendees including local dignitaries.
- The Board of Trustees and management team continued their efforts to reduce the financial deficit with progress made going into the new fiscal year starting 01 April 2023.

Service and support demand during 2022-2023 continued as per the high figures of the previous pandemic year and we saw an increase in direct public contact with the charity.

Receiving help and support at the right time can and does save lives.

Finance

Tight fiscal management remains the organisation standard. Throughout the year, Age UK Portsmouth continued to manage improvement with further rationalisation of our financial processes. This year we outsourced the payrolls to achieve savings in costs and hours making the department efficient and this will be reviewed in the new financial year to ensure that this is benefiting the charity. We are seeing growth in the uptake of clients paying by Direct Debit which also reduces time in processing payments and banking in the department. We will continue to seek savings in both cost & efficiency in the coming year.

The Finance Team ensured the safe financial transition of the charity through the crisis that severely impacted the economy of the world, not just England or the UK. Their goal now is to ensure financially sustainable services and operations where core costs are covered, and the charity maintains a surplus position.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Help Around the Home

Age UK Portsmouth's Help Around the Home (HATH) service delivered 27,718 hours of support to the people of Portsmouth and southeast Hampshire throughout 2022-2023.

HATH is a successful in-house service that can be purchased by the hour and receives upwards of 50 referrals per month from numerous sources across the area, with around a third of those referrals coming from the voluntary, health and social care sectors.

The HATH office-based team has been through a restructure to ensure improved provision of support within geographic areas evidencing greater need. This also helped to develop and create a structure for staff progression within the service. The HATH team are exceptionally committed to their roles despite increased challenges and an ever-growing workload.

The service successfully bid to The HIVE for £10,000 to deliver support as part of The Wellbeing Collective through a programme called "WrapAround Portsmouth". The project will help to ensure 'at home' support for those being discharged from hospital. It is expected that in early 2023-2024 we will receive instruction and funds from The HIVE to move forward; it is hoped that should the service prove successful, funding for ongoing work might be forthcoming.

Client feedback about their experience of our Help Around the Home service:

"... it was like somebody had waved a magic wand."

"... she is like a friend."

"... she does all she can and a bit more besides."

Information & Advice

Age UK Portsmouth's Information & Advice service provides free, independent, and confidential information and advice on a wide range of issues affecting adults and older people. Over the last year, the I&A Team have seen a huge increase in demand within the service with referrals increasing by 30%. The team have assisted 694 service users and helped identify eligibility for over £790,000 worth of benefit entitlements, assisting with applications for those who are unable to apply themselves.

Age UK Portsmouth successfully completed the first period of its externally funded Building Resilience programme in which support is provided through holistic, person-centred advice sessions to individuals experiencing a significant life event or coping with a life change. The team have been successful in a proposal for an extension for this project which will now see funding extended until the end of April 2024.

The Department continues to work towards the Information & Advice Quality Standard, the hard work completed by the team means that the team are now working consistently across the service, providing information, advice and guidance of a high standard.

The team have recruited a new volunteer onto the Team this year, allowing a triaging process to take place when new referrals are received. The triage allows the team to ensure the enquiry is something they can assist with and to make sure that the Service User has all the information required to move forward with their enquiry to avoid any delays.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Estimated Benefit Take-up figure (£)	£206,206	£340,664	£132,788	£208,480	£888,138
Total Benefit Take-up figure (£)	£292,451	£407,419	£194,908	£280,640	£1,175,418

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Social Activities

2022-2023 brought about a very gradual return of public confidence in sharing spaces and forming groups to enjoy social activities. However, for those older, frail and elderly groups this transition proved an even slower process with depression and anxiety featuring strongly in many lives. True and full recovery from Covid has yet to be realised and to that end, although Age UK Portsmouth is offering social activities such as breakfasts, afternoon teas and IT Classes, a full return to 'pre-Covid' activity is deliberately paced to meet public demand.

Volunteering



Age UK Portsmouth simply could not deliver all our services so successfully without the contribution of our volunteers' skills, knowledge, time, and commitment. The charity is incredibly grateful to those members of the public who continue to support our efforts by helping with office administration, waiting table in our Café, befriending strangers, washing pots in the kitchen, and once trained, offering advice and guidance as well as supporting visitors within our Bradbury Centre.

Since the pandemic, we have managed to convert telephone befrienders into visiting befrienders, knowing that would be one of the more demand-driven areas of our work. Befriending is a popular provision for volunteers; we can never have too many befrienders. With the introduction of our Digital Champions project, we have also recruited volunteers for supporting digital learning to enable an additional way for people to communicate and participate in their local community.

Café

In March 2022, Age UK Portsmouth was awarded the Local Authority's Meals on Wheels contract which commenced daily meal production across PO1-PO6 in June 2022. The Café and Kitchen were used initially to support this new and exciting offer to reach more vulnerable adults across Portsmouth.

The Bradbury Centre Café remained closed to the public throughout 2022-2023 which ensured solid foundations for the Meals on Wheels provision. A planned and phased re-opening would be launched in 2023-2024.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Veterans Information Point

Age UK Portsmouth's Veterans Information Point provides free information and advice for Forces' veterans, their spouses and active service personnel in Southeast Hampshire. Funded by the Royal Navy & Royal Marines Charity, the service offers free, independent, and confidential information, advice and support.

In the last year, the Veterans Information Point have supported 431 Service Users across the Armed Forces and their families/ spouses. The service helped to obtain over £610,000 in benefits and entitlements. A holistic approach is taken when assisting the Service Users who pass through the service and those involved are encouraged to look at all aspects of their life. Once a veteran has accessed the Veterans Information Point project, they and their spouses or families are encouraged to participate in Age UK Portsmouth's veteran befriending and socialisation services.

This VIP project, now in its sixth year, continues to prove a popular and successful service.

Within the financial year the project saw two different Coordinators, who both brought their experience and skills to develop the service and ensure it continues to be a well-known resource within the Veteran community.



David and Karen Frearson experienced Age UK Portsmouth's Veteran's Information Point:

"You are very, very helpful, what an excellent service. Without your help we wouldn't have known any of this was available to us. We know you are here if we need you."

Close Encounters

Age UK Portsmouth's Close Encounters service supports improved quality of life for lonely and isolated adults and older people in Portsmouth, Gosport, and surrounding areas. Funded by the National Lottery's Community Fund, Age UK Portsmouth works in partnership with Gosport Voluntary Action to reduce loneliness and social isolation.

With many other social projects across the City having remained closed since Covid, Close Encounters being reinstated for another four years, has been met with public and Public Sector delight. Experiencing huge demand throughout its returning year, Close Encounters is currently the only befriending service in Portsmouth and faces extreme public demand.

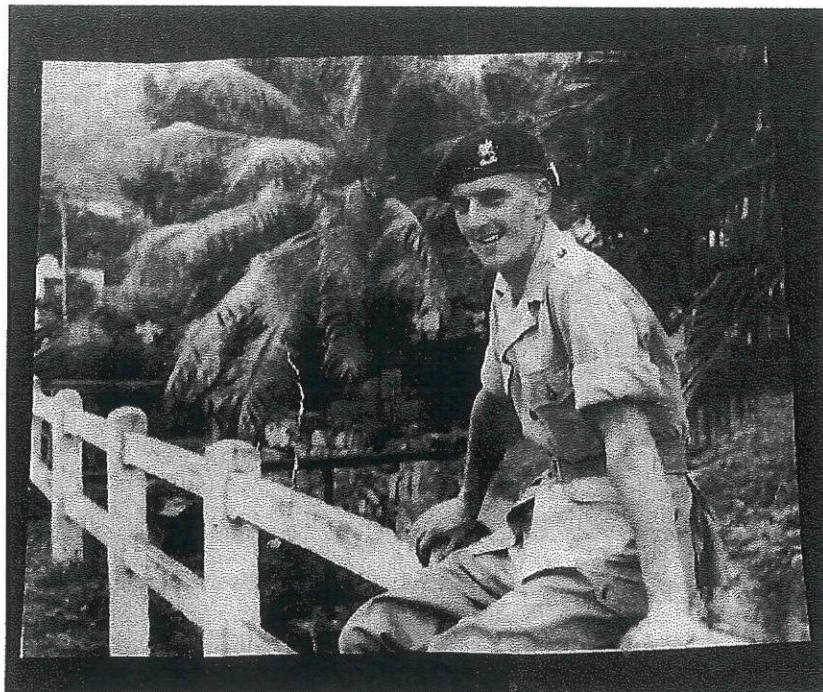
AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENT AND PERFORMANCE

Key activities during the 2022-2023 period included:

- Recruitment of volunteers - to support people with mobility or transport issues, Close Encounters has been proactive in trying to recruit volunteers. Members of the team have attended Volunteer Fayres, Forums and conducted talks to encourage people to volunteer. We also contacted local businesses' Community Champions to encourage them to come on board too.
- Rebirth of the new Close Encounters team - to ensure best practice and of course most benefit to the public. The team now collaborates across veteran support, dementia, and carer provision where appropriate, as well as joint working with Hampshire County Council's Wellbeing Team, ensuring strong assistance to those most in need.

The Close Encounters Service experienced growth in referrals compared to its first iteration, with the first 6 months achieving a 73% increase in demand.



"David has also been put in touch with 'Joining Forces in Portsmouth' Veterans socialisation team. He is such a friendly man, he said he is 'over the moon' at the idea of chatting to new friends:

I am looking forward to being introduced to the Joining Forces Team, not a day goes by that I don't miss my wife and I am looking forward to having someone to talk to again."

Digital Champions

Key topics covered:

- Device basics and internet basics.
- Being safe online and scam awareness.
- Using email successfully.
- Video calling friends and family.
- Online shopping and banking.
- Accessing online groups, activities, and services.
- Accessing personal interest topics and hobbies.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENT AND PERFORMANCE

The tablet loan scheme enables a digitally excluded person access to a device and the internet on a loan basis, 6-8 weeks. The tablet loan scheme allows people to trial having a device and the internet before purchasing decisions are made. Whether or not, you would like your own device, the whole process is guided and supported by a volunteer Digital Champion.

Age UK Portsmouth is proud to share that since September 2022 to present day, we have helped 75 people learn digital skills and get online. Age UK Portsmouth has achieved one of the highest success rates of all the Local Age UKs across England running this project.

FINANCIAL REVIEW

Financial position

Age UK Portsmouth is an independent charity, separate from Age UK. However, both parties have a Brand Partner relationship which remains under review together with Age UK's own internal structures. The outcome of the Network's deliberations about the future will have an influence on Age UK Portsmouth's potential state, and at present the trustees continue active participation in this iterative development. Every effort is being made to ensure whatever changes take place, the many people who benefit from our local services will continue to be able to do so irrespective of our future organisational form.

Age UK Portsmouth needs to attract donations and legacies to continue to undertake local projects which are so greatly needed within our community.

The Charity strives to offer the highest standard of service to those in need of help and assistance. We are a lifeline to many of our service users. We help to support them in their homes; we offer them a friendly face, a helping hand, companionship with others and for most an end to isolation.

For many of our service users, the contact time with Age UK Portsmouth staff and volunteers is the only time they socialise or possibly get outdoors, and it is often the only contact and opportunity they have for mixing with other people in their local community.

Principal funding sources

Age UK Portsmouth's funding sources have evolved over time and the organisation continues to develop a balance between funded programme provision and self-generated income through the support services offered to those who need help in and around their homes.

Following the Pandemic-related economies during 2020-2022 the Executive Team and the Board agreed to ringfence sufficient funds in 2020-2022 to support the cost of re-opening of the charity's paid-for service offers. Successful re-opening of the services was achieved and in 2022 we launched the Meals on Wheels service, which is another revenue stream for the charity.

Despite a difficult world-wide economic situation, the Executive continued to bid for and attract important income from the following Funders to whom Age UK Portsmouth are extremely grateful. Without the generosity of these Funders, Age UK Portsmouth would not have been able to deliver so many public benefits. A huge vote of thanks goes to Funding organisations such as:

- Age UK
- The National Lottery
- The Armed Forces Covenant Fund Trust
- Royal Navy Royal Marines Charity
- Hampshire County Council

As a result, Age UK Portsmouth has proven its resilience and continues to build on becoming truly self-reliant.

Overall Age UK Portsmouth produced a deficit of £123,573 (2022 = deficit £132,393) on a Turnover of £1,065,852 (2022 = £844,133).

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW

Investment powers

Under the Memorandum and Articles, the charity has the power to invest in any way the Trustees wish.

In view of existing financial commitments, the charity is currently holding all funds within current and savings Bank Accounts.

Reserves policy

The Board have identified that a minimum four-month period of operating costs equating to not less than £175,000 would be a reasonable level of free reserves to be able to deal with events that were not anticipated and that would have a negative impact on the organisation's income streams. We therefore are operating within our reserves policy.

Reserves should be built up from unrestricted (earned) income and ideally sit between 4-6 months operating costs.

FUTURE PLANS

Age UK Portsmouth continuously endeavours to understand how best to reshape itself so that its services can be sustained whilst ensuring it is in a position to make a clear decision about the Brand Partnership with Age UK National. The current Brand Partnership Agreement is to be replaced in 2024.

All internal processes, costs and client services are continuously reviewed to ensure that they remain and build on their current positive impact both to recipients who need their help, and to the organisation's sustainability.

Age UK Portsmouth has always maintained close relationships with neighbouring, regional, and nationwide-based Age UK organisations.

Engagement in county and nation-wide fora, panels and action groups are vital to growth and full understanding of population need. Working with Councillors and MPs continues to enable a clear understanding amongst politicians about the organisation's strengths and long-term core values.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Age UK Portsmouth (charity number 1059945 and company number 03281047) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Recruitment and Appointment of New Trustees

A robust system for the recruitment of Trustees is in place and adherence to our Equal Opportunities policy is strict. The Trustee job description and person specification is reviewed on a regular basis to ensure it is appropriate to organisational needs. Candidates are invited for interview with the Board, a Disclosure and Barring Service (DBS) check and satisfactory references are obtained before any appointments are made.

Organisational structure

The board ideally should not be less than five members at any one time. The board is currently looking for new members.

The board and its constituent sub-groups meet on alternate months. There are sub-committees which support the following work areas:

- Finance Sub-Group
- Service User Sub-Group - now reinstated after being placed on hold during the Pandemic.

A Chief Executive Officer (Dianne Sherlock) was appointed by the Trustees in October 2010 to manage the day-to-day operations of the charity, reporting directly to the Trustees.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new trustees

Trustees are given background information about the organisation and an induction programme. They are encouraged to spend as much time as they can at The Bradbury Centre to become familiar with the services we offer and the role we play in the local community.

Risk management

Trustees have in place a system by which they monitor potential risks to which the organisation may be exposed. Risk assessments are reviewed and updated on a regular basis.

Responsibilities of the Trustees

The Trustees are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The income and property of the charity is applied solely towards the promotion of the objects of the charity as set forth in the Memorandum of Association. No portion of the income and property can be paid or transferred directly or indirectly, by way of dividend, bonus or otherwise howsoever by way of profit, to the members of the charity. No member of the Executive Committee or Governing body can be appointed to any office of the charity paid by salary or fees or receive any remuneration or other benefit in money or money's worth from the charity.

Exemption from disclosure

Age UK Portsmouth does not hold any form of exemption from disclosure therefore trustee and senior staff names have not been omitted.

Funds held as custodian trustee on behalf of others

Age UK Portsmouth does not hold funds, nor act as custodian trustees, on behalf of others.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03281047 (England and Wales)

Registered Charity number

1059945

Registered office

The Bradbury Centre
16 - 18 Kingston Road
Portsmouth
Hants
PO1 5RZ

Trustees

P Hummel-Newell (Chair)
T Gamester (Vice-Chair)
Reverend B. White (Treasurer)
M Geary
T Jack
S E Woolles
A Miller (resigned 8.2.2023)

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Executive team

Dianne Sherlock - Chief Executive Officer
Rory Massey - Chief Operations Officer
Lianne Jones - Corporate Services Manager
Annabelle Morgan - Finance Manager

Company Secretary

D Sherlock

Auditors

Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Portsmouth for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

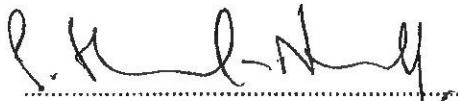
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Morris Crocker Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 4th October 2023 and signed on its behalf by:



.....
P Hummel-Newell – Chair of the Board of Trustees

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Opinion

We have audited the financial statements of Age UK Portsmouth (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality at an appropriate level.

Substantive audit tests were designed after assessing and performing walkthrough tests. The walkthrough testing confirmed documented systems which have been designed to act as a preventative measure against fraud and error which appear to be operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.

Management assessed there is no going concern risk. The audit undertook a review of budgets, management accounts and the review of board minutes and came to the same conclusion as management.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



P Underwood (Senior Statutory Auditor)
for and on behalf of Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Date: 12 October 2023

AGE UK PORTSMOUTH

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	12,392	(81)	12,311	13,949
Charitable activities	5				
Charitable activities		858,830	155,036	1,013,866	809,468
Other trading activities	3	18,283	-	18,283	14,134
Investment income	4	1,601	-	1,601	188
Other income		18,271	1,520	19,791	6,394
Total		<u>909,377</u>	<u>156,475</u>	<u>1,065,852</u>	<u>844,133</u>
EXPENDITURE ON					
Raising funds	6	58,724	4,995	63,719	26,597
Charitable activities	7				
Charitable activities		977,008	148,698	1,125,706	949,929
Total		<u>1,035,732</u>	<u>153,693</u>	<u>1,189,425</u>	<u>976,526</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	19	(126,355) 4,418	2,782 (4,418)	(123,573) -	(132,393) -
Net movement in funds		(121,937)	(1,636)	(123,573)	(132,393)
RECONCILIATION OF FUNDS					
Total funds brought forward		891,415	4,276	895,691	1,028,084
TOTAL FUNDS CARRIED FORWARD		<u>769,478</u>	<u>2,640</u>	<u>772,118</u>	<u>895,691</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

BALANCE SHEET
31 MARCH 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	13	501,888	507,162
Investments	14	-	2
		<u>501,888</u>	<u>507,164</u>
CURRENT ASSETS			
Debtors	15	223,078	81,233
Cash at bank and in hand		<u>194,709</u>	<u>378,197</u>
		417,787	459,430
CREDITORS			
Amounts falling due within one year	16	(147,557)	(70,903)
		<u>270,230</u>	<u>388,527</u>
NET CURRENT ASSETS			
		<u>772,118</u>	<u>895,691</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>772,118</u>	<u>895,691</u>
NET ASSETS			
		<u>772,118</u>	<u>895,691</u>
FUNDS	19		
Unrestricted funds		769,478	891,415
Restricted funds		<u>2,640</u>	<u>4,276</u>
TOTAL FUNDS		<u>772,118</u>	<u>895,691</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 14th October 2023 and were signed on its behalf by:


P Hummel-Newell – Chair of the Board of Trustees

The notes form part of these financial statements

AGE UK PORTSMOUTH
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(178,016)</u>	<u>(177,565)</u>
Net cash used in operating activities		<u>(178,016)</u>	<u>(177,565)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(9,525)	-
Sale of intangible fixed assets		2,450	-
Sale of tangible fixed assets		-	(288)
Sale of fixed asset investments		2	-
Interest received		<u>1,601</u>	<u>188</u>
Net cash used in investing activities		<u>(5,472)</u>	<u>(100)</u>
Change in cash and cash equivalents in the reporting period			
		<u>(183,488)</u>	<u>(177,665)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>378,197</u>	<u>555,862</u>
Cash and cash equivalents at the end of the reporting period		<u>194,709</u>	<u>378,197</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(123,573)	(132,393)
Adjustments for:		
Depreciation charges	14,799	15,921
(Profit)/loss on disposal of fixed assets	(2,450)	288
Interest received	(1,601)	(188)
Increase in debtors	(141,845)	(9,153)
Increase/(decrease) in creditors	<u>76,654</u>	<u>(52,040)</u>
Net cash used in operations	<u>(178,016)</u>	<u>(177,565)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	<u>378,197</u>	<u>(183,488)</u>	<u>194,709</u>
	<u>378,197</u>	<u>(183,488)</u>	<u>194,709</u>
Total	<u>378,197</u>	<u>(183,488)</u>	<u>194,709</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

The trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

Income

Donations and Legacies income includes donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

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

Other Fundraising Activities and Investment Income is recognised on a receivable basis.

Income from Charitable Activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the notes to the accounts.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 1% on cost
Plant and machinery	- 33% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Individual fixed assets costing £500 or more are capitalised at cost.

Taxation

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

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds 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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable investments in stocks and shares. The measurement basis use for these financial instruments is detailed below.

Debtors and cash at bank & in hand

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Cash at bank and in hand includes cash held on deposit or in a current account.

Creditors and provisions

Creditors and provisions are recognised where the charitable company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	12,311	8,549
Legacies	-	5,400
	<u>12,311</u>	<u>13,949</u>

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Hairdressing	4,935	3,947
Chiropody	13,009	10,187
Café	339	-
	<u>18,283</u>	<u>14,134</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

4. INVESTMENT INCOME		
	2023	2022
	£	£
Deposit account interest	<u>1,601</u>	<u>188</u>

All investment income is derived from assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES		
	2023	2022
	£	£
Grants	368,909	346,126
Service income	<u>644,957</u>	<u>463,342</u>
	<u>1,013,866</u>	<u>809,468</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
Royal Navy and Royal Marines Charity	44,344	46,158
Age UK	122,017	103,414
Big Lottery Fund	35,378	107,726
Armed Forces Covenant Fund Trust	59,837	72,092
HIVE Discretionary Crisis	610	410
Job Retention Scheme	-	9,080
Portsmouth City Council	44,000	-
HIWCF	4,578	1,271
Chichester College Kickstart	8,011	5,975
Action Hampshire	3,460	-
British Red Cross	18,972	-
Hampshire County Council	<u>27,702</u>	<u>-</u>
	<u>368,909</u>	<u>346,126</u>

6. RAISING FUNDS		
Other trading activities		
	2023	2022
	£	£
Purchases	37,037	1,563
Support costs	<u>26,682</u>	<u>25,034</u>
	<u>63,719</u>	<u>26,597</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activities	<u>771,216</u>	<u>354,490</u>	<u>1,125,706</u>

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Other trading activities	24,692	1,370	620	26,682
Charitable activities	<u>328,061</u>	<u>18,186</u>	<u>8,243</u>	<u>354,490</u>
	<u>352,753</u>	<u>19,556</u>	<u>8,863</u>	<u>381,172</u>

Activity	Basis of allocation
Management	Use of resources
Finance	Use of resources
Governance costs	Use of resources

Support costs, included in the above, are as follows:

Management

	Other trading activities £	Charitable activities £	2023 Total activities £	2022 Total activities £
Staff costs	16,748	222,526	239,274	228,253
Office costs	4,297	57,085	61,382	49,965
Premises costs	1,083	14,380	15,463	17,886
Accountancy support	<u>2,564</u>	<u>34,070</u>	<u>36,634</u>	<u>35,257</u>
	<u>24,692</u>	<u>328,061</u>	<u>352,753</u>	<u>331,361</u>

Finance

	Other trading activities £	Charitable activities £	2023 Total activities £	2022 Total activities £
Bank charges	334	4,423	4,757	5,309
Depreciation of tangible fixed assets	1,036	13,763	14,799	15,930
Loss on sale of tangible fixed assets	-	-	-	288
	<u>1,370</u>	<u>18,186</u>	<u>19,556</u>	<u>21,527</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

8. SUPPORT COSTS - continued
Governance costs

			2023	2022
	Other trading activities	Charitable activities	Total activities	Total activities
	£	£	£	£
Auditors' remuneration	368	4,889	5,257	4,715
Accountancy fees	<u>252</u>	<u>3,354</u>	<u>3,606</u>	-
	<u>620</u>	<u>8,243</u>	<u>8,863</u>	<u>4,715</u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Auditors' remuneration	5,257	4,715
Depreciation - owned assets	14,799	15,921
Surplus/(deficit) on disposal of fixed assets	<u>(2,450)</u>	<u>288</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

During the year no trustees (2022: none) were reimbursed out of pocket expenses totalling £nil (2022: £nil).

11. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	910,498	786,569
Social security	41,923	35,662
Employers pension costs	<u>17,220</u>	<u>15,407</u>
	<u>969,641</u>	<u>837,638</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Charitable	35	74
Support	<u>48</u>	<u>22</u>
	<u>83</u>	<u>96</u>

No employees received emoluments in excess of £60,000 (2022: none).

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

11. STAFF COSTS - continued

Key Management Personnel

The key management personnel of the charitable company comprises the Chief Executive Officer, Chief Operations Officer, Corporate Services Manager and the Finance Manager. The total consideration paid and employee remuneration and benefits of the key management personnel of the charity was £177,927 (2022: £161,951).

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	13,949	-	13,949
Charitable activities			
Charitable activities	579,748	229,720	809,468
Other trading activities	14,134	-	14,134
Investment income	188	-	188
Other income	6,394	-	6,394
Total	<u>614,413</u>	<u>229,720</u>	<u>844,133</u>
EXPENDITURE ON			
Raising funds	17,762	8,835	26,597
Charitable activities			
Charitable activities	<u>729,672</u>	<u>220,257</u>	<u>949,929</u>
Total	<u>747,434</u>	<u>229,092</u>	<u>976,526</u>
NET INCOME/(EXPENDITURE)	(133,021)	628	(132,393)
RECONCILIATION OF FUNDS			
Total funds brought forward	1,024,437	3,647	1,028,084
TOTAL FUNDS CARRIED FORWARD	<u>891,416</u>	<u>4,275</u>	<u>895,691</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

13. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Fixtures and fittings £
COST			
At 1 April 2022	642,806	7,761	87,413
Additions	-	4,860	-
At 31 March 2023	<u>642,806</u>	<u>12,621</u>	<u>87,413</u>
DEPRECIATION			
At 1 April 2022	141,841	7,761	87,413
Charge for year	6,428	813	-
At 31 March 2023	<u>148,269</u>	<u>8,574</u>	<u>87,413</u>
NET BOOK VALUE			
At 31 March 2023	<u>494,537</u>	<u>4,047</u>	<u>-</u>
At 31 March 2022	<u>500,965</u>	<u>-</u>	<u>-</u>

	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2022	10,025	59,828	807,833
Additions	-	4,665	9,525
At 31 March 2023	<u>10,025</u>	<u>64,493</u>	<u>817,358</u>
DEPRECIATION			
At 1 April 2022	10,025	53,631	300,671
Charge for year	-	7,558	14,799
At 31 March 2023	<u>10,025</u>	<u>61,189</u>	<u>315,470</u>
NET BOOK VALUE			
At 31 March 2023	<u>-</u>	<u>3,304</u>	<u>501,888</u>
At 31 March 2022	<u>-</u>	<u>6,197</u>	<u>507,162</u>

14. FIXED ASSET INVESTMENTS

Age UK Hampshire & IW Trading Company Limited was dissolved on 19th April 2022.

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	215,053	64,604
Other debtors	1,060	7,070
Prepayments	6,965	9,559
	<u>223,078</u>	<u>81,233</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	12,526	7,306
Social security and other taxes	12,294	9,506
Other creditors	4,437	3,305
Accruals and deferred income	118,300	50,786
	<u>147,557</u>	<u>70,903</u>

Deferred income comprises grants received for future financial periods.

	2023	2022
	£	£
Brought forward	41,656	99,957
Amount released to incoming resources	(41,656)	(99,957)
Amount deferred in year	112,496	41,656
Carried forward	<u>112,496</u>	<u>41,656</u>

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023	2022
	£	£
Within one year	5,755	3,852
Between one and five years	9,968	5,329
	<u>15,723</u>	<u>9,181</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Fixed assets	501,888	-	501,888	507,162
Investments	-	-	-	2
Current assets	415,147	2,640	417,787	459,430
Current liabilities	(147,557)	-	(147,557)	(70,903)
	<u>769,478</u>	<u>2,640</u>	<u>772,118</u>	<u>895,691</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

19. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	891,415	(126,355)	4,418	769,478
Restricted funds				
Civic Hardship Grant	(4,396)	-	4,396	-
What's in IT	2,496	130	(2,626)	-
Living Well	3,787	-	(3,787)	-
Joining Forces in Portsmouth	461	-	(461)	-
Veterans Information Point	20	12	(32)	-
Special Advice Service	1,908	-	(1,908)	-
Dementia MCST	-	2,640	-	2,640
	<u>4,276</u>	<u>2,782</u>	<u>(4,418)</u>	<u>2,640</u>
TOTAL FUNDS	<u>895,691</u>	<u>(123,573)</u>	<u>-</u>	<u>772,118</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	909,377	(1,035,732)	(126,355)
Restricted funds			
What's in IT	130	-	130
Close Encounters	30,378	(30,378)	-
Joining Forces in Portsmouth	59,837	(59,837)	-
Veterans Information Point	44,342	(44,330)	12
Dementia MCST	21,788	(19,148)	2,640
	<u>156,475</u>	<u>(153,693)</u>	<u>2,782</u>
TOTAL FUNDS	<u>1,065,852</u>	<u>(1,189,425)</u>	<u>(123,573)</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	794,437	(133,022)	130,000	791,415
Designated Recovery Fund	<u>230,000</u>	<u>-</u>	<u>(130,000)</u>	<u>100,000</u>
	1,024,437	(133,022)	-	891,415
Restricted funds				
Civic Hardship Grant	(2,823)	(1,573)	-	(4,396)
What's in IT	2,193	303	-	2,496
Living Well	3,787	-	-	3,787
Close Encounters	14	(14)	-	-
Joining Forces in Portsmouth	427	34	-	461
Veterans Information Point	20	-	-	20
Special Advice Service	<u>29</u>	<u>1,879</u>	<u>-</u>	<u>1,908</u>
	<u>3,647</u>	<u>629</u>	<u>-</u>	<u>4,276</u>
TOTAL FUNDS	<u>1,028,084</u>	<u>(132,393)</u>	<u>-</u>	<u>895,691</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	614,412	(747,434)	(133,022)
Restricted funds			
Civic Hardship Grant	-	(1,573)	(1,573)
What's in IT	320	(17)	303
Close Encounters	107,726	(107,740)	(14)
Joining Forces in Portsmouth	14,570	(14,536)	34
Veterans Information Point	46,157	(46,157)	-
Special Advice Service	57,524	(55,645)	1,879
Dementia MCST	<u>3,424</u>	<u>(3,424)</u>	<u>-</u>
	<u>229,721</u>	<u>(229,092)</u>	<u>629</u>
TOTAL FUNDS	<u>844,133</u>	<u>(976,526)</u>	<u>(132,393)</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

19. MOVEMENT IN FUNDS - continued

Designated Recovery Fund The trustees have designated a recovery fund to help the charity recover from the Covid-19 pandemic.

The Civic Hardship Grant supports individuals in emergency financial difficulty.

Joining Forces in Portsmouth aims to mitigate against social isolation and loneliness by encouraging veterans to engage with their wider community.

Close Encounters aims to enhance quality of life for lonely and isolated older people within their community, and alleviate pressure on ambulance services supporting older frequent callers who have no medical need.

Veterans Information Point is a grant to provide veterans with information and support in debt and finance and to combat loneliness.

Special Advice Service For many veterans, and consequently their families as well, leaving the Services and settling into civilian life can often prove challenging. Without the familiar support network of the Armed Forces, veterans and their families can sometimes feel lonely and isolated and find it difficult to integrate into the local civilian community. They may also experience health or financial difficulties and are often unaware of what types of help and support might be available to them. Through a process of 'guided conversations' our advisers will ensure that our help and support is very much tailored to the specific needs and concerns of each individual, which could include:

- Help to reduce isolation and loneliness of veterans' families and improve their interaction with the wider civilian community.
- Money matters - welfare benefits and entitlements check.
- Applying for service medals or Veterans Badges
- Health and wellbeing advice
- Bereavement advice and support with funeral arrangements
- Family and personal matters
- Signposting to other agencies for additional services and support

Dementia MCST (Maintenance Cognitive Simulation Therapy) sessions are offered by the charity. These sessions are weekly and are designed for people who have newly diagnosed or who have been living with mild to moderate dementia. Group members take part in meaningful and stimulating activities that are proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships. Activities include:

- Discussions
- Word games
- Quizzes
- Low impact physical activities
- Creative and musical activities

All activities are chosen to be both stimulating and fun. An important aspect of the group is being able to socialise and share experiences with older members. The groups are relaxed, light-hearted, and fun, and group members are encouraged to support each other.

Transfers between funds

The transfers from unrestricted funds to restricted funds are to cover shortfalls in funding for those restricted funds.

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

21. ULTIMATE CONTROLLING PARTY

The charitable company is not under the control of another entity or any one individual.

AGE UK PORTSMOUTH

England & Wales - Charity number 1059945

Accounts

REGISTERED COMPANY NUMBER: 03281047 (England and Wales)
REGISTERED CHARITY NUMBER: 1059945

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
AGE UK PORTSMOUTH**

AGE UK PORTSMOUTH

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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 (FRS 102) (effective 1 January 2019).

Another incredible year for Age UK Portsmouth! The pandemic initiated radical changes on how we work, and the pace and volume has not diminished. Some of those we serve remain the most at risk. They needed different support, often of a mental health nature brought about by a change to our psyche caused by the 2020-2021 pandemic. We continue to protect our most vulnerable interactions through the wearing of appropriate PPE. As we will again demonstrate in this report, we had to find other ways in which to help.

In our Annual Report we will provide an account of our finances, the changes we have experienced and how our support to those in need of our assistance developed over the 2021-2022 period.

OBJECTIVES AND ACTIVITIES

Objectives and aims

CHANGES

The existing Brand Partner Agreement has been extended until April 2022 whilst the Network jointly develop an agreed negotiation position for the upcoming Age Network Agreement. This iterative discussion process has for the most part, enhanced the relationship with Age UK (National). Again, within this financial period, we are delighted that both parties continue to work for partnership enhancement both nationally and locally.

Mission

To help adults in Portsmouth and South East Hampshire enjoy a better quality of life, with a specific focus on all aspects of getting older.

Values

Our values shape the work we do, both as a member of the Age England Association and as a local independent charitable organisation.

Our five values have the following meanings:

Accessible	We assist older people to live independently and exercise choice
Respectful	We draw strength from the voices of older people and ensure those voices are heard.
Innovative	We are dynamic and driven by results and constantly deliver for older people.
Compassionate	We are passionate about what we do and care about each individual.
Trusted	We are experts, authoritative and quality orientated.

Guiding Principles: These five principles underpin all the work that we do:

Ageism is unacceptable - Age UK Portsmouth is against all forms of age discrimination and challenges unfair treatment on the basis of age.

All people have the right to make decisions about their lives - Age UK Portsmouth helps older people to discover and exercise their rights.

People less able to help themselves should be offered support - Age UK Portsmouth seeks to support older people to live their lives with dignity.

Diversity is valued in all we do - Age UK Portsmouth recognises the diversity of older people and their different needs, choices, cultures and values.

It is only through working together that Age UK Portsmouth can use its local, countywide, regional and national presence to the greatest effect.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

Public benefit

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The trustees refer to public benefit throughout this report.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENT AND PERFORMANCE

Achievements and Performance

On the other side of the world-wide Pandemic beginning early 2020, Age UK Portsmouth has continued to strive to maintain high standards in the work it undertakes, not only in its delivery of different forms of public support but also in its organisational procedures. The year 2020-2021 was a complicated year and has been followed by a financially difficult year which has seen funding resources drastically diminished. The national economy of 2021-2022 threatened by Brexit outcomes and the impact of a European war has eliminated many routes to economic strength for the UK. Vaccination and Personal Protective Equipment (PPE) continue to be essential to best support the most vulnerable in our communities.

Age UK Portsmouth maintains support to those most in need in greater numbers than ever before, with increased personal interaction month on month throughout the year with 2,500 people supported in March 2022.

Month	Number of contacts with service users	Number of contacts - direction of change	Number of individual people supported	Number of people supporter - direction of change
April 2021	3549		2212	
May 2021	3254	↓	2237	↑
June 2021	3746	↑	2296	↑
July 2021	3324	↓	2371	↑
August 2021	3070	↓	2366	↓
September 2021	3414	↑	2309	↓
October 2021	3390	↓	2560	↑
November 2021	3474	↑	2339	↑
December 2021	2905	↓	2093	↓
January 2022	3563	↑	2260	↑
February 2022	3046	↓	2082	↓
March 2022	3458	↑	2418	↑

Hybrid working has become the norm with 50:50 split between office and home. This arrangement has seen productivity escalate in line, almost, with public demand. Social distancing is routinely practiced with office space arranged to meet this now established way of working. All our staff remained committed to safeguarding and supporting all those who needed our assistance. Their willingness to comply with this “new post-Covid world” whilst maintaining many different forms of support, has again been impressive throughout the year. As an organisation we have embedded use of online communication with the cost-savings ensuring best and safest support for our service users and our staff. The lessons learned during the Covid year have been useful and we firmly remain in a place that will achieve a strengthened position to support recovery.

Demand during 2020-2021 was phenomenal, peaking at 135% increase in direct public contact with the charity. This demand continued as people now better understand that to contact a charity is not to be embarrassed about nor to be delayed.

Receiving help and support at the right time can and does save lives.

The National Lottery helped Age UK Portsmouth throughout the COVID-19 period with funds that enabled ongoing care for vulnerable Portsmouth and South East Hampshire-based adults and older people; we have continued to develop our relationship throughout 2021-2022 with new work planned for 2022-2023.

Finance

Tight fiscal management remains the organisation standard. Throughout the year, Age UK Portsmouth continued to manage improvement with further rationalisation of our financial processes. Having achieved integration between our payroll and accounting software, we are now progressing the process of outsourcing both our payroll processes. This will enable huge savings in both cost and hours, both of which are commodities precious to the charity. In addition, the Finance Department have streamlined the ability to take payments from service users who wish to pay by card, removing physical card machines and using an online solution, which both takes the payment and allocates it directly to the service user account, again saving time and money. The Finance Department efficiencies will continue apace as ongoing improved competencies are put into practice.

AGE UK PORTSMOUTH

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The Finance Team ensured the safe financial transition of the charity through the crisis that severely impacted the economy of the world, not just England or the UK. Their goal now is to ensure financially sustainable services and operations where core costs are covered, and the charity maintains a surplus position.

Help Around the Home

Help Around the Home (HATH) has returned to normal productivity levels post the Covid-19 pandemic. After such a significantly impactful period for the service, staff were able to re-enter people's homes and offer service provision in full, wearing appropriate PPE as required.

HATH also continued to support NHS England as part of their Winter Pressures/ Surge Support programme by offering practical assistance to those being discharged from hospital or who were at risk of admission or readmission to hospital. The service delivery exceeded funder expectations with the result that the service increased its geographical reach to areas outside its usual remit, to include Fareham, Gosport and Hayling Island.

The Help Around the Home team have been incredibly committed to the charity and their roles, working under extraordinary pressure with increased workloads.

The charity's Help Around the Home service delivered over 26,500 hours of support throughout 2021 - 2022.

One repercussion of lockdowns during the pandemic, meant that many older adults could not receive the usual or necessary support required to maintain their homes. This saw an increased number of referrals for intense Spring Cleans during 2021-2022. Before and after photos clearly demonstrate some of the work completed as part of this provision.



Before

After

"...luckily, I had an angel arrive at my house in the form of Michelle. That lovely lady is an absolute god send.... She is a beautiful, charismatic whirlwind of a woman and just cracks on and does what she thinks needs doing.... Her demeanor and presence make her so approachable and easy to talk to. Now she is an integral part of my life.... Knowing the fact, I have Michelle to help me reassures my mental health and manages to put a smile on my face

Help Around the Home Service User

AGE UK PORTSMOUTH
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FOR THE YEAR ENDED 31 MARCH 2022

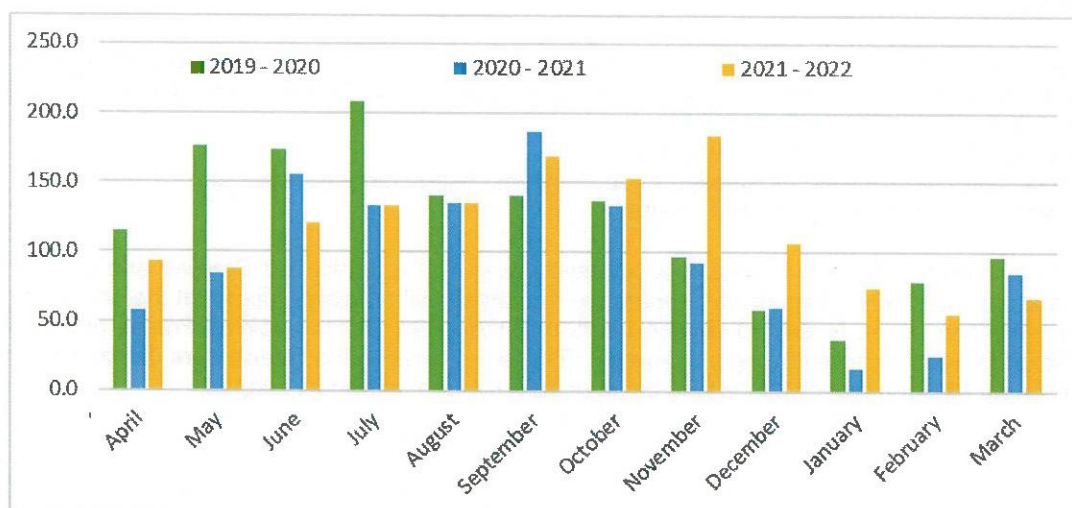


Gardening and Handyperson

Preventing slips, trips and falls remained essential goals of our task to maintain gardens and clear pathways. With older adults continuing to self-isolate throughout 2021 - 2022, gardens remained a lifeline and were often the only escape from the house and the only opportunity for fresh air.

As a result, the number of Gardening team members were increased to cope with the huge demand. The team now comprises four Gardeners and one Handyperson.

As well as supporting the high volume of domestic Garden Service users, the team successfully won garden maintenance contracts from the Church of England Soldiers', Sailors' and Airmen's Housing Associations (CESSAHA) housing schemes for another year; also winning a second commercial contract with Portsmouth Rotary Housing Association (PRHA) whose 11 schemes house older adults in South-East Hampshire.



This graph demonstrates the hours completed for domestic Garden Service users, comparing 2019-2020 and 2020-2021 financial years. It demonstrates that in even with an additional commercial contract, hours have remained as demanding as in previous years. In fact, the service completed approximately 1,400 hours in domestic gardens, 200 more hours than the previous year.

The contribution of the Handyperson who was recruited in February 2022 was to assist and ensure the charity succeeded in achieving its target for Home Energy Checks, whilst supplying and installing energy efficient devices into older adults' homes during the earlier stages of the energy crisis.

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Information & Advice

Age UK Portsmouth's Information & Advice service provides free, independent, and confidential information and advice on a wide range of issues affecting adults and older people. Over the last year, the I&A Team have assisted 534 service users and helped identify eligibility for over £980,000 worth of benefit entitlements, assisting with applications for those who are unable to apply themselves.

Age UK Portsmouth successfully completed the first year of its externally funded Building Resilience programme in which support is provided through holistic, person-centred advice sessions to individuals experiencing a significant life event or coping with a life change.

The Information & Advice Team made up of staff and volunteers were pleased to be able to resume face-to-face visits with beneficiaries as pandemic restrictions eased. The Department continues to work towards the Information & Advice Quality Standard and has now embedded new processes and procedures to ensure advice provided by the Team remains consistent and to the highest standard.

"You have been so kind and easy to talk to. We had a laugh even though the forms were emotional for me, you made it a much better experience than it could have been."

Information & Advice Service User

The dedicated team of Information & Advice staff are thrilled to have recruited new volunteers onto the Team this year, including a new volunteer role to support with quality checking across the Department.

Special Advice Service

The Special Advice Service, funded by the Armed Forces Covenant Fund Trust, ended in June 2021. The project's objective was in place to support families and carers of veterans who were experiencing challenges with relocation, separation and/or a significant change in their lives.

To achieve that goal, Age UK Portsmouth and the Church of England Soldiers', Sailors' and Airmen's Housing Association (CESSAHA) created partnership support processes built on strong, existing working relationships.

As well as those families and carers in the wider community, Age UK Portsmouth and CESSAHA worked together to support any families and carers that resided within CESSAHA schemes with information and advice on a range of matters which included:

- Finance - benefits, entitlement, wills etc
- Socialising - reducing social isolation through events, befriending, activities etc
- Health - mental, physical, bereavement etc.

In its final months the Service successfully achieved over 100 referrals. Art Classes and Drop-In events continued at the CESSAHA sites. It was imperative that those still requiring support at the end of the project were not left alone again. Nearly all service users met the criteria for the Joining Forces programme and were referred into that service for ongoing support. Those not meeting the criteria were directed and referred into appropriate external organisations who could ensure the right individual support.

AGE UK PORTSMOUTH
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Joining Forces Portsmouth

Joining Forces Portsmouth is a long-established programme at Age UK Portsmouth and in November 2021 further funding from Armed Forces Covenant Fund Trust through its Sustainable Support fund allowed the programme to continue.

The programme focuses on mitigating against feeling isolated and lonely through encouraging veterans to engage and participate within their wider community using social events and volunteer befriending.

Many of these activities stopped during the pandemic however, all resumed in 2021 including face-to-face befriending, veterans' breakfasts and coffee afternoons.

To date, 443 veterans and/or their spouses have been supported via the Joining Forces programme.

They have received 1,634 telephone calls equating to 325 hours in individual support.

The JFP Team collaborated with a host of organisations and agencies such as SSAFA (Soldiers, Sailors, Airmen and Families Association), Blind Veterans UK, British Limbless Ex-Servicemen's Association, The Stroke Association, Kitbags and Berets Dementia Group, Veterans Outreach Support as well as with Portsmouth and Hampshire Adult Social Care Teams to ensure that the veterans and their family members were in receipt of all necessary assistance required to enhance their quality of life.

Social Activities

Throughout 2020 and continuing into 2021-2022, the Government decreed several lockdown processes ranging from 'total lockdown' to a Tier system indicating higher or lower levels of COVID-19 infection rates. Therefore, Portsmouth and much of the UK were not able to socialise or meet family and friends in public, and often not at home either. The intention was to ensure the health-safety of every individual creating a reduced possibility of contamination spread. It was therefore impossible for Age UK Portsmouth to maintain public events or operate full delivery of the charity's usual person-centred services.

Having served as a Distribution Centre and storage warehouse throughout 2020 and early 2021, the space normally available for entertainments including the kitchen area then required a massive clean-up operation. As a Key Organisation, the staff of Age UK Portsmouth performed public service by delivering activity packs, doorstep and telephone safeguarding chats throughout 2021 and of course continued support of adults, older people and frail elderly persons who were without any support-bubble options, disabled or bed bound.

Volunteering

Age UK Portsmouth simply could not manage to deliver all our services without the contribution of our volunteers' skills, knowledge, time and commitment. The charity is incredibly grateful to those members of the public who continue to support our efforts by helping to befriend strangers, offer advice and guidance as well as supporting visitors in our Bradbury Centre.

Throughout the pandemic, Age UK Portsmouth were overwhelmed by the number of people who stepped up to volunteer alongside us. We hope to continue to grow our volunteer team in the upcoming year to support the growing demand on our services.

Jackie, photographed bottom right with service user Eddy and staff members Laura and Anthea, is one of 34 Age UK Portsmouth volunteer befrienders helping to combat loneliness.

"Going down for Joining Forces breakfast and afternoon coffee is meeting likeminded people who have served and the opportunity to make new friends and having a laugh in good company. There is shared comradeship and banter with people who have been through the same things I have whilst enjoying a breakfast. I look forward to them and don't like to miss it and it cheers me up

Gordon, Joining Forces Portsmouth Service User



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Café

Due to the face-to-face limitations created by the pandemic, the Bradbury Centre Café was not allowed to open throughout 2020-2021 and remained closed into 2022. The charity used this enforced period of closure as an opportunity to visit alternate methods of food and drink delivery. Using closure and a period of calm to seek out opportunities for alternate, and improved, service provision. In March 2022, Age UK Portsmouth was awarded the Local Authority's Meals on Wheels contract which is due to commence in June 2022. The Café and Kitchen will be used initially to support this new and exciting offer to reach more vulnerable adults across Portsmouth.

Veterans Information Point

Age UK Portsmouth's Veterans Information Point provides free information and advice for Forces' veterans, their spouses and active service personnel in South East Hampshire. Funded by the Royal Navy & Royal Marines Charity, the service offers free, independent, and confidential information, advice and support.

In the last year, the Veterans Information Point have supported 427 Service Users and obtained over £600,000 in benefits and entitlements. Once a veteran has accessed the Veterans Information Point project, they and their spouses or families are encouraged to participate in Age UK Portsmouth's veteran befriending and socialisation services.

This VIP project, now in its fifth year, continues to grow in strength and popularity with a 23% increase in referrals this year.

The department has seen a change of staff in the last year, with the previous Coordinators retiring from their roles and a new Coordinator welcomed into the service. Our new Coordinator has focused attention on expanding relationships with external organisations to ensure fulsome support for beneficiaries.

"You have been amazing and treat us as though we are family, but you get things done. You always give us the information we ask for and are always so friendly and down to earth. It's so reassuring that you can come to us if we are struggling."

Veterans Information Point Service User



Close Encounters

Age UK Portsmouth's Close Encounters project was designed to improve the quality of life for lonely and isolated adults and older people in Portsmouth, Gosport, and the surrounding areas. Funded by the National Lottery's Community Fund, Age UK Portsmouth works in partnership with Gosport Voluntary Action to reduce loneliness and social isolation.

In its third year, it was imperative for the Close Encounters project and Team to remain readily available to new service users and support those who's goal achievement had been delayed due to national and local lockdowns.

Key activities during the 2021-2022 period included:

- Expanding the Close Encounters befriending service
- Partnership working
- Strongly influenced social prescribing through it's work with the University of Portsmouth Paramedic Training and membership on the Hampshire & Isle of Wight Social Prescribing Network
- Completion of benefits checked and ensuing benefit applications for service users, obtaining £1,265,636.13 in benefit entitlements

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The Close Encounters project was highly commended by external organisations including health services and public authorities. With project funding ending in November 2021, Age UK Portsmouth will seek ways in which it can continue offering this vital service.

FINANCIAL REVIEW

Financial position

Age UK Portsmouth is an independent charity, separate from Age UK. However, both parties have a Brand Partner relationship which remains under review together with Age UK's own internal structures. The outcome of the Network's deliberations about the future will have an influence on Age UK Portsmouth's potential state, and at present the trustees continue active participation in this iterative development. Every effort is being made to ensure whatever changes take place, the many people who benefit from our local services will continue to be able to do so irrespective of our future organisational form.

Age UK Portsmouth needs to attract donations and legacies to continue to undertake local projects which are so greatly needed within our community.

The Charity strives to offer the highest standard of service to those in need of help and assistance. We are a lifeline to many of our service users. We help to support them in their homes; we offer them a friendly face, a helping hand, companionship with others and for most an end to isolation.

For many of our service users, the contact time with Age UK Portsmouth staff and volunteers is the only time they socialise or possibly get outdoors, and it is often the only contact and opportunity they have for mixing with other people in their local community.

Reserves policy

The Board have identified that a minimum four-month period of operating costs equating to not less than £230,000 would be a reasonable level of free reserves to be able to deal with events that were not anticipated and that would have a negative impact on the organisation's income streams. We therefore are operating within our reserves policy.

Reserves should be built up from unrestricted (earned) income and ideally sit between 4-6 months operating costs.

Investment powers

Under the Memorandum and Articles, the charity has the power to invest in any way the Trustees wish.

In view of existing financial commitments, the charity is currently holding all funds within current and savings Bank Accounts.

Principal Funding Sources

Age UK Portsmouth's funding sources have evolved over time and the organisation depends more heavily than in the past, on income generation through the support services offered to those who need help in and around their homes.

The impact of Pandemic-related economies during 2021-2022 was predicted by the Executive Team and the Board agreed to ringfence sufficient funds in 2020-2021 to support the cost of re-opening of the charity's paid-for service offers. Successful re-opening of the services was dependent on the fluctuations of Covid infection rates and the public's belief in their personal safety enabling charity staff back into their homes. Therefore, sufficient funding was retained to shore-up core charity costs which, without usual income sources, were likely to suffer exponentially as we moved into a year that was financially restricted with services and staff roles ultimately at risk.

Despite a difficult economic situation, the Executive continued to bid for and attract important income from the following Funders to whom Age UK Portsmouth are extremely grateful. Without the generosity of these Funders, Age UK Portsmouth would not have been able to deliver so many public benefits. A huge vote of thanks goes to Funding organisations such as:

- Age UK
- NHS England
- the National Lottery
- The Armed Forces Covenant Fund Trust

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- The RAF Benevolent Fund, and
- Royal Navy Royal Marines Charity

As a result, Age UK Portsmouth has proven to be resilient and ever more self-reliant.

Overall Age UK Portsmouth produced a deficit of £132,393 (2021 = surplus £161,658) on a Turnover of £844,133 (2021 = £1,077,997)

Plans for Future

Age UK Portsmouth continuously endeavours to understand how best to reshape itself so that its services can be sustained whilst ensuring it is in a position to make a clear decision about the Brand Partnership with Age UK National. The current Brand Partnership Agreement is to be replaced in 2024.

All internal processes, costs and client services are continuously reviewed to ensure that they remain and build on their current positive impact both to recipients who need their help, and to the organisation's sustainability.

Age UK Portsmouth has always maintained close relationships with neighbouring, regional, and nationwide-based Age UK organisations.

Engagement in county and nation-wide fora, panels and action groups are vital to growth and full understanding of population need. Working with Councillors and MPs continues to enable a clear understanding amongst politicians about the organisation's strengths and long-term core values.

Reserves policy

The Board have identified that a minimum four months operating costs of £230,000 would be a reasonable level of free reserves to be able to deal with events that were not anticipated and that have a negative impact on the organisations income streams. We therefore are operating within our reserves policy.

Reserves should be built up from unrestricted (earned) income and ideally sit at 6 months operating costs.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Age UK Portsmouth (charity number 1059945 and company number 03281047) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Responsibilities of the Trustees

The Trustees are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The income and property of the charity is applied solely towards the promotion of the objects of the charity as set forth in the Memorandum of Association. No portion of the income and property can be paid or transferred directly or indirectly, by way of dividend, bonus or otherwise howsoever by way of profit, to the members of the charity. No member of the Executive Committee or Governing body can be appointed to any office of the charity paid by salary or fees or receive any remuneration or other benefit in money or money's worth from the charity.

AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Recruitment and appointment of management committee

A robust system for the recruitment of Trustees is in place and adherence to our Equal Opportunities policy is strict. The Trustee job description and person specification is reviewed on a regular basis to ensure it is appropriate to organisational needs. Candidates are invited for interview with the Board, a Disclosure and Barring Service (DBS) check and satisfactory references are obtained before any appointments are made.

Trustee induction and training

Trustees are given background information about the organisation and an induction programme. They are encouraged to spend as much time as they can at The Bradbury Centre to become familiar with the services we offer and the role we play in the local community.

Risk management

Trustees have in place a system by which they monitor potential risks to which the organisation may be exposed. Risk assessments are reviewed and updated on a regular basis.

Organisational structure

The board ideally should not be less than five members at any one time. The board is currently looking for new members.

The board and its constituent sub-groups meet on alternate months. There are sub-committees which support the following work areas:

- Finance Sub-Group
- Service User Sub-Group – on hold throughout the pandemic to meet Government Regulations

A Chief Executive Officer (Dianne Sherlock) was appointed by the Trustees in October 2010 to manage the day-to-day operations of the charity, reporting directly to the Trustees.

Related parties

The charity's CEO is a registered Company Director of Age UK Hampshire & IW Trading Company Limited. The Trading Company was a partnership of Hampshire-based charitable organisations; they were Age UKs Portsmouth and Isle of Wight who were extremely proud to be able to share their annual commissions between the aforementioned charities as un-ring-fenced income for charitable service support.

Age Co (a subsidiary of Age UK National) terminated the Trading Alliance Agreement in November 2019 at which time the Age UK Hampshire & IW Trading Company Limited solvently ceased trading. This company was formally dissolved in April 2022.

AGE UK PORTSMOUTH

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03281047 (England and Wales)

Registered Charity number
1059945

Registered office
The Bradbury Centre
16 - 18 Kingston Road
Portsmouth
Hants
PO1 5RZ

Trustees

M Geary - Chair to September 2021
T Gamester - Vice Chair
B White - Treasurer
T Jack
P Hummel-Newell - Chair from December 2021
S Wooles
A Miller

Executive team

D Sherlock - Chief Executive Officer
R Massey - Chief Operations Officer
L Jones - Corporate Services Manager
A Morgan - Finance Manager

Chief Executive

D Sherlock

Company Secretary

D Sherlock

Auditors

P Underwood, FCCA
Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Bankers

National Westminster Bank Plc
130 Commercial Road
Portsmouth
Hampshire
PO1 1ES

Solicitors

Biscoes Law Limited
62-68 Kingston Crescent
Portsmouth
Hampshire
PO2 8AQ

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FUNDS HELD AS CUSTODIAN FOR OTHERS

Age UK Portsmouth does not hold funds, nor act as custodian trustees, on behalf of others.

Exemption from disclosure

Age UK Portsmouth does not hold any form of exemption from disclosure therefore trustee and senior staff names have not been omitted.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Portsmouth for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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


In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Morris Crocker Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 3rd August 2022 and signed on its behalf by:


.....
P Hummel-Newell - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Opinion

We have audited the financial statements of Age UK Portsmouth (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality at an appropriate level.

Substantive audit tests were designed after assessing and performing walkthrough tests. The walkthrough testing confirmed documented systems which have been designed to act as a preventative measure against fraud and error which appear to be operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.


Management assessed there is no going concern risk. The audit undertook a review of budgets, management accounts and the review of board minutes and came to the same conclusion as management.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



P Underwood (Senior Statutory Auditor)
for and on behalf of Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Date: 1 September 2022

AGE UK PORTSMOUTH

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	13,950	-	13,950	17,930
Charitable activities					
Charitable activities	5	573,773	229,720	803,493	1,048,143
Other trading activities	3	14,134	-	14,134	7,116
Investment income	4	188	-	188	574
Other income		12,368	-	12,368	4,234
Total		614,413	229,720	844,133	1,077,997
EXPENDITURE ON					
Raising funds	6	17,762	8,835	26,597	42,347
Charitable activities					
Charitable activities	7	729,672	220,257	949,929	873,992
Total		747,434	229,092	976,526	916,339
NET INCOME/(EXPENDITURE)		(133,021)	628	(132,393)	161,658
RECONCILIATION OF FUNDS					
Total funds brought forward		1,024,437	3,647	1,028,084	866,426
TOTAL FUNDS CARRIED FORWARD		<u>891,416</u>	<u>4,275</u>	<u>895,691</u>	<u>1,028,084</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

BALANCE SHEET
31 MARCH 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	13	507,162	523,083
Investments	14	<u>2</u>	<u>2</u>
		507,164	523,085
CURRENT ASSETS			
Debtors	15	81,233	72,080
Cash at bank and in hand		<u>378,197</u>	<u>555,862</u>
		459,430	627,942
CREDITORS			
Amounts falling due within one year	16	(70,903)	(122,943)
		<u>388,527</u>	<u>504,999</u>
NET CURRENT ASSETS			
		<u>895,691</u>	<u>1,028,084</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>895,691</u>	<u>1,028,084</u>
NET ASSETS			
		<u>895,691</u>	<u>1,028,084</u>
FUNDS	19		
Unrestricted funds		891,415	1,024,437
Restricted funds		<u>4,276</u>	<u>3,647</u>
TOTAL FUNDS		<u>895,691</u>	<u>1,028,084</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 31st August 2022 and were signed on its behalf by:


P Hummel-Newell - Trustee

AGE UK PORTSMOUTH
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(177,565)</u>	<u>208,124</u>
Net cash (used in)/provided by operating activities		<u>(177,565)</u>	<u>208,124</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(18,952)
Purchase of fixed asset investments		-	(1)
Sale of tangible fixed assets		(288)	1,200
Interest received		<u>188</u>	<u>574</u>
Net cash used in investing activities		<u>(100)</u>	<u>(17,179)</u>
Change in cash and cash equivalents in the reporting period			
		(177,665)	190,945
Cash and cash equivalents at the beginning of the reporting period		<u>555,862</u>	<u>364,917</u>
Cash and cash equivalents at the end of the reporting period		<u>378,197</u>	<u>555,862</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(132,393)	161,658
Adjustments for:		
Depreciation charges	15,921	11,870
Loss/(profit) on disposal of fixed assets	288	(1,200)
Interest received	(188)	(574)
(Increase)/decrease in debtors	(9,153)	11,684
(Decrease)/increase in creditors	<u>(52,040)</u>	<u>24,686</u>
Net cash (used in)/provided by operations	<u>(177,565)</u>	<u>208,124</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	<u>555,862</u>	<u>(177,665)</u>	<u>378,197</u>
	<u>555,862</u>	<u>(177,665)</u>	<u>378,197</u>
Total	<u>555,862</u>	<u>(177,665)</u>	<u>378,197</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

The trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

Income

Donations and Legacies income includes donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

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

Other Fundraising Activities and Investment Income is recognised on a receivable basis.

Income from Charitable Activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the notes to the accounts.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 1% on cost
Plant and machinery	- 33% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Individual fixed assets costing £500 or more are capitalised at cost.

Taxation

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

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds 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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable investments in stocks and shares. The measurement basis use for these financial instruments is detailed below.

Debtors and cash at bank & in hand

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Cash at bank and in hand includes cash held on deposit or in a current account.

Creditors and provisions

Creditors and provisions are recognised where the charitable company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	8,550	17,930
Legacies	<u>5,400</u>	<u>-</u>
	<u>13,950</u>	<u>17,930</u>

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Café, shop and pop in takings	-	151
Hairdressing	3,947	2,212
Chiropody	<u>10,187</u>	<u>4,753</u>
	<u>14,134</u>	<u>7,116</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>188</u>	<u>574</u>

All investment income is derived from assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022	2021
		£	£
Grants	Charitable activities	340,151	704,813
Service income	Charitable activities	<u>463,342</u>	<u>343,330</u>
		<u>803,493</u>	<u>1,048,143</u>

Grants received, included in the above, are as follows:

	2022	2021
	£	£
Royal Navy and Royal Marines Charity	46,158	43,896
Age UK	103,414	243,623
Big Lottery Fund	107,726	118,585
Armed Forces Covenant Fund Trust	72,092	46,524
HIOW Community Foundation	-	2,499
HIVE Discretionary Crisis	410	1,720
Job Retention Scheme	9,080	86,619
Portsmouth City Council	-	25,000
National Lottery Development Grant	-	125,000
HIWCF	<u>1,271</u>	<u>11,347</u>
	<u>340,151</u>	<u>704,813</u>

6. RAISING FUNDS

Other trading activities

	2022	2021
	£	£
Purchases	1,563	670
Staff costs	-	18,809
Other costs	-	361
Depreciation	-	635
Support costs	<u>25,034</u>	<u>21,872</u>
	<u>26,597</u>	<u>42,347</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activities	<u>617,360</u>	<u>332,569</u>	<u>949,929</u>

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Other trading activities	23,197	1,507	330	25,034
Charitable activities	<u>308,164</u>	<u>20,020</u>	<u>4,385</u>	<u>332,569</u>
	<u>331,361</u>	<u>21,527</u>	<u>4,715</u>	<u>357,603</u>

Activity	Basis of allocation
Management	Use of resources
Finance	Use of resources
Governance costs	Use of resources

Support costs, included in the above, are as follows:

Management

			2022	2021
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Staff costs	15,979	212,274	228,253	205,584
Office costs	3,498	46,467	49,965	53,807
Premises costs	1,252	16,634	17,886	15,074
Accountancy support	<u>2,468</u>	<u>32,789</u>	<u>35,257</u>	<u>18,370</u>
	<u>23,197</u>	<u>308,164</u>	<u>331,361</u>	<u>292,835</u>

Finance

			2022	2021
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Bank charges	371	4,938	5,309	4,779
Depreciation of tangible fixed assets	1,116	14,814	15,930	11,234
Loss on sale of tangible fixed assets	<u>20</u>	<u>268</u>	<u>288</u>	<u>(1,200)</u>
	<u>1,507</u>	<u>20,020</u>	<u>21,527</u>	<u>14,813</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

8. SUPPORT COSTS - continued
Governance costs

			2022	2021
	Other trading activities	Charitable activities	Total activities	Total activities
	£	£	£	£
Auditors' remuneration	<u>330</u>	<u>4,385</u>	<u>4,715</u>	<u>4,800</u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Auditors' remuneration	4,715	4,800
Depreciation - owned assets	15,921	11,870
(Deficit)/surplus on disposal of fixed assets	<u>288</u>	<u>(1,200)</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

During the year no trustees (2021: none) were reimbursed out of pocket expenses totalling £nil (2021: £nil).

11. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	786,569	727,297
Social security	35,662	34,293
Employers pension costs	<u>15,407</u>	<u>13,784</u>
	<u>837,638</u>	<u>775,374</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Charitable	74	60
Support	<u>22</u>	<u>25</u>
	<u>96</u>	<u>85</u>

No employee received emoluments in excess of £60,000 (2021: none).

Key Management Personnel

The key management personnel of the charitable company comprises the Chief Executive Officer, , Chief Operations Officer, Corporate Services Manager and the Finance Manager. The total consideration paid and employee remuneration and benefits of the key management personnel of the charity was £161,951 (2021: £142,430).

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	17,889	41	17,930
Charitable activities			
Charitable activities	682,973	365,170	1,048,143
Other trading activities	7,116	-	7,116
Investment income	574	-	574
Other income	<u>4,234</u>	<u>-</u>	<u>4,234</u>
Total	712,786	365,211	1,077,997
EXPENDITURE ON			
Raising funds	33,684	8,663	42,347
Charitable activities			
Charitable activities	514,651	359,341	873,992
Total	548,335	368,004	916,339
NET INCOME/(EXPENDITURE)	164,451	(2,793)	161,658
RECONCILIATION OF FUNDS			
Total funds brought forward	859,985	6,441	866,426
TOTAL FUNDS CARRIED FORWARD	<u>1,024,436</u>	<u>3,648</u>	<u>1,028,084</u>

13. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Fixtures and fittings £
COST			
At 1 April 2021 and 31 March 2022	<u>642,806</u>	<u>7,761</u>	<u>87,413</u>
DEPRECIATION			
At 1 April 2021	135,413	7,761	87,396
Charge for year	<u>6,428</u>	<u>-</u>	<u>17</u>
At 31 March 2022	<u>141,841</u>	<u>7,761</u>	<u>87,413</u>
NET BOOK VALUE			
At 31 March 2022	<u>500,965</u>	<u>-</u>	<u>-</u>
At 31 March 2021	<u>507,393</u>	<u>-</u>	<u>17</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

13. TANGIBLE FIXED ASSETS - continued

	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2021 and 31 March 2022	<u>10,025</u>	<u>59,828</u>	<u>807,833</u>
DEPRECIATION			
At 1 April 2021	10,025	44,155	284,750
Charge for year	<u>-</u>	<u>9,476</u>	<u>15,921</u>
At 31 March 2022	<u>10,025</u>	<u>53,631</u>	<u>300,671</u>
NET BOOK VALUE			
At 31 March 2022	<u>-</u>	<u>6,197</u>	<u>507,162</u>
At 31 March 2021	<u>-</u>	<u>15,673</u>	<u>523,083</u>

14. FIXED ASSET INVESTMENTS

	Unlisted investments £
MARKET VALUE	
At 1 April 2021 and 31 March 2022	<u>2</u>
NET BOOK VALUE	
At 31 March 2022	<u>2</u>
At 31 March 2021	<u>2</u>

The company owns 100% of the issued ordinary share capital of Age UK Hampshire & IW Trading Company Limited. The registered office is located at The Bradbury Centre, 16-18 Kingston Road, Portsmouth, Hampshire, PO1 5RZ.

Age UK Hampshire & IW Trading Company Limited was dissolved on 19th April 2022.

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	64,604	57,092
Other debtors	7,070	8,984
Prepayments	<u>9,559</u>	<u>6,004</u>
	<u>81,233</u>	<u>72,080</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	7,306	4,316
Social security and other taxes	9,506	7,809
Other creditors	3,305	4,877
Accruals and deferred income	<u>50,786</u>	<u>105,941</u>
	<u>70,903</u>	<u>122,943</u>

Deferred income comprises grants received for future financial periods.

	2022	2021
	£	£
Brought forward	99,957	72,671
Amount released to incoming resources	(99,957)	(72,671)
Amount deferred in year	<u>41,656</u>	<u>99,957</u>
Carried forward	<u>41,656</u>	<u>99,957</u>

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021
	£	£
Within one year	3,852	769
Between one and five years	<u>5,329</u>	<u>1,730</u>
	<u>9,181</u>	<u>2,499</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Fixed assets	507,162	-	507,162	523,083
Investments	2	-	2	2
Current assets	455,154	4,276	459,430	627,942
Current liabilities	<u>(70,903)</u>	<u>-</u>	<u>(70,903)</u>	<u>(122,943)</u>
	<u>891,415</u>	<u>4,276</u>	<u>895,691</u>	<u>1,028,084</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

19. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	794,437	(133,022)	130,000	791,415
Designated Recovery Fund	<u>230,000</u>	<u>-</u>	<u>(130,000)</u>	<u>100,000</u>
	1,024,437	(133,022)	-	891,415
Restricted funds				
Civic Hardship Grant	(2,823)	(1,573)	-	(4,396)
What's in IT	2,193	303	-	2,496
Living Well	3,787	-	-	3,787
Close Encounters	14	(14)	-	-
Joining Forces in Portsmouth	427	34	-	461
Veterans Information Point	20	-	-	20
Special Advice Service	<u>29</u>	<u>1,879</u>	<u>-</u>	<u>1,908</u>
	<u>3,647</u>	<u>629</u>	<u>-</u>	<u>4,276</u>
TOTAL FUNDS	<u>1,028,084</u>	<u>(132,393)</u>	<u>-</u>	<u>895,691</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	614,412	(747,434)	(133,022)
Restricted funds			
Civic Hardship Grant	-	(1,573)	(1,573)
What's in IT	320	(17)	303
Close Encounters	107,726	(107,740)	(14)
Joining Forces in Portsmouth	14,570	(14,536)	34
Veterans Information Point	46,157	(46,157)	-
Special Advice Service	57,524	(55,645)	1,879
Dementia MCST	<u>3,424</u>	<u>(3,424)</u>	<u>-</u>
	<u>229,721</u>	<u>(229,092)</u>	<u>629</u>
TOTAL FUNDS	<u>844,133</u>	<u>(976,526)</u>	<u>(132,393)</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	859,985	164,452	(230,000)	794,437
Designated Recovery Fund	-	-	<u>230,000</u>	<u>230,000</u>
	859,985	164,452	-	1,024,437
Restricted funds				
Civic Hardship Grant	-	(2,823)	-	(2,823)
What's in IT	2,193	-	-	2,193
Living Well	3,787	-	-	3,787
Close Encounters	14	-	-	14
Joining Forces in Portsmouth	427	-	-	427
Veterans Information Point	20	-	-	20
Special Advice Service	-	29	-	29
	<u>6,441</u>	<u>(2,794)</u>	-	<u>3,647</u>
TOTAL FUNDS	<u>866,426</u>	<u>161,658</u>	-	<u>1,028,084</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	712,787	(548,335)	164,452
Restricted funds			
Civic Hardship Grant	-	(2,823)	(2,823)
Close Encounters	118,585	(118,585)	-
Joining Forces in Portsmouth	19,532	(19,532)	-
Veterans Information Point	43,897	(43,897)	-
National Lottery - Covid Response	50,013	(50,013)	-
Special Advice Service	46,564	(46,535)	29
Job Retention Scheme	86,619	(86,619)	-
	<u>365,210</u>	<u>(368,004)</u>	<u>(2,794)</u>
TOTAL FUNDS	<u>1,077,997</u>	<u>(916,339)</u>	<u>161,658</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

19. MOVEMENT IN FUNDS - continued

Designated Recovery Fund The trustees have designated a recovery fund to help the charity recover from the Covid-19 pandemic.

The Civic Hardship Grant supports individuals in emergency financial difficulty.

Joining Forces in Portsmouth aims to mitigate against social isolation and loneliness by encouraging veterans to engage with their wider community.

Close Encounters aims to enhance quality of life for lonely and isolated older people within their community, and alleviate pressure on ambulance services supporting older frequent callers who have no medical need.

Veterans Information Point is a grant to provide veterans with information and support in debt and finance and to combat loneliness.

Special Advice Service For many veterans, and consequently their families as well, leaving the Services and settling into civilian life can often prove challenging. Without the familiar support network of the Armed Forces, veterans and their families can sometimes feel lonely and isolated and find it difficult to integrate into the local civilian community. They may also experience health or financial difficulties and are often unaware of what types of help and support might be available to them. Through a process of 'guided conversations' our advisers will ensure that our help and support is very much tailored to the specific needs and concerns of each individual, which could include:

- Help to reduce isolation and loneliness of veterans' families and improve their interaction with the wider civilian community.
- Money matters - welfare benefits and entitlements check.
- Applying for service medals or Veterans Badges
- Health and wellbeing advice
- Bereavement advice and support with funeral arrangements
- Family and personal matters
- Signposting to other agencies for additional services and support

Dementia MCST (Maintenance Cognitive Simulation Therapy) sessions are offered by the charity. These sessions are weekly and are designed for people who have newly diagnosed or who have been living with mild to moderate dementia. Group members take part in meaningful and stimulating activities that are proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships. Activities include:

- Discussions
- Word games
- Quizzes
- Low impact physical activities
- Creative and musical activities

All activities are chosen to be both stimulating and fun. An important aspect of the group is being able to socialise and share experiences with older members. The groups are relaxed, light-hearted, and fun, and group members are encouraged to support each other.

Transfers between funds

The transfers from unrestricted funds to restricted funds are to cover shortfalls in funding for those restricted funds.

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

21. ULTIMATE CONTROLLING PARTY

The charitable company is not under the control of another entity or any one individual.

AGE UK PORTSMOUTH

England & Wales - Charity number 1059945

Accounts

REGISTERED COMPANY NUMBER: 03281047 (England and Wales)
REGISTERED CHARITY NUMBER: 1059945

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
AGE UK PORTSMOUTH**

AGE UK PORTSMOUTH

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FOR THE YEAR ENDED 31 MARCH 2021**

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**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

What a Year! The pandemic meant radical changes to how we work. Some of those we serve were the most at risk. They needed more support at a time when it was no longer possible to deliver our services in the same way as previously. We had to limit face to face contact. As will be clear in this report. We had to find other ways in which to help.

In our Annual Report we will provide an account of our finances, the changes we have experienced and how our support to those in need of our assistance developed over the period.

The trustee who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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 (FRS 102) (effective 1 January 2019).

CHANGES

The existing Brand Partner Agreement has been extended until April 2022 whilst the Network jointly develop an agreed negotiation position for the upcoming Age Network Agreement. This iterative discussion process has for the most part, enhanced the relationship with Age UK (National). Again, within this financial period, we are delighted that both parties continue to work for partnership enhancement both nationally and locally.

Mission

To help adults in Portsmouth and South East Hampshire enjoy a better quality of life, with a specific focus on all aspects of getting older.

Values

Our values shape the work we do, both as a member of the Age England Association and as a local independent charitable organisation.

Our five values have the following meanings:

Accessible	We assist adults and older people to live independently and exercise choice.
Respectful	We draw strength from the voices of adults and older people and ensure those voices are heard.
Innovative	We are dynamic and driven by results and constantly deliver for adults and older people.
Compassionate	We are passionate about what we do and care about each individual.
Trusted	We are experts, authoritative and quality orientated.

Guiding Principles: These five principles underpin all the work that we do:

Ageism is unacceptable - Age UK Portsmouth is against all forms of age discrimination and challenges unfair treatment on the basis of age.

All people have the right to make decisions about their lives - Age UK Portsmouth helps adults and older people to discover and exercise their rights.

People less able to help themselves should be offered support - Age UK Portsmouth seeks to support adults and older people to live their lives with dignity.

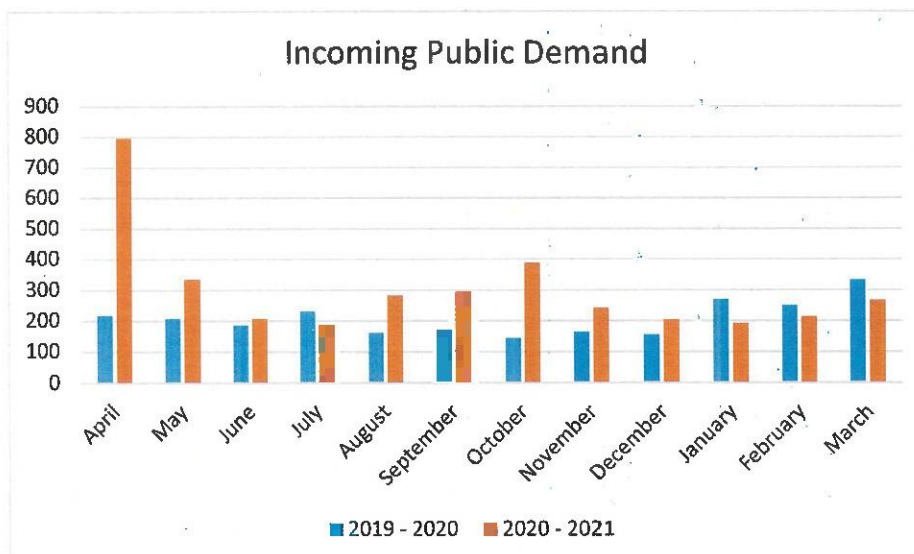
Diversity is valued in all we do - Age UK Portsmouth recognises the diversity of adults and older people and their different needs, choices, cultures and values.

It is only through working together that Age UK Portsmouth can use its local, countywide, regional and national presence to the greatest effect.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Achievements and Performance

Despite the onset of a world-wide Pandemic at the beginning of this financial year 2020-2021, Age UK Portsmouth continued to strive to maintain high standards in the work it undertook, not only in its delivery of different forms of public support but also in its organisational procedures. The year 2020-2021 was a difficult year. Face to face contact had to be limited and Personal Protective Equipment (PPE) was needed if it was to be undertaken. We managed to maintain support to those most in need through telephone and on line contact. Throughout the period some staff worked from an office base, with masks and being socially distanced, others worked from home and others were furloughed. All our staff remained committed to safeguarding and supporting all those who needed our assistance. Their willingness to comply with the restrictions whilst maintaining different forms of support, has been impressive throughout the year. As an organisation we have quickly learned how best to use on line communication and have secured resources to purchase equipment that can be to support our service users and our staff. The lessons learned during the year will be useful post COVID and place us in a strong position to support recovery.



The first COVID-19 country-wide lockdown created a huge spike in public demand and anxiety throughout April 2020 and into May 2020 (orange). The greatest demand ever known to the charity arriving at one time.

Demand spiked in line with changing Government regulations concerning management of viral spread.

During April, Age UK

Portsmouth experienced a 263% increase in calls to and demand of all of our services.

The National Lottery funded COVID-19 Emergency Support Fund enabled Age UK Portsmouth to care for vulnerable Portsmouth and South East Hampshire-based adults and older people by producing and delivering food parcels and making personal one to one welfare telephone calls.

Another similar 'demand spike' occurred moving into Winter months when further national and local lockdowns occurred. Age UK Portsmouth staff had worked hard to create 'circles of support' around more vulnerable individuals which consisted of neighbours, friends or family meaning there was less reliance on a crisis response as each lockdown wave hit.

The intensity of public emergency calls and demand on staff, hours worked and the charity's resilience was first evidenced in March 2020 (blue).

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

The intensity of charity workload volume is demonstrated by a 30% increase in the number of new people contacting the charity throughout 2020.

This graph demonstrates workload increases from March 2020 (blue) and April 2020 (orange) with little workload easing for the entire year.



Finance

Tight fiscal management has become the organisation standard. Throughout the year, Age UK Portsmouth continued to implement improvements to our financial processes. Achieving integration between our card payment system and accounting software has been so successful that all trained staff are able to take card payments via a secure virtual Terminal. Finance Department efficiencies will continue as ongoing improved competencies are put into practice.

The Finance Team supported by Executive leadership enabled the charity to participate in the financial support made available by Government throughout 2020 – furlough, grants and tax allowances for home working were proactively and successfully applied for, ensuring the safe financial transition of the charity through a crisis that has severely impacted the economy of the world, not just the UK or England.

Help Around the Home

Help Around the Home (HATH) is a service that normally operates within people’s homes. The pandemic has proven extremely challenging for service delivery due to health safety challenges and Government regulations restricting personal proximity and shielding for those with serious chronic illness. Adapting the charity’s service support to rapidly fit to latest regulations often notified with just hours to adjust was a feat successfully borne by the HATH office team.

The Charity is extremely proud of all members of the team, but especially those having to work in the community; risking their lives, working tirelessly to deliver high-quality service to all.

The Help Around the Home team have worked under extraordinary pressure with increased workloads, and at times, a vastly reduced community workforce due to isolation and shielding requirements.

In spite of these extraordinary challenges this Team also supported delivery of the NHS England Voluntary Sector Covid-19 Support Programme. NHSE funding supported those at risk of either admission to or being discharged from hospital with such an enormous success rate that extended funding through until June 2021 has been agreed. Working with multiple Hospital Teams, Community Teams and Voluntary Sector Organisations.

“She made me feel like I was the only person in the world and although I know she had other appointments, she didn’t rush me and took her time to ensure I felt listened to and understood.”

Help Around The Home Service User

The charity’s Help Around the Home service has delivered approximately 20,000 hours of support in 2020.

Gardening and Handyperson

With overwhelming demand early in the pandemic from existing customers and Adult Social Care, it was agreed that Age UK Portsmouth’s Gardening and Handyperson Service was indeed an essential service.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Preventing slips, trips and falls remained an essential goal of our task to maintain gardens and clear pathways. Even more so throughout 2020, as gardens became a lifeline, they were often the only escape from the house and the only opportunity for fresh air. Therefore, to ensure a sense of positive wellbeing, gardens continued to be maintained.

Similarly, to the Help Around the Home experience, the Gardening workforce was reduced due to isolation and shielding requirements.

Tragically, and at this crucial time, a Gardening van had to be scrapped due to damage committed during an attempted theft. However, the Team continued to deliver their exemplary service with increased workloads to support public demand.

The diagram demonstrates the hours completed in comparison to the 2019 – 2020 financial year. It demonstrates that in April, May, June and July the service did suffer due to COVID regulations with normal service resuming on return of the workforce. The van damage, despite it being Winter, did impact the Team’s ability to deliver.

Throughout the pandemic year the department has shown resilience and resolve, completing approximately 1,200 hours in domestic gardens as well as maintaining the charity’s Housing Association contract requiring regular maintenance of six housing schemes.



Information & Advice

Age UK Portsmouth’s Information & Advice service provides free, independent, and confidential information and advice on a wide range of issues affecting adults and older people. Over the year, the I&A Team have made almost 4000 contacts and helped identify eligibility for nearly £900,000 worth of benefit entitlements, assisting with applications for those who are unable to apply themselves.

Despite the pandemic, the service has seen many positive changes over the past year including the recruitment of new staff and volunteers. The department has been working towards the Information & Advice Quality Standard and has introduced new processes and procedures to ensure advice provided by the Team remains consistent and to the highest standard.

“I would recommend you to everyone. You have such a friendly voice. You take the time to go through things and explain them to me”

June, Information & Advice Service User

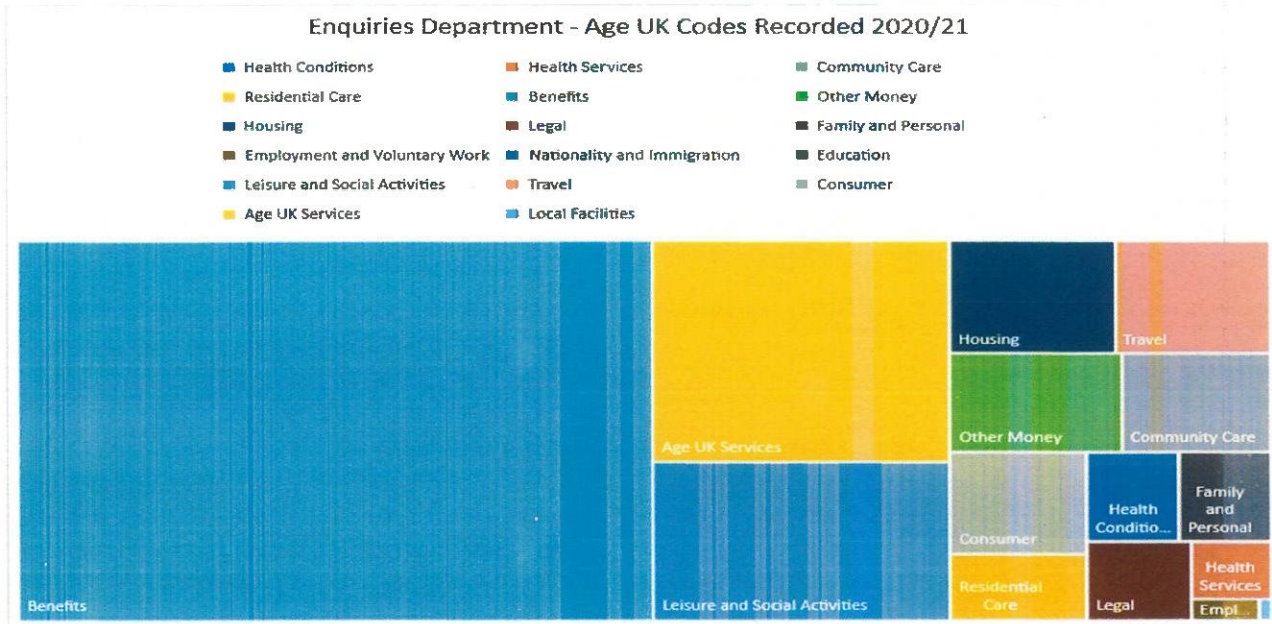
The Information & Advice Team continued to provide quality information, advice and guidance to service users with brilliant outcomes and minimal interruptions from the impact of Covid-19. The Team adapted their skills to enable appointment completion via telephone when usual face-to-face appointments were restricted by COVID-related regulations.

Age UK Portsmouth was successful in obtaining funding to deliver a new Building Resilience programme.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
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The programme is delivered through holistic, person centred advice sessions with adults and older people. Specifically targeting people are experiencing a significant life event or coping with a life change, by providing one-on-one sessions aimed at supporting the person to resolve their situation and helping them to achieve what it is that matters most to them. The new project has enabled the recruitment of a full time Advisor which has already had a positive impact on the customer journey.

Chart: type of enquiries received in the Information & Advice department.



Special Advice Service

The Special Advice Service is a continuing project funded by the Armed Forces Covenant Fund Trust. The project's objective is in place to support the families and carers of veterans who are experiencing challenges with relocation, separation and/or a significant change in their lives.

To achieve this goal, Age UK Portsmouth and the Church of England Soldiers', Sailors', and Airmen's Housing Association (CESSA HA) created a partnership already built on a strong, existing working relationship.

As well as those families and carers in the wider community, AUKP and CESSA HA aimed to work together and support any families and carers that reside within CESSA HA housing schemes with information and advice on a range of matters:

- Finance - benefits, entitlement, wills etc
- Socialising - reducing social isolation through events, befriending, activities etc
- Health - mental, physical, bereavement etc.

The first pandemic lockdown caused the project start date to be delayed from 01 April 2020 to 08 June 2020. This delay enabled both AUKP and CESSA to prioritise the emergency needs of their organisations, and users, through the first wave of the virus. Food parcels, welfare checks, and prescription collection and delivery were highlighted as significant areas of need by the community and thus these actions meant a delayed start was favourable for the project.

Once the project began it became apparent that the pandemic would have a direct impact on the staff's ability to deliver as they would be unable to meet with Service Users face-to-face to support goal setting. However, staff remained undeterred and continued to work hard to overcome all barriers.

**AGE UK PORTSMOUTH
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“The last year since the loss of David has been very difficult and made worse by the pandemic. Knowing that there was someone at the end of the telephone to talk to and knowing that I had not been forgotten has been a real comfort”.

Shirley, Special Advice Service User

The part time Team supported people over the phone throughout the year conducting 248 welfare calls and completed many benefits checks leading to £29,248.96 of benefit entitlement being won for those people referred into the project.

The team have taken 58 referrals of their targeted 100 which was to be achieved by the new extended project end date of 31 December 2021.

Joining Forces Portsmouth

Joining Forces Portsmouth is a long-established programme at Age UK Portsmouth. During 2020, the programme was co-funded by Age UK (national) the RAF Benevolent Fund.

The programme focuses on mitigating against feeling isolated and lonely through encouraging veterans to engage and participate within their wider community using social events and volunteer befriending. As a result of the pandemic and restrictions put in place by the Government, all veterans' clubs and activities had to be suspended.

The various national and local lockdowns, have impacted people's mental health. However, throughout this period, the Joining Forces Portsmouth team continued their support with regular welfare calls, primarily being made by existing Befriending Volunteers.

In total, the 331 vulnerable veterans referred into the programme have received 1,386 calls equating to 260 hours in telephony support.

Furthermore, the Team have supported the veteran community by delivering food parcels and activity packs with stimulating and beneficial activities for use during this enforced period of isolation. The contents of our activity packs were carefully thought through and provided a wide range of interests supporting mixed abilities whilst providing both mental and physical benefits to encourage positive mental health and physical wellbeing. Approximately 600 activity packs and over 700 food parcels were distributed by Age UK Portsmouth during this pandemic year.

The Team collaborated with a host of organisations and agencies such as SSAFA (Soldiers, Sailors, Airmen and Families Association), Blind Veterans UK, British Limbless Ex-Servicemen's Association, The Stroke Association, Kitbags and Berets Dementia Group, Veterans Outreach Support and Portsmouth and Hampshire Adult Social Care Teams to ensure that the veterans and their family members were in receipt of the necessary assistance required to enhance their quality of life.

Social Activities

Throughout 2020 and continuing into 2021, the Government decreed several lockdown processes ranging from 'total lockdown' to a Tier system indicating higher or lower levels of COVID-19 infection rates. Therefore, Portsmouth and much of the UK were not able to socialise or meet family and friends in public, and often not at home either. The intention was to ensure the health-safety of every individual creating a reduced possibility of contamination spread. It was therefore impossible for Age UK Portsmouth to maintain public events or operate full delivery of the charity's usual person-centred services.

However, the space normally available for entertainments was put to excellent and public-supporting use. The ground floor of the Bradbury Centre was converted into a distribution and storage warehouse. As a Key Organisation, the staff of Age UK Portsmouth continued to perform public service by delivering food parcels, medication, activity packs, doorstep safeguarding chats and of course continued support of adults, older people and frail elderly persons who were without any support-bubble options, disabled, or bed bound

“It's a comfort to know support is available at the end of the phone and if I need any assistance, help or advice, I can call.”

Ann, Joining Forces Portsmouth Service User

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
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Volunteering

The charity will be forever grateful to those wonderful members of the public who immediately supported our efforts by helping to pack parcels, deliver goods, befriend strangers on the phone; as well as those who donated money. This enabled us to purchase personal hygiene items to add to food parcels ensuring that as many adults and older people in Portsmouth and SE Hampshire were supported and comforted as were contacting us every day.



We were inundated with cries for help, at one time a 200% increase in our usual work traffic. It was a scary time for many and having an Age UK Portsmouth representative there for support was a huge relief – we successfully proved through our actions that no one was alone.

Thank you to those wonderful people who stepped up and volunteered alongside us. You and your friends are always welcome back to visit any time.



Café

Due to the limitations created by the Pandemic, the Bradbury Centre Café was not allowed to open throughout 2020 and remains closed into 2021. The charity will use this enforced period of closure as an opportunity to visit alternate methods of food and drink delivery. Using closure and a period of calm to seek out opportunities for alternate, and improved, service provision.

Sales Development

With 2020 now history, every Age UK Portsmouth income sources are under pressure. Emergency funds have come and gone. Austerity measures and ramifications of the pandemic mean there will be a smaller pot of funding available from Central and Local Government, causing a greater level of competition for grant funding and donations across the Voluntary Sector.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
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For Age UK Portsmouth, this means that the charity's income will continue to be spread across several different types of sources, including grants from charitable trusts, donations from the public or the Corporate Sector, contract income from Local Authorities, or earned income from trading.

More varied income sources are planned for development throughout 2021-2022 onwards, COVID restrictions allowing.

Veterans Information Point

Age UK Portsmouth's Veterans Information Point provides free information and advice for Forces' veterans and active service personnel in Portsmouth. Funded by the Royal Navy & Royal Marines Charity, the service offers free, independent, and confidential information, advice and support to military veterans and active servicemen and women.

Now in its fourth year, the Veterans Information Point service continues to prove popular with both veterans and their spouses.

Age UK Portsmouth Veterans Information Coordinators maintain strong relationships with several external veteran's organisations including the Defence Medical Welfare Service at Queen Alexandra Hospital who regularly refer discharged veterans for support.

"The family appreciated the help and assistance provided by the Veterans Information Point project, and the service that Age UK Portsmouth offer. Robert is much happier now."

Veterans Information Point service user

The Veterans Information Point Team have participated in the Information and Advice Quality programme to ensure they maintain accurate and quality advice.

In the last year, the Veterans Information Point team have supported 346 service users and obtained nearly £300,000 in benefit entitlements. Once a veteran has accessed the Veterans Information Point project, they and their spouses or families are encouraged to participate in Age UK Portsmouth veteran befriending and socialisation services.

Close Encounters

Age UK Portsmouth's Close Encounters project is designed to improve the quality of life for lonely and isolated adults and older people in Portsmouth, Gosport, and the surrounding areas. Funded by the National Lottery's Community Fund, Age UK Portsmouth works in partnership with Gosport Voluntary Action to reduce loneliness and social isolation.

The Covid-19 pandemic resulted in a significant need for help from the Close Encounters project. Whilst the local community rallied together to meet people's basic food needs, social needs were often neglected as lockdown restrictions were introduced and people were told to 'stay at home'. Close Encounters maintained their befriending and welfare calls to keep service users connected and will continue to work with those service users beyond the pandemic to support them as they resume 'normal' life.

Key activities during the 2020/21 period included:

- Expanding the Close Encounters befriending service and recruitment of volunteers
- Completion of benefits checked and ensuing benefit applications for service users, obtaining £1,046,849.38 in benefit entitlements to date
- Planning, organising and distribution of 980 emergency food parcels
- Completed over 800 hours of welfare calls

AGE UK PORTSMOUTH
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“Thank you very much! It is so lovely. Absolutely brilliant; I will use so much of it, the painting, the colouring, the quizzes and the pots and seeds are amazing. It was so lovely and caring to get this at a time like this.

Audrey – Activity pack recipient

In addition to the emotional support provided since the pandemic began, CE were able to deliver 394 mentally and physically stimulating products to service users in the form of National Lottery Funded Wellness Activity Packs.

The Activity Packs were individually created and fit for purpose, with regular content updates rather than bulk purchase to enable flexible supply and demand. Each pack considered personal impact and client feedback almost immediately, enabling the CE team to quickly change content if required.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
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Financial Review

Age UK Portsmouth is an independent charity, separate from Age UK. However, both parties have a Brand Partner relationship which remains under review together with Age UK's own internal structures. The outcome of the Network's deliberations about the future will have an influence on Age UK Portsmouth's potential state, and at present the trustees continue active participation in this iterative development. Every effort is being made to ensure whatever changes take place, the many people who benefit from our local services will continue to be able to do so irrespective of our future organisational form.

Age UK Portsmouth needs to attract donations and legacies to continue to undertake local projects which are so greatly needed within our community, in 2021 we received £17,930 in donations and legacies a decrease of 8.8%.

The Charity strives to offer the highest standard of service to those in need of help and assistance. We are a lifeline to many of our service users. We help to support them in their homes; we offer them a friendly face, a helping hand, companionship with others and for most an end to isolation.

For many of our service users, the contact time with Age UK Portsmouth staff and volunteers is the only time they socialise or possibly get outdoors, and it is often the only contact and opportunity they have for mixing with other people in their local community.

Reserves policy

The Board have identified that a minimum four-month period of operating costs equating to not less than £230,000 would be a reasonable level of free reserves to be able to deal with events that were not anticipated and that would have a negative impact on the organisation's income streams. We therefore are operating within our reserves policy.

Reserves should be built up from unrestricted (earned) income and ideally sit between 4-6 months operating costs.

Investment powers

Under the Memorandum and Articles, the charity has the power to invest in any way the Trustees wish.

In view of existing financial commitments, the charity is currently holding all funds within current and savings Bank Accounts.

Principal Funding Sources

Age UK Portsmouth's funding sources have evolved over time and the organisation depends more heavily than in the past, on income generation through the support services offered to those who need help in and around their homes.

The impact of COVID-19 lockdowns and the availability of Pandemic-related emergency grants were sustaining sources of funding for the charity. Funds were converted into produce for public dissemination or, when appropriate, covered core charity costs which, without usual income sources, were suffering exponentially with staff roles ultimately at risk.

During 2020, AUKP experienced a decrease in earned income from our paid-for services of £80,000 on our budgeted position. Regrettably, we had to close our Café having budgeted income of £40,000. It became clear, even with furlough, this was not viable; taking the decision to close made 2 roles redundant.

We intended launch of a full programme of fundraising and paid-for events, budgeted £40,000 income but again, due to COVID, were unable to deliver; however, the charity managed to retain the role utilising furlough, the total impact on income was £160,000.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

To safeguard the charity, the Executive continued to bid for and attract important income from the following Funders to whom Age UK Portsmouth are extremely grateful. Without the generosity of these Funders, Age UK Portsmouth would not have been able to deliver so many public benefits. A huge vote of thanks goes to Funding organisations such as:

- Age UK
- NHS England
- E.on
- the National Lottery
- Charities Aid Foundation (CAF)
- Hampshire & IW Community Fund
- The Armed Forces Covenant Fund Trust
- The RAF Benevolent Fund, and
- Royal Navy Royal Marines Charity

As a result, Age UK Portsmouth has proven to be resilient and more self-reliant.

Overall Age UK Portsmouth produced a surplus of £161,658 (2020 = Surplus £69,707) on a Turnover of £1,077,977 (2020 = £974,465).

Plans for Future

Age UK Portsmouth continuously endeavours to understand how best to reshape itself so that its services can be sustained whilst ensuring it's in a position to make a clear decision about the Brand Partnership with Age UK National. The current Brand Partnership Agreement is to be replaced in 2022.

Significant improvements were made to the environment within the Bradbury Centre in 2018 which very effectively supported our emergency actions throughout the Pandemic year of 2020. All services are continuously reviewed to ensure that they remain and build on their current positive impact both to recipients who need their help, and to the organisation's sustainability.

Age UK Portsmouth has always maintained close relationships with neighbouring, regional, and nationwide-based Age UK organisations.

Engagement in county and nation-wide fora, panels and action groups are underway again post-COVID. Working with Councillors and MPs continues to enable a clear understanding amongst politicians about the organisation's strengths and long-term core values.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Responsibilities of the Trustees

The Trustees are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The income and property of the charity is applied solely towards the promotion of the objects of the charity as set forth in the Memorandum of Association. No portion of the income and property can be paid or transferred directly or indirectly, by way of dividend, bonus or otherwise howsoever by way of profit, to the members of the charity. No member of the Executive Committee or Governing body can be appointed to any office of the charity paid by salary or fees or receive any remuneration or other benefit in money or money's worth from the charity.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Governing document

Age UK Portsmouth (charity number 1059945 and company number 03281047) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Recruitment and appointment of management committee

A robust system for the recruitment of Trustees is in place and adherence to our Equal Opportunities policy is strict. The Trustee job description and person specification is reviewed on a regular basis to ensure it is appropriate to organisational needs. Candidates are invited for interview with the Board, a Disclosure and Barring Service (DBS) check and satisfactory references are obtained before any appointments are made.

Trustee induction and training

Trustees are given background information about the organisation and an induction programme. They are encouraged to spend as much time as they can at The Bradbury Centre to become familiar with the services we offer and the role we play in the local community.

Risk management

Trustees have in place a system by which they monitor potential risks to which the organisation may be exposed. Risk assessments are reviewed and updated on a regular basis.

Organisational structure

The board ideally should not be less than five members at any one time. The board is currently looking for new members.

The board and its constituent sub-groups meet on alternate months. There are sub-committees which support the following work areas:

- Finance Sub-Group
- Service User Sub-Group – on hold throughout the Pandemic to meet Government Regulations

A Chief Executive Officer (Dianne Sherlock) was appointed by the Trustees in October 2010 to manage the day-to-day operations of the charity, reporting directly to the Trustees.

Exemption from disclosure

Age UK Portsmouth does not hold any form of exemption from disclosure therefore trustee and senior staff names have not been omitted.

Funds held as custodian trustee on behalf of others

Age UK Portsmouth does not hold funds, nor act as custodian trustees, on behalf of others.

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03281047 (England and Wales)

Registered Charity number
1059945

Registered office
The Bradbury Centre
16 - 18 Kingston Road
Portsmouth
Hants
PO1 5RZ

Trustees

Margaret Geary – Chair
Tim Gamester – Vice Chair
Reverend Bob White – Treasurer
Tom Jack
Jean Evans - Resigned 11 September 2020
Paul Hummel-Newell
Stewart Wooles
Amanda Miller

Executive team

Dianne Sherlock - Chief Executive Officer
Rory Massey - Chief Operations Officer
Lianne Jones - Corporate Services Manager
Annabelle Morgan - Finance Manager

Auditors

P Underwood, FCCA
Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Bankers

National Westminster Bank plc
130 Commercial Road
Portsmouth
Hampshire
PO1 1ES

Solicitors

Biscoes Law Limited
62-68 Kingston Crescent
Portsmouth
Hampshire
PO2 8AQ

**AGE UK PORTSMOUTH
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Portsmouth for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Morris Crocker Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 28 July 2021..... and signed on its behalf by:


.....
M Geary Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Opinion

We have audited the financial statements of Age UK Portsmouth (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK PORTSMOUTH

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues concerning grant, service and donation income and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income at £26,900. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality of £24,200.

Substantive audit tests were designed after assessing and testing systems and controls. The systems and controls which have been designed to act as a preventative measure against fraud and error were operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.

Management assessed there is no going concern risk. The audit undertook a review of budgets, management accounts and the review of board minutes and came to the same conclusion as management.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE UK PORTSMOUTH**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



P Underwood (Senior Statutory Auditor)
for and on behalf of Morris Crocker Limited
Chartered Accountants
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Date: 10 September 2021

AGE UK PORTSMOUTH

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	17,889	41	17,930	19,507
Charitable activities	5	682,973	365,170	1,048,143	851,653
Charitable activities					
Other trading activities	3	7,116	-	7,116	49,943
Investment income	4	574	-	574	1,685
Other income		<u>4,234</u>	<u>-</u>	<u>4,234</u>	<u>51,677</u>
Total		<u>712,786</u>	<u>365,211</u>	<u>1,077,997</u>	<u>974,465</u>
EXPENDITURE ON					
Raising funds	6	33,684	8,663	42,347	60,751
Charitable activities	7	514,651	359,341	873,992	844,007
Charitable activities					
Total		<u>548,335</u>	<u>368,004</u>	<u>916,339</u>	<u>904,758</u>
NET INCOME/(EXPENDITURE)		164,451	(2,793)	161,658	69,707
RECONCILIATION OF FUNDS					
Total funds brought forward		859,985	6,441	866,426	796,719
TOTAL FUNDS CARRIED FORWARD		<u>1,024,436</u>	<u>3,648</u>	<u>1,028,084</u>	<u>866,426</u>

The notes form part of these financial statements

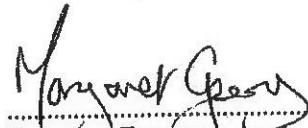
AGE UK PORTSMOUTH

**BALANCE SHEET
31 MARCH 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	13	523,083	516,001
Investments	14	<u>2</u>	<u>1</u>
		523,085	516,002
 CURRENT ASSETS			
Debtors	15	72,080	83,764
Cash at bank and in hand		<u>555,862</u>	<u>364,917</u>
		627,942	448,681
 CREDITORS			
Amounts falling due within one year	16	(122,943)	(98,257)
		<u>504,999</u>	<u>350,424</u>
 NET CURRENT ASSETS			
		<u>1,028,084</u>	<u>866,426</u>
 TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>1,028,084</u>	<u>866,426</u>
 NET ASSETS			
 FUNDS	19		
Unrestricted funds		1,024,437	859,985
Restricted funds		<u>3,647</u>	<u>6,441</u>
 TOTAL FUNDS		<u>1,028,084</u>	<u>866,426</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 28 July 2021 and were signed on its behalf by:


.....
M Geary Trustee

The notes form part of these financial statements

AGE UK PORTSMOUTH

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>208,124</u>	<u>121,878</u>
Net cash provided by operating activities		<u>208,124</u>	<u>121,878</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(18,952)	-
Purchase of fixed asset investments		(1)	-
Sale of tangible fixed assets		1,200	-
Interest received		<u>574</u>	<u>1,685</u>
Net cash (used in)/provided by investing activities		<u>(17,179)</u>	<u>1,685</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>364,917</u>	<u>241,354</u>
Cash and cash equivalents at the end of the reporting period		<u>555,862</u>	<u>364,917</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES	2021	2020
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	161,658	69,707
Adjustments for:		
Depreciation charges	11,870	8,213
Profit on disposal of fixed assets	(1,200)	-
Interest received	(574)	(1,685)
Decrease in debtors	11,684	48,856
Increase/(decrease) in creditors	<u>24,686</u>	<u>(3,213)</u>
Net cash provided by operations	<u>208,124</u>	<u>121,878</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>364,917</u>	<u>190,945</u>	<u>555,862</u>
	<u>364,917</u>	<u>190,945</u>	<u>555,862</u>
Total	<u>364,917</u>	<u>190,945</u>	<u>555,862</u>

The notes form part of these financial statements

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

The trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

Income

Donations and Legacies income includes donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

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

Other Fundraising Activities and Investment Income is recognised on a receivable basis.

Income from Charitable Activities includes income received under contract or where entitlement to grant funding is subject to specific conditions is recognised as earned (as the related goods and services are provided). Grant income included in this category provides funding to support activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in the notes to the accounts.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 1% on cost
Plant and machinery	- 33% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 50% on cost

Individual fixed assets costing £500 or more are capitalised at cost.

Taxation

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

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

1. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds 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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable investments in stocks and shares. The measurement basis use for these financial instruments is detailed below.

Debtors and cash at bank & in hand

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Cash at bank and in hand includes cash held on deposit or in a current account.

Creditors and provisions

Creditors and provisions are recognised where the charitable company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	17,930	9,507
Legacies	-	<u>10,000</u>
	<u>17,930</u>	<u>19,507</u>

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Café, shop and pop in takings	151	36,381
Hairdressing	2,212	5,556
Chiropody	<u>4,753</u>	<u>8,000</u>
	<u>7,116</u>	<u>49,943</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

4.	INVESTMENT INCOME	2021	2020
		£	£
	Deposit account interest	<u>574</u>	<u>1,685</u>

All investment income is derived from assets held in the United Kingdom.

5.	INCOME FROM CHARITABLE ACTIVITIES	2021	2020
		£	£
	Grants	704,813	359,999
	Service income	<u>343,330</u>	<u>491,654</u>
		<u>1,048,143</u>	<u>851,653</u>

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Royal Navy and Royal Marines Charity	43,896	35,495
Age UK	243,623	178,730
Big Lottery Fund	118,585	111,724
Armed Forces Covenant Fund Trust	46,524	29,704
HIOW Community Foundation	2,499	4,066
HIVE Discretionary Crisis	1,720	280
Job Retention Scheme	86,619	-
Portsmouth City Council	25,000	-
National Lottery Development Grant	125,000	-
HIWCF	<u>11,347</u>	-
	<u>704,813</u>	<u>359,999</u>

6. RAISING FUNDS

Other trading activities	2021	2020
	£	£
Purchases	670	9,535
Staff costs	18,809	27,422
Other costs	361	1,491
Depreciation	635	762
Support costs	<u>21,872</u>	<u>21,541</u>
	<u>42,347</u>	<u>60,751</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable activities	<u>583,416</u>	<u>290,576</u>	<u>873,992</u>

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Other trading activities	20,499	1,037	336	21,872
Charitable activities	<u>272,336</u>	<u>13,776</u>	<u>4,464</u>	<u>290,576</u>
	<u>292,835</u>	<u>14,813</u>	<u>4,800</u>	<u>312,448</u>

Activity	Basis of allocation
Management	Use of resources
Finance	Use of resources
Governance costs	Use of resources

Support costs, included in the above, are as follows:

Management

			2021	2020
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Staff costs	14,391	191,193	205,584	217,181
Office costs	3,767	50,040	53,807	39,146
Premises costs	1,055	14,019	15,074	22,365
Accountancy support	<u>1,286</u>	<u>17,084</u>	<u>18,370</u>	<u>10,893</u>
	<u>20,499</u>	<u>272,336</u>	<u>292,835</u>	<u>289,585</u>

Finance

			2021	2020
	Other trading activities £	Charitable activities £	Total activities £	Total activities £
Bank charges	335	4,444	4,779	6,238
Depreciation of tangible fixed assets	786	10,448	11,234	7,450
Loss on sale of tangible fixed assets	<u>(84)</u>	<u>(1,116)</u>	<u>(1,200)</u>	-
	<u>1,037</u>	<u>13,776</u>	<u>14,813</u>	<u>13,688</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

8. SUPPORT COSTS - continued
Governance costs

			2021	2020
	Other trading activities	Charitable activities	Total activities	Total activities
	£	£	£	£
Auditors' remuneration	<u>336</u>	<u>4,464</u>	<u>4,800</u>	<u>4,452</u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Auditors' remuneration	4,800	4,452
Depreciation - owned assets	11,870	8,213
Surplus on disposal of fixed assets	<u>(1,200)</u>	<u>-</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

During the year no trustees (2020: none) were reimbursed out of pocket expenses totalling £nil (2020: £nil).

11. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	727,297	775,047
Social security	34,293	33,997
Employers pension costs	<u>13,784</u>	<u>14,420</u>
	<u>775,374</u>	<u>823,464</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Charitable	60	61
Support	<u>25</u>	<u>25</u>
	<u>85</u>	<u>86</u>

No employee received emoluments in excess of £60,000 (2020: none).

Key Management Personnel

The key management personnel of the charitable company comprises the Chief Executive Officer, Chief Operations Manager, Corporate Services Manager and the Finance Manager. The total consideration paid and employee remuneration and benefits of the key management personnel of the charity was £142,430 (2020: £149,770).

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	19,284	223	19,507
Charitable activities			
Charitable activities	616,479	235,174	851,653
Other trading activities	49,940	3	49,943
Investment income	1,685	-	1,685
Other income	<u>51,677</u>	<u>-</u>	<u>51,677</u>
Total	739,065	235,400	974,465
EXPENDITURE ON			
Raising funds	53,842	6,909	60,751
Charitable activities			
Charitable activities	616,449	227,558	844,007
Total	<u>670,291</u>	<u>234,467</u>	<u>904,758</u>
NET INCOME	68,774	933	69,707
Transfers between funds	<u>(1,006)</u>	<u>1,006</u>	<u>-</u>
Net movement in funds	67,768	1,939	69,707
RECONCILIATION OF FUNDS			
Total funds brought forward	792,220	4,499	796,719
TOTAL FUNDS CARRIED FORWARD	<u>859,988</u>	<u>6,438</u>	<u>866,426</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

13. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Fixtures and fittings £
COST			
At 1 April 2020	642,806	7,761	87,413
Additions	-	-	-
At 31 March 2021	<u>642,806</u>	<u>7,761</u>	<u>87,413</u>
DEPRECIATION			
At 1 April 2020	128,985	7,126	87,292
Charge for year	<u>6,428</u>	<u>635</u>	<u>104</u>
At 31 March 2021	<u>135,413</u>	<u>7,761</u>	<u>87,396</u>
NET BOOK VALUE			
At 31 March 2021	<u>507,393</u>	<u>-</u>	<u>17</u>
At 31 March 2020	<u>513,821</u>	<u>635</u>	<u>121</u>
	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2020	10,025	40,876	788,881
Additions	-	<u>18,952</u>	<u>18,952</u>
At 31 March 2021	<u>10,025</u>	<u>59,828</u>	<u>807,833</u>
DEPRECIATION			
At 1 April 2020	9,925	39,552	272,880
Charge for year	<u>100</u>	<u>4,603</u>	<u>11,870</u>
At 31 March 2021	<u>10,025</u>	<u>44,155</u>	<u>284,750</u>
NET BOOK VALUE			
At 31 March 2021	<u>-</u>	<u>15,673</u>	<u>523,083</u>
At 31 March 2020	<u>100</u>	<u>1,324</u>	<u>516,001</u>

AGE UK PORTSMOUTH

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

14. FIXED ASSET INVESTMENTS

	Unlisted investments £
MARKET VALUE	
At 1 April 2020	1
Additions	<u>1</u>
At 31 March 2021	<u>2</u>
NET BOOK VALUE	
At 31 March 2021	<u>2</u>
At 31 March 2020	<u>1</u>

The company owns 100% of the issued ordinary share capital of Age UK Hampshire & IW Trading Company Limited. The registered office is located at The Bradbury Centre, 16-18 Kingston Road, Portsmouth, Hampshire, PO1 5RZ.

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	57,092	75,403
Other debtors	8,984	2,160
Prepayments	<u>6,004</u>	<u>6,201</u>
	<u>72,080</u>	<u>83,764</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	4,316	6,649
Social security and other taxes	7,809	8,422
Other creditors	4,877	5,077
Accruals and deferred income	<u>105,941</u>	<u>78,109</u>
	<u>122,943</u>	<u>98,257</u>

Deferred income comprises grants received for future financial periods.

	2021	2020
	£	£
Brought forward	72,671	68,806
Amount released to incoming resources	(72,671)	(68,806)
Amount deferred in year	<u>99,957</u>	<u>72,671</u>
Carried forward	<u>99,957</u>	<u>72,671</u>

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Between one and five years	<u>2,499</u>	<u>3,994</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets	523,083	-	523,083	516,001
Investments	2	-	2	1
Current assets	624,295	3,647	627,942	448,681
Current liabilities	(122,943)	-	(122,943)	(98,257)
	<u>1,024,437</u>	<u>3,647</u>	<u>1,028,084</u>	<u>866,426</u>

19. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	859,985	164,452	1,024,437
Restricted funds			
Civic Hardship Grant	-	(2,823)	(2,823)
What's in IT	2,193	-	2,193
Living Well	3,787	-	3,787
Close Encounters	14	-	14
Joining Forces in Portsmouth	427	-	427
Veterans Information Point	20	-	20
Special Advice Service	-	29	29
	<u>6,441</u>	<u>(2,794)</u>	<u>3,647</u>
TOTAL FUNDS	<u>866,426</u>	<u>161,658</u>	<u>1,028,084</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	712,787	(548,335)	164,452
Restricted funds			
Civic Hardship Grant	-	(2,823)	(2,823)
Close Encounters	118,585	(118,585)	-
Joining Forces in Portsmouth	19,532	(19,532)	-
Veterans Information Point	43,897	(43,897)	-
National Lottery - Covid Response	50,013	(50,013)	-
Special Advice Service	46,564	(46,535)	29
Job Retention Scheme	86,619	(86,619)	-
	<u>365,210</u>	<u>(368,004)</u>	<u>(2,794)</u>
TOTAL FUNDS	<u>1,077,997</u>	<u>(916,339)</u>	<u>161,658</u>

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	792,220	68,771	(1,006)	859,985
Restricted funds				
Civic Hardship Grant	-	(1,006)	1,006	-
What's in IT	712	1,481	-	2,193
Living Well	3,787	-	-	3,787
Close Encounters	-	14	-	14
Joining Forces in Portsmouth	-	427	-	427
Veterans Information Point	-	20	-	20
	<u>4,499</u>	<u>936</u>	<u>1,006</u>	<u>6,441</u>
TOTAL FUNDS	<u>796,719</u>	<u>69,707</u>	<u>-</u>	<u>866,426</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	739,065	(670,294)	68,771
Restricted funds			
Civic Hardship Grant	273	(1,279)	(1,006)
What's in IT	1,481	-	1,481
Close Encounters	107,416	(107,402)	14
Joining Forces in Portsmouth	89,715	(89,288)	427
Veterans Information Point	<u>36,515</u>	<u>(36,495)</u>	<u>20</u>
	<u>235,400</u>	<u>(234,464)</u>	<u>936</u>
TOTAL FUNDS	<u>974,465</u>	<u>(904,758)</u>	<u>69,707</u>

The Civic Hardship Grant supports individuals in emergency financial difficulty.

Joining Forces in Portsmouth aims to mitigate against social isolation and loneliness by encouraging veterans to engage with their wider community.

Close Encounters aims to enhance quality of life for lonely and isolated older people within their community, and alleviate pressure on ambulance services supporting older frequent callers who have no medical need.

Veterans Information Point is a grant to provide veterans with information and support in debt and finance and to combat loneliness.

AGE UK PORTSMOUTH

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

National Lottery Covid Response (£50k) AUKP utilised our successful Guided Conversation and Loneliness Measurement techniques, in the first instance via telephone and facetime calls, utilising doorstep deliveries of purpose-designed Activity Packs. The Activity Packs contained light entertainment items designed to better change mood, encourage movement and to dissipate anxiety and reduce trauma. Charity staff aimed to ensure rapid and easy access to emotional support through AUKP's dedicated help lines and online community-wide support services.

National Lottery Core Costs (£75k) AUKP implemented a charity-wide Digital Upgrade which was so badly needed to better support the huge COVID-driven public demand for our support and services. The funding from tNL ensured that the Charity could meet our core costs and undertake this progressive, digital upgrade project enabling AUKP to continue operating as a proactive and effective Key Organisation across Portsmouth and SE Hampshire - this digital development was paramount to meeting and managing the huge surges in public demand.

Job Retention Scheme.(CJRS) The Coronavirus Job retention scheme enabled the Charity to maintain its workforce during the pandemic. Staff that were unable to be placed in our service users' homes or those whose role was dependent on face-to-face interaction and could not work remotely were furloughed. The CJRS has meant that 80% of the staff's wages for those on furlough has been covered. As restrictions ease and as vaccinations have been rolled out, we have continued to reduce the number of staff placed on furlough.

Special Advice Service For many veterans, and consequently their families as well, leaving the Services and settling into civilian life can often prove challenging. Without the familiar support network of the Armed Forces, veterans and their families can sometimes feel lonely and isolated and find it difficult to integrate into the local civilian community. They may also experience health or financial difficulties and are often unaware of what types of help and support might be available to them. Through a process of 'guided conversations' our advisers will ensure that our help and support is very much tailored to the specific needs and concerns of each individual, which could include:

- Help to reduce isolation and loneliness of veterans' families and improve their interaction with the wider civilian community.
- Money matters – welfare benefits and entitlements check.
- Applying for service medals or Veterans Badges
- Health and wellbeing advice
- Bereavement advice and support with funeral arrangements
- Family and personal matters
- Signposting to other agencies for additional services and support

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

21. ULTIMATE CONTROLLING PARTY

The charitable company is not under the control of another entity or any one individual.