

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
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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.

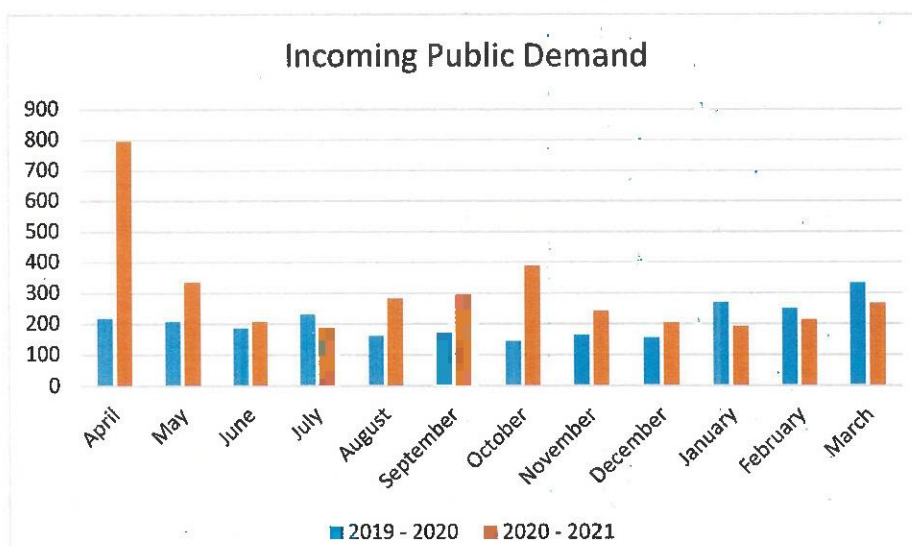
Diversity is valued in all we do - Age UK Portsmouth recognises the diversity of adults and older people and their different needs, choices, cultures and values.

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

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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).

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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.

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.

"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

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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

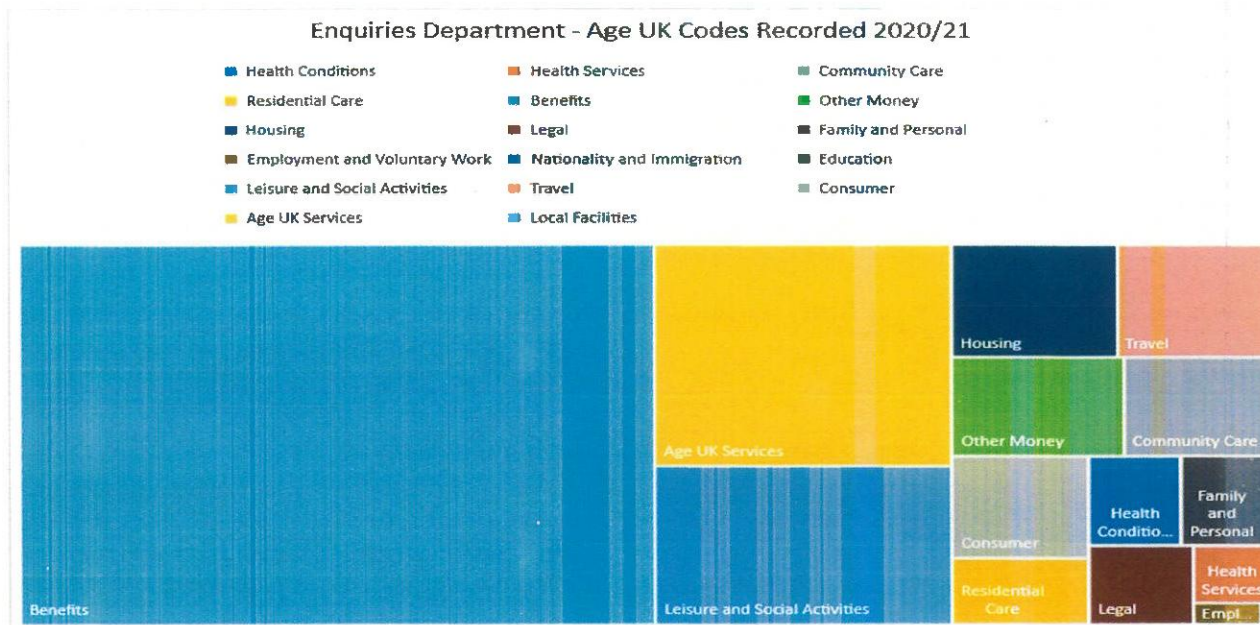
The Information & Advice Team continued to provide quality information, advice and guidance to service users with brilliant outcomes and minimal interruptions from the impact of Covid-19. The Team adapted their skills to enable appointment completion via telephone when usual face-to-face appointments were restricted by COVID-related regulations.

Age UK Portsmouth was successful in obtaining funding to deliver a new Building Resilience programme.

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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.

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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.

"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

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

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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.

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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

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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.

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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.

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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.

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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.

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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

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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				
Charitable activities		682,973	365,170	1,048,143	851,653
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		712,786	365,211	1,077,997	974,465
 EXPENDITURE ON					
Raising funds	6	33,684	8,663	42,347	60,751
Charitable activities	7				
Charitable activities		<u>514,651</u>	<u>359,341</u>	<u>873,992</u>	<u>844,007</u>
Total		548,335	368,004	916,339	904,758
 NET INCOME/(EXPENDITURE)		164,451	(2,793)	161,658	69,707
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>859,985</u>	<u>6,441</u>	<u>866,426</u>	<u>796,719</u>
 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

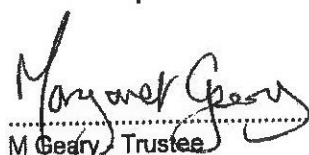
AGE UK PORTSMOUTH

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		 190,945	 123,563
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><u>555,862</u></u>	<u><u>364,917</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 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>

**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	-	10,000
	<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>8,006</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

	Activity	2021	2020
		£	£
Grants	Charitable activities	704,813	359,999
Service income	Charitable activities	<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>-</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
	60	61
Charitable	<u>25</u>	<u>25</u>
Support	<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	670,291	234,467	904,758
 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.