AGE UK NORTHAMPTONSHIRE

England & Wales · Charity number 1059995

Details

Other names	AGE CONCERN NORTHAMPTON AND COUNTY, AGE CONCERN NORTHAMPTONSHIRE
Status	Registered
Legal form	Charitable company
Company number	03294424
Registered	1997-01-13
Register	View on the Charity Commission register

Contact

Address	Age UK Northamptonshire William and Patricia Venton Centre York Road Northampton NN1 5QJ
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Website	www.ageuk.org.uk/northamptonshire/

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE WITHIN NORTHAMPTONSHIRE (HEREINAFTER CALLED "THE AREA OF BENEFIT").

Activities: Provides a range of services to older people to improve their quality of life, to promote independence and prevent them falling into frailty, poverty and isolation

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Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** NORTHAMPTONSHIRE.
- Northamptonshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,653,246	£4,816,593	£4,717,434	278
2024-03-31	£4,906,910	£4,698,462	£4,891,320	278
2023-03-31	£4,357,716	£4,103,493	£4,509,318	258
2022-03-31	£3,523,406	£3,549,250	£4,469,177	257
2021-03-31	£3,367,307	£3,512,545	£4,220,880	266

Trustees

Name	Role	Appointed
DAVID LANGLEY		2021-11-16
DIANA MURKIN		2021-11-16
Deborah Manger		2025-11-26
Dr KEVIN WILLIAMS		2019-02-20
JOHN CORBISHLEY		2019-02-20
Mark Robinson		2025-09-17
Matthew Down		2025-11-26
PAUL BERTIN		2018-10-31
Sandra Jane Mellors		2022-11-16
TONINA ASHBY		2021-11-16

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Linked charities

- THE VENTON 2000 SETTLEMENT (1059995-1)

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AGE UK NORTHAMPTONSHIRE

England & Wales - Charity number 1059995

Accounts

Charity number: 1059995
Company number: 03294424

AGE UK NORTHAMPTONSHIRE

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

AGE UK NORTHAMPTONSHIRE

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Paul Bertin Ann Battom John Corbishley Kevin Williams Tonina Ashby Diana Murkin David Langley Sandra Mellors Jo Marovitch (appointed 20 November 2024)
Charity registered number	1059995
Principal office	The William And Patricia Venton Centre York Road Northampton NN1 5QJ
Chief executive officer	Christopher Duff
Independent auditor	MHA Statutory Auditor Century House The Lakes Northampton United Kingdom NN4 7HD
Bankers	Bank of Scotland PLC Edinburgh BX2 1LB
Solicitors	Wilson Browne The Manor House 12 Market Square Higham Ferrers Northamptonshire NN10 8BT

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Age UK Northamptonshire is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The members of the charitable company are the original subscribers and others subsequently appointed by the Trustees. Each member's guarantee is limited to an amount not exceeding £1. The directors of the charitable company are its Trustees for the purposes of charity law and throughout this report are collectively referred to as the Trustees. Subsequent to the year end of March 2025, the Board of Trustees have co-opted two new directors: Deborah Jane Manager and Matthew David Down on the 23 April 2025.

The Trustees (who are directors for the purposes of the Companies Act) present the report of the charitable company and its subsidiaries (Age UK Northamptonshire Trading Limited and Age UK Northamptonshire Trust Corporation Limited), together with the financial statements for the year ended 31 March 2025. The statements also include the accounts for the Venton 2000 settlement.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 the Republic of Ireland (FRS 102) (the Charities SORP (FRS102)).

No director had any beneficial interest in the charitable company.

Structure, Governance and Management

Governing Document

Age UK Northamptonshire was established for charitable purposes and is constituted as a company limited by guarantee (No. 3294424) governed by its Memorandum and Articles of Association. Its governing instrument is its Memorandum and Articles of Association dated 22.10.2012. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can be a Member of the Company. There were 61 members at 20.11.2024, each of whom agrees to contribute £1 in the event of the Company winding up.

Connected Charities

Age UK Northamptonshire is a signatory to a Brand Partner Agreement, including a large number of Age UK connected charities, referred to as Brand Partners, throughout the United Kingdom. The charitable company and its subsidiaries hold licences to use the Age UK name and logo for an unlimited period so long as they meet the conditions of use in terms of standards and procedures within the Brand Partner Agreement.

The charitable company's main subsidiary undertaking, Age UK Northamptonshire Trading Limited, acts as an agent to promote a range of products, including stairlifts for older individuals on behalf of AgeCo (a subsidiary of Age UK, the national charity based in London). Income is also earned from commissions on other products that are taken up by Age UK Northamptonshire clients.

The Age UK Northamptonshire Trust Corporation is a subsidiary company with one shareholder, Age UK Northamptonshire. The Trust Corporation has share capital of £250,000 of which £100,000 is paid in cash. The Trust Corporation was set up to protect the Charity in the event that Appointeeship and Deputyship funds are mismanaged or misappropriated.

The Venton 2000 Settlement is a linked charity to Age UK Northamptonshire that was established for the promotion of the relief of elderly people. It is accounted for as part of Age UK Northamptonshire.

Appointment, Induction and Training of Trustees

The Trustees are members of the company and are guarantors in the sum of £1 each. The Trustees who served during the year are set out on page 1. The Trustees have the power to appoint additional trustees, subject to approval by the members at the next Annual General Meeting. Only members of the company are eligible to become Trustees.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees operate as an Executive Committee ('The Board of Trustees') for the charitable company. They are responsible for the governance of the charitable company and for the provision of business and financial administration. The Trustees are supported by the Chief Executive and other senior staff. The Trustees constitute the Committee.

The Committee consists of no less than three people, which includes:

i a Chairperson elected by members at the Annual General Meeting and other Honorary Officers as the charitable company may determine, elected by the Board from amongst its members. Honorary Officers hold office from their election until the conclusion of the Annual General Meeting except for the Chairperson who holds office for three years, with a proviso that maximum continuous terms of office shall not, save in the circumstances contained in the Regulations of the Charity, exceed nine years.

ii not more than nine members of the charitable company elected by the members at the Annual General Meeting, such persons shall sit on the Committee for a period of up to three years with one third retiring each year, with a proviso that their maximum continuous terms of office shall not, save in the circumstances contained in the Regulations, exceed nine years.

iii co-opted members. The Committee may co-opt members of the charitable company to the Committee until the conclusion of the following Annual General Meeting. The number of co-opted members on the Committee may not exceed one third of the persons elected under categories (i) and (ii) above.

Members of the company appoint the Trustees. Newly elected Trustees attend meetings with the Chief Executive and key members of staff to observe the provision of services to older people. They are also provided with materials including an outline of their role which they are invited to discuss. The appointment is confirmed by the completion of a personalised induction programme.

Trustees are expected to engage, in detail, with one or more areas of the organisation's work as volunteers. On a regular basis, Trustees meet with members of staff, volunteers and users of services to update their knowledge and discuss the organisation's impact on older people. Trustees assess their skills and competences both individually and collectively as a Board.

None of the Trustees receive remuneration or other benefits for their work with the Charity. Any potential conflict of interest between the Trustee and the Charity must be disclosed to the full Board of Trustees. In the current year there were no potential conflicts of interest reported.

Organisational Structure and Management

The Board of Trustees meets a minimum of four times each year and there are two committees: Finance and Resources committee and Services committee, which also meet four times a year. These meetings receive reports from the Chief Executive. The Finance and Resources committee proposes the annual budget, monitors financial performance including investments, assets, risk management, and considers matters relating to income generation and personnel management. The Services committee monitors the quality of services to older people and our clients generally, considers our clients views about services and their own needs and discusses appropriate service development. Finance and Resources and Services committees meet between meetings of the Board of Trustees. The Chief Executive attends meetings of all committees with other members of the wider Senior Management Team attending as required.

The Board of Trustees operates a scheme of authoritative delegation. The operational management is delegated to the Chief Executive and the Senior Managers. The Chief Executive is Christopher Duff, the other director is Heather Whyment, Director of Finance and there is a wider Senior Management Team of a further 9 key members of staff.

The Board of Trustees maintains a robust governance framework to monitor, review and ensure compliance with regulatory and best practice standards established by local commissioners, Northamptonshire Integrated Care Board (ICB), the Unitary Authorities for North and West Northamptonshire, the Care Quality Commission and Age UK (National).

Objectives and Activities

In accordance with its Memorandum and Articles of Association the charitable company's principal activities are to promote the wellbeing of older people in later life in Northamptonshire by helping to make life fulfilling and enjoyable, to broaden the range of choice and opportunities open to older people and to make their views known. Services are available to all older people across Northamptonshire. There has been no change in the mission or objectives since the last annual report.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's Public Benefit Guidance when reviewing the charitable company's aims and objectives and in planning future activities. Age UK Northamptonshire cares for older people. We help them to make the best of life and to have a secure and dignified old age.

Age UK Northamptonshire will:
- Provide a wider range of services, products and opportunities to larger numbers of older people.
- Be dependable and adaptable, business-like but compassionate.
- Older people will recognise us as an independent charity, part of their community and the organisation that they can depend on, more than any other, to treat them like a human being.

The Charity provides a range of services to improve the quality of older people’s lives, promote independence and prevent them falling into frailty, poverty and isolation. We are recognised as the foremost local charity for older people in the County of Northamptonshire and an organisation that older people can depend on to treat them with dignity and respect.

Services available are:
Responsive advice and information. This includes our general enquiries, our advice and information, signposting to other services and our benefits advice.

High quality NHS funded services. This includes our Hospital Discharge and Community Team, Collaborative Care, and other services funded by the NHS and GP practices, in particular, our Age Well team, our social prescribing link workers who support the Spring Project together with those based in GP practices.

Popular charged for services. This includes our Care Support at Home, Money Management Services, Day Care centres and associated transport, Domestic Care Services, Toenail Cutting Service, Handyperson and Gardening Services together with a range of other wellbeing support activities.

Traded products. This includes nationally provided insurances; travel and home, together with other commercially competitive support products; stairlifts, hearing aids, funeral plans, and lottery. It also includes locally agreed referrals to trusted suppliers on a variety of services, including personal alarms, hearing tests, wills and power of attorney.

We also have a range of community funding support activities in order to raise unrestricted income for the Charity. This includes our work to raise voluntary income, including trust and grant proposals, fundraising activities, legacies, donations and our retail activities through our shops.

Trustees acknowledge the importance of the whole Age UK Northamptonshire team, staff and volunteers, to the successful delivery of our services, including fundraising support.

Financial review

Overview

The Year ended 31 March 2025 has been a challenging year financially for the Charity. Total income of £4,653,246 was below the previous year (2023/2024, £4,906,910). Expenses were higher than the previous year at £4,816,593 (2023/2024, £4,698,462). This has resulted in an operating deficit of £163,347 (2023/24 was a surplus of £208,448) before revaluations. Overall result is an operating deficit of £173,886 after revaluations. (In 2023/24 the overall surplus after revaluations was £382,002.) The wider environment remained highly volatile both in terms of funding and the needs of clients.

Reserves policy

The reserves policy of the charitable company is based on having free reserves at a level sufficient to provide in excess of three months cover in the event of delays in receipt of unrestricted grants or accrued legacies. The assumption is that contractual income will be honoured. As at 31 March 2025, this would equate to in excess of £1,350,189. The definition of free reserves for these purposes excludes fixed assets and restricted investments so represents net current assets on all funds and on this basis there is a small shortfall at the balance sheet date 31 March 2025 of some £89,385.

Investment policy

Age UK Northamptonshire's constitution provides it with unrestricted powers to invest. Its investments are managed at the discretion of fund managers appointed by the Board of Trustees. The fund managers are Rathbones Investment Management Ltd. Trustees require fund managers to maintain a balance of investments between equities, in a range of markets, and gilts or cash-like products. Fund managers are mindful of the Trustees ethical concerns particularly in respect of the impact of those investments on the lives of older people.

Risk Management

The risk management framework, its content and scoring, is reviewed and updated each quarter for oversight by the Finance and Resources Committee and by the Board of Trustees. This risk register also forms an active part of Senior Management meetings. Risks are identified and prioritised based upon the likelihood of occurrence and the severity of the impact. Items of high risk are given immediate attention. Measures to eliminate or mitigate the risks are then identified together with proposed actions. The risk management framework has been updated to be fit for purpose for the 2025/26 financial year. The risks are organised under the six main objectives of the strategic plan.

Pay Policy for Senior Staff and Remuneration

The Senior Management Team are the senior management personnel in charge of directing and controlling, running and operating the Charity on a day-to-day basis. The pay of Senior Managers has been reviewed against the marketplace for Age UK executives of a similar size in 2024/25. In light of this market information, the Senior Manager pay, including the pay uplifts for the year, was found to be competitive and in line with relevant benchmarks for the size of organisation and its geography.

Age UK Northamptonshire is committed to the fair remuneration of its paid staff and within the scope of its resources and, as far as possible, to set pay at a level which will attract and retain talented and capable people. A job evaluation scheme is in place to ensure fairness in the distribution of pay. The level of pay is set by Trustees each year having regard to available resources and comparable levels of pay elsewhere. There was an uplift in pay for staff and casual workers across the organisation from April 2024 to maintain competitiveness with the marketplace. A key driver for this was the increase in the National Living Wage which came into force in April 2025.

Achievements and Performance

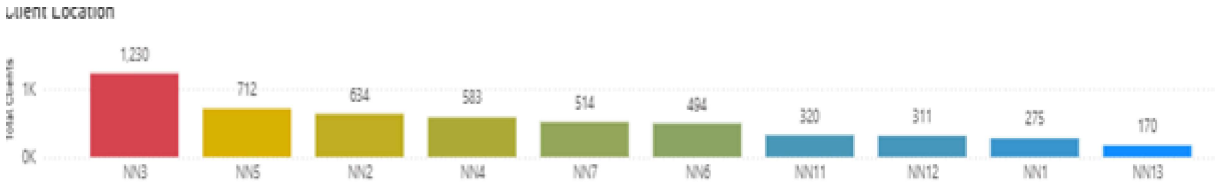
Overall

The total of referrals into our services remained very high with 13,915 referrals during 2024/25. The split between North and West Northamptonshire was similar, with 7,156 for the North and 6,105 for the West.

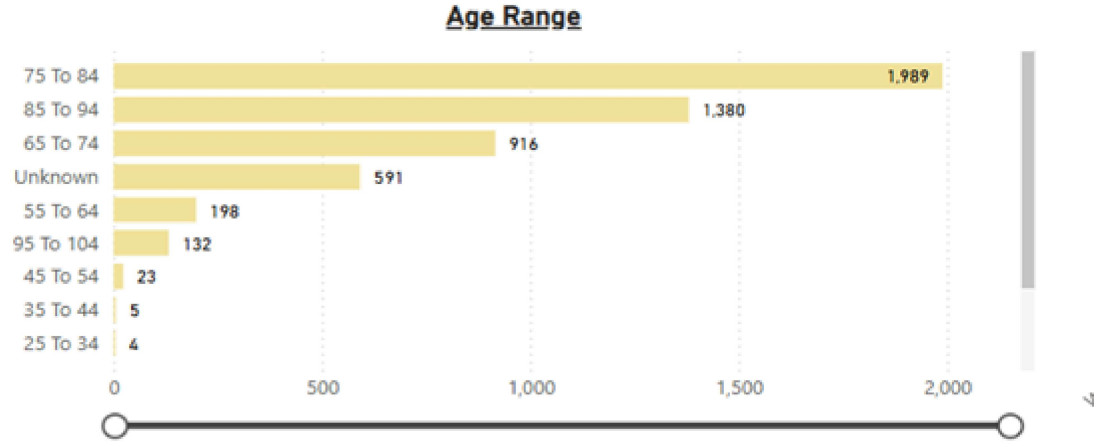
We had a record level of individual new clients accessing our services at 9,596 in 2024/25 increasing from the previous record of 8,549 in 2023/24. Of these we had some 5,244 new clients in the North and 4,060 for the West.

Our total active clients, those we are working with at any one time, rose throughout the year and there were 11,012 clients actively supported by at least one of our services by the end of March 2025 (an increase over 9,191 clients at the end of the previous financial year at March 2024). Of these, 5,128 were in the North and 5,243 were in West Northamptonshire. These strong numbers reflect the positive response to our support services, the growth in our frontline work and the increase in client needs generally across the county.

Our services are accessed from across the County, with a good spread of client postcodes reflecting the centres of population and also more rural areas and villages. The most popular postcodes are shown below.

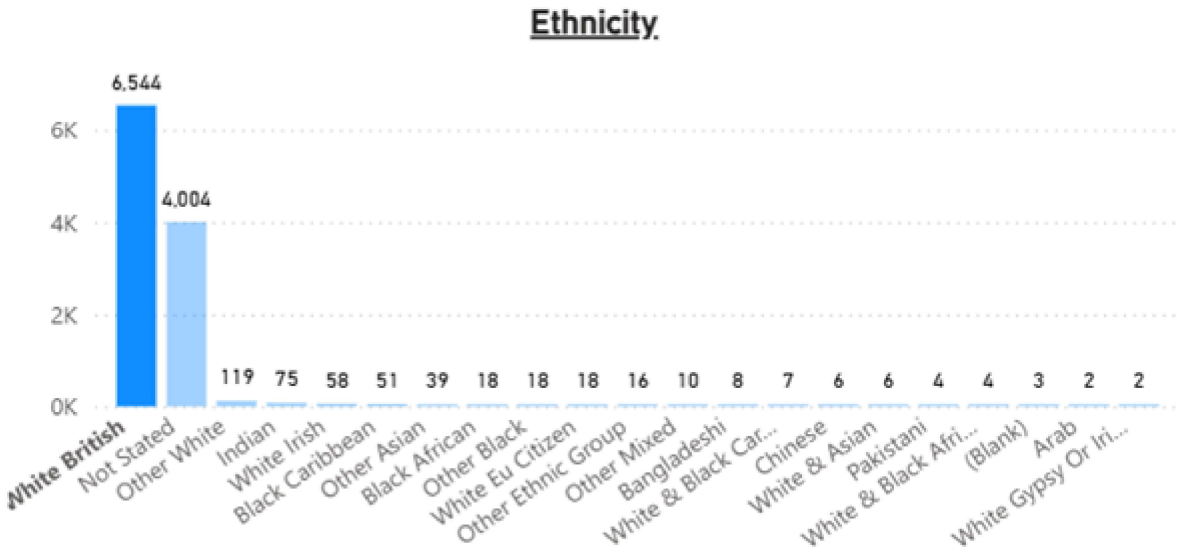


Age UK Northamptonshire supports all adult ages and groups although our age profile reflects the highest need and the majority of our clients are between 75-84 with the next highest age group those who are 85-94.

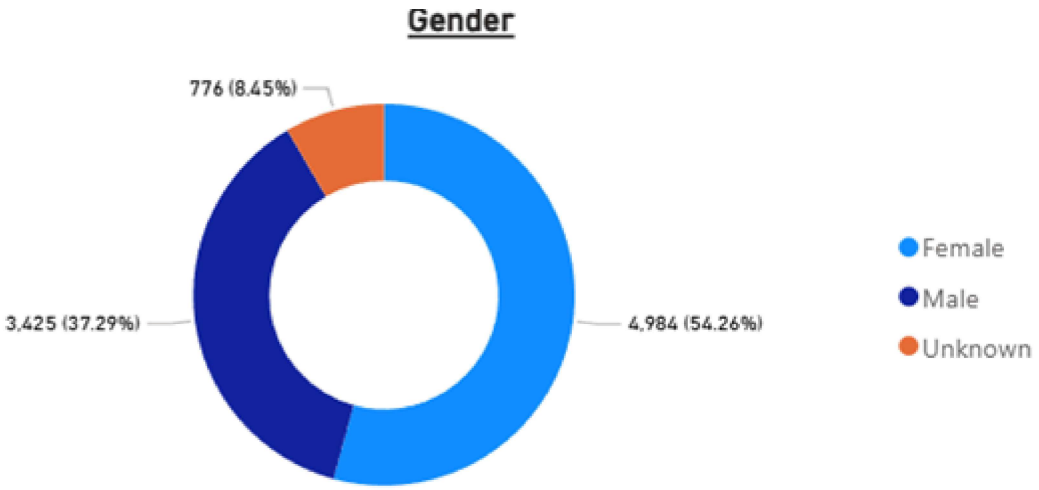


The chart below shows the ethnicity and gender of our clients in the year. There are a high number of clients where the ethnicity is unknown or not stated which makes any comparisons unreliable. The records indicate a spread across all categories with higher percentages of those identifying as Asian (1.8 per cent) with the next highest numbers identifying as Black. These percentages are lower than for the population as a whole but may be reflective of the profile of those aged 65+ in the County who are predominantly white.

Achievements and Performance (continued)



The gender balance of clients continues to be very similar to the previous year with a higher proportion of known female clients. The totals being 54 per cent female, 37 per cent male and 8 per cent not stated. Those who do not state their ethnicity has increased from 4 per cent last year to 8 per cent in in 2024/25.

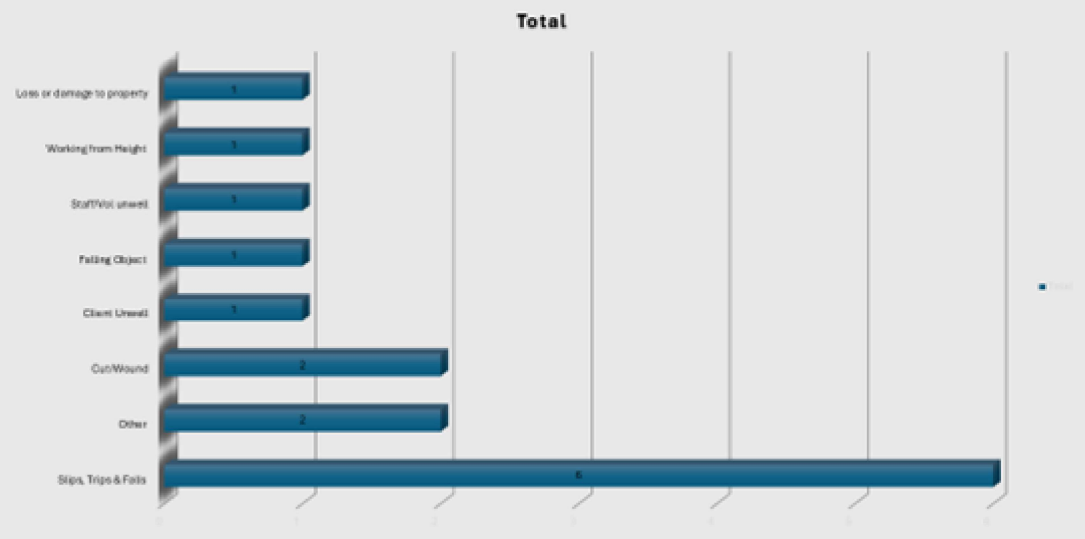


Health and Safety

The accident report for year July 2024 to March 2025 is enclosed below. We record when people fall ill while they are with us during the day, when they are taken to hospital or when they suffer any other form of incident or accident. We also introduced the recording of 'near miss' incidents for the last quarter of the financial year. These are reported to Trustees.

The incident log shows 18 incidents. Of these incidents, 2 were serious accidents and 2 were serious accidents requiring hospital visits and reportable under RIDOOR. All of these were resolved positively.

Achievements and Performance (continued)



The Health and Safety function has been reviewed and upgraded substantially following the retirement of the previous manager. Michelle Wright, Health and Safety Manager for Age UK Leicestershire and Rutland was asked to carry out an audit of Age UK Northamptonshire's H&S policies, procedures, and statutory checks. This external exercise led to a report which was implemented over 6 months. Michelle Wright now overseas all Health and Safety for the charity on a shared basis with Age Uk Leicestershire and Rutland. This brings additional experience and capability to the Charity and is a major improvement on the previous arrangements.

Information and Advice

Age UK Northamptonshire is approached with many enquiries. These are handled in the first instance by our reception team and by our many service teams. The largest proportion will be handled by one of our trained Information and Advice (I&A) advisors.

Age UK Northamptonshire's Information and Advice team offers a free and confidential information and advice service for older people aged 50 and over, their families and carers, specialising in welfare benefits and social care needs. Our advisors provide quality, targeted benefits, and signposting advice essential to the wellbeing of older people, particularly during the ongoing cost-of-living and Winter Fuel Payment challenges.

The Information and Advice team, all part timers, have expanded to a team of 8 (although for 8 months of the year, they operated as a team of 6). Funding continues to be difficult and we look continually for additional support to maintain this service for the County. The service had 1,281 new clients and supported 3,653 clients in total for the year 2024/25.

Our service successfully renewed the certification to meet the stringent Age UK National Quality Advice Standards (QAS), in February 2025. This quality standard has had a major impact on the operations and, as a result we have widened our service provision to offer:

- A fully calculated means tested benefit check for all clients.
- Assisting with means tested benefit applications i.e. Pension Credit, not just Attendance Allowance.
- Comprehensive data capture.

There is now more time spent for benefits for each client and a wider range of benefit services are offered.
This year saw a significant increase in enquiries primarily due to the impact of the Winter Fuel Payment and Pension Credit changes:

Achievements and Performance (continued)

- 7,067 enquiries made either via the phone or email, representing an 81% increase as compared to 3,891 for 2023/24. 3,545 were telephone calls.
- An increase of 36% with 234 clients identified as eligible to claim Pension Credit as compared to 172 for 2023/24. Historically, we have always signposted clients to other organisations to assist with Pension Credit application forms however, due to the Winter Fuel Payment decision, all applications were processed, which placed vital money in the pockets of those most financially vulnerable.
- 734 Attendance Allowance claims submitted, this does reflect a 39% reduction as compared to 1,187 in 2023/24, this was due to the volume of enquiries and the impact of the pension credit applications.
- 67 eligible for Housing Benefit, 166 for Council Tax Reduction, 30 Severe Disability Premium, 28 carers eligible to claim Carer`s Allowance and 4 for Severe Mental Impairment.

The team's primary focus is benefits support for the community which is a major source of income for individuals and for the County overall. £4,981,298 was successfully claimed, a 26% increase as compared to £3,683,327 for 2023/24.

Our Services for the NHS

Age UK Northamptonshire has an important role addressing social care needs, in particular, supporting people in their home and reducing avoidable hospital admissions. The support we give to older people and other adults most at risk helps them to regain independence and reduces the need for them to see their GP or to go into residential care.

The termination of our Contract for our End-of-Life service took effect at the end of July 2024. Our staff were transitioned under TUPE employment rules to Marie Curie who integrated the service into their existing operation. The service is for those patients who are deemed by a health care professional to be in the last 8 weeks of life, although the average length of stay with the service in in the first quarter of 2024/25 was 13.5 days. In the first quarter 186 referrals were made to the service and 166 new clients. Of the 68 people who left our care in that period 78 per cent were able to die in their own home.

Our social prescribing projects have achieved good results for our patients and clients. Our Primary Care Network (PCN) based Social Prescribing Link Workers (SPLWs) are a team of seven link workers funded by the National Health Service England (NHSE) and based in GP surgeries serving four Primary Care Networks (PCNs): East Northants, Wellingborough & District, and Red Kite and Triangle for Kettering. We work in partnership with 3Sixty Care, GP Federation and link workers are well embedded within their respective Primary Care Network Teams. All link workers continue to work towards the Public Health 'health inequalities' identified by their PCN and we have seen the development of project work within Wellingborough and East Northants. Wellingborough Link workers have assisted with the Alpha Stim Initiative to tackle low level mental health needs, East Northants have reached out to schools and have run several sessions at parents' evenings supporting parents with wider determinants of health, including housing and debt combined with long term health conditions, whereas Kettering work with the majority of smoking cessation, and weight management. All Link workers continue to work with complex patients and there were in excess of 2,600 referrals handled by the team during 2024/25.

Age UK Northamptonshire has continued to play a key role in the social prescribing project funded and organised by Bridges Asset Management through a Social Impact Bond. This project is called Spring. The Spring based services are well established and Age UK Northamptonshire is responsible for the Towcester and Daventry areas across the West and the Kettering and Corby areas in the North East. The other partners in this initiative are the General Practice Alliance and Northamptonshire Carers.

Achievements and Performance (continued)

There was a step change in the activity and performance of the whole team during 2024/2025 with a major increase in client starts on the programme together with a strong pipeline of outcomes achieved by the clients themselves. Achievements for the Age UK Northamptonshire team within Spring include receiving 616 referrals (588 in 2023/24) and 472 starts (391 in 2023/24) onto the many ways in which clients were supported. There were 456 active clients on the programme at the end of March 2025 (326 in 2023/24). All clients are asked how their wellbeing has improved as a result of being on the programme. It is positive to note that 83 per cent of Age UK Northamptonshire participants have improved wellbeing after 6 months (84 per cent in 2023/24) and 95 per cent after 12 months (91 per cent in 2023/24) with higher average improvements noted. 71 per cent of Age UK Northamptonshire participants (65 per cent in 2023/24) improved their mental health wellbeing score at 6 months and 81 per cent at 12 months (78 per cent in 2023/24).

Our work for this programme continues to strengthen communities, with the creation of more community groups and the supporting of residents to make these sustainable. Our collaborations have grown across the County as we work with many other providers such as libraries, adult learning, voluntary sector partners to improve the health and wellbeing of residents. We have started conversations with employers to look at how we can work together to reduce absenteeism and to work alongside people with disabilities to help them into meaningful and supportive employment. This project is due to run until July 2027. Work is underway to make the case for the project to be continued and be a sustainable and integral part of the health service provision in future years.

Our Age Well services are well established and fully embedded with the Primary care Networks. They continued to prove a successful model of innovative delivery Countywide. The Age Well programme enables older people to maintain their independence and resilience for longer. The programme is composed of multidisciplinary teams made up of staff from Age UK Northamptonshire, Northamptonshire Health Care Foundation Trust, Northamptonshire Carers, Alzheimer's Society, Support Northamptonshire, and Adult Social Care staff in North and West Northamptonshire Councils. The Age UK Northamptonshire team has 13 Age Well Coordinators who are central to the service. They provide emotional and pro-active personalised support to people aged 65 plus who have one or more long-term health conditions and who are at risk of isolation, deteriorating frailty, hospitalisation or becoming dependent on statutory services. Statistics for the project showed that it had a direct positive preventative effect, with a decrease in the number of over 65s attending Accident and Emergency in 2024/25.

The Age Well Project had 920 new clients (680 in 2023/24) and a total of 1,726 clients in 2024/25 (1,566 in 2023/24).

It was expected to grow further and although this did not happen, due to a hold on NHS level funding, this has not impacted the high level of referrals into the service.

During the year our Collaborative Care Team in the North of the County was integrated into the Age Well project and successful joint working and collaboration has seen many older people being supported with positive outcomes. The collaborative approach and integration allowed the team to handle some 2,598 referrals in 2024/25 (1,176 in 2023/24). During the year, the service supported some 1,330 new clients Countywide in comparison with 1,013 for the previous year and supported a total of 1,416 clients throughout the year (1,128 in 2023/24).

The demand for the services of the Hospital Discharge and Community team continued to remain very high. The number of referrals for 2024/25 was 2,330, the number of new clients supported was 1,793 (compared to 1,730 in 2023/24) and the number of total clients supported was 2,205 (2,204 in 2023/24).

Achievements and Performance (continued)

Supportive Paid for Services

The Money Management Service has helped many clients over the years to manage their bills, collect cash and deal with cases of financial abuse. This service was expanded and developed into a much wider service to support clients as their financial circumstances change over time.

The Appointeeship Service has proven successful in assisting older people with low income and low assets whilst complementing the existing money management service by being able to offer a much more flexible service. Relationships have been built with the two unitary authorities and exclusive client referral agreements have been put in place with public and private bodies.

The establishment of the Age UK Northamptonshire Trust Corporation in the previous financial year has allowed Age UK Northamptonshire to be designated as a client's Lasting Power of Attorney and Court of Protection deputies, to manage their property and financial affairs if they lose capacity to do so.

The team answers new enquiries every day as well as dealing with a regular client base of between 60-65 people. There were 52 new clients and a total of 168 clients supported through 2024/25.

Care Support at Home is a flexible service to clients. It previously provided a range of companionship services: help with meals, going to an appointment, shopping or walking the dog, whatever was needed. This has now grown in sophistication to be able to offer personal care and a range of Care Quality Commission (CQC) Registered services. The service and team have received positive feedback from clients and their families, and this continues.

We have invested in substantial change in the Care Support at Home service over the later months of the year. There is now a new management structure in place, all processes and procedures have been revised and new ones implemented. There has been substantial recruitment of frontline staff and we now have 29 staff as at the end of March 2025. Training is up to date and more in-depth training completed for the more complex care envisaged. We have the processes in place to be CQC compliant. We are very grateful for the grant of funds from the Constance Travis Trust and the William and Patricia Venton Trust which made this investment possible. There is a strong platform for growth, albeit with further development and change still to undertake. There has been a big growth in enquiries and referrals as awareness has grown.

The total number of new clients to the service was 336 during the year and the total number of clients supported during the year was 444 in 2024/25.

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire, offering help with domestic tasks including general housework, laundry, shopping, ironing and changing beds. During 2024/25, the Domestic Cleaning service made 417 client placements, there were 644 new starts and 1,138 clients in total supported. As at the end of March 2025 the service had 571 active clients. 26 new cleaners joined the service, and 18 left. Between them they deliver an average of over 400 hours per week.

Other services within the home include Toenail cutting. Our Toenail Cutting Service attended 3,649 appointments and registered 256 new clients and supported 1,431 clients in total. Our Handyperson and Gardening Service completed 145 Handyperson jobs, 2,772 Gardening jobs and, in addition, fitted 76 key safes. Over the winter period 441 Home Energy checks were completed. As at 31.03.2025 the team has 33 employees. The service had 754 new clients and 1,633 clients in total during 2024/25.

There were two main Age UK Northamptonshire Day Centres in the County in 2024/25. These were the William and Patricia Venton Centre and the Baptist Church Rooms, Rockingham Road, Kettering. A new centre was opened in Towcester in the late summer of 2024, open on a Monday and Thursday. 15,430 attendances were made during the year. There were 217 new clients for the service in 2024/25 (193 in

2023/24) and 423 total clients (409 in 2023/24).

Achievements and Performance (continued)

Traded Products

Income was generated by Age UK Northamptonshire from commission earned from a variety of local products and services. During the year 2024/25 there were 1,326 new clients (640 in 2023/24) and 2,186 clients in total supported through these services (1,205 in 2023/24).

Income in 2024/25 has been improved substantially from the previous year due to the proactive promotion of a number of key local services, including: Wills and Power of Attorney, Careline 365 (personal alarms) the make a smile lottery and the two mobility companies, BLR and Oakley Healthcare who provide very responsive and much appreciated services. The Business and Trades Directory is now growing substantially and there are now 31 service providers registered.

A contract with Nottingham Energy for the National Grid's Priority Services Register was established in October 2023 this contract will continue for 2025/26.

To enhance the sale of Lasting Power of Attorney and Wills, we are also expanding our Home Visit Service to further help clients who are unable to visit our office for face to face appointments.

Income Generation and Fundraising

Trustees are, once again, most grateful to all who support the work of Age UK Northamptonshire, especially by giving generously through donations and legacies, fundraising on our behalf and supporting our charity shops. Every single pound donated or left for us in a will or legacy makes an important positive contribution to our financial sustainability.

The following four legacy donations, totalling some £18,827.45 were gratefully received:

- £12,125; 14 October 2024. Andrea Monica Mary Hughes estate.
- £1,000; 20 January 2025. Beryl Mary Tyndall estate
- £5,000; 22 April 2024, Susan Plaister estate
- £702; 30 August 2024, Ronald Horace Cory estate

We had previously received funds in 2023/24 from the late Amelia Eliza Wise of £13,972. This had been sent to us in error, unfortunately, and this money was returned to the solicitors in 2024/25.

We would like to highlight and express our thanks for the two significant donations that we received from the Constance Travis Charitable Trust of £50,000, received on 20 May 2024 and £60,000 received on the 21 November 2024. We also received a donation of £23,000 from the William and Patricia Venton Charitable Trust, received on 5 June 2024. These two Trusts have been strong supporters of our Charity over many years. The Maud Elkington Charitable Trust also provided a donation of £6,000 on the 2 July 2024. Again, we are grateful for their long-standing support for our charitable activities.
.
We were also very pleased to receive a further two significant donations from the Florence Jessie Cleaver Trust: of £130,000, received on 20 May 2024 and £22,000, received on 12 August 2024.

We received a further £30,565 in total for the year from 406 individual donations. These ranged from many donations in memory of loved ones, grateful clients in thanks for our services and local companies who have raised money for the Charity.

Achievements and Performance (continued)

We would like to acknowledge the following who raised funds for us, either by making us their charity of the year or who specifically set out to fundraise through events and activities. The amount raised totalled: £4,616. We would like to highlight, in particular:

- Calvin Mistry who completed his first ever half marathon in Northampton on 15 September and raised £2,133 for us. Calvin said 'I chose Age UK Northamptonshire because you are the only local older people's charity and I was running in memory of my beloved grandfather who died in June.'

- Paul Sugden and Peter Manship who cycled the full length of Portugal to raise funds for Age UK Northamptonshire. The intrepid pair set off in October and covered over 650 miles that included a total ascent of more than 50,000 ft.

We are also very grateful for all those community support groups which raised money for the Charity. The donations amounted to: £243.

There were also a number of donations given in memory of clients which were related to the support provided by our End of Life Team. This totalled £5,918.

We are very grateful for all those other direct donations we received from our many clients who received a service from our Information and Advice team. In total, these donations came to £7,981.

We thank all our kind donators who utilised the Much Loved, Virgin Money, Love2Donate and Just Giving platforms.

We are grateful for those businesses that hold charity goblets for us, including: the Olive Branch Café, Brixworth, Smiths Farm Shop, Chapel Brampton, the Blitz Café, Kettering, and the Flying Fish, Fish and Chip Shop, Burton Latimer.

These donations and legacies have made a very positive difference to our finances in 2024/25. We are most grateful for all those who have left us a legacy in their will. Please note that it is essential that Age UK Northamptonshire Ltd (our full name) Registered Charity No. 1059995 is specified as the benefactor.

Retail

Our retail division had another very positive year. Turnover of donated goods was £751,494 for 2024/25 (£734,502 for 2023/24). The division achieved a profit in the year of £156,063 for 2024/25 (£186,069 for 2023/24). Gift Aid income from the shops was £23,421 (£19,419 for 2023/24) and income from new goods was £48,591 for 2024/25 (£49,427 in 2023/24).

The number of shops has increased to nine, the newest being the Homestore shop in Higham Ferrers which opened in November 2024. We have continued with our static collections throughout 2024/25 which generated larger donations and also provided the opportunity to promote our service information to rural locations.

House clearances and bulk donation pickups increased during the year. We increased our sales of furniture via social media websites. The volume of donations was difficult to sustain, especially given the ability of people to sell more of their previously donated goods on line. We installed five donations stations across the county in local businesses. These have been very successful and we will widen out the scope and range of these in 2025/26.

Donations from John Lewis & Partners once again played an important role in the sales turnover achieved

and we are very grateful for their support. This was supplemented by several donations from a local company (which did not wish to be named) which provides for TV and film sets.

Achievements and Performance (continued)

Wider Influence

We joined in Volunteers Week 1st-7th June and Carers Week 10th-16th June 2024, both acknowledging and thanking carers and volunteers for the vital work they do.

Age UK Northamptonshire attended events to support Northamptonshire Safer Roads Alliance's campaign to keep mature drivers safer on the roads.

We have campaigned locally on issues that affect local older people by holding meetings with the previous MP, Tom Pursglove, Gen Kitchen MP, Sarah Bool MP, Lucy Rigby MP, Annelise Dodds MP and Mike Reader MP. We also supported Age UK's Save the Winter Fuel Payment campaign, collecting signatures for the petition and providing staff at drop-in advice sessions organised by local MPs.

Once again, we were trusted by Caritas' Love Christmas 2024 campaign, Northampton Lions Club Can Collection, the Mayor of Northampton's Christmas gift, Rotary Beckett and many Northamptonshire-based businesses to distribute gifts to older people in the county. Age UK Northamptonshire has been an active participant in the national fundraising partnership between Age UK and Dunelm, supporting projects in the Kettering and Wellingborough stores.

5,000 copies of each of three editions of our free 40-page Engage magazine were printed in the last financial year and were distributed throughout the county.

Staff and Volunteers

Trustees would like to thank the wonderful team of staff and volunteers who have steadfastly worked above and beyond the usual expectations throughout the last year.

There were 141 salaried full and part time staff with Age UK Northamptonshire on 31 March 2025. There were also 72 casual workers and 78 Domestic Care workers. Staff turnover (salaried) was just over 13.4 per cent for the year (16.2 per cent for 2023/24) with 21 salaried new starters (leavers 19), 40 casual new starters, (leavers 30).

About 60% of our casual new starters were recruited into the Care Support at Home team, following a recruitment drive to grow the service. This is now changing as the level and certainty of the client work grows.
The launch of our new HR system Cezanne has so far proven successful. We have used the system to simplify our annual pay increase letters and also streamline annual leave calculations. We are now using the system on a day to day basis and with the data available we hope to be able to provide more accurate HR reports and matrix over the next year.

Age UK Northamptonshire takes staff wellbeing very seriously. The organisation uses an Employee Assistant Programme (EAP) from Care First which is free to use by all staff from day one of employment. Care First provide information and advice, counselling and support service for a range of issues such as family, financial, legal, alcohol and drugs, work related issues and many more. We have a number of Mental Health First Aiders across both sites within the Venton Centre and at Waterside House. The mental health first aiders host a monthly "Let's Talk" session open to all staff and volunteers.

There has been a significant increase in number of active volunteers across services to 278 as of 31 March 2025 (231 as of 31 March 2024) with a steady uptake of new applicants from the local community and student placements. A total of 52,332 hours have been given by Age UK Northamptonshire

Volunteers over the 2024/25 financial year.

Achievements and Performance (continued)

An additional 172 volunteers have been recruited with 114 having left us or were inactive, comprising of 14 Telephone Befrienders, 67 Volunteers in alternative roles, and 33 Students who completed their placements.

The onboarding of new volunteers has increased markedly and is reflected in the increase in active volunteers. The service has been streamlined, remains up to date and works effectively. Wider team support has offered volunteer opportunities to existing clients, for example as Telephone Befrienders or supporting Day Services to alleviate their own loneliness and / or isolation whilst helping others. More educational settings are working in partnership with Age UK Northamptonshire, along with external services who offer support to those with learning disabilities, mental health difficulties or brain injuries. We have also recruited two external professionals who dedicate their time to help those they support in their volunteer roles.

New volunteer opportunities continue to be created, examples including: administrative, Community Responding and SPRING with appropriate training being given and supervision, where appropriate. Volunteers continue to be supported by their respective managers and the Volunteers Co-ordinator with any issues of concern being dealt with professionally and swiftly. Volunteers report they feel supported and valued.

Our telephone befriending team continues to be very popular. There are 32 active Telephone Befrienders with 73 clients receiving the service and 9 on the waiting list, which has been reduced considerably. These Volunteers have given 791 hours of befriending call time over the financial year 2024/2025. A steady flow of referrals continue to be received both internally and externally (Social Care, Health, Mental Health, Community Care professionals for example). The many ongoing client welfare issues were dealt with efficiently, with clients being referred into other services we offer. 2,091 reports were written by volunteers, with 662 reports written by the Volunteers Co-ordinator of which 269 actions were completed following concerns having been raised. There is a constant need for volunteers as Telephone Befrienders and it is hoped that more volunteers will be recruited to meet the growing demand.

We continue to develop and support the management team of the Charity in order to promote talent and to ensure that we have the capacity to take on and deliver new contracts and opportunities. The bespoke management development programme with the wider leadership team of 22 managers was completed the previous year. Further development work has concentrated on specific follow up needs for individual managers and also the restructuring and reallocation of duties and responsibilities during the year, in particular, within operations where the two senior Service Manager posts were lost and their duties reallocated.

We were assessed in relation to the ISO quality Standard, ISO9001 in which we were successful on the 6 October 2024.

The Brand Partner agreement has been signed and renewed for a further 5 years.

Looking Forward to 2025/26

We have been financially resilient over many years and our turnover and income have risen, bouncing back after Covid. We will expect our turnover for the financial year, 2025/26, to increase to a projected £5.4m. The financial year 2025/26 is set to be challenging and we have had to set a deficit budget. This is due directly to the rise in the National Insurance costs together with its extension to many more part time staff and the continuing rise in the National Living Wage which has required an increase in staff salaries

overall. The rise in the cost of living for those who work for Age UK Northamptonshire remains a key welfare concern for our Trustees.

We also expect an ongoing increase in the number of referrals to our services and to see a continuing increase in our clients in both the North and West of the County. In addition, there have been a number of recent financial challenges that we need to overcome. The local authorities have previously cut their long standing grants for Day Care and for Advice. Our other health contracts are continuing for 2025/26 but are not expanding as expected. It is thought that public sector funding may stand still for the next two or three years.

Achievements and Performance (continued)

The financial years 2026/27 and 2027/28 may be even more challenging than that budgeted for 2025/26. Our strategy is to build on our current approach and to try to do so ‘at scale’. Our priority is to bring in unrestricted funding. The next priority is to bring in funding that supports our services (grants) and the third priority is to deliver existing and new services that are needed and valued and which can make a financial contribution to our finances.

Retail (shops) is a proven area and is a priority for continued expansion. We have one shop planned to open in Rushden High Street and one under consideration for Oundle Market Square. We have a ‘joint venture’ now underway with Age UK Leicestershire & Rutland in Market Harborough. We have decided to invest in a till system for the shops to help improve efficiency, accounting and Gift Aid recovery.

We are planning expert investment in donations and legacies capability. We will consider further investment in rental property and in Traded Services. Trust funding has proven helpful and it is a priority that relationships are maintained with the Constance Travis Trust and with the Venton Trust. Trust and grant funding will be pursued actively.

We plan to be more proactive on promoting our services: Money Management, Care Support at Home, Domestic Care Service, Handyperson Service, Gardening Service, Toenail Cutting Service and Day Care. We will develop our ‘single point of access’ for clients in a practical way. We need to make it simple and quick for clients to find the service they need. We will consider creating a ‘client services team’.

We are pleased to confirm that we have secured National Lottery Community Fund service for a Bereavement service for all adults across the County of Northamptonshire. The funding is for three years and the new service will be established early in the new financial year 2025/26.

A major challenge is to utilise better systems for our frontline staff to input data, billing, and central teams for managing deployment much more easily and efficiently. We have researched and will implement a new system to handle the challenges of registered care for our Care Support at Home services. We will maximise the use of our new Human Resources system, Cezanne.

Acknowledgements

All Trustees greatly appreciate the work of everybody connected with Age UK Northamptonshire and its services for older people and who help to enhance its standing in our community, whether staff or volunteers, donors or fund raisers.

We were also very pleased to receive the ongoing support of John Lewis and Partners. Their staff have kindly fundraised for us and they have also kindly donated a range of quality goods that we have been able to sell through our shops.

Statements of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year that 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 the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm that:

- in so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- they have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005).

Auditor

MHA has indicated its willingness to continue in office, and as such is deemed to be re appointed under section 487 (2) of Companies Act 2006.

The auditor, MHA, previously traded through the legal entity MacIntyre Hudson LLP. In response to regulatory changes, MacIntyre Hudson LLP ceased to hold an audit registration with the engagement transitioning to MHA Audit Services LLP.

MHA will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

Approved by order of the members of the board of Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

Date:

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE

Opinion

We have audited the financial statements of Age UK Northamptonshire (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charity's affairs as at 31 March 2025 and of the Group's 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charity'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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE (CONTINUED)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements which 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 Group's and the parent Charity'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 Group or the parent Charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditor's Report 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:

- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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 Auditor's Report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's 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 charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Rebecca Hughes BSc (Hons) FCCA (Senior Statutory Auditor)
for and on behalf of
MHA
Statutory Auditor
Northampton

Date:

MHA is the trading name of MHA Audit Services LLP, a limited liability partnership in England and Wales (registered number OC455542)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Note	Endowment funds 2025 £	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income and endowments from:						
Donations and legacies	2	**-**	**-**	**333,596**	**333,596**	490,982
Income from charitable activities and trading income	3	**-**	**26,238**	**4,254,886**	**4,281,124**	4,366,622
Investment income	5	**14,247**	**-**	**23,887**	**38,134**	46,446
Other income	6	**-**	**-**	**392**	**392**	2,860
Total income and endowments		**14,247**	**26,238**	**4,612,761**	**4,653,246**	4,906,910
Expenditure on:						
Raising funds	7	**-**	**-**	**910,374**	**910,374**	822,893
Charitable activities	8	**-**	**-**	**3,906,219**	**3,906,219**	3,875,569
Total expenditure		**-**	**-**	**4,816,593**	**4,816,593**	4,698,462
Net income/ (expenditure) before net gains/(losses) on investments		**14,247**	**26,238**	**(203,832)**	**(163,347)**	208,448
Net gains/(losses) on investments		**1,600**	**-**	**(12,139)**	**(10,539)**	173,554
Net movement in funds		**15,847**	**26,238**	**(215,971)**	**(173,886)**	382,002
Reconciliation of funds:						
Total funds brought forward		**2,043,648**	**-**	**2,847,672**	**4,891,320**	4,509,318
Net movement in funds		**15,847**	**26,238**	**(215,971)**	**(173,886)**	382,002
Total funds carried forward		**2,059,495**	**26,238**	**2,631,701**	**4,717,434**	4,891,320

The notes on pages 25 to 44 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		2024 £
Fixed assets					
Tangible assets	11		**944,406**		1,703,745
Investments	13		**2,351,817**		2,602,356
Investment property	12		**1,180,008**		-
			4,476,231		4,306,101
Current assets					
Stocks	14	**16,755**		11,935	
Debtors	15	**340,886**		341,082	
Cash at bank and in hand		**341,728**		799,170	
		699,369		1,152,187	
Creditors: amounts falling due within one year	16	**(458,166)**		(566,968)	
Net current assets			**241,203**		585,219
Total net assets			**4,717,434**		4,891,320
Charity funds					
Endowment funds	17		**1,955,743**		1,939,896
Restricted funds	17		**26,238**		-
Unrestricted funds	17		**2,735,453**		2,951,424
Total funds			**4,717,434**		4,891,320

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

.....
Diana Murkin
Treasurer

Date:

The notes on pages 25 to 44 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		2024 £
Fixed assets					
Tangible assets	11		**944,406**		1,703,745
Investments	13		**2,601,819**		2,852,358
Investment property	12		**1,180,008**		-
			4,726,233		4,556,103
Current assets					
Debtors	15	**333,401**		349,259	
Cash at bank and in hand		**330,120**		762,232	
		663,521		1,111,491	
Creditors: amounts falling due within one year	16	**(734,718)**		(816,816)	
Net current liabilities / assets			**(71,197)**		294,675
Total net assets			**4,655,036**		4,850,778
Charity funds					
Endowment funds	17		**1,955,743**		2,043,648
Unrestricted funds	17		**2,699,293**		2,807,130
Total funds			**4,655,036**		4,850,778

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

.....
Diana Murkin
Treasurer

Date:

The notes on pages 25 to 44 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Cash flows from operating activities		
Net cash used in operating activities	**(171,062)**	91,560
Cash flows from investing activities		
Dividends, interests and rents from investments	**38,134**	46,446
Purchase of investment property	**(503,008)**	-
Purchase of tangible fixed assets	**(61,506)**	(189,613)
Proceeds from sale of investments	**-**	822,633
Purchase of investments	**-**	(822,633)
Withdrawal of investment funds	**240,000**	-
Net cash used in investing activities	**(286,380)**	**(143,167)**
Change in cash and cash equivalents in the year	**(457,442)**	**(51,607)**
Cash and cash equivalents at the beginning of the year	**799,170**	850,777
Cash and cash equivalents at the end of the year	**341,728**	799,170

The notes on pages 25 to 44 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Age UK Northamptonshire and its Subsidiary Undertakings constitutes a public benefit entity as defined by FRS 102.

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the charity alone as permitted by paragraph 397 of the SORP.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no known material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1. Accounting policies (continued)

1.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

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

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1. Accounting policies (continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the charity's operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

1.5 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 50 years straight line
Motor vehicles	- 6 years straight line
Fixtures and fittings	- 5 years straight line
Office equipment	- 3 years straight line

1. Accounting policies (continued)

1.6 Investment property

Investment property is initially recognised at cost, including any directly attributable transaction costs.

After initial recognition, investment property is measured at fair value at each reporting date. Changes in fair value are recognised in the statement of financial activities (SOFA) as part of net gains or losses on investments in the period in which they arise.

Fair value is determined based on market evidence, typically by an independent professional valuation or a directors' assessment supported by available market data.

No depreciation is charged on investment properties held at fair value.

The charity classifies a property as an investment property only when it is clearly identifiable, meets the definition above, and the charity can reliably measure fair value on a continuing basis.

1.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

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

1. Accounting policies (continued)

1.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.14 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

1.15 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

1.16 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Endowment funds are held as capital. The income generated therefrom is to be used for specified purposes laid down by the donor.

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

2. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Donations	328,641	**328,641**	324,431
Legacies	4,955	**4,955**	166,551
	333,596	**333,596**	490,982
Total 2024	490,982	490,982	

3. Income from charitable activities

Income from fundraising events

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Provision of services	-	1,387,680	**1,387,680**	1,145,174
Rent receivable	-	37,443	**37,443**	24,637
Grants and contractual income	26,238	1,924,670	**1,950,908**	2,331,060
	26,238	3,349,793	**3,376,031**	3,500,871
Total 2024	60,000	3,440,871	3,500,871	

3. Income from charitable activities (continued)

Income from non charitable trading activities

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Insurance commission	74,395	**74,395**	54,268
Bank interest received	5,452	**5,452**	7,600
Fundraising	1,521	**1,521**	535
Shop income from donated and bought in products	823,725	**823,725**	803,348
	905,093	**905,093**	865,751
Total 2024	865,751	865,751	

4. Grant & contractual income

	2025 £	2024 £
Northamptonshire NHS	**959,505**	848,566
North Northants Council	**59,468**	20,000
Department for Transport	**12,014**	4,597
West Northants Council	**63,265**	40,000
Age UK	**27,780**	84,687
Marie Curie	**215,476**	646,429
Social prescribing	**608,400**	569,286
Other	**5,000**	117,495
	1,950,908	2,331,060

5. Investment income

	Endowment funds 2025 £	Unrestricted funds 2025 £	**Total funds 2025 £**	Total funds 2024 £
Listed investments	14,247	23,887	**38,134**	46,446
Total 2024	16,354	30,092	46,446	

6. Other incoming resources

	Unrestricted funds 2025 £	**Total funds 2025 £**	Total funds 2024 £
Misc income	392	**392**	2,860
Total 2024	2,860	2,860	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Insurance commission	65,606	**65,606**	54,459
Shop expenses from donated and bought in products	844,768	**844,768**	768,434
	910,374	**910,374**	822,893
Total 2024	822,893	822,893	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £	Total 2024 £
Home care services	-	1,126,315	**1,126,315**	888,830
Active ageing services	-	49,547	**49,547**	54,826
Advisory services	-	215,222	**215,222**	173,728
Day care services	-	658,674	**658,674**	614,039
NHS funded services	-	1,856,461	**1,856,461**	2,144,146
	-	3,906,219	**3,906,219**	3,875,569
Total 2024	60,000	3,815,569	3,875,569	

9. Staff costs

	Group 2025 £	Group 2024 £	**Charity 2025 £**	Charity 2024 £
Wages and salaries	**3,473,267**	3,373,453	**3,456,628**	3,355,505
Social security costs	**219,938**	200,402	**218,207**	200,402
Contribution to defined contribution pension schemes	**59,609**	57,248	**59,194**	57,248
	3,752,814	3,631,103	**3,734,029**	3,613,155

The average number of persons employed by the Charity during the year was as follows:

	Group 2025 No.	Group 2024 No.
Employees	**278**	278

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2025 No.	Group 2024 No.
In the band £70,001 - £80,000	**1**	1

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer and Finance Director. The total employee benefits of key management personnel of the charitable group were £149,481 (2024: £142,016).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration, other benefits or reimbursement of expenses (2024 - £NIL).

During the year ended 31 March 2025, expenses totalling £NIL were reimbursed (2024 - £73).

11. Tangible fixed assets

Group and Charity

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2024	**2,082,998**	**271,637**	**548,746**	**2,903,381**
Additions	**8,508**	**-**	**52,998**	**61,506**
Transfers between classes	**(677,000)**	**-**	**-**	**(677,000)**
At 31 March 2025	**1,414,506**	**271,637**	**601,744**	**2,287,887**
Depreciation				
At 1 April 2024	**589,142**	**254,118**	**356,376**	**1,199,636**
Charge for the year	**24,509**	**3,003**	**116,333**	**143,845**
At 31 March 2025	**613,651**	**257,121**	**472,709**	**1,343,481**
Net book value				
At 31 March 2025	**800,855**	**14,516**	**129,035**	**944,406**
At 31 March 2024	1,493,856	17,519	192,370	1,703,745

12. Investment property

Group and Charity

	Freehold investment property £
Valuation	
Additions	**503,008**
Transfers between classes	**677,000**
At 31 March 2025	**1,180,008**

The 2025 valuations were made by the directors, on an open market value for existing use basis.

13. Fixed asset investments

All the fixed asset investments are held in the UK.

Charity	Listed investments £	Unlisted investments £	Total £
Cost or valuation			
At 1 April 2024	**2,602,356**	**250,002**	**2,852,358**
Additions	**739,078**	**-**	**739,078**
Disposals	**(979,078)**	**-**	**(979,078)**
Revaluations	**(10,539)**	**-**	**(10,539)**
At 31 March 2025	**2,351,817**	**250,002**	**2,601,819**

At 31 March 2025 the charitable company held 100% of the allotted share capital of Age UK Northamptonshire Trust Corporation Limited. At 31 March 2025, the aggregate capital and reserves was a net asset of £259,972 (2024 - £250,000).

At 31 March 2025 the charitable company held 100% of the allotted share capital (£2) of Age UK Northamptonshire Trading Limited (Company number: 02966624). At 31 March 2025, the aggregate capital and reserves was a net asset of £52,427 (2024 - £40,543) and the surplus for the financial year ended on that date was a profit of £61,058 (2024 - £49,174).

The subsidiary is engaged in the sale of bought in goods in charity shops and acting as a referrer for suppliers offering client services.

A summary of the results of the trading subsidiary is set out below:

	Age UK Northamptonshire Trading Limited	
	2025 £	2024 £
Turnover	**117,655**	99,338
Cost of Sales	**(33,748)**	(29,275)
Gross profit	**83,907**	70,063
Other operating income and costs	**(22,849)**	(20,889)
Net profit / (loss)	**61,058**	49,174
Gift Aid payment to Age UK Northamptonshire	**(49,174)**	(13,183)
Retained in subsidiary	**11,884**	35,991

14. Stocks

	Group 2025 £	Group 2024 £
Goods for resale	**16,755**	11,935

15. Debtors

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Due within one year				
Trade debtors	**235,340**	195,276	**226,976**	188,338
Amounts owed by group undertakings	**-**	-	**-**	15,045
Other debtors	**-**	1,068	**-**	1,067
Prepayments and accrued income	**98,146**	138,496	**98,146**	136,121
VAT repayable	**7,400**	6,242	**8,279**	8,688
	340,886	341,082	**333,401**	349,259

16. Creditors: Amounts falling due within one year

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Trade creditors	**49,989**	73,459	**49,750**	73,307
Amounts owed to group undertakings	**-**	-	**281,170**	250,000
Other taxation and social security	**40,962**	47,509	**40,962**	47,509
Other creditors	**17,138**	4,860	**17,138**	4,860
Accruals and deferred income	**350,077**	441,140	**345,698**	441,140
	458,166	566,968	**734,718**	816,816

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

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Capital provision	**677,000**	**503,008**	**-**	**-**	**1,180,008**
General funds					
General Funds	**2,274,424**	**4,109,753**	**(4,816,593)**	**(12,139)**	**1,555,445**
Total Unrestricted funds	**2,951,424**	**4,612,761**	**(4,816,593)**	**(12,139)**	**2,735,453**
Endowment funds					
The Venton 2000 Settlement	**1,939,896**	**14,247**	**-**	**1,600**	**1,955,743**
Restricted funds					
Restricted Funds - all funds	**-**	**26,238**	**-**	**-**	**26,238**
Total of funds	**4,891,320**	**4,653,246**	**(4,816,593)**	**(10,539)**	**4,717,434**

17. Statement of funds (continued)

Endowment Fund:

The Venton 2000 Settlement was registered as a charity on 28 November 2000. It is registered as a linked charity of Age UK Northamptonshire. The objective of the charity is the promotion of the relief of elderly people in Northamptonshire.

The Charity holds the freehold land and buildings and fixtures and fittings of The William and Patricia Venton Day Care Centre, along with investments.

The Fund is invested in fixed assets and investments which are held by the Trustees of the charitable group on trust for the Endowment Fund.

Restricted Fund:

Restricted funds are invested in cash deposits. Where funds are fully used to fund the purchase of fixed assets, the balance is transferred to unrestricted funds.

Designated Fund:

The capital provision relates to the value of cottages in Harpole which are rented to the elderly in that vicinity together with the two further residential properties acquired in the year ended 31 March 2025. The fund is represented by freehold investment properties.

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds						
Designated funds						
Capital provision	677,000	-	-	-	-	677,000
General funds						
General Funds	1,904,305	4,830,556	(4,638,462)	103,752	74,273	2,274,424
Total Unrestricted funds	2,581,305	4,830,556	(4,638,462)	103,752	74,273	2,951,424
Endowment funds						
The Venton 2000 Settlement	1,928,013	16,354	-	(103,752)	99,281	1,939,896
Restricted funds						
Service Advice Team and Day Centre Care	-	60,000	(60,000)	-	-	-
Total of funds	4,509,318	4,906,910	(4,698,462)	-	173,554	4,891,320

18. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
Designated funds	**677,000**	**503,008**	**-**	**-**	**1,180,008**
General funds	**2,274,424**	**4,109,753**	**(4,816,593)**	**(12,139)**	**1,555,445**
Endowment funds	**1,939,896**	**14,247**	**-**	**1,600**	**1,955,743**
Restricted funds	**-**	**26,238**	**-**	**-**	**26,238**
	4,891,320	**4,653,246**	**(4,816,593)**	**(10,539)**	**4,717,434**

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	677,000	-	-	-	-	677,000
General funds	1,904,305	4,830,556	(4,638,462)	103,752	74,273	2,274,424
Endowment funds	1,928,013	16,354	-	(103,752)	99,281	1,939,896
Restricted funds	-	60,000	(60,000)	-	-	-
	4,509,318	4,906,910	(4,698,462)	-	173,554	4,891,320

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Endowment funds 2025 £	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	590,798	26,238	327,370	**944,406**
Fixed asset investments	1,364,945	-	986,872	**2,351,817**
Investment property	-	-	1,180,008	**1,180,008**
Current assets	-	-	699,369	**699,369**
Creditors due within one year	-	-	(458,166)	**(458,166)**
Total	1,955,743	26,238	2,735,453	**4,717,434**

19. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Endowment funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	609,280	1,094,465	1,703,745
Fixed asset investments	1,330,616	1,271,740	2,602,356
Current assets	-	1,152,187	1,152,187
Creditors due within one year	-	(566,968)	(566,968)
Total	1,939,896	2,951,424	4,891,320

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

	Group 2025 £	Group 2024 £
Net (expenditure)/income for the year (as per Statement of Financial Activities)	**(173,886)**	382,002
Adjustments for:		
Depreciation charges	**143,845**	124,102
Losses/(gains) on investments	**10,539**	(173,554)
Dividends, interests and rents from investments	**(38,134)**	(46,446)
Increase in stocks	**(4,820)**	(486)
Decrease/(increase) in debtors	**61,707**	(151,352)
Decrease in creditors	**(170,313)**	(42,706)
Net cash provided by/(used in) operating activities	**(171,062)**	91,560

21. Analysis of cash and cash equivalents

	Group 2025 £	Group 2024 £
Cash in hand	**341,728**	799,170

22. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	**799,170**	**(457,442)**	**341,728**

23. Grant commitments

	Group 2025	Group 2024
	£	£
Acquisition of tangible fixed assets	**127,000**	127,000

24. Pension commitments

Contributions made by the employer to the defined contribution scheme established in 2005/6 have been made at 3%.

The charitable group also contributes to certain employees' individual pension plans.

The pension cost charge represents contributions payable by the charitable group to the fund and amounted to £59,609 (2024: £57,641). Contributions totalling £15,173 (2024: £2,709) were payable to the fund at the balance sheet date.

25. Operating lease commitments

At 31 March 2025 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2025	Group 2024
	£	£
Within 1 year	**144,276**	132,693
Between 1 and 5 years	**270,769**	337,441
Later than 5 years	**-**	583
	415,045	470,717

26. Related party transactions

The charitable group has taken advantage of the exemption under the FRS102 reduced disclosures from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.

27. Parent Charitable company profit for the year

The Charitable company has taken the available exemption from presenting its own Statement of Financial Activities in these financial statements. The net deficit of the parent charitable company excluding gift aid distribution from the trading company for the year was £244,916 (2024: surplus of £332,828)

AGE UK NORTHAMPTONSHIRE

England & Wales - Charity number 1059995

Accounts

Charity number: 1059995
Company number: 03294424

AGE UK NORTHAMPTONSHIRE

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

AGE UK NORTHAMPTONSHIRE

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Paul Bertin Ann Battom John Corbishley Kevin Williams Tonina Ashby Diana Murkin David Langley Sandra Mellors Jo Marovitch (Co-opted 20 March 2024)
Charity registered number	1059995
Principal office	The William And Patricia Venton Centre York Road Northampton NN1 5QJ
Chief executive officer	Christopher Duff
Independent auditor	MHA Statutory Auditor Century House The Lakes Northampton United Kingdom NN4 7HD
Bankers	Bank of Scotland PLC Edinburgh BX2 1LB
Solicitors	Wilson Browne The Manor House 12 Market Square Higham Ferrers Northamptonshire NN10 8BT

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Age UK Northamptonshire is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The members of the charitable company are the original subscribers and others subsequently appointed by the Trustees. Each member's guarantee is limited to an amount not exceeding £1. The directors of the charitable company are its Trustees for the purposes of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees (who are directors for the purposes of the Companies Act) present the report of the charitable company and its subsidiaries (Age UK Northamptonshire Trading Limited and Age UK Northamptonshire Trust Corporation Limited), together with the financial statements for the year ended 31 March 2024. The statements also include the accounts for the Venton 2000 settlement.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 the Republic of Ireland (FRS 102) (the Charities SORP (FRS102)).

No director had any beneficial interest in the charitable company.

Structure, Governance and Management

Governing Document

Age UK Northamptonshire was established for charitable purposes and is constituted as a company limited by guarantee (No. 3294424) governed by its Memorandum and Articles of Association. Its governing instrument is its Memorandum and Articles of Association dated 22.10.2012. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can be a Member of the Company. There were 59 members at 20.11.2023, each of whom agrees to contribute £1 in the event of the Company winding up.

Connected Charities

Age UK Northamptonshire is a signatory to a Brand Partner Agreement, including a large number of Age UK connected charities, referred to as Brand Partners, working around the United Kingdom. The charitable company and its subsidiary (Age UK Northamptonshire Trading Limited) hold licences to use the Age UK name and logo for an unlimited period so long as they meet the conditions of use in terms of standards and procedures within the Brand Partner Agreement. Age UK Northamptonshire is a member of Age England Association.

The charitable company's main subsidiary undertaking, Age UK Northamptonshire Trading Limited, acts as an agent to promote a range of products, including funeral plans and stairlifts for older individuals on behalf of AgeCo (a subsidiary of Age UK, the national charity based in London). Income is also earned from commissions on other products that are taken up by Age UK Northamptonshire clients.

The Age UK Northamptonshire Trust Corporation is a subsidiary company with one shareholder, Age UK Northamptonshire. The Trust Corporation has share capital of £250,000 of which £100,000 is paid in cash. The Trust Corporation was set up to protect the Charity in the event that Appointeeship and Deputyship funds are mismanaged or misappropriated.

The Venton 2000 Settlement is a linked charity to Age UK Northamptonshire that was established for the promotion of the relief of elderly people. It is accounted for as part of Age UK Northamptonshire.

Appointment, Induction and Training of Trustees

The Trustees are members of the company and are guarantors in the sum of £1 each. The Trustees who served during the year are set out on page 1. The Trustees have the power to appoint additional trustees, subject to approval by the members at the next Annual General Meeting. Only members of the company are eligible to become Trustees.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees operate as an Executive Committee ("The Board of Trustees") for the charitable company. They are responsible for the governance of the charitable company and for the provision of business and financial administration. The Trustees are supported by the Chief Executive and other senior staff. The Trustees constitute the Committee.

The Committee consists of no less than three people, which includes:

i a Chairperson elected by members at the Annual General Meeting and other Honorary Officers as the charitable company may determine, elected by the Board from amongst its members. Honorary Officers hold office from their election until the conclusion of the Annual General Meeting except for the Chairperson who holds office for three years, with a proviso that maximum continuous terms of office shall not, save in the circumstances contained in the Regulations of the Charity, exceed nine years.

ii not more than nine members of the charitable company elected by the members at the Annual General Meeting, such persons shall sit on the Committee for a period of up to three years with one third retiring each year, with a proviso that their maximum continuous terms of office shall not, save in the circumstances contained in the Regulations, exceed nine years.

iii co-opted members. The Committee may co-opt members of the charitable company to the Committee until the conclusion of the following Annual General Meeting. The number of co-opted members on the Committee may not exceed one third of the persons elected under categories (i) and (ii) above.

Members of the company appoint the Trustees. Newly elected Trustees attend meetings with the Chief Executive and key members of staff to observe the provision of services to older people. They are also provided with materials including an outline of their role which they are invited to discuss. The appointment is confirmed by the completion of a personalised induction programme.

Trustees are expected to engage, in detail, with one or more areas of the organisation's work as volunteers. On a regular basis, Trustees meet with members of staff, volunteers and users of services to update their knowledge and discuss the organisation's impact on older people. Trustees assess their skills and competence's both individually and collectively as a Board.

None of the Trustees receive remuneration or other benefit for their work with the Charity. Any potential conflict of interest between the Trustee and the Charity must be disclosed to the full Board of Trustees. In the current year there were no potential conflicts of interest reported.

Organisational Structure and Management

The Board of Trustees meets a minimum of four times each year and there are two committees: Finance and Resources committee and Services committee, which also meet four times a year. These meetings receive reports from the Chief Executive. The Finance and Resources committee proposes the annual budget, monitors financial performance including investments, assets, risk management, and considers matters relating to income generation and personnel management. The Services committee monitors the quality of services to older people and our clients generally, considers our clients views about services and their own needs and discusses appropriate service development. Finance and Resources and Services committees meet between meetings of the Board of Trustees. The Chief Executive attends meetings of all committees with other members of the wider Senior Management Team attending as required.

The Board of Trustees operates a scheme of authoritative delegation. The operational management is delegated to the Chief Executive and the Senior Managers. The Chief Executive is Christopher Duff, the other director is Heather Whyment, Director of Finance and there is a wider Senior Management Team of a further 8 key members of staff.

The Board of Trustees maintains a robust governance framework to monitor, review and ensure compliance with regulatory and best practice standards established by local commissioners, Northamptonshire Integrated Care Board (ICB), the Unitary Authorities for North and West Northamptonshire, the Clinical Quality Commission and Age UK.

Objectives and Activities

In accordance with its Memorandum and Articles of Association the charitable company's principal activities are to promote the wellbeing of older people in later life in Northamptonshire by helping to make life fulfilling and enjoyable, to broaden the range of choice and opportunities open to older people and to make their views known. Services are available to all older people across Northamptonshire. There has been no change in the mission or objectives since the last annual report.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's Public Benefit Guidance when reviewing the charitable company's aims and objectives and in planning future activities.
Age UK Northamptonshire cares for older people. We help them to make the best of life and to have a secure and dignified old age.

Age UK Northamptonshire will:

- Provide a wide range of services, products and opportunities to larger numbers of older people.
- Be dependable and adaptable, business-like but compassionate.
- Older people will recognise us as an independent charity, part of their community and the organisation that they can depend on, more than any other, to treat them like a human being.

The Charity provides a range of services to improve the quality of older people's lives, promote independence and prevent them falling into frailty, poverty and isolation. We are recognised as the foremost local charity for older people in the County of Northamptonshire and an organisation that older people can depend on to treat them with dignity and respect.

Services available are:
Responsive advice and information. This includes our general enquiries, our advice and information, signposting to other services and our benefits advice.

High quality NHS funded services. This includes our Extra Help at the End of Life, Hospital Discharge and Community Team, Collaborative Care, and other services funded by the NHS and GP practices, in particular, our Age Well team, our social prescribing link workers who support the Spring Project together with those based in GP practices.

Popular charged for services. This includes our Money Management Services, Day Care centres and associated transport, Care Support at Home, Domestic Care, Toenail Cutting Service, Handyperson and Gardening Services together with a range of other wellbeing support activities.

Traded products. This includes nationally provided insurances; travel, home, together with other commercially competitive support products; stairlifts, hearing aids, funeral plans, and lottery. It also includes locally agreed referrals to trusted suppliers on a variety of services, including hearing tests, power of attorney and personal alarms.

We also have a range of community funding support activities in order to raise unrestricted income for the Charity. This includes our work to raise voluntary income, including trust and grant proposals, fundraising activities, legacies, donations and our retail activities through our high street shops.

Trustees acknowledge the importance of the whole Age UK Northamptonshire team, staff and volunteers, to the successful delivery of our services, including fundraising support.

Financial review

Overview

The Year ended 31 March 2024 has been a strong year financially for the Charity. Total income of £4,906,910 was above the previous year (2022/2023, £4,357,716). Expenses were higher than the previous year at £4,698,462 (2022/2023, £4,103,493). This has resulted in an operating profit of £208,448 before revaluations (operating deficit of £282,534 before donations and legacies). Overall, there was a surplus of £382,002 for the financial year 2023/24 after revaluations. (2022/23 the surplus was £40,141).

The wider context remained highly volatile both in terms of funding and the needs of clients. Performance in 2023/24 continued to be affected by the increase in client demand and the increase in client needs generated by Covid-19.

Reserves policy

The reserves policy of the charitable company is based on having free reserves at a level sufficient to provide in excess of three months cover in the event of delays in receipt of unrestricted grants or accrued legacies. The assumption is that contractual income will be honoured. As at 31 March 2024, this would equate to in excess of £1,237,407. The definition of free reserves for these purposes excludes fixed assets and restricted investments so represents net current assets on all funds and on this basis there is sufficient funds at the balance sheet date 31 March 2024 of some £585,219.

Investment policy

Age UK Northamptonshire's constitution provides it with unrestricted powers to invest. Its investments are managed at the discretion of fund managers appointed by the Board of Trustees. The fund managers are Rathbones Investment Management Ltd. Trustees require fund managers to maintain a balance of investments between equities, in a range of markets, and gilts or cash-like products. Fund managers are mindful of the Trustees ethical concerns particularly in respect of the impact of those investments on the lives of older people.

Risk Management

The risk management framework, its content and scoring, is reviewed and updated each quarter for oversight by the Finance and Resources Committee and by the Board of Trustees. This risk register also forms an active part of Senior Management meetings. Risks are identified and prioritised based upon the likelihood of occurrence and the severity of the impact. Items of high risk are given immediate attention. Measures to eliminate or mitigate the risks are then identified together with proposed actions. The risk management framework has been updated to be fit for purpose for the 2024/25 financial year. The risks are organised under the six main objectives of the strategic plan.

Pay Policy for Senior Staff and Remuneration

The Senior Management Team are the senior management personnel in charge of directing and controlling, running and operating the Charity on a day-to-day basis. The pay of Senior Managers has been reviewed against the marketplace for Age UK executives of a similar size in 2023/24. In light of this market information, the Senior Manager pay, including the pay uplifts for the year, was found to be competitive and in line with relevant benchmarks for the size of organisation and its geography.

Age UK Northamptonshire is committed to the fair remuneration of its paid staff and within the scope of its resources and, as far as possible, to set pay at a level which will attract and retain talented and capable people. A job evaluation scheme is in place to ensure fairness in the distribution of pay. The level of pay is set by Trustees each year having regard to available resources and comparable levels of pay elsewhere. There was an uplift in pay for staff and casual workers across the organisation from April 2023 to maintain competitiveness with the marketplace. A key driver for this was the increase in the National Living Wage.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and Performance

Overall

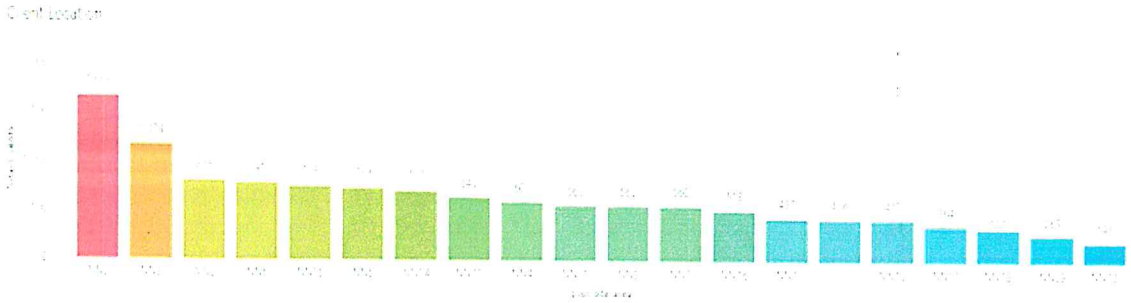
The total of referrals into our services remained very high with 14,575 referrals during 2023/24. The split between North and West Northamptonshire was roughly equal with 7,304 for the North and 7,271 for the West.

We had a record level of individual new clients accessing our services at 8,549 in 2023/24 increasing from the previous record of 8,014 in 2022/23. Of these we had 4,027 new clients in the North and 4,522 for the West.

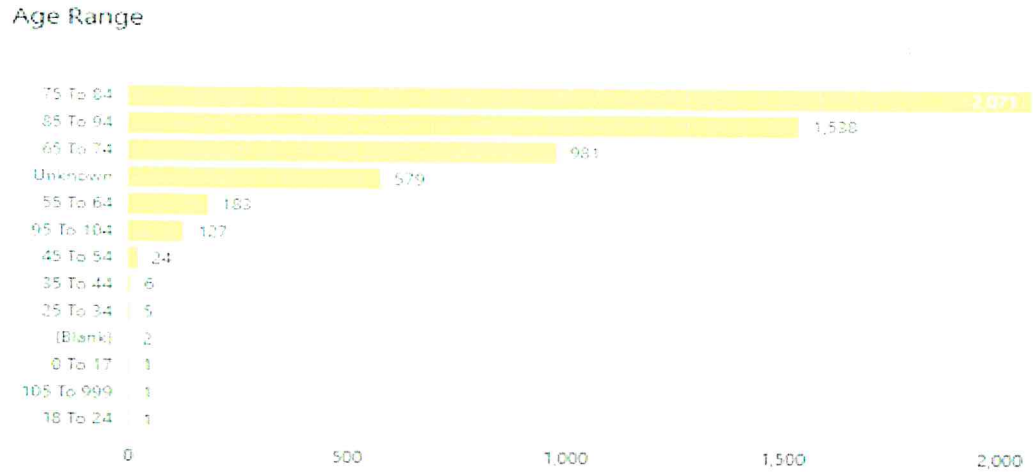
Our total active clients, those we are working with at any one time, rose consistently through the year 2023/24 and there were 9,191 clients actively supported by at least one of our services by the end of March 2024. Of these, 4,222 were in the North and 4,969 were in West Northamptonshire.

These strong numbers reflect the positive response to our support services, the growth in our frontline work and the increase in client needs generally across the county.

Our services are accessed from across the County, with a good spread of client postcodes reflecting the centres of population and also more rural areas and villages.

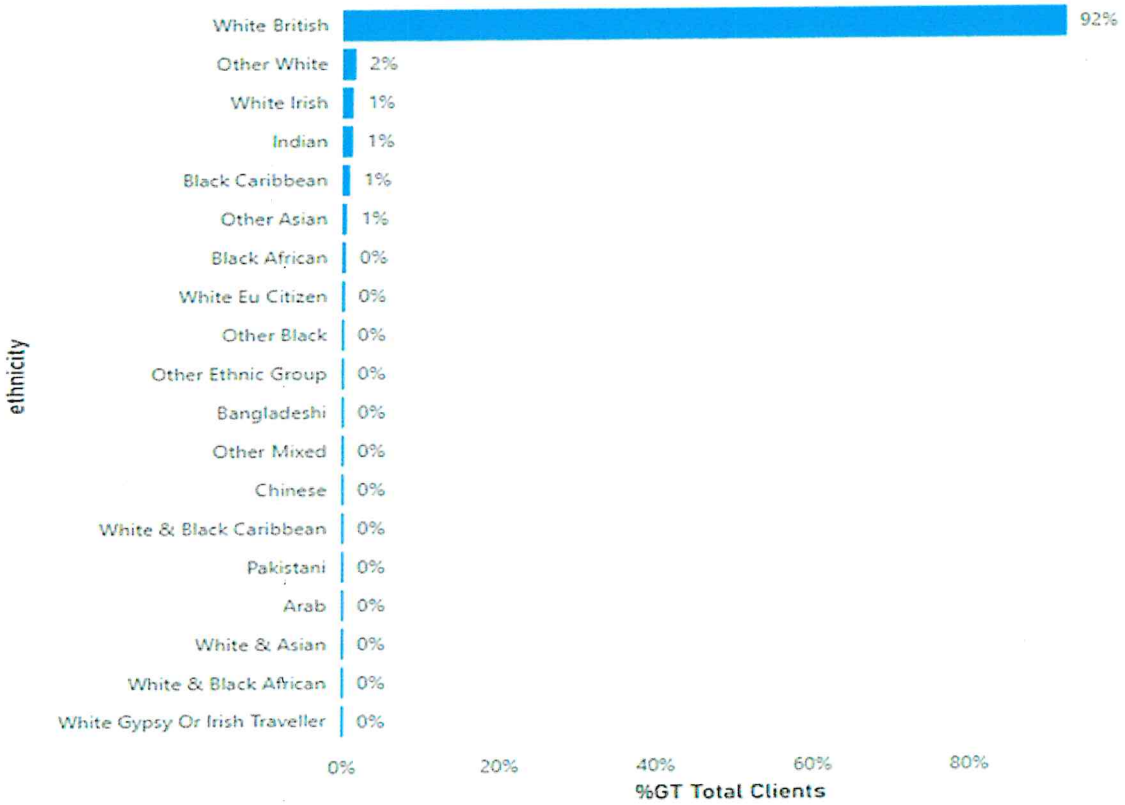


Age UK Northamptonshire supports all adult ages and groups although our age profile reflects the highest need and the majority of our clients are between 75-84 with the next highest age group those who are 85-94.

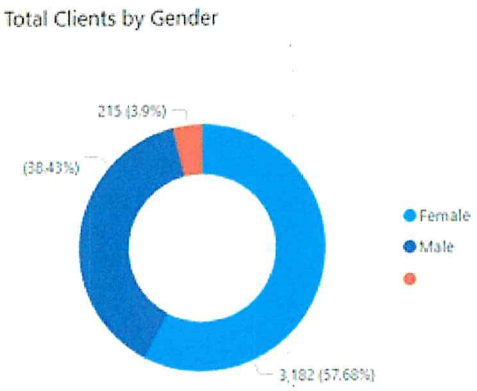


Achievements and Performance (continued)

The charts below show the ethnicity and gender of our clients in the year. These records indicate that ethnicity, where declared, is a good representation to the profile of the older population from which our clients are drawn, generally exceeding percentages for those who are minorities.



The gender balance of clients continues to be very similar to the previous year with a higher proportion of known female clients. The totals being 58% female, 38% male and 4% not stated. This does represent a better count than last year with many fewer not stated than previously.

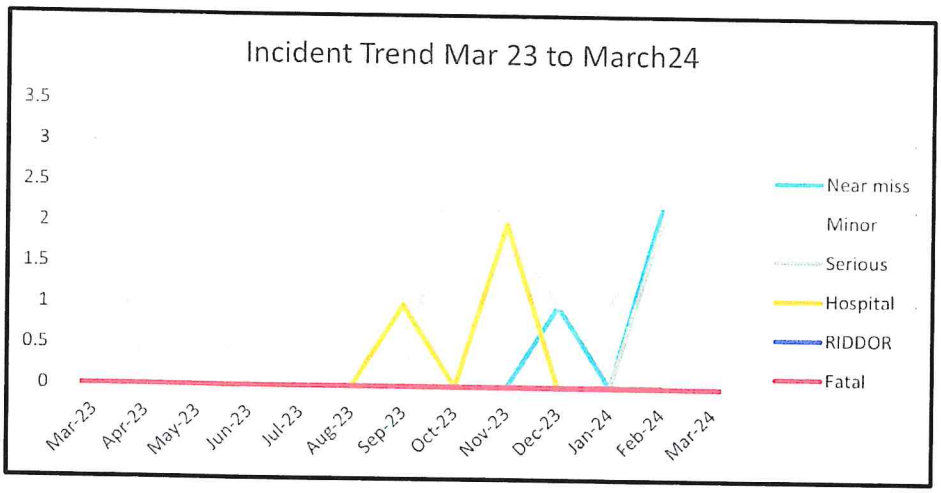


Achievements and Performance (continued)

Health and Safety

The accident report for year April 2023 to March 2024 is enclosed below. We record when people fall ill while they are with us during the day, when they are taken to hospital or when they suffer any other form of incident or accident. We also introduced the recording of 'near miss' incidents for the last quarter of the financial year. These are reported to Trustees. The incident log shows 18 incidents, including 3 near miss incidents. Of these incidents, 2 were serious not requiring hospital visits, and 2 were serious accidents requiring hospital visits. All of these were resolved positively.

A Health and Safety Committee was also established later in the year, comprised of representatives from staff teams. The terms of reference are to carry out an ongoing review and oversight of policies, to ensure they are fit for purpose, and to interrogate the incidents, accidents and near misses in order to learn lessons and improve practice, where possible.



Information and Advice

Age UK Northamptonshire is approached with many enquiries. These are handled in the first instance by our reception team and by our many service teams. The largest proportion will be handled by one of our trained Information and Advice (I&A) advisors. Our advisors provide quality, targeted benefits and signposting advice essential to the well-being of older people, particularly during ongoing cost-of-living challenges. Our Information and Advice service continued to fulfil the requirements and standards of the national Age UK national Quality Advice Standard (QAS). This was achieved in February 2022 and will not need to be renewed until 2025.

The Information and Advice team, all part timers, have expanded to a team of 7, with the support of additional funding. This resulted in 1,688 new clients, a 16% increase as compared to last year. Our adviser team received 3,891 enquiries during the year, which resulted in over 10,000 subsequent referral contacts for either benefits support or signposting to additional Age UK Northamptonshire services. The team has been focusing on benefits support for the community assisting benefit claims which is a major source of income for individuals and for the County overall. £3,683,327 in benefits were claimed successfully for clients (£2,450,430 in 2022/23). The work of our Information and Advice advisers included:

- 1026 Benefit enquiries responded to, a 39% increase compared to 2022/23
- 1187 Attendance Allowance claims submitted, a 40% increase compared to 2022/23
- 172 clients identified as eligible to claim Pension Credit, 69 eligible for Housing Benefit, 207 for Council Tax Reduction and 93 carers eligible to claim Carer`s Allowance, all achieved significant increases compared to 2022/23.

Achievements and Performance (continued)

Our Services for the NHS

Age UK Northamptonshire has an important role to address social care needs and, in particular, to support people in their home and to reduce avoidable hospital admissions. The support we give to older people and other adults most at risk helps them to regain independence and reduces the need for them to see their GP or to go into residential care.

Our End of Life Service provides care to people in the last weeks of their life and enables them to remain at home with their loved ones. The service is funded by the NHS and contracted through private healthcare provider, Marie Curie. During the year 658 referrals were made to the service; 590 unique individuals. 424 of the 590 unique individuals were offered care, 331 transitioned into care provision and a further 93 declined the care offered. 31 of these died before care could commence, and others were admitted to a care facility, were too poorly to discharge, or declined the care offered. (In the previous year, 2022/23, 414 of the 613 unique individuals referred transitioned into care).

The service is for those patients who are deemed by a health care professional to be in the last 8 weeks of life, although the average length of stay with the service in 2023/24 remained at 12 days. Since November 2022, we have been measuring the level of hours requested against contract and, on average, the requests exceed the contract value by 112%. This is indicative of increasing pressure on the system of end of life support in the County more generally. 245 (77.8%) of the 315 people who left our care were able to die in their own home. In 2022/23, it was 224 (74.2%) of the 302 people who left our care were able to die in their own home. Other discharged patients were transferred to other agencies, admitted to hospital or hospice and 14 did not require ongoing support.

It is with concern and disappointment that we were notified by Marie Curie that they would be terminating our Contract for our End of Life Service. This will take effect at the end of July 2024. This was a surprise and no reason was given. Marie Curie will be taking our contract 'in house' and our long-standing staff team will be transferring across to them. Needless to say, this is a subject of major sadness in the team and across our Charity.

There was also one-off funding from North Northamptonshire Unitary Council in relation to an underspend on the Household Support Fund. This fund was established for local authorities to support eligible individuals to be supported for their food and energy costs. Age UK Northamptonshire was pleased to be asked to disperse the funding of £40,000 in the North of the County to our clients and across those other voluntary sector organisations who had eligible clients too. During the 2023/2024 financial year some £20,000 was used to support around 200 clients.

Our social prescribing projects have achieved good results for our patients and clients. We have integrated our Primary Care Network (PCN) based Social Prescribing Link Workers (SPLWs) together into one team. The team of seven link workers is funded by the NHS in GP surgeries serving four Primary Care Networks (PCNs): East Northants, Wellingborough & District along with Red Kite and Triangle for Kettering. This work is carried out in partnership with 3Sixty Care, the GP federation, and the work is funded by National Health Service England (NHSE). Each of the social prescribers work to the public health identified health inequalities of the relevant PCN and can vary from cervical screening of women aged 55-65yrs, smokers with a high BMI and adults with fibromyalgia who are struggling to control their symptoms. During the year, the team has supported around 1,870 clients in total across three of the four PCNs.

Age UK Northamptonshire has continued to play a key role in the social prescribing project funded and organised by Bridges Asset Management through a Social Impact Bond. This project is called Spring. The Spring based services are well established and Age UK Northamptonshire is responsible for the Towcester and Daventry areas across the West and the Kettering and Corby areas in the North East. The other partners in this initiative are the General Practice Alliance and Northamptonshire Carers.

Achievements and Performance (continued)

There was a step change in the activity and performance of the whole team during 2023/2024 with a major increase in client starts on the programme together with a strong pipeline of outcomes achieved by the clients themselves. Achievements for the Age UK Northamptonshire team within Spring include receiving 588 referrals (434 in 2022/23) and 391 starts (286 in 2022/23) onto the many ways in which clients were supported. There were 326 active clients on the programme at the end of March 2024 (291 in 2022/23). All clients are asked how their wellbeing has improved as a result of being on the programme. It is positive to note that 84% of Age UK Northamptonshire participants have improved wellbeing after 6 months (81% in 2022/23) and 91% after 12 months (85% in 2022/23) with higher average improvements noted. 65% of Age UK Northamptonshire participants (74% in 2022/23) improved their mental health wellbeing score at 6 months and 78% at 12 months (72% in 2022/23).

Our work for this programme has strengthened communities. Prior to joining the programme people are often isolated. We have seen friendships created; informal support networks built and previous participants going on to deliver their own groups within their communities. A group of previous participants have started the process to volunteer with Spring. We are also working with more Primary Care Networks offering specialist designed programmes to support patient's additional ways to manage their long-term health conditions. This project is due to run to for a further two years from July 2024. Work is now underway on making the case for the project to be continued and be a sustainable and integral part of the health service provision in future years.

Our Age Well services are now well established. The Age Well programme has grown, with many more teams established across the County to enable older people to maintain their independence and resilience for as long as possible. These multidisciplinary teams are made up of staff from Age UK Northamptonshire, Northamptonshire Health Care Foundation Trust, NHS, Northamptonshire Carers, the Alzheimer's Society, Support Northamptonshire, and Adult Social Care staff in North Northamptonshire and West Northamptonshire Councils. The team at Age UK Northamptonshire has increased to 13 Age Well Coordinators. They provide emotional and pro-active personalised support to people aged 65 plus who have one or more long-term health conditions and who are at risk of isolation, deteriorating frailty, hospitalisation or becoming dependent on statutory services. It is expected that this innovative initiative will continue to grow for the financial year 2024/25. During the year, the service supported some 1,566 new clients County wide in comparison to 680 for the previous year.

Our long-standing Collaborative Care Team are currently in the process of integrating with the Age well teams in their locality and are further embedding within the primary Care Networks. There is effective co-ordination between Age UK Northamptonshire and local statutory and primary care services so that individuals and their families receive better and more timely support. Referrals to the Collaborative Care team remained high with 1,176 referrals during 2023/24 (1,036 in 2022/23).

The demand for the services of the Hospital Discharge and Community team continued to remain very high. The number of referrals for 2023/24 was 2,372 and the number of new clients supported was 1,148 (compared to 1,374 in 2022/23).

Supportive Paid for Services

The Money Management Service has helped many clients over the years to manage their bills, collect cash and deal with cases of financial abuse. This service was expanded and developed into a much wider service through 2022/23 and 2023/24 to support clients as their financial circumstances change over time. The appointeeship service has proven successful in assisting older people with low income and low assets whilst complementing the existing money management service by being able to offer a much more flexible service. Relationships have been built with the relevant unitary authorities and exclusive client referral agreements have been put in place with some bodies which include NHS Arden and GEM and St Matthews Healthcare Ltd.

Achievements and Performance (continued)

The Age UK Northamptonshire Trust Corporation was put in place in March 2023. This has allowed Age UK Northamptonshire to be designated as a client's Lasting Power of Attorney, to manage their property and financial affairs if they lose capacity to do so. There are also ongoing Court of Protection applications where Age UK Northamptonshire will be appointed as property and financial affairs deputies.

The team is continuing to expand its client base. On average, the team answers 20 new enquiries a month as well as dealing with a regular client base of between 45-50 people, all of which receive at least one visit a month. This has resulted in just under a 60% increase in income compared to the previous financial year. This should continue in the new financial year as we retain the existing clients whilst continuing to develop relationships with other professional bodies.

We have invested in our new Care Support at Home service during the year. This service was originally part of Day Care but was amalgamated with our Sitting Service during the year and brought under its own new leadership. This was in response to the growing demand from clients who were seeking a service designed to be flexible and which would respond to their particular wishes and needs. This growth in demand was also due to the service being accessible from the client's location, their own home or as appropriate, for the service or support agreed. This approach has, therefore, proven popular for those who prefer or need targeted individual support. The team has grown quickly and at the end of March 2023 comprised 15 carers with some 140 regular clients. The coordinator is now working to expand the service into 2023/2024 and to build a sustainable methodology and approach for the longer term.

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire, offering help with domestic tasks including general housework, laundry, shopping, ironing and changing beds. Other services within the home include: Footcare (Toenail cutting), our Carers Sitting Service and a Handyperson and Gardening service scheme. During 2023/24, the Domestic Cleaning service supported 259 new clients, there were 351 new clients for our Handyperson services, 301 for our Gardening services and our Footcare Service registered 415 new clients.

There were three main Age UK Northamptonshire Day Centres in the County in 2023/24. These were the William and Patricia Venton Centre, the Baptist Church Rooms, Rockingham Road, Kettering and Foxfields, Sixfields, Northampton. During the year we closed our service at Foxfields and concentrated our services in the remaining two centres. The numbers of clients have grown slowly but consistently during the year as client confidence increased. The total number of our active clients grew from 232 at the end of March 2023 to 271 at the end of March 2024. We received 222 referrals and had 76 new clients start this service with us in 2023/24. This is substantial improvement on the previous year as we sought to build a sustainable service for the future.

Traded Products

Total income on our insurance and related products was £54,268 (£83,060 in 2022/23). Age UK Northamptonshire received only £300 from Age Co (Age UK trading subsidiary) significantly down from £43,698 in 2022/23 and was reliant on the income generated by Age UK Northamptonshire from a variety of local products and services on which commission income could be earned. During the year 2023/24 there were 3,659 clients supported through these services.

Income in 2023/24 has been improved substantially from the previous year due to the proactive promotion of a number of key local services, including: Wills and Power of Attorney, Careline 365 (personal alarms) the Make a Smile Lottery and the two mobility companies, BLR and Oakley Healthcare who provide very responsive and much appreciated services. The Business and Trades Directory is now growing substantially and there are now 29 service providers registered.

A new contract with Nottingham Energy for the National Grid's Priority Services Register was established in October 2023 and its first months have gone well. This contract will continue for 2024/25.

Achievements and Performance (continued)

Income Generation and Fundraising

Trustees, are, once again, most grateful to all who support the work of Age UK Northamptonshire, especially by giving generously through donations and legacies, fundraising on our behalf and supporting our charity shops. Every single pound donated or left for us in a will or legacy makes an important positive contribution to our financial sustainability.

The following two legacy donations, totalling some £166,551 were gratefully received:

- £138,606; 19.02.2024. Ronald Horace Cory.
- £27,645; 17.11.2023. Amelia Eliza Wise.

It should be noted that we received £111,378 in total for the year from 315 individual donations. These ranged from donations in memory of loved ones who had been supported by our Last Years of Life Team, the Bathing Fund – for new equipment for our clients who attend the William and Patricia Venton Centre – and grateful clients in thanks for our services.

We would like to highlight the donations that we received from the Constance Travis Charitable Trust of £50,000, received on 20.09.2023 and the William and Patricia Venton Charitable Trust £12,000, received on 05.07.2023. This last was specifically for an investment in new furniture for our clients at our Venton Centre. These Trusts have been strong supporters of our Charity over the years.

We would highlight the following larger donations (£500 or more), gratefully received:

- £5,000; 23.01.24, Mr A Wilson, donated for the care and support the client received from the Venton Day Care staff.
- £5,000; 05.07.2023. Maud Elkington Trust.
- £4,000; 12.10.23. Beatrice Laing Trust, for the Bathing Equipment Fund.
- £1,200, 25.04.2023. John Lewis and Partners.

We would like to also acknowledge the following who raised funds for us either by making us their charity of the year or who specifically set out to fundraise through events and activities:

- £2,758; 11.01.24. Morris Minors Owners Club, Northamptonshire Branch, in memory of Mrs D Ingham who used our End of Life Service.
- £1,608; 09.05.23. Tracey Buckingham, London Marathon.
- £1,100; 10.10.2023. Bowls Clubs of Northamptonshire.
- £250: 03.01.24, Arnold Thomson Solicitors, Towcester.
- £670; 14.12.2023. The Little Shop at Billing Aquadrome. In memory of Mrs S Roberts who used our End of Life Service.
- £568; 16.12.2023. Kettering Job Centre. In memory of Mrs D Ingham (as above) who used our End of Life Service.
- £500; 28.02.24. Parish Church of St John the Baptist, Chelveston.
- £414; 28.09.23. Olivia Cole, Rushden Athletic Club from the Amazing Northampton Run.
- £355: 11.11.23. Raised by Caroline Roy, from Velocity Zip Wire Challenge.
- £235; 23.08.23. Short Mat Bowls Association.
- £200; 06.03.24. Timson Benevolent Trust for our Kettering Day Centre.
- £200; 07.03.24. Northampton & District Fuchsia Club.

Achievements and Performance (continued)

There were also a number of donations given in memory of clients who have been supported by our End of Life Team. Those of £500 or above are highlighted as follows:

- In Memory of David Laing- £1,000 (12.03.2024)
- Ms J Olney in memory of Mrs S Cox - £1,000 (01.02.24)
- Mrs M Smith in memory of Mr D Smith - £1,000 (23.01.24)
- Mr J Daker in memory of Mrs J Daker - £564 (01.01.24)
- Mrs Perkins in memory of Mr Barrie Perkins - £525 (29.11.2023)
- Mrs C Scott in memory of Mr R Scott - £517 (20.12.23)
- Mr J Gration in memory of Mrs A Gration - £500 (14.11.23)
- Mr L Tromans in memory of Mr H Tromans - £500 (21.02.24)

We are very grateful for all those other direct donations we received from £1 up to £500 in thanks for our many services which totalled £22,333. These often utilised Much Loved, Virgin Money, Love2Donate and Just Giving.

We are grateful for those businesses that hold charity goblets for us, including; the Olive Branch Café, Brixworth; Smiths Farm Shop, Chapel Brampton, and the Little Shop at Billing Aquadrome.

We would also mention that there were 22 individual donations by clients in order to support specific services.

These donations and legacies have made a really positive difference to our finances in 2023/24. We are most grateful for all those who have left us a legacy in their will. Please note that it is essential that Age UK Northamptonshire Ltd (our full name) Registered Charity No. 1059995 is specified as the benefactor.

Retail

Our retail division had another very positive year. Turnover of donated goods was £734,502 for 2023/24 (£559,457 for 2022/23). The division achieved a profit in the year of £186,069 for 2023/24 (£102,849 for 2022/23). Gift Aid income from the shops was £19,419 (£18,762 for 2022/23) and income from new goods was £49,427 for 2023/24 (£34,422 in 2022/23).

The retail division has continued to develop this year. There are eight shops, the newest being the shop in Higham Ferrers which opened in January 2023. We have continued with our static collections throughout 2023/24 which not only generated bulk donations but also provided more rural locations with leaflets and information for all our services. Recruiting and retaining volunteers has been challenging for some shops.

Donations from John Lewis played a significant role in the sales turnover achieved and we are very grateful for their support. Towards the end of 2023/24 we have started to see a big increase in the amount of house clearance services, some of which has been sold on Facebook Marketplace and some we hope to sell if and when a suitable premises can be found for a furniture shop.

Wider Influence

We joined in Carers Week in June 5th-11th which called on the government to make caring visible, valued and supported. We joined in Volunteers Week June 1st– 7th making time to say thank you to our highly valued volunteers.

Age UK Northamptonshire attended two events in the county to support Northamptonshire Safer Roads Alliance's campaign to educate mature drivers and keep them driving safer for longer.

The Chief Executive was interviewed by ITV Anglia News in Northampton, to raise awareness of the danger that hot weather can pose to older people and the need for people to check on relatives and neighbours.

Achievements and Performance (continued)

This year we were the 'trusted middle-man' for gifts and goodwill for vulnerable people in the community from Caritas' Love Christmas 2023 campaign, Northampton Lions Club, the Mayor of Northampton's Christmas gift and Rotary Beckett.

Staff, Volunteers and Premises

Trustees would like to thank the wonderful team of staff and volunteers who have steadfastly worked above and beyond the usual expectations throughout the last year.

There were 172 salaried full and part time staff with Age UK Northamptonshire on 31 March 2024. There were also 76 casual workers and 80 home help workers. Staff turnover (salaried) was just over16.2% for the year (13.5% for 2022/23) with 31 salaried new starters (leavers 28), 44 casual new starters, (leavers 16). This is a steady stream of new recruits into our pool of casual workers within Domestic Care, Care Support at Home and the Handyperson team.

Age UK Northamptonshire takes staff wellbeing very seriously and works with all members of staff to ensure their safety and wellbeing in the workplace. The organisation uses an Employee Assistant Programme (EAP) from Care First which is free to use by all staff from day one of employment. Care First provide information and advice, counselling and support service for a range of issues such as family, financial, legal alcohol and drugs, work related issues and many more.

We have a number of Mental Health First Aiders across both sites within the Venton Centre and at Waterside House. The mental health first aiders host a monthly "Let's Talk" session open to all staff and volunteers. The EAP and Let's Talk sessions are promoted widely across the organisation, via email communications and posters around both offices.

We worked hard to build up our volunteers over the last financial year. The turnover in the number of Volunteers has not been as high as in 2022/2023 but there remained a difficult environment to recruit new volunteers. Age UK Northamptonshire had 231 active Volunteers as of 31 March 2024. This reflected strong recruitment of 59 additional volunteers but also those who have left us or were inactive, comprising of 14 Telephone Befrienders, 44 Volunteers and 28 Students who completed placements. The Volunteer Co-ordinator has helped improve the organisation and professionalism of the way this wider team is supported. There is now consistency across the volunteering service as a whole, more students are working with us across the services, volunteers are receiving more training and volunteers report that they now feel more supported.

Our telephone befriending team continues to be very popular. There were 30 active telephone befrienders at the end of March 2024 with 69 clients receiving the service, with 20 on the waiting list for a service. At varying times over the financial year there were a total of 50 Volunteer Telephone Befrienders supporting a total of 106 clients (equating to 712 hours of befriending call time). 30 clients had received the service and no longer required it having been empowered to take control of their lives. Sadly, 7 also passed away. This demonstrates the increased demand for the service with a steady flow of new referrals being received throughout the year.

The many ongoing client welfare issues were dealt with efficiently, with clients being referred into other services we offer. 1,989 reports were written by volunteers. Of these, 484 reports required action from the Volunteers Co-ordinator in relation to concern for client welfare. There is a constant need for volunteers as befrienders and it is hoped that more volunteers will be recruited to meet the growing demand.

Achievements and Performance (continued)

We continue to develop and support the management team of the Charity in order to promote talent and to ensure that we have the capacity to take on and deliver new contracts and opportunities. The wider leadership team of 22 managers participated in a bespoke management development programme with each other. This built on the previous management programme for the senior managers in the previous years and was designed to build trust, promote cross team working and problem solving, together with individual leadership skills. This was facilitated by the Northamptonshire Health Foundation Trust (NHFT) Development Team and completed in December 2023. NHFT also facilitated a forward looking strategic planning seminar off site for this wider leadership team.

The comprehensive refurbishment of the William and Patricia Venton Centre was commenced in October 2022 and was substantially completed during the financial year 2023/24. There are only small final adjustments remaining. We are pleased to confirm that all the funds necessary for the renovation were donated or acquired through a grant application. We also invested and installed solar panels to the centre. This was to help the environment, reduce our running costs and help the building be sustainable.

During the year we continued to seek efficiencies in our overheads. We replaced our telephone system to one based on a Microsoft Teams approach, we completed the implementation of our new database system (Charity Log), introduced Power BI performance reporting and we further worked to harness the capability of Microsoft Office 365.

We are pleased to confirm that we were assessed against the CQS quality standard, as set by Age UK, and confirmed that we had passed with no action required on the 15 November 2023. We were also assessed in relation to the ISO quality Standard, ISO9001 in which we were also successful on the 11 December 2023.

Looking Forward to 2024/25

Our next financial year, 2024/25 is set to be challenging. We expect our turnover to remain steady at nearly £4.9 million. We have, yet again, had to set a deficit budget.

Our challenging budget is partly as a result of the continuing rise in the National Living Wage, directly leading to an increase in staff salaries overall. Funding fair wages for those who work for Age UK Northamptonshire remains a key priority for our Trustees.

We also expect to see and support a very high number of clients, given the surge in the needs of older people in Northamptonshire recently and especially as a result of the previous Covid-19 challenges. In addition, there are a number of financial shocks. The biggest of those is the loss of the End of Life service, given that the Marie Curie organisation have terminated our contract. We have held the contract for some 14 years but our contract was passed by the NHS as a sub contract to Marie Curie four years ago and they have decided – for financial reasons - to take it 'in house'. This means that our team will transfer over to Marie Curie and the current contribution that it makes towards our overheads will be lost.

The local authorities are also cutting their long standing grants for Day Care and for Advice. All our other health contracts are retrenching with no uplift in value from our commissioners, despite inflation, whilst the National Living Wage increases are driving up all our service costs. Public sector funding is likely, at best, to stand still for the next two or three years. Expected increases in some contracts are unlikely given the lack of funding available from the Integrated Care Board (ICB).

We have decided, therefore, to take more control over our future and to invest and expand the frontline services that we charge for. We are constrained in the amount we can charge to ensure that they are affordable for our clients. There are, however, economies and efficiencies that can be implemented if we grow those services at scale. Our main focus for expansion will be Care Support at Home, a service that has been running very successfully this year. We have built it up this year to be viable and feel that it has the potential to expand markedly. We will also be marketing our other services even more widely than before, including handyman and gardening, footcare and domestic care.

Looking Forward to 2024/25 (continued)

We will also be focussing on income generation activities. Whilst we don't expect growth in our retail services, we are relying on them to bring in more income into the Charity. We will pursue opportunities for opening additional shops in the coming financial year, including a shop for used furniture.

We are budgeting for our traded activities to grow as we promote those services more. We will be seeking out every opportunity for applying to trusts and grants to support our services.

We also hope to build a Porch to the entrance to our William and Patricia Venton Centre and carry out improvements to the car park and surrounding area. This is to improve the retention of heat in the centre in the winter months and to improve the safety of clients accessing the building.

We will also continue to invest in robust systems to help improve efficient working. We worked this year to identify and prepare for the introduction of a new Human Resources system. The chosen system is called Cezanne and we are implementing this system for all staff from the 1 April 2024.

Acknowledgements

Trustees appreciate the work of everybody connected with Age UK Northamptonshire and its services for older people and who help to enhance its standing in our community, whether staff or volunteers.

We were also very pleased to receive the ongoing support of John Lewis and Partners. Their staff have kindly fundraised for us and they have also kindly donated a range of quality goods that we have been able to sell through our shops.

Statements of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year that 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 the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statements of Trustees' responsibilities (continued)

The Trustees confirm that:

- in so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and

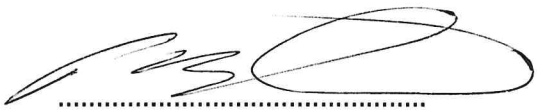
- they have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005).

Auditor

MHA has indicated its willingness to continue in office, and as such is deemed to be re appointed under section 487 (2) of Companies Act 2006.

Approved by order of the members of the board of Trustees and signed on their behalf by:



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Paul Bertin
Chair of Trustees

Date:

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE

Opinion

We have audited the financial statements of Age UK Northamptonshire (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charity's affairs as at 31 March 2024 and of the Group's 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charity'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 other information comprises the information included in the Annual Report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements which 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 Group's and the parent Charity'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 Group or the parent Charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditor's Report 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:

- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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 Auditor's Report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's 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 charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Rebecca Hughes BSc (Hons) FCCA (Senior Statutory Auditor)
for and on behalf of
MHA
Statutory Auditor
Northampton

Date: 22 August 2024

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership in England and Wales (registered number OC312313)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Note	Endowment funds 2024 £	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income and endowments from:						
Donations and legacies	2	-	-	**490,982**	**490,982**	401,545
Income from charitable activities and trading income	3	-	**60,000**	**4,306,622**	**4,366,622**	3,888,502
Investment income	5	**16,354**	-	**30,092**	**46,446**	42,528
Other income	6	-	-	**2,860**	**2,860**	25,141
Total income and endowments		**16,354**	**60,000**	**4,830,556**	**4,906,910**	4,357,716
Expenditure on:						
Raising funds	7	-	-	**822,893**	**822,893**	644,352
Charitable activities	8	-	**60,000**	**3,815,569**	**3,875,569**	3,459,141
Total expenditure		-	**60,000**	**4,638,462**	**4,698,462**	4,103,493
Net income/ (expenditure) before net gains/(losses) on investments		**16,354**	-	**192,094**	**208,448**	254,223
Net gains/(losses) on investments		**99,281**	-	**74,273**	**173,554**	(214,082)
Net income		**115,635**	-	**266,367**	**382,002**	40,141
Transfers between funds	16	**(103,752)**	-	**103,752**	-	-
Net movement in funds		**11,883**	-	**370,119**	**382,002**	40,141
Reconciliation of funds:						
Total funds brought forward		**1,928,013**	-	**2,581,305**	**4,509,318**	4,469,177
Net movement in funds		**11,883**	-	**370,119**	**382,002**	40,141
Total funds carried forward		**1,939,896**	-	**2,951,424**	**4,891,320**	4,509,318

The notes on pages 25 to 43 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		2023 £
Fixed assets					
Tangible assets	11		**1,703,745**		1,638,234
Investments	12		**2,602,356**		2,428,802
			4,306,101		4,067,036
Current assets					
Stocks	13	**11,935**		11,449	
Debtors	14	**341,082**		189,730	
Cash at bank and in hand		**799,170**		850,777	
		1,152,187		1,051,956	
Creditors: amounts falling due within one year	15	**(566,968)**		(609,674)	
Net current assets			**585,219**		442,282
Total net assets			**4,891,320**		4,509,318
Charity funds					
Endowment funds	16		**1,939,896**		1,928,013
Unrestricted funds	16		**2,951,424**		2,581,305
Total funds			**4,891,320**		4,509,318

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

Date: 19/7/2024

.....
Ann Battom
Treasurer

The notes on pages 25 to 43 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		2023 £
Fixed assets					
Tangible assets	11		**1,703,745**		1,638,234
Investments	12		**2,852,358**		2,678,804
			4,556,103		4,317,038
Current assets					
Debtors	14	**349,259**		190,971	
Cash at bank and in hand		**762,232**		848,458	
		1,111,491		1,039,429	
Creditors: amounts falling due within one year	15	**(816,816)**		(851,700)	
Net current assets			**294,675**		187,729
Total net assets			**4,850,778**		4,504,767
Charity funds					
Endowment funds	16		**2,043,648**		1,928,013
Unrestricted funds	16		**2,807,130**		2,576,754
Total funds			**4,850,778**		4,504,767

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

.....
Ann Battom
Treasurer

Date: 19/7/2024

The notes on pages 25 to 43 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Cash flows from operating activities		
Net cash used in operating activities	**91,560**	410,441
Cash flows from investing activities		
Dividends, interests and rents from investments	**46,446**	42,528
Purchase of tangible fixed assets	**(189,613)**	(314,026)
Proceeds from sale of investments	**822,633**	979,398
Purchase of investments	**(822,633)**	(1,229,400)
Sale of tangible fixed assets	**-**	19,010
Net cash used in investing activities	**(143,167)**	**(502,490)**
Change in cash and cash equivalents in the year	**(51,607)**	**(92,049)**
Cash and cash equivalents at the beginning of the year	**850,777**	942,826
Cash and cash equivalents at the end of the year	**799,170**	850,777

The notes on pages 25 to 43 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Age UK Northamptonshire and its Subsidiary Undertakings constitutes a public benefit entity as defined by FRS 102.

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the charity alone as permitted by paragraph 397 of the SORP.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no known material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1. Accounting policies (continued)

1.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

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

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1. Accounting policies (continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the charity's operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

1.5 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 50 years straight line
Motor vehicles	- 6 years straight line
Fixtures and fittings	- 5 years straight line
Office equipment	- 3 years straight line

1.6 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

1. Accounting policies (continued)

1.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.8 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.10 Cash at bank and in hand

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

1.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.12 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.13 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

1.14 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

1. Accounting policies (continued)

1.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Endowment funds are held as capital. The income generated therefrom is to be used for specified purposes laid down by the donor.

2. Income from donations and legacies

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations	324,431	**324,431**	368,440
Legacies	166,551	**166,551**	33,105
	490,982	**490,982**	401,545
Total 2023	401,545	401,545	

3. Income from charitable activities

Income from fundraising events

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Provision of services	-	1,145,174	**1,145,174**	920,103
Rent receivable	-	24,637	**24,637**	16,410
Grants and contractual income	60,000	2,271,060	**2,331,060**	2,252,104
	60,000	3,440,871	**3,500,871**	3,188,617
Total 2023	60,000	3,128,617	3,188,617	

Income from non charitable trading activities

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Insurance commission	54,268	**54,268**	83,060
Bank interest received	7,600	**7,600**	1,744
Fundraising	535	**535**	2,471
Shop income from donated and bought in products	803,348	**803,348**	612,610
	865,751	**865,751**	699,885
Total 2023	699,885	699,885	

4. Grant & contractual income

	2024 £	2023 £
Northamptonshire NHS	**848,566**	887,574
North Northants Council	**20,000**	20,000
Department for Transport	**4,597**	8,781
West Northants Council	**40,000**	40,000
Age UK	**84,687**	32,825
British Red Cross (Kettering General Hospital)	**-**	82,888
Marie Curie	**646,429**	646,429
Social prescribing	**569,286**	476,354
COVID Support	**-**	10,608
Other	**117,495**	46,645
	2,331,060	2,252,104

5. Investment income

	Endowment funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Listed investments	16,354	30,092	**46,446**	42,528
Total 2023	16,217	26,311	42,528	

6. Other incoming resources

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Misc income	2,860	**2,860**	25,141
Total 2023	25,141	25,141	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Insurance commission	54,459	**54,459**	30,340
Shop expenses from donated and bought in products	768,434	**768,434**	614,012
	822,893	**822,893**	644,352
Total 2023	644,352	644,352	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	Total 2023 £
Home care services	-	888,830	**888,830**	565,101
Active ageing services	-	54,826	**54,826**	113,495
Advisory services	60,000	113,728	**173,728**	233,366
Day care services	-	614,039	**614,039**	573,236
NHS funded services	-	2,144,146	**2,144,146**	1,973,943
	60,000	3,815,569	**3,875,569**	3,459,141
Total 2023	60,000	3,399,141	3,459,141	

9. Staff costs

	Group 2024 £	Group 2023 £	**Charity 2024 £**	Charity 2023 £
Wages and salaries	**3,373,453**	2,891,878	**3,355,505**	2,876,934
Social security costs	**200,402**	173,993	**200,402**	172,417
Contribution to defined contribution pension schemes	**57,248**	49,529	**57,248**	49,165
	3,631,103	3,115,400	**3,613,155**	3,098,516

The average number of persons employed by the Charity during the year was as follows:

	Group 2024 No.	Group 2023 No.
Employees	**278**	258

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2024 No.	Group 2023 No.
In the band £60,001 - £70,000	**-**	1
In the band £70,001 - £80,000	**1**	-

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer and Finance Director. The total employee benefits of key management personnel of the charitable group were £142,016 (2023: £133,761).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration, other benefits or reimbursement of expenses (2023 - £NIL).

During the year ended 31 March 2024, expenses totalling £73 were reimbursed or paid directly to 1 Trustee (2023 - £Nil).

11. Tangible fixed assets

Group and Charity

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2023	**2,090,221**	**269,479**	**373,650**	**2,733,350**
Additions	**(7,223)**	**18,020**	**178,816**	**189,613**
Disposals	**-**	**(15,862)**	**(3,720)**	**(19,582)**
At 31 March 2024	**2,082,998**	**271,637**	**548,746**	**2,903,381**
Depreciation				
At 1 April 2023	**570,563**	**258,850**	**265,703**	**1,095,116**
Charge for the year	**18,579**	**11,130**	**94,393**	**124,102**
On disposals	**-**	**(15,862)**	**(3,720)**	**(19,582)**
At 31 March 2024	**589,142**	**254,118**	**356,376**	**1,199,636**
Net book value				
At 31 March 2024	**1,493,856**	**17,519**	**192,370**	**1,703,745**
At 31 March 2023	1,519,658	10,629	107,947	1,638,234

Included within freehold property is £677,000 relating to investment properties valued at market value. The original valuation was prepared by Underwoods and subsequently updated by the Trustees based on current property information.

12. Fixed asset investments

All the fixed asset investments are held in the UK.

Charity	Listed investments £	Unlisted investments £	Total £
Cost or valuation			
At 1 April 2023	**2,428,802**	**250,002**	**2,678,804**
Additions	**822,633**	**-**	**822,633**
Disposals	**(822,633)**	**-**	**(822,633)**
Revaluations	**173,554**	**-**	**173,554**
At 31 March 2024	**2,602,356**	**250,002**	**2,852,358**

At 31 March 2023 the charitable company acquired 100% of the allotted share capital (£250,000) of Age UK Northamptonshire Trust Corporation Limited. At 31 March 2024 the subsidiary remains dormant.

At 31 March 2024 the charitable company held 100% of the allotted share capital (£2) of Age UK Northamptonshire Trading Limited (Company number: 02966624). At 31 March 2024, the aggregate capital and reserves was a net asset of £40,543 (2023 - £4,552) and the surplus for the financial year ended on that date was a profit of £49,174 (2023 - £13,183).

The subsidiary is engaged in the sale of bought in goods in charity shops and acting as a referrer for suppliers offering client services.

A summary of the results of the trading subsidiary is set out below:

	Age UK Northamptonshire Trading Limited	
	2024 £	2023 £
Turnover	**99,338**	59,458
Cost of Sales	**(29,275)**	(25,255)
Gross profit	**70,063**	34,203
Other operating income and costs	**(20,889)**	(21,020)
Net profit / (loss)	**49,174**	13,183
Gift Aid payment to Age UK Northamptonshire	**(13,183)**	(62)
Retained in subsidiary	**35,991**	13,121

13. Stocks

	Group 2024 £	Group 2023 £
Goods for resale	**11,935**	11,449

14. Debtors

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Due within one year				
Trade debtors	**195,276**	149,686	**188,338**	147,179
Amounts owed by group undertakings	**-**	-	**15,045**	4,771
Other debtors	**1,068**	3,058	**1,067**	2,976
Prepayments and accrued income	**138,496**	36,986	**136,121**	36,045
VAT repayable	**6,242**	-	**8,688**	-
	341,082	189,730	**349,259**	190,971

15. Creditors: Amounts falling due within one year

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Trade creditors	**73,459**	85,860	**73,307**	77,886
Amounts owed to group undertakings	**-**	-	**250,000**	250,000
Other taxation and social security	**47,509**	39,804	**47,509**	39,804
Other creditors	**4,860**	4,282	**4,860**	4,282
Accruals and deferred income	**441,140**	479,728	**441,140**	479,728
	566,968	609,674	**816,816**	851,700

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds						
Designated funds						
Capital provision	677,000	-	-	-	-	677,000
General funds						
General Funds	1,904,305	4,830,556	(4,638,462)	103,752	74,273	2,274,424
Total Unrestricted funds	2,581,305	4,830,556	(4,638,462)	103,752	74,273	2,951,424
Endowment funds						
The Venton 2000 Settlement	1,928,013	16,354	-	(103,752)	99,281	1,939,896
Restricted funds						
Service Advice Team and Day Centre Care	-	60,000	(60,000)	-	-	-
Total of funds	4,509,318	4,906,910	(4,698,462)	-	173,554	4,891,320

16. Statement of funds (continued)

Endowment Fund:

The Venton 2000 Settlement was registered as a charity on 28 November 2000. It is registered as a linked charity of Age UK Northamptonshire. The objective of the charity is the promotion of the relief of elderly people in Northamptonshire.

The Charity holds the freehold land and buildings and fixtures and fittings of The William and Patricia Venton Day Care Centre, along with investments.

The Fund is invested in fixed assets and investments which are held by the Trustees of the charitable group on trust for the Endowment Fund.

Restricted Fund:

Restricted funds are invested in cash deposits. Where funds are fully used to fund the purchase of fixed assets, the balance is transferred to unrestricted funds.

Designated Fund:

The capital provision relates to the value of cottages in Harpole which are rented to the elderly in that vicinity. The fund is represented by freehold investment properties.

16. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Capital provision	677,000	-	-	-	677,000
General funds					
General Funds	1,768,542	4,281,499	(4,043,493)	(102,243)	1,904,305
Total Unrestricted funds	2,445,542	4,281,499	(4,043,493)	(102,243)	2,581,305
Endowment funds					
The Venton 2000 Settlement	2,023,635	16,217	-	(111,839)	1,928,013
Restricted funds					
Service Advice Team and Day Centre Care	-	60,000	(60,000)	-	-
Total of funds	4,469,177	4,357,716	(4,103,493)	(214,082)	4,509,318

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	**677,000**	**-**	**-**	**-**	**-**	**677,000**
General funds	**1,904,305**	**4,830,556**	**(4,638,462)**	**103,752**	**74,273**	**2,274,424**
Endowment funds	**1,928,013**	**16,354**	**-**	**(103,752)**	**99,281**	**1,939,896**
Restricted funds	**-**	**60,000**	**(60,000)**	**-**	**-**	**-**
	4,509,318	**4,906,910**	**(4,698,462)**	**-**	**173,554**	**4,891,320**

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	677,000	-	-	-	677,000
General funds	1,768,542	4,281,499	(4,043,493)	(102,243)	1,904,305
Endowment funds	2,023,635	16,217	-	(111,839)	1,928,013
Restricted funds	-	60,000	(60,000)	-	-
	4,469,177	4,357,716	(4,103,493)	(214,082)	4,509,318

18. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Endowment funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	609,280	1,094,465	**1,703,745**
Fixed asset investments	1,330,616	1,271,740	**2,602,356**
Current assets	-	1,152,187	**1,152,187**
Creditors due within one year	-	(566,968)	**(566,968)**
Total	1,939,896	2,951,424	**4,891,320**

18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Endowment funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	649,718	988,516	1,638,234
Fixed asset investments	1,278,295	1,150,507	2,428,802
Current assets	-	1,051,956	1,051,956
Creditors due within one year	-	(609,674)	(609,674)
Total	1,928,013	2,581,305	4,509,318

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

	Group 2024 £	Group 2023 £
Net income for the period (as per Statement of Financial Activities)	**382,002**	40,141
Adjustments for:		
Depreciation charges	**124,102**	87,150
(Gains)/losses on investments	**(173,554)**	214,082
Dividends, interests and rents from investments	**(46,446)**	(42,528)
Increase in stocks	**(486)**	(5,901)
Decrease/(increase) in debtors	**(151,352)**	417,652
Decrease in creditors	**(42,706)**	(300,155)
Net cash provided by operating activities	**91,560**	410,441

20. Analysis of cash and cash equivalents

	Group 2024 £	Group 2023 £
Cash in hand	**799,170**	850,777

21. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	**850,777**	**(51,607)**	**799,170**

22. Grant commitments

	Group 2024	Group 2023
	£	£
Acquisition of tangible fixed assets	**127,000**	93,529

23. Pension commitments

Contributions made by the employer to the defined contribution scheme established in 2005/6 have been made at 3%.

The charitable group also contributes to certain employees' individual pension plans.

The pension cost charge represents contributions payable by the charitable group to the fund and amounted to £57,641 (2023: £49,529). Contributions totalling £2,709 (2023: £1,892) were payable to the fund at the balance sheet date.

24. Operating lease commitments

At 31 March 2024 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2024	Group 2023
	£	£
Within 1 year	**132,693**	125,126
Between 1 and 5 years	**337,441**	369,458
Later than 5 years	**583**	14,583
	470,717	509,167

25. Related party transactions

The charitable group has taken advantage of the exemption under the FRS102 reduced disclosures from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.

26. Parent Charitable company profit for the year

The Charitable company has taken the available exemption from presenting its own Statement of Financial Activities in these financial statements. The net profit of the parent charitable company for the year was £332,828 (2023: £27,020)

AGE UK NORTHAMPTONSHIRE

England & Wales - Charity number 1059995

Accounts

Charity number: 1059995
Company number: 03294424

AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKINGS

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKINGS

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2023

Trustees	Paul Bertin Ann Battom John Corbishley Kevin Williams Tonina Ashby Diana Murkin David Langley Sandra Mellors (appointed 16 November 2022)
Charity registered number	1059995
Principal office	The William And Patricia Venton Centre York Road Northampton NN1 5QJ
Chief executive officer	Christopher Duff
Independent auditor	MHA Statutory Auditor Century House The Lakes Northampton United Kingdom NN4 7HD
Bankers	Bank of Scotland PLC Edinburgh BX2 1LB
Solicitors	Wilson Browne The Manor House 12 Market Square Higham Ferrers Northamptonshire NN10 8BT

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees (who are directors for the purposes of the Companies Act) present the report of the charitable company and its subsidiaries (Age UK Northamptonshire Trading Limited and Age UK Northamptonshire Trust corporation Limited), together with the financial statements for the year ended 31 March 2023. The statements also include the accounts for the Venton 2000 settlement.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 the Republic of Ireland (FRS 102) (the Charities SORP (FRS102)).

No director had any beneficial interest in the charitable company.

Structure, governance and management

Governing Document

Age UK Northamptonshire was established for charitable purposes and is constituted as a company limited by guarantee (No. 03294424) governed by its Memorandum and Articles of Association. Its governing instrument is its Memorandum and Articles of Association dated 22.10.2012. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can be a Member of the Company and there were 58 members as at 16.11.22, each of whom agrees to contribute £1 in the event of the Company winding up.

Connected Charities

Age UK Northamptonshire is a signatory to a Brand Partner Agreement, including a large number of Age UK connected charities, referred to as Brand Partners, working around the UK. The charitable company and its subsidiaries (Age UK Northamptonshire Trading Limited andAge UK Northamptonshire Trust corporation Limited) hold licences to use the Age UK name and logo for an unlimited period so long as they meet the conditions of use in terms of standards and procedures within the Brand Partner Agreement. Age UK Northamptonshire is a member of Age England Association.

The charitable company's subsidiary undertakings, Age UK Northamptonshire Trading Limited, acts as an agent to promote a range of products, including funeral plans and stairlifts for older individuals on behalf of AgeCo (previously Age UK Enterprises Limited). Income is also earned from commissions on other products that are taken up by Age UK Northamptonshire clients.

The Venton 2000 Settlement is a linked charity to Age UK Northamptonshire that was established for the promotion of the relief of elderly people. It is accounted for as part of Age UK Northamptonshire.

Appointment, Induction and Training of Trustees

The Trustees are members of the company and are, therefore, guarantors in the sum of £1 each. The Trustees who served during the year are set out on page 1. The Trustees have the power to appoint additional trustees, subject to approval by the members at the next Annual General Meeting. Only members of the company are eligible to become Trustees.

The Trustees operate as an Executive Committee ("The Board of Trustees") for the charitable company. They are responsible for the governance of the charitable company and for the provision of business and financial administration. The Trustees are supported by the Chief Executive and other senior staff. The Trustees constitute the Committee.

The Committee consists of no less than three people, which includes:

i a Chairperson elected by members at the Annual General Meeting and other Honorary Officers as the charitable company may determine, elected by the Board from amongst its members. Honorary Officers hold office from their election until the conclusion of the Annual General Meeting except for the Chairperson who holds office for three years, with a proviso that maximum continuous terms of office shall not, save in the circumstances contained in the Regulations of the Charity, exceed nine years.

Structure, governance and management (continued)

ii not more than nine members of the charitable company elected by the members at the Annual General Meeting, such persons shall sit on the Committee for a period of up to three years with one third retiring each year, with a proviso that their maximum continuous terms of office shall not, save in the circumstances contained in the Regulations, exceed nine years.

iii co-opted members. The Committee may co-opt members of the charitable company to the Committee until the conclusion of the following Annual General Meeting. The number of co-opted members on the Committee may not exceed one third of the persons elected under categories (i) and (ii) above.

Members of the company appoint the Trustees. Newly elected Trustees attend meetings with the Chief Executive and key members of staff to observe the provision of services to older people. They are also provided with materials including an outline of their role which they are invited to discuss. The appointment is confirmed by the completion of a personalised induction programme.

Trustees are expected to engage with one or more areas of the organisation's work in detail as volunteers. On a regular basis, Trustees meet with members of staff, volunteers and users of services to update their knowledge and discuss the organisation's impact on older people. Trustees assess their skills and competences both individually and collectively as a Board.

None of the Trustees receive remuneration or other benefit for their work with the Charity. Any potential conflict of interest between the Trustee and the Charity must be disclosed to the full Board of Trustees. In the current year there were no potential conflicts of interest reported.

Organisational Structure and Management

The Board of Trustees meets a minimum of four times each year and there are two committees: Finance and Resources committee and Services committee, which also meet four times a year. These meetings receive reports from the Chief Executive. The Finance and Resources committee proposes the annual budget, monitors financial performance including investments, assets, risk management, and considers matters relating to income generation and personnel management. The Services committee monitors the quality of services to older people, considers older peoples views about services and their own needs and discusses appropriate service development. Finance and Resources and Services committees meet between meetings of the Board of Trustees. The Chief Executive attends meetings of all committees with other members of the wider Senior Management Team attending as required.

The Board of Trustees operates a scheme of authoritative delegation. The operational management is delegated to the Chief Executive and the Senior Managers. The Chief Executive is Christopher Duff, the other director is Heather Whyment, Director of Finance and there is a wider Senior Management Team of a further 9 key members of staff.

The Board of Trustees maintains a robust governance framework to monitor, review and ensure compliance with regulatory and best practice standards established by local commissioners, Northamptonshire Integrated Care Board (ICB), the Unitary Authorities for North and West Northamptonshire, the Clinical Quality Commission and Age UK.

Objectives and Activities

In accordance with its Memorandum and Articles of Association the charitable company's principal activities are to promote the wellbeing of older people in later life in Northamptonshire by helping to make life fulfilling and enjoyable, to broaden the range of choice and opportunities open to older people and to make their views known. Services are available to all older people across Northamptonshire. There has been no change in the mission or objectives since the last annual report.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's Public Benefit Guidance when reviewing the charitable company's aims and objectives and in planning future activities.

Objectives and Activities (continued)

Age UK Northamptonshire cares for older people. We help them to make the best of life and to have a secure and dignified old age.

Age UK Northamptonshire will:

- Provide a wider range of services, products and opportunities to larger numbers of older people.
- Be dependable and adaptable, business-like but compassionate.
- Older people will recognise us as an independent charity, part of their community and the organisation that they can depend on, more than any other, to treat them like a human being.

The Charity provides a range of services to improve the quality of older peoples lives, promote independence and prevent them falling into frailty, poverty and isolation. We are recognised as the foremost local charity for older people in the County and an organisation that older people can depend on to treat them with dignity and respect.

Services available are:
Responsive advice and information. This includes our general enquiries, our advice and information, money management, signposting to other services and our benefits advice.

High quality NHS funded services. This includes our Extra Help at the End of Life, Hospital Discharge, Collaborative Care, support services for patients in Kettering and Northampton General Hospitals and other work funded by the NHS and GP practices, in particular, our social prescribing link workers.

Popular charged for services. This includes our Money Management Services, Day Care centres (Wellbeing) and associated transport, Care Support at Home, Domestic Care, Footcare, Respite Sitting Services, Handyman and Gardening Services together with a range of other wellbeing support activities.

Traded products. This includes nationally provided insurances; travel, house, together with other commercially competitive support products; stairlifts, hearing aids, funeral plans, and lottery. It also includes locally agreed referrals to trusted suppliers on a variety of services, including hearing tests, power of attorney and personal alarms.

We also have a range of community funding support activities in order to raise unrestricted income for the Charity. This includes our work to raise voluntary income, including trust and grant proposals, fundraising activities, legacies, donations and our retail activities through our high street shops.

Trustees acknowledge the importance of the whole Age UK Northamptonshire team, staff and volunteers, to the successful delivery of our services, including fundraising support.

Financial review

Overview

The Year ended 31 March 2023 has been a strong year financially for the Charity. Total income of £4,357,716 was above the previous year (2021/2022, £3,523,406). Expenses were higher than the previous year at £4,103,493 (2021/2022, £3,549,250). This has resulted in an operating profit of £254,223 before revaluations. Overall, there was a surplus of £40,141 for the financial year 2022/23 after revaluations. (2021/22 the surplus was £248,297).

The wider context remained highly volatile both in terms of funding and the needs of clients. Performance in 2022/23 continued to be affected by Covid-19. It took time for client confidence to build for them to access services. There was also a heightened need from clients due to lockdown and the backlog of health issues that had built up as a result of missed appointments and lack of normal access to health services. Safe working practices in relation to Covid-19 by the Age UK Northamptonshire staff team were maintained throughout the year.

Financial review (continued)

Reserves policy

The reserves policy of the charitable company is based on having free reserves at a level sufficient to provide in excess of three months cover in the event of delays in receipt of unrestricted grants or accrued legacies. The assumption is that contractual income will be honoured. As at 31 March 2023, this would equate to in excess of £1,160,005. The definition of free reserves for these purposes excludes fixed assets and restricted investments so represents net current assets on all funds and on this basis there is sufficient funds at the balance sheet date 31 March 2023 of some £479,744.

Investment policy

Age UK Northamptonshire's constitution provides it with unrestricted powers to invest. Its investments are managed at the discretion of fund managers appointed by the Board of Trustees. The fund managers are Rathbone Investment Management. Trustees require fund managers to maintain a balance of investments between equities, in a range of markets, and gilts or cash-like products. Fund managers are mindful of the Trustees ethical concerns particularly in respect of the impact of those investments on the lives of older people.

Risk Management

The risk management framework, its content and scoring, is reviewed and updated each quarter for oversight by the Finance and Resources Committee and by the Board of Trustees. This risk register also forms an active part of Senior Management meetings. Risks are identified and prioritised based upon the likelihood of occurrence and the severity of the impact. Items of high risk are given immediate attention. Measures to eliminate or mitigate the risks are then identified together with proposed actions. The risk management framework has been updated to be fit for purpose for the 2023/24 financial year. The risks are organised under the six main objectives of the strategic plan.

Pay Policy for Senior Staff and Remuneration

The Senior Management Team are the senior management personnel in charge of directing and controlling, running and operating the Charity on a day-to-day basis. The pay of Senior Managers has been reviewed against the marketplace for Age UK executives of a similar size in 2022/23. In light of market information, the Senior Manager pay, including the pay uplifts for the year, was found to be competitive and in line with relevant benchmarks for the size of organisation and its geography.

Age UK Northamptonshire is committed to the fair remuneration of its paid staff and within the scope of its resources and, as far as possible, to set pay at a level which will attract and retain talented and capable people. A job evaluation scheme is in place to ensure fairness in the distribution of pay. The level of pay is set by Trustees each year having regard to available resources and comparable levels of pay elsewhere. There was an uplift in pay for staff and casual workers across the organisation from April 2022 to maintain competitiveness with the marketplace. A key driver for this was the increase in the National Living Wage.

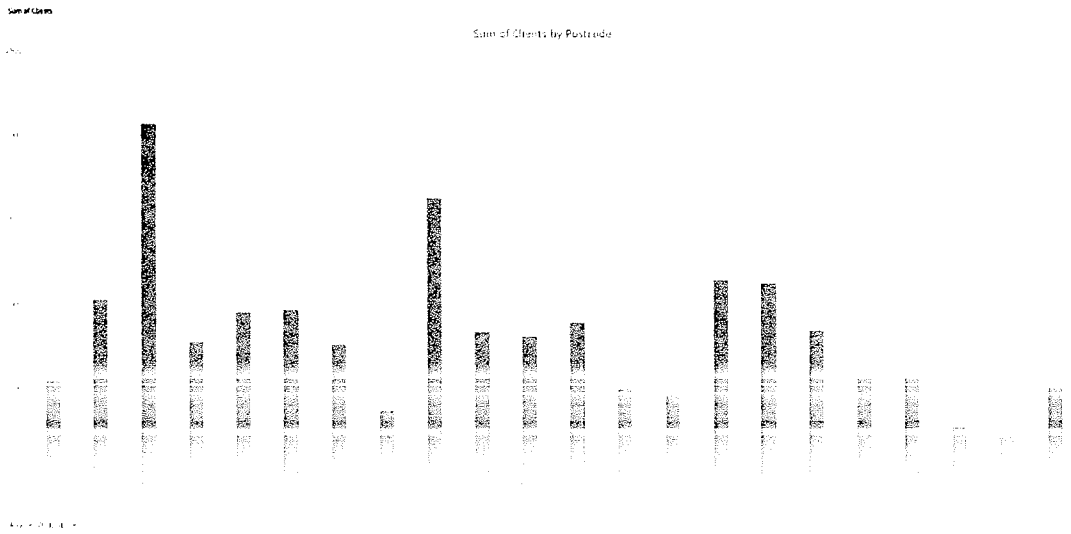
Achievements and Performance

Overall

The total number of active client accounts for Age UK Northamptonshire increased from 13,616 at the start of April 2022 to 18,197 by the end of March 2023. The total of new clients was up substantially, with our services being accessed by 8,014 new clients. This is a very strong increase and reflects the additional services provided together with increased activity by our staff, the wider range of services now being offered and counted, including those in Money Management, Age Well and Spring together with the increased need for our services as expressed by our clients.

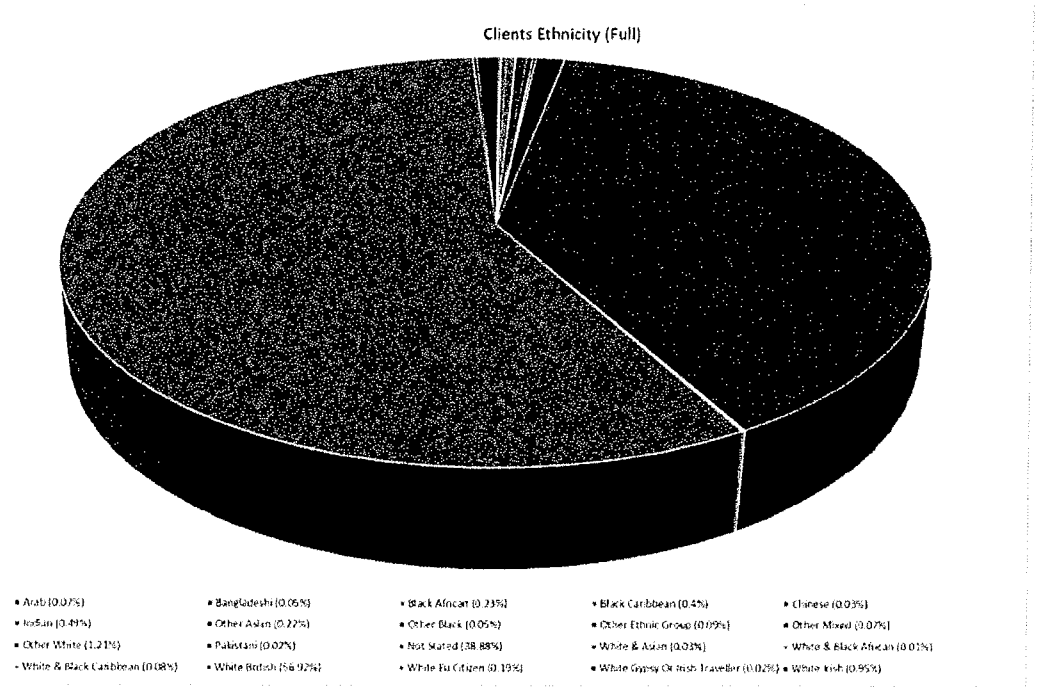
Achievements and Performance (continued)

We are very pleased to note that our services are accessed from across the County, with a good spread of client postcodes reflecting the centres of population and also more rural areas and villages. The profile of the clients follows the levels of population as in previous years although 2022/23 shows a growth in client numbers in less populated postcodes.

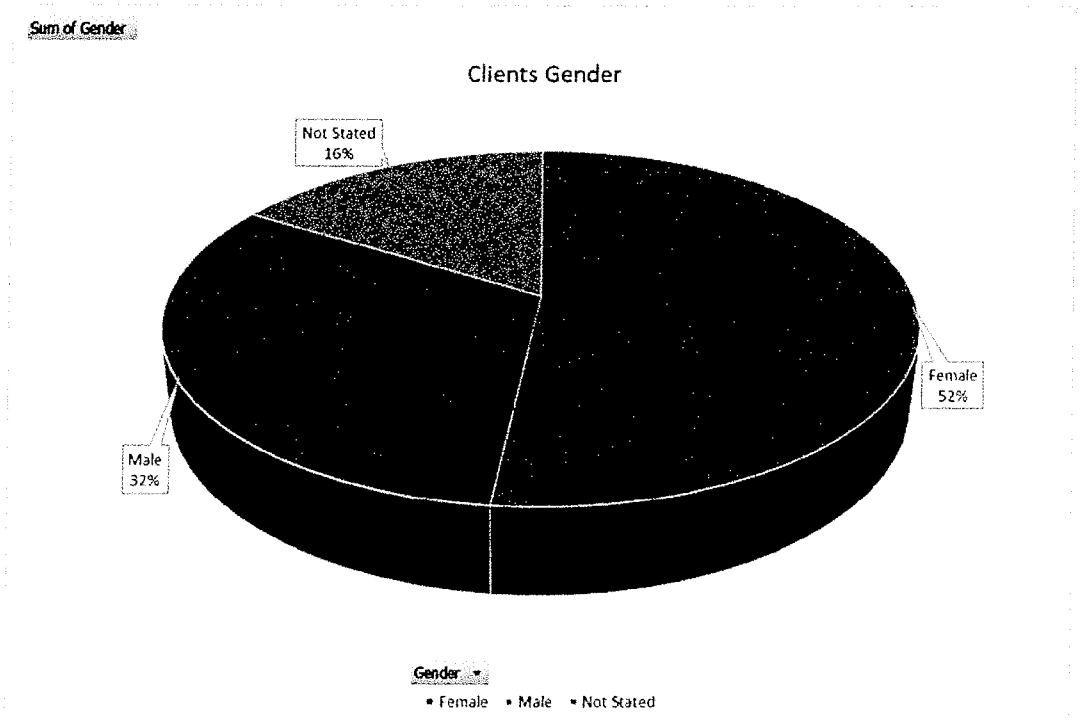


The charts below show the ethnicity and gender of our clients in the year. These records indicate that ethnicity, where declared, is a good representation to the profile of the older population from which our clients are drawn. In the UK, according to Northamptonshire's Joint Strategic Needs Analysis, the population of non-White older people over age 65 is 2.8 percent. The profile of Age UK Northamptonshire's clients that are White British has remained the same as the previous year, unknowns has increased markedly from 31% to almost 39% and the level of clients who are other white now at 1.21 % and those who are black of various categories is 2.88%.

Achievements and Performance (continued)



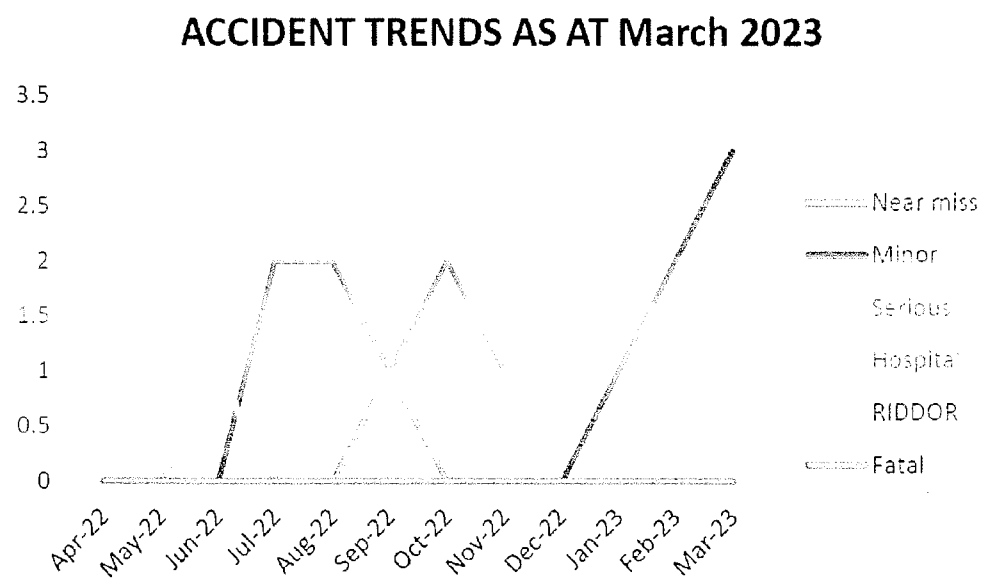
The gender balance of clients continues to be very similar to the previous year with a higher proportion of known female clients. The totals being 52% female, 32% male and 16% not stated. This does represent a better count than last year with many fewer not stated than previously.



Achievements and Performance (continued)

Health and Safety

The accident report for year April 2022 to March 2023 is enclosed below. We record when people fall ill while they are with us during the day, when they are taken to hospital or when they suffer any other form of incident or accident. These are reported to Trustees. The incident log shows 11 minor incidents and one more serious (a client was taken home in an ambulance). There was a further two hospital categories during this financial year and both were resolved positively. One RIDDOR incident was also recorded during this financial year for one of our volunteers who was treated at hospital and has since recovered. We are pleased that the number of serious incidents and RIDDOR reportable incidents was very low over the course of the financial year.



Information and Advice

Many of the people who approached Age UK Northamptonshire for a variety of services will have been referred to one of our trained advisors. Our advisors provide quality, targeted advice essential to the well-being of older people. Our Information and Advice service continued to fulfil the requirements and standards of the national Information and Advice Quality Programme (IAQP) which was achieved in February 2022 and will not need to be renewed until 2025.

The Information and Advice team supported 1,454 new clients. During the year they recruited an additional new member part time to help manage the unprecedented large number of enquiries. Our adviser team received 3,753 enquiries during the year, more than double the number recorded in 2021/22 (1,288). The extensive media coverage covering the cost of living and energy crisis encouraged a significant increase in enquiries generally. This impacted on the team's ability to carry out its benefits work. Assisting benefit claims is a major source of income for individuals and for the County overall. £2,450,430 in benefits were claimed successfully for clients (£2,639,000 in 2021/22). The work of our Information and Advice advisers included:

- 619 Benefit enquiries responded to
- 712 Attendance Allowance claims submitted
- 93 clients identified as eligible to claim Pension Credit, 45 eligible for Housing Benefit, 114 for Council Tax Reduction and 16 carers eligible to claim Carer`s Allowance.

Achievements and Performance (continued)

Our Services for the NHS

Age UK Northamptonshire has an important role to address social care needs and, in particular, to support people in their home and to reduce avoidable hospital admissions. The support we give to older people most at risk helps them to regain independence and reduces the need for them to see their GP or to go into residential care.

The longstanding Collaborative Care and Hospital Discharge Contracts continue to provide excellent results and good value for money given the increasing numbers of clients. The numbers of new clients were substantially increased for the Hospital Discharge and Community Team at 1,374 (compared with 1,079 in 2021/22). This reflects the more open situation due to fewer lockdowns and the ability of staff to work more normally. We would expect the demand to continue to grow in this current year as the unmet needs of clients are made more explicit. During the year, supported by our funders and partners, the GP federation 3Sixty Care Partnership, our Collaborative Care Team worked with 1,030 new clients (867 in 2021/22).

Our End of Life Service provides care to people in the last weeks of their life and enables them to remain at home with their loved ones. The service is funded by the NHS and contracted with private healthcare provider, Marie Curie. During the year 776 referrals were made to the service; 613 unique individuals. 414 of the 613 unique individuals were accepted. (In the previous year, 2021/22, 257 of the 691 unique individuals referred transitioned into care). The service is for those patients who are deemed by a health care professional to be in the last 8 weeks of life, although the average length of stay with the service in 2022/23 was 12 days. Since November 2022, we have been measuring the level of hours requested against contract and, on average, the requests exceed the contract value by 112%. This is indicative of increasing pressure on the system of end of life support in the County more generally.

224 (74.2%) of the 302 people who left our care were able to die in their own home. In 2021/22, it was 183 (71.2%) of the 257 people. Other discharged patients were transferred to other agencies, admitted to hospital or hospice and 14 went on to not require ongoing support.

We were pleased to receive additional funding during the year 2022/23 for the support of patients discharged from Kettering General Hospital. This service provided primarily for a call back service, which checked and addressed any ongoing patient needs, and a service for adaptions, furniture and appliances in the home from those discharged. The service was very well received by clients and hospital staff and helped 4,496 clients with community support referrals, support discharge referrals, welfare phone calls, welfare visits and call-back services. Some 520 of those contacts were referred onto our own Age UK Northamptonshire services in particular, shopping, befriending and domestic care. We also directly supported 222 clients move out of hospital and back to home with a variety of services including, deep cleans, organising repairs and necessary changes and deliveries. Unfortunately, there was no money from the Integrated Care System (ICS) to be able to continue to fund this service for the forthcoming financial year.

We received support for hospital discharge through the National Health Service England Seasonal Surge Programme. This was channelled through the British Red Cross at a National level to those organisations that had previously delivered this programme. The contract was commenced on the 7 March 2022 and ran until the 30 September 2022. During this time, the service supported 324 patients with discharge and support services across the County.

There was also one-off funding from West Northamptonshire Unitary Council in relation to an underspend on the Household Support Fund. This fund was established for local authorities to support eligible individuals to be supported for their food and energy costs. Age UK Northamptonshire was pleased to be asked to disperse the funding of £200,000 to our clients and across those other voluntary sector organisations who had eligible clients too. During the later part of the year, we supported some 1,966 clients in total with money vouchers to directly support their food and energy costs. The huge majority of those people were clients of other voluntary organisations in the West of the County (1,730).

Achievements and Performance (continued)

Our social prescribing projects have achieved good results for our patients and clients. We have integrated our Primary Care Network (PCN) based Social Prescribing Link Workers (SPLWs) together into one team. The team of seven link workers is funded by the NHS in GP surgeries serving four Primary Care Networks (PCNs): East Northants, Wellingborough & District along with Red Kite and Triangle for Kettering. The number of SPLWs will rise by two at the start of the new financial year. This work is carried out in partnership with 3Sixty Care, the GP federation, and the work is funded by National Health Service England (NHSE). Each of the social prescribers work to the public health identified health inequalities of the relevant PCN and can vary from cervical screening of women aged 55-65yrs, smokers with a high BMI and adults with fibromyalgia who are struggling to control their symptoms. During the year, the team has supported an average of 650 patients each. An estimated 80% of those were new clients supported during the year by this Social Prescribing team.

Age UK Northamptonshire has also played a key role in the additional social prescribing project funded and organised by Bridges Asset Management through a Social Impact Bond. This project is called Spring. The Spring based services are now well established and Age UK Northamptonshire is responsible for two parts: the Towcester and Daventry areas across the West and the Kettering and Corby areas in the North East. The other partners in this initiative are the General Practice Alliance and Northamptonshire Carers. There was a step change in the activity and performance of the whole team during 2022/2023 with a major increase in client starts on the programme together with a strong pipeline of outcomes achieved by the clients themselves.

Achievements for the Age UK Northamptonshire team within Spring include receiving 434 referrals and 286 starts on the programmes of support. There were 291 active clients on the programme at the end of March 2023. It is important to note that all clients are asked how their wellbeing has improved as a result of being on the programme. It is positive to note that 81% of Age UK Northamptonshire participants have improved wellbeing after 6 months and 85% after 12 months with higher average improvements noted. 74% of Age UK Northamptonshire participants improved their mental health wellbeing score at 6 months and 72% at 12 months (with a higher average score). This project is now very well established and looks forward to a further three years of funding and support. Work is now underway on making the case for the project to be continued and be a sustainable and integral part of the health service provision in future years.

The Lifetime team was developed over many years to help prevent loneliness and isolation in communities by setting up and supporting activity and social groups throughout the County. These activities had previously been badly hit by the Covid -19 challenges and 2022/2023 proved a difficult year to try and build up these activities, especially from a low base. The decision was taken in December 2022 to review the team and to integrate their activities into the work of the Spring programme, as above. A wellbeing fund had been established by Spring to support client participation in community groups and activities and this was proving a successful mechanism for encouraging more clients to attend.

Our telephone befriending team continued to be very popular. There were 37 telephone befrienders at the end of March 2023 with 66 clients receiving the service, with 18 on the waiting list for a service. Over the previous financial year there were 66 new referrals. There were many concerns raised as part of the service and those were dealt with efficiently with clients being referred into other services we offer. There is a constant need for volunteers as befrienders and it is hoped that we will be able to expand the team in the forthcoming financial year.

Our Age Well services were launched in the financial year 2021/22 and are now also well established. The Age Well programme has grown and many more teams have been established across the County in order to enable older people to maintain their independence and resilience for as long as possible. These multidisciplinary teams are made up of staff from Age UK Northamptonshire, Northamptonshire Carers, the Adult Social Care staff in North Northamptonshire Council and West Northamptonshire Council. The team at Age UK Northamptonshire has grown to 12 Age Well Coordinators. They provide emotional and practical support to people age 65 plus who have one or more long-term health conditions, enabling them to live independently in the community. Our Coordinators work in a task centred way, primarily with older people who are at risk of hospitalisation or becoming dependent on statutory or institutional care. It is expected that this initiative will continue to grow for the financial year 2023/24. It is acknowledged to provide an innovative and integrated way of working for health, social and voluntary care in the County. During the year the service supported some 680 new clients.

Achievements and Performance (continued)

Supportive Paid for Services

The Money Management Service has helped many clients over the years to manage their bills, collect cash and deal with cases of financial abuse. This service was expanded and developed into a much wider service in 2022 to support clients over time as their financial circumstances change. The detailed proposals to invest in Appointeeship, Power of Attorney and Deputyship support for our clients was approved by the Board of Trustees on the 13 July 2022. The new services are now well underway. Our staff were made appointees for multiple people during the year and there are further appointeeship clients in the application and pre-application phase. Relationships are being built with the relevant unitary authorities to try and assist them with their appointeeship backlog.

The plan for next financial year is to continue to build up the money management client base by expanding the service and offering advice sessions. These clients would then transition into appointee, attorney or deputyship clients over time as circumstances change. In the first 12 months of its new form, the team has reached 180 clients. Out of those 180 clients, around 160 are new clients to the money management team. We have around 30 regular clients that are visited regularly and others on standby for bespoke tasks. As the financial year has progressed, and services developed, the ratio of clients contacted that have then gone on to be ongoing clients has increased greatly. This should continue in the new financial year as we retain the existing clients whilst expanding the service further with the introduction of the Trust Corporation.

As part of the infrastructure to support this new initiative, it was agreed that a Trust Corporation be set up. This was almost completed by March 2023. The legal documents have been approved and the necessary funding will be transferred in the forthcoming financial year to complete the process. The Trust Corporation is a subsidiary company with the one shareholder as the Charity, Age UK Northamptonshire. The Trust Corporation has issued share capital of £250,000 of which £100,000 will be paid in cash. The formation of the Trust Corporation will protect the Charity in the event that funds are mismanaged or misappropriated. Security bonds will be also used for each client case.

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire, offering help with domestic tasks including general housework, laundry, shopping, ironing and changing beds. Other services within the home include: Footcare (Toenail cutting), our Carers Sitting Service and a Handyperson and Gardening service scheme. Last year, the Domestic Cleaning service supported 321 new clients, there were 228 new clients for our Handyperson services, 230 for our Gardening services and our Footcare Service registered 414 new clients.

Following the restructure of the service in the previous financial year there were three Age UK Northamptonshire Day Centres in the County in 2022/23. These were the William and Patricia Venton Centre, the Baptist Church Rooms, Rockingham Road, Kettering and Foxfields, Sixfields, Northampton. The numbers of clients have grown consistently during the year as client confidence increased. These centres were able to support 207 new clients in 2022/23. There was substantial work done to grow the service during the year and to keep costs down in order to build a sustainable service for the future.

We have invested in our new Care Support at Home service during the year. This service was originally part of Day Care but was amalgamated with our Sitting Service during the year and brought under its own new leadership. This was in response to the growing demand from clients who were seeking a service designed to be flexible and which would respond to their particular wishes and needs. This growth in demand was also due to the service being accessible from the client's location, their own home or as appropriate, for the service or support agreed. This approach has, therefore, proven popular for those who prefer or need targeted individual support. The team has grown quickly and at the end of March 2023 comprised 15 carers with some 140 regular clients. The coordinator is now working to expand the service into 2023/2024 and to build a sustainable methodology and approach for the longer term.

Achievements and Performance (continued)

Traded Products

Total income on our insurance and related products was £83,060 (£74,541 in 2021/22). Age UK Northamptonshire received very little income from AgeCo (Age UK trading subsidiary) and was much more reliant on the income generated by Age UK Northamptonshire from a variety of local products and services on which commission income could be earned. We are working to increase that commission income especially because there will be no income from AgeCo for the forthcoming year 2023/2024.

Income in 2022/23 has been improved substantially from the setting up and proactive promotion of a number of local service providers including: hearing tests, new and used mobility products, wills and lasting power of attorney, stairlifts and bathing adaptations. Cleaning services and rubbish removal now has two providers. The new contact for personal alarms also showed strong improvement as the year progressed. The Age UK Northamptonshire Business Directory has grown consistently over the year. This new service has seen a positive take up compared to the previous regional arrangements. All of these new services are growing, albeit modestly.

Income Generation and Fundraising

Trustees, are, once again, most grateful to all who support the work of Age UK Northamptonshire, especially by giving generously through donations and legacies, fundraising on our behalf and supporting our charity shops. Every single pound donated or left for us in a will or legacy makes an important positive contribution to our financial sustainability.

The following legacy donations, totalling some £33,105 were gratefully received:
- Mary Joyce Wooding, £4,333, (rcd 18.07.2022)
- Christopher Osborne, £6,653, (rcd 24.06.2022)
- Norma Josephine Warner, £21,613, (rcd 13.12.2022)
- Phyllis Henbest, £506, (rcd 22.12.2022)

(£40,000 had been received in 2021/22)

We would like to highlight the donation that we received from the Florence Jessie Cleaver Trust. The Trust was being wound up and transferred the majority of their funds, totalling £250,000 to Age UK Northamptonshire on the 27.07.22.

It should be noted that we received over £118,440 in total for the year from 318 individual donations. These ranged from donations in memory of loved ones who had been supported by our Last Years of Life Team, the Bathing Fund – for new equipment for our clients who attend the William and Patricia Venton Centre – and grateful clients in thanks for our services. The following major donations (£500 or more), gratefully received, are highlighted:
- Constance Travis Charitable Trust, £50,000 (13.07.2022).
- Maud Elkington Trust, £5,000 (27/06/2022) and £1,500 (27/06/2022).
- The Northampton Adult School Organisation, £10,000 (20.01.2023) and £1,000 (23.01.2023).
- John Lewis and Partners, £2,000 (18.05.2022), £1,043 (27.06.2022), £1,949 (28.11.2022), and £1,000 (08.03.2023).
- Janet Meager in Memory of John Meager £3,000 (01.11.2022).
- Mrs Janet Gray in Memory of Tommy Houston £3,000 (07.12.2022).
- Neighbourhood Watch Kettering £1,094 (22.12.2022).
- Northampton Motorcyclists Club £1,056 (26.01.2023).
- Mrs Rosie Thompson £1,000 (27.06.2022) in Memory of Doris Brotherton.
- Neil Hanger £1,000 (18.01.2023) in memory of Roma Hanger.
- P Harpur £1,000 (04.04.2022) .
- Debbie Quinn, £1,000 to our Information and Advice team.
- Christopher Drummond, £1,000 (10.02.2023).
- Michael Guest £1,000 (18.01.2023).
- Scania PLC £855 (04.05.2022) for the Bathing Equipment Fund.
- Mr John Alsop £500 (31.10.2022) for our End of Life Team.

Achievements and Performance (continued)

- Mr Mike Ingham, £500 (18.01.2023) in Memory of Doreen Ingham
- The Jane Doreen Wilmot Estate £500 (01.11.2022) (Paid by Hannah Solicitors)
- Abington Funeral Services £500 (27.02.2023)
- Anonymous £500 (17.04.2022) for the Bathing Equipment Fund

We are very grateful for all those other direct donations we received ranging from £1 up to £500 in thanks for our many services which utilised Just Giving, Much Loved, Love2Donate and Amazon. This totalled £8,685. We also acknowledge the 47 donations and funding raising initiatives that utilised Virgin Money, Just Giving and Amazon. We would like to also acknowledge the following:

- July 22 – Chapman Brothers second Coast to Coast cycle ride - £1,922
- Oct 22 – Stockburn Trust donation to Kettering Day Centre - £1,000.
- Various dates and donations from John Lewis & Partners (Kate Borer, Anne Dodd, Mark Hirst, Sadie Howton) cheque donations total £5,149 as itemised above.
- Oct 22 – Bucket collection at Northampton Saints Rugby match – totalling £341.
- Nov 22 – Big Knit £5,000, target of 20,000 hats.
- Dec 22 – Barclays Bank, Northampton donation of warm clothing for vulnerable older people.
- Dec 22 – The Rotary Club Northampton Becket donation of 12 tickets to Royal & Derngate Christmas pantomime.
- Dec 22 – Margaret Hughes donation £100, Christmas Craft Stall in Kettering.

Those businesses that hold goblets for us such as Roade Post Office, Smiths Farm shop, the Wig and Pen.

These donations and legacies have made a really positive difference to our finances in 2022/23. We are most grateful for all those who have left us a legacy in their will. Please note that it is essential that Age UK Northamptonshire (our full name) is specified as the benefactor.

Retail

Our retail division delivered a positive performance. Turnover of donated goods was £559,457 for 2022/23 (£474,231 for 2021/22). The division achieved a profit in the year of £102,849 for 2022/23 (£118,613 for 2021/22). Gift Aid income from the shops was £18,762 (£16,757 for 2021/22) and income from new goods was £34,422 for 2022/23 (£19,088 in 2021/22).

The retail division has continued to develop this year. The highlight was the opening of a new shop in Higham Ferrers in January 2023. This brings the total number of Age UK Northamptonshire shops to eight. The shop quickly became part of the community and attracted a high number of volunteers.

During the 2022/23 year we experienced a lower than expected number and quality of donations. Static Collections from various parts of the County have been going well and have given a better level of quality donations in addition to raising the profile of the organisation more generally. The shops have built up their level of volunteers over the year and on-line sales have been developed and have grown slowly but consistently.

Our Retail division has continued to build a strong relationship with John Lewis and Partners and we have received some very high quality donations from them for which we are most grateful.

Wider Influence

Age UK Northamptonshire joined in and promoted the BBC campaign in July 2022 to protect older people from scams in relation to TV licensing. In November 2022, we supported the Dementia Day at Corby Cube to raise awareness of Dementia. We joined in Carers Week in June 6th-12th which called on the government to make caring visible, valued and supported. We joined in Volunteers Week June 1st – 7th making time to say thank you to our highly valued volunteers.

Achievements and Performance (continued)

In July 2022 we attended the Older People's Fayre, Kettering, speaking to Guy Opperman, the then Parliamentary Under Secretary at the Department of State and Pensions to raise awareness of the effect the rising cost of living was having on older people.

This year we were 'trusted middle man' with gifts and goodwill to vulnerable people in the community from Caritas' Love Christmas 2022 campaign, Northampton Lions Club and the Mayor of Northampton's Christmas gift.

Staff, Volunteers and Premises

Trustees would like to thank the wonderful team of staff and volunteers who have steadfastly worked above and beyond the usual expectations throughout the last year.

There were 158 salaried full and part time staff with Age UK Northamptonshire on 31 March 2023. There were also 36 casual workers and 73 home help workers. Staff turnover (salaried) was just over 13.5% for the year (22% for 2021/22) with 35 salaried new starters (leavers 21), 35 casual new starters, (leavers 18). We have seen an increase in our pool of casual workers due to efforts from our Handyperson Team Leader to recruit more Handypersons and Gardeners to meet client demand.

We worked hard to build up our volunteers over the last financial year. The turnover in the number of Volunteers has not been as high as in 2021/2022 but there remains a difficult environment to recruit new volunteers. Age UK Northamptonshire had 172 active Volunteers as of 31 March 2023. This reflected strong recruitment of 97 but also those who have left us or were inactive, also 97. A new volunteer co-ordinator was recruited in the year and that has helped improve the organisation and professionalism of the way this wider team is supported. There is now more consistency across the volunteering service as a whole, more students are working with us across the services, volunteers are receiving more training and volunteers report that they now feel more supported.

We continue to fine tune the executive management structure to help to promote talent and to ensure that we have the capacity to take on and deliver new contracts and opportunities. The wider senior management team (some eleven managers) underwent a management development programme with each other to build trust, understanding and capability for working effectively together. This was facilitated by the Northamptonshire Health Foundation Trust Development Team. This was completed during 2022/23. It was considered successful and the Charity is now underway with a further management programme through NHFT with the original programme now extended to a further 11 managers in the Charity.

We increased staffing during the year as we expanded in key areas. We opened a new shared office space at Waterside House, Irthlingborough. Staff relocated there, together with the expanding teams of Age Well and Social prescribing. The comprehensive refurbishment of the William and Patricia Venton Centre was commenced in October 2022. The refurbishment of our William and Patricia Venton Centre is nearly complete. It is our main building, where our clients enjoy day care and all the good experiences associated with getting out, meeting friends, enjoying a good meal and being free to be entertained and have a 'good time'. Many of our staff also work in that building too. The work is taking much longer than envisaged and the work is still ongoing at the date of this report.

This is the first time that our Charity, Age UK Northamptonshire, has been able to invest substantially in the Centre for 22 years. We are very grateful for all those who have donated funds to make this renovation possible. Particular mention needs to be made of the Constance Travis Trust, The William and Patricia Venton Trust, the Clothmakers, the Florence Jessie Cleaver Trust and the Bernard Sunley Foundation who all contributed substantial funds. We are pleased to confirm that the majority of the funds for the renovation have been donated or acquired in this way. We also plan to invest in solar panels to help the environment, reduce our running costs and help the building be sustainable.

We have created more space for clients so that we can expand our day care provision. We hope to double the number of clients that we can support, up to 50 per day. The intention is to ensure that it is fit for staff and for the use of our clients, in particular, the expansion of our day care community activities there.

Achievements and Performance (continued)

We are pleased to say that Day Care activities continued in the Centre throughout the process of refurbishment. The disruption was to staff based there who moved to alternative premises based in Brackmills, Northampton. These premises were leased by John Lewis and Partners and we are extremely grateful for their kind support in providing the necessary space on a no cost lease basis.

Looking Forward to 2023/24

As we look forward to next financial year, 2023/24, we have, once again, set a deficit budget. This is largely as a result of the forthcoming increase to staff salaries. This was considered a priority by our Trustees given the high level of inflation and the consequent day to day rise in costs experienced by our staff during the financial year and continuing into 2023/24. We expect our turnover to rise to nearly £4.6 million. We envisage expansion in our services generally.

We expect our retail sales to increase and hope to open other shops as the opportunities present themselves. We also expect our traded activities to grow as these services are promoted more, although we will be losing the temporary additional income from Age UK (national) enjoyed in 2022/23.

We intend to build on our Day Care services, our Care Support at Home and our community support services: Domestic Care, Handyman and Gardening to expand them and build a more sustainable approach whilst serving more clients.

We continue to invest in robust systems for the Charity to help improve efficient working. We are continuing to drive down the costs of our Head Office and overhead costs and in this this coming year we plan to replace our telephone system, implement fully the new database system (Charity Log) and to further harness the capability of Microsoft Office 365. We will be assessed against the CQS quality standard, as set by Age UK, and we will also be assessed in relation to the ISO quality Standard this coming year.

The NHS Clinical Commissioning Group has now been replaced by the Integrated Care System (ICS) in the County but there is wide acknowledgment that there is a lack of discretionary funds and at time of writing very little for new or additional projects such as those that we might supply. Whilst our more recent NHS projects have received uplifts to contract values our longstanding projects, such as Hospital Discharge and the Collaborative Care has not had any uplift for many years and have been held at historic values.

Acknowledgements

Trustees appreciate the work of everybody connected with Age UK Northamptonshire and its services for older people and who help to enhance its standing in our community, whether staff or volunteers.

We were also very pleased to receive the ongoing support of John Lewis and Partners. Their staff have kindly fundraised for us and they have also kindly donated a range of quality goods that we have been able to sell through our shops.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year that 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 the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

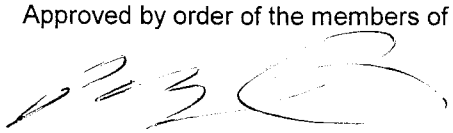
The Trustees confirm that:

- in so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- they have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

Following a rebranding exercise on 15 May 2023 the trading name of the company's independent auditor changed from MHA MacIntyre Hudson to MHA. A resolution to reappoint MHA as independent auditor will be proposed at the next Annual General Meeting.

Approved by order of the members of the board of Trustees and signed on their behalf by:



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Paul Bertin
Chair of Trustees

Date: 19 July 2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKINGS

Opinion

We have audited the financial statements of Age UK Northamptonshire and its Subsidiary Undertakings (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charity's affairs as at 31 March 2023 and of the Group's 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charity'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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKINGS (CONTINUED)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements which 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 Group's and the parent Charity'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 Group or the parent Charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKINGS (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditor's Report 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:

- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing internal audit reports;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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 Auditor's Report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's 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 charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Rebecca Hughes BSc (Hons) FCCA (Senior Statutory Auditor)
for and on behalf of
MHA
Statutory Auditor
Northampton

Date: 31 August 2023

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership in England and Wales (registered number OC312313)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Note	Endowment funds 2023 £	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income and endowments from:						
Donations and legacies	2	-	-	**401,545**	**401,545**	169,121
Income from charitable activities and trading income	3	-	**60,000**	**3,828,502**	**3,888,502**	3,317,218
Investment income	5	**16,217**	-	**26,311**	**42,528**	29,793
Other income	6	-	-	**25,141**	**25,141**	7,274
Total income and endowments		**16,217**	**60,000**	**4,281,499**	**4,357,716**	3,523,406
Expenditure on:						
Raising funds	7	-	-	**644,352**	**644,352**	526,481
Charitable activities	8	-	**60,000**	**3,399,141**	**3,459,141**	3,022,769
Total expenditure		-	60,000	4,043,493	4,103,493	3,549,250
Net income/ (expenditure) before net gains/(losses) on investments		**16,217**	-	**238,006**	**254,223**	(25,844)
Net (losses)/gains on investments		**(111,839)**	-	**(102,243)**	**(214,082)**	107,141
Net movement in funds before other recognised gains		**(95,622)**	-	**135,763**	**40,141**	81,297
Other recognised gains:						
Gains on revaluation of fixed assets		-	-	-	-	167,000
Net movement in funds		**(95,622)**	-	**135,763**	**40,141**	248,297
Reconciliation of funds:						
Total funds brought forward		**2,023,635**	-	**2,445,542**	**4,469,177**	4,220,880
Net movement in funds		**(95,622)**	-	**135,763**	**40,141**	248,297
Total funds carried forward		**1,928,013**	-	**2,581,305**	**4,509,318**	4,469,177

The notes on pages 24 to 43 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	11		**1,638,234**		1,430,368
Investments	12		**2,428,802**		2,392,884
			4,067,036		3,823,252
Current assets					
Stocks	13	**11,449**		5,548	
Debtors	14	**189,730**		607,382	
Cash at bank and in hand		**850,777**		942,826	
		1,051,956		1,555,756	
Creditors: amounts falling due within one year	15	**(609,674)**		(909,831)	
Net current assets			**442,282**		645,925
Total net assets			**4,509,318**		4,469,177
Charity funds					
Endowment funds	16		**1,928,013**		2,023,635
Unrestricted funds	16		**2,581,305**		2,445,542
Total funds			**4,509,318**		4,469,177

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

.....
Ann Battom
Treasurer

Date: 19 July 2023

The notes on pages 24 to 43 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	11		**1,638,234**		1,430,368
Investments	12		**2,678,804**		2,392,886
			4,317,038		3,823,254
Current assets					
Debtors	14	**190,971**		627,181	
Cash at bank and in hand		**848,458**		936,782	
		1,039,429		1,563,963	
Creditors: amounts falling due within one year	15	**(851,700)**		(909,469)	
Net current assets			**187,729**		654,494
Total net assets			4,504,767		4,477,748
Charity funds					
Endowment funds			**1,928,013**		2,023,635
Unrestricted funds			**2,576,754**		2,454,113
Total funds			**4,504,767**		4,477,748

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Bertin
Chair of Trustees

.....
Ann Battom
Treasurer

Date: 19 July 2023

The notes on pages 24 to 43 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	**410,441**	284,293
Cash flows from investing activities		
Dividends, interests and rents from investments	**42,528**	29,793
Purchase of tangible fixed assets	**(314,026)**	(32,253)
Proceeds from sale of investments	**979,398**	288,833
Purchase of investments	**(1,229,400)**	(288,833)
Sale of tangible fixed assets	**19,010**	4,949
Net cash (used in)/provided by investing activities	**(502,490)**	**2,489**
Change in cash and cash equivalents in the year	**(92,049)**	**286,782**
Cash and cash equivalents at the beginning of the year	**942,826**	656,044
Cash and cash equivalents at the end of the year	**850,777**	942,826

The notes on pages 24 to 43 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Age UK Northamptonshire and its Subsidiary Undertakings constitutes a public benefit entity as defined by FRS 102.

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the charity alone as permitted by paragraph 397 of the SORP.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no known material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1. Accounting policies (continued)

1.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

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

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1. Accounting policies (continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the charity's operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

1.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

Job retention scheme
Payments received are accounted for when conditions to entitlement have been met.

1.6 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

1. **Accounting policies (continued)**

1.6 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 50 years straight line
Motor vehicles	- 6 years straight line
Fixtures and fittings	- 5 years straight line
Office equipment	- 3 years straight line

1.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

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

1. Accounting policies (continued)

1.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.14 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

1.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Endowment funds are held as capital. The income generated therefrom is to be used for specified purposes laid down by the donor.

2. Income from donations and legacies

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	368,440	**368,440**	97,181
Legacies	33,105	**33,105**	71,940
	401,545	**401,545**	169,121
Total 2022	169,121	169,121	

3. Income from charitable activities

Income from fundraising events

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Provision of services	-	920,103	**920,103**	796,638
Rent receivable	-	16,410	**16,410**	12,193
Other income	-	-	**-**	7,927
Grants and contractual income	60,000	2,192,104	**2,252,104**	1,934,413
	60,000	3,128,617	**3,188,617**	2,751,171
Total 2022	60,000	2,691,171	2,751,171	

3. Income from charitable activities (continued)

Income from non charitable trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Insurance commission	83,060	**83,060**	74,541
Bank interest received	1,744	**1,744**	20
Fundraising	2,471	**2,471**	499
Shop income from donated and bought in products	612,610	**612,610**	490,987
	699,885	**699,885**	566,047
Total 2022	566,047	566,047	

4. Grant & contractual income

	2023 £	2022 £
Northamptonshire NHS	**887,574**	525,495
Kettering Borough Council	**20,000**	20,000
Department for Transport	**8,781**	8,781
Northampton Borough Council (NBC)	**40,000**	40,000
Age UK	**32,825**	38,052
British Red Cross (Kettering General Hospital)	**82,888**	248,911
Marie Curie	**646,429**	552,781
Social prescribing	**476,354**	370,765
COVID Support	**10,608**	17,634
Other	**46,645**	111,994
	2,252,104	1,934,413

5. Investment income

	Endowment funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Listed investments	16,217	26,311	**42,528**	29,793
Total 2022	12,066	17,727	29,793	

6. Other incoming resources

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Government grants - JRS Income	-	-	7,274
Misc income	25,141	**25,141**	-
	25,141	**25,141**	7,274
Total 2022	7,274	7,274	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Insurance commission	30,340	**30,340**	36,369
Shop expenses from donated and bought in products	614,012	**614,012**	490,112
	644,352	**644,352**	526,481
Total 2022	526,481	526,481	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £	Total 2022 £
Home care services	-	565,101	**565,101**	558,924
Active ageing services	-	113,495	**113,495**	79,122
Advisery services	60,000	173,366	**233,366**	143,340
Day care services	-	573,236	**573,236**	542,035
NHS funded services	-	1,973,943	**1,973,943**	1,699,348
	60,000	3,399,141	**3,459,141**	3,022,769
Total 2022	60,000	2,962,769	3,022,769	

9. Staff costs

	Group 2023 £	Group 2022 £	**Charity 2023 £**	Charity 2022 £
Wages and salaries	**2,891,878**	2,548,516	**2,876,934**	2,526,071
Social security costs	**173,993**	139,784	**172,417**	137,920
Contribution to defined contribution pension schemes	**49,529**	41,829	**49,165**	41,345
	3,115,400	2,730,129	**3,098,516**	2,705,336

The average number of persons employed by the Charity during the year was as follows:

	Group 2023 No.	Group 2022 No.
Employees	**258**	257

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2023 No.	Group 2022 No.
In the band £60,001 - £70,000	**1**	1

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer and Finance Director The total employee benefits of key management personnel of the charitable group were £133,761 (2022: £159,180).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration, other benefits or reimbursement of expenses (2022 - £NIL).

11. Tangible fixed assets

Group and Charity

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2022	**1,868,509**	**364,467**	**337,813**	**2,570,789**
Additions	**221,712**	**-**	**92,314**	**314,026**
Disposals	**-**	**(94,988)**	**(56,477)**	**(151,465)**
At 31 March 2023	**2,090,221**	**269,479**	**373,650**	**2,733,350**
Depreciation				
At 1 April 2022	**551,984**	**292,439**	**295,998**	**1,140,421**
Charge for the year	**18,579**	**42,929**	**25,642**	**87,150**
On disposals	**-**	(76,518)	(55,937)	(132,455)
At 31 March 2023	570,563	258,850	265,703	1,095,116
Net book value				
At 31 March 2023	**1,519,658**	**10,629**	**107,947**	**1,638,234**
At 31 March 2022	1,316,525	72,028	41,815	1,430,368

Included within freehold property is £677,000 relating to investment properties valued at market value. The original valuation was prepared by Underwoods and subsequently updated by the Trustees based on current property information.

12. Fixed asset investments

All the fixed asset investments are held in the UK. The Charity also holds an unlisted investment in the trading company of £2, with no changes in the year.

Charity	Listed investments £	Unlisted investments £	Total £
Cost or valuation			
At 1 April 2022	**2,392,882**	**2**	**2,392,884**
Additions	**1,229,400**	**250,000**	**1,479,400**
Disposals	**(979,398)**	**-**	**(979,398)**
Revaluations	**(214,082)**	**-**	**(214,082)**
At 31 March 2023	**2,428,802**	**250,002**	**2,678,804**

At 31 March 2023 the charitable company acquired 100% of the allotted share capital of Age UK Northamptonshire Trust Corporation Limited. At 31 March 2023 the subsidiary remains dormant.

At 31 March 2023 the charitable company held 100% of the allotted share capital of Age UK Northamptonshire Trading Limited (Company number: 02966624). At 31 March 2023, the aggregate capital and reserves was a net asset of £4,552 (2022 - £8,569 net liability) and the surplus for the financial year ended on that date was a profit of £13,183 (2022 - £62).

The subsidiary is engaged in the sale of bought in goods in charity shops and acting as a referrer for suppliers offering client services.

A summary of the results of the trading subsidiary is set out below:

	Age UK Northamptonshire Trading Limited	
	2023 £	2022 £
Turnover	**59,458**	36,443
Cost of Sales	**(25,255)**	(9,622)
Gross profit	**34,203**	26,821
Other operating income and costs	**(21,020)**	(26,759)
Net profit / (loss)	**13,183**	62
Gift Aid payment to Age UK Northamptonshire	**(62)**	-
Retained in subsidiary	**13,121**	62

13. Stocks

	Group 2023 £	Group 2022 £
Goods for resale	**11,449**	5,548

14. Debtors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Due within one year				
Trade debtors	**149,686**	492,996	**147,179**	492,996
Amounts owed by group undertakings	**-**	-	**4,771**	20,405
Other debtors	**3,058**	468	**2,976**	-
Prepayments and accrued income	**36,986**	113,918	**36,045**	113,780
	189,730	607,382	190,971	627,181

15. Creditors: Amounts falling due within one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade creditors	**85,860**	94,014	**77,886**	93,652
Amounts owed to group undertakings	**-**	-	**250,000**	-
Other taxation and social security	**39,804**	33,585	**39,804**	33,585
Other creditors	**4,282**	8,699	**4,282**	8,699
Accruals and deferred income	**479,728**	773,533	**479,728**	773,533
	609,674	909,831	**851,700**	909,469

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Capital provision	**677,000**	**-**	**-**	**-**	**677,000**
General funds					
General Funds	**1,768,542**	**4,281,499**	**(4,043,493)**	**(102,243)**	**1,904,305**
Total Unrestricted funds	**2,445,542**	**4,281,499**	**(4,043,493)**	**(102,243)**	**2,581,305**
Endowment funds					
The Venton 2000 Settlement	**2,023,635**	**16,217**	**-**	**(111,839)**	**1,928,013**
Restricted funds					
Service Advice Team and Day Centre Care	**-**	**60,000**	**(60,000)**	**-**	**-**
Total of funds	**4,469,177**	**4,357,716**	**(4,103,493)**	**(214,082)**	**4,509,318**

16. Statement of funds (continued)

Endowment Fund:

The Venton 2000 Settlement was registered as a charity on 28 November 2000. It is registered as a linked charity of Age UK Northamptonshire. The objective of the charity is the promotion of the relief of elderly people in Northamptonshire.

The Charity holds the freehold land and buildings and fixtures and fittings of The William and Patricia Venton Day Care Centre, along with investments.

The Fund is invested in fixed assets and investments which are held by the Trustees of the charitable group on trust for the Endowment Fund.

Restricted Fund:

Restricted funds are invested in cash deposits. Where funds are fully used to fund the purchase of fixed assets, the balance is transferred to unrestricted funds.

Designated Fund:

The capital provision relates to the value of cottages in Harpole which are rented to the elderly in that vicinity. The fund is represented by freehold investment properties.

16. **Statement of funds (continued)**

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Capital provision	510,000	-	-	167,000	677,000
General funds					
General Funds	1,769,627	3,451,340	(3,489,250)	36,825	1,768,542
Total Unrestricted funds	2,279,627	3,451,340	(3,489,250)	203,825	2,445,542
Endowment funds					
The Venton 2000 Settlement	1,941,253	12,066	-	70,316	2,023,635
Restricted funds					
Service Advice Team and Day Centre Care	-	60,000	(60,000)	-	-
Total of funds	4,220,880	3,523,406	(3,549,250)	274,141	4,469,177

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	**677,000**	**-**	**-**	**-**	**677,000**
General funds	**1,768,542**	**4,281,499**	**(4,043,493)**	**(102,243)**	**1,904,305**
Endowment funds	**2,023,635**	**16,217**	**-**	**(111,839)**	**1,928,013**
Restricted funds	**-**	**60,000**	**(60,000)**	**-**	**-**
	4,469,177	**4,357,716**	**(4,103,493)**	**(214,082)**	**4,509,318**

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	510,000	-	-	167,000	677,000
General funds	1,769,627	3,451,340	(3,489,250)	36,825	1,768,542
Endowment funds	1,941,253	12,066	-	70,316	2,023,635
Restricted funds	-	60,000	(60,000)	-	-
	4,220,880	3,523,406	(3,549,250)	274,141	4,469,177

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Endowment funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	649,718	988,516	**1,638,234**
Fixed asset investments	1,278,295	1,150,507	**2,428,802**
Current assets	-	1,051,956	**1,051,956**
Creditors due within one year	-	(609,674)	**(609,674)**
Total	1,928,013	2,581,305	**4,509,318**

18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Endowment funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	680,461	749,907	1,430,368
Fixed asset investments	1,343,174	1,049,710	2,392,884
Current assets	-	1,555,756	1,555,756
Creditors due within one year	-	(909,831)	(909,831)
Total	2,023,635	2,445,542	4,469,177

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

	Group 2023 £	Group 2022 £
Net income for the year (as per Statement of Financial Activities)	**40,141**	81,297
Adjustments for:		
Depreciation charges	**87,150**	106,144
Gains/(losses) on investments	**214,082**	(107,141)
Dividends, interests and rents from investments	**(42,528)**	(29,793)
(Increase)/decrease in stocks	**(5,901)**	223
Decrease/(increase) in debtors	**417,652**	(390,679)
(Decrease)/increase in creditors	**(300,155)**	624,242
Net cash provided by operating activities	**410,441**	284,293

20. Analysis of cash and cash equivalents

	Group 2023 £	Group 2022 £
Cash in hand	**850,777**	942,826

21. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	**942,826**	**(92,049)**	**850,777**

22. Contingent asset

The Charity has been granted probate for a legacy and receipt of the income is considered probable. However, the Trustees consider that the estate value cannot be reliably measured at the balance sheet date and therefore it has not been recognised in the year ended 31 March 2023. The best estimate of income is considered to be approximately £135,000.

23. Capital commitments

	Group 2023	Group 2022
	£	£
Acquisition of tangible fixed assets	**93,529**	-

24. Pension commitments

Contributions made by the employer to the defined contribution scheme established in 2005/6 have been made at 3%.

The charitable group also contributes to certain employees' individual pension plans.

The pension cost charge represents contributions payable by the charitable group to the fund and amounted to £49,529 (2022: £41,829). Contributions totalling £1,892 (2022: £nil) were payable to the fund at the balance sheet date.

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

25. Operating lease commitments

At 31 March 2023 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2023 £	Group 2022 £
Within 1 year	**125,126**	52,734
Between 1 and 5 years	**369,458**	123,513
Later than 5 years	**14,583**	21,583
	509,167	197,830

26. Related party transactions

The charitable group has taken advantage of the exemption under the FRS102 reduced disclosures from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.

27. Parent Charitable company profit for the year

The Charitable company has taken the available exemption from presenting its own Statement of Financial Activities in these financial statements. The net profit of the parent charitable company for the year was £27,020 (2022: £248,235)

AGE UK NORTHAMPTONSHIRE

England & Wales - Charity number 1059995

Accounts

Charity number: 1059995

AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2022

Trustees	Julia Faulkner (retired 16 November 2021) Peter Newham (retired 16 November 2021) Robert William Wootton (retired 16 November 2021) Andrew Graham Rees (retired 16 November 2021) Paul Robert Bertin Ann Battom John Corbishley Kevin Rhydderch Williams Tonina Ashby (appointed 16 November 2021) Diana Murkin (appointed 16 November 2021) David Langley (appointed 16 November 2021)
Charity registered number	1059995
Principal office	The William And Patricia Venton Centre York Road Northampton NN1 5QJ
Chief executive officer	Christopher Duff
Independent auditor	MHA MacIntyre Hudson Chartered Accountants Statutory Auditors Peterbridge House The Lakes Northampton NN4 7HB
Bankers	Bank of Scotland PLC Edinburgh BX2 1LB
Solicitors	Wilson Browne The Manor House 12 Market Square Higham Ferrers Northamptonshire NN10 8BT

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees (who are directors for the purposes of the Companies Act) present the report of the charitable company and its subsidiary (Age UK Northamptonshire Trading Limited), together with the financial statements for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 the Republic of Ireland (FRS 102) (the Charities SORP (FRS102)).

No director had any beneficial interest in the charitable company.

Objectives and activities

a. Policies and objectives

In accordance with its Memorandum and Articles of Association the charitable company's principal activities are to promote the wellbeing of older people in later life in Northamptonshire by helping to make life fulfilling and enjoyable, to broaden the range of choice and opportunities open to older people and to make their views known. Services are available to all older people across Northamptonshire. There has been no change in the mission or objectives since the last annual report.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's Public Benefit Guidance when reviewing the charitable company's aims and objectives and in planning future activities.

Age UK Northamptonshire cares for older people. We help them to make the best of life and to have a secure and dignified old age.

Age UK Northamptonshire will:
- Provide a wide range of services, products and opportunities to larger numbers of older people.
- Be dependable and adaptable, business-like but compassionate.
- Older people will recognise us as an independent charity, part of their community and the organisation that they can depend on, more than any other, to treat them like a human being.

The Charity provides a range of services to improve the quality of older peoples lives, promote independence and prevent them falling into frailty, poverty and isolation. We are recognised as the foremost local charity for older people in the County and an organisation that older people can depend on to treat them with dignity and respect.

Services available are:
Responsive advice and information. This includes our general enquiries, our advice and information, money management, signposting to other services and our benefits advice.

High quality NHS funded services. This includes our Extra Help at the End of Life, Hospital Discharge, Collaborative Care, support services for patients in Kettering and Northampton General Hospitals and other work funded by the NHS and GP practices, in particular, our social prescribing link workers.

Popular charged for services. This includes our Day Care centres (Wellbeing) and associated transport, Domestic Care, Toes Nail Cutting, Respite Sitting Services, Handyman and Gardening Services together with a range of other wellbeing support activities, including community activities and lunch clubs.

Traded products. This includes nationally provided insurances; travel, house, together with other commercially competitive support products; stairlifts, hearing aids, funeral plans, and lottery. It also includes locally agreed referrals to trusted suppliers on a variety of services, including hearing tests, power of attorney and personal alarms.

Objectives and activities (continued)

We also have a range of community funding support activities in order to raise unrestricted income for the Charity. This includes our work to raise voluntary income, including trust and grant proposals, fundraising activities, legacies, donations and our retail activities through our high street shops.

Trustees acknowledge the importance of the whole Age UK Northamptonshire team, staff and volunteers, to the successful delivery of our services, including fundraising support.

Achievements and performance

a. Overall

The financial year has been one of some uncertainty but also of building our services back as the risks associated with Covid -19 have receded generally.

Our main headquarters building had been moved to the William and Patricia Venton Centre and this was consolidated during the year. Day Care provision in the Centre continued and over the year was grown and developed. The move allowed the Charity to maintain key Day Centre services whilst reducing overhead costs.

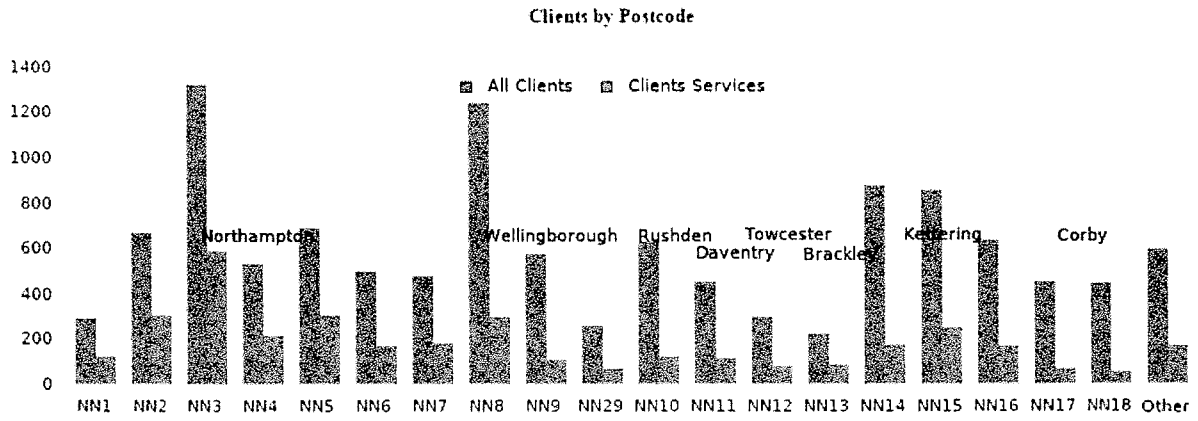
The Board of Trustees went through substantial change in 2021/22. The Board focussed on the need to build a sustainable future for the Charity and recruited two new members with four long standing members retiring. The Chair of the Board passed from Julia Faulkner to Paul Bertin, previously the Vice Chair. The Board of Trustee and Committee meetings continued to meet 'on-line' at first but this gave way to more face to face meetings as the year progressed. Subsequent to the end of the year, a further new Trustee was appointed.

The total number of active client accounts for Age UK Northamptonshire reduced from 15,451 at the start of April 2021 to 13,616 by the end of March 2022. This is in line with the number of accounts that were deactivated, either because there was no activity over three years (the majority) or due to the client being deceased. In contrast, the total of new clients was up substantially, with 3,244 new clients this year compared with 2,745 in the previous financial year. This would be expected given the greater difficulties of lockdown in the previous year.

Most other services saw an increase in the numbers of new clients The service with the strongest numbers of new clients were our discharge support services for Kettering General Hospital (1188 new clients) our Hospital Discharge and Community team (1079 new clients) our Collaborative Care (867 new clients) and information and Advice (1003 new clients),

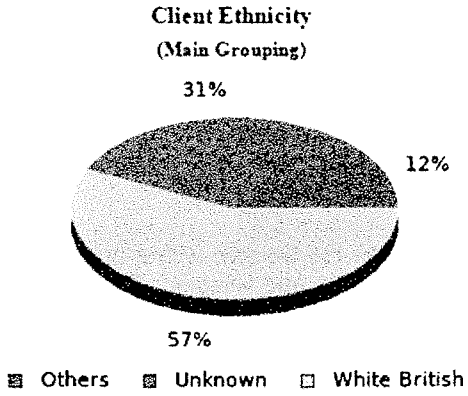
It is also positive to note that our services are accessed from across the County, with a good spread of client postcodes reflecting the centres of population and also more rural areas and villages. The relative number of total clients declined in Northampton. It also appears that the take up of services in Kettering and Corby has declined in proportion to existing clients from the year before.

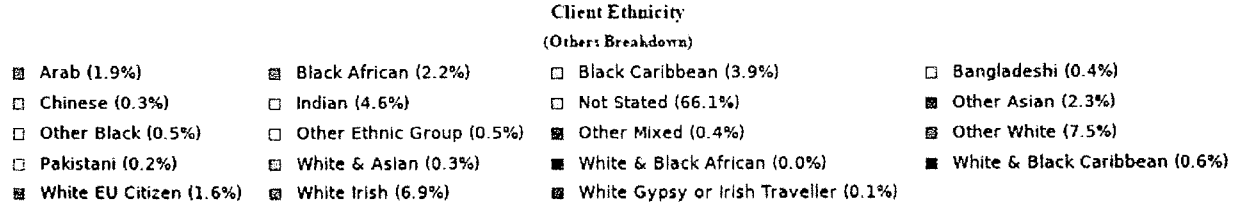
Achievements and performance (continued)



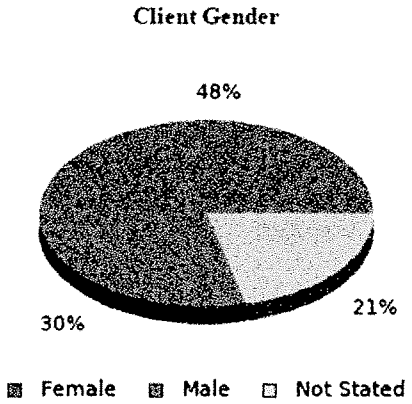
The charts below show the ethnicity and gender of our clients in the year. These records indicate that ethnicity, where declared, is a good representation of the profile of the older population from which our clients are drawn. In the UK, according to Northamptonshire's Joint Strategic Needs Analysis, the population of non-White older people over age 65 is 2.8 percent. White British has declined slightly from 64% to 57% with small increases in unknowns 27% (2020/21 31%) and in the variety of other client ethnicity 9% (2020/21 12%).

The gender balance of clients continues to be very similar to the previous year with a higher proportion of known female clients. The totals being 48% female, 30% male and 21% not stated. (Please note that these percentages have been rounded.)



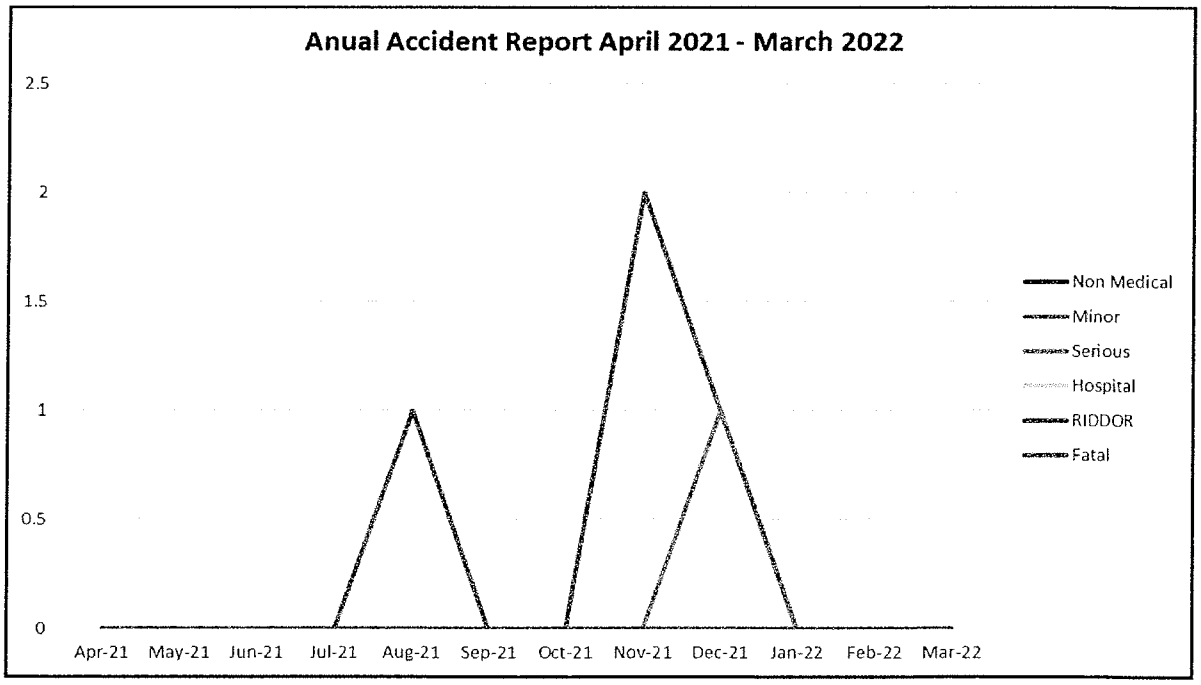


Achievements and performance (continued)



Health and Safety

The accident report for year April 2021 to March 2022 is shown below. We record when people fall ill while they are with us during the day, when they are taken to hospital or when they suffer any other form of incident or accident. These are reported to Trustees. The incident log shows 4 minor incidents and one serious one. The major incident did not affect either a client or a member of staff. We are pleased that the number of serious incidents and RIDDOR reportable incidents was very low over the course of the financial year.



Achievements and performance (continued)

Information and Advice

Many of the people who approached Age UK Northamptonshire for a variety of services will have been referred to one of our trained advisors. Our Advisors provide good quality, targeted advice essential to the well-being of older people. Our Information and Advice service continued to fulfil the requirements and standards of the national Information and Advice Quality Programme (IAQP), based on an assessment of our advice files, referral processing, telephone advice line and all aspects of our procedures. We are pleased to confirm that the Information and Advice Quality Programme (IAQP) standard was assessed in February 2022 and our Standard achieved and renewed for the forthcoming three years.

Our adviser team supported 1,288 clients during the year (1,404 in 2020/21) including 1,003 new clients (1,091 in 2020/21). The slight reduction in numbers reflects the reduced capacity of the team although the productivity of the team was substantially higher. The work of our advice and Information advisers included:

- 10,774 enquiries
- 948 Benefit enquiries responded to (2,288 in 2020/21)
- 598 Attendance Allowance claims submitted (787 in 2020/21)
- 148 clients identified as eligible to claim Pension Credit (143 in 2020/21), 56 eligible for Housing Benefit (43 in 202/21), 118 for Council Tax Reduction (111 in 2020/21) and 4 carers eligible to claim Carer`s Allowance (11 in 2020/21)

Our work on assisting benefit claims is a major source of income for individuals and for the County overall. £2,639,000 in benefits were claimed successfully for clients (£2,349,000 in 2020/21).

The Money Management Service helped 36 clients, of which 12 were new; supporting clients with managing their bills, collecting cash and dealing with cases of financial abuse. The service was disrupted during the year through the ill health of the co-ordinator and these numbers are less than the previous year.

Our Services for the NHS

Age UK Northamptonshire has an important role to address social care needs and, in particular, to support people in their home and to reduce avoidable hospital admissions. The support we give to older people most at risk helps them to regain independence and reduces the need for them to see their GP or to go into residential care.

The numbers of new clients were substantially increased for the Hospital Discharge and Community Team (1,079 compared with 857 in 2020/21). This reflects the more open situation due to fewer lockdowns and the ability of staff to work more normally. We would expect the demand to continue to grow in this forthcoming year as the unmet needs of clients are made more explicit

Our End of Life Service provides care to people in the last weeks of their life and enables them to remain at home with their loved ones. The service is funded by the NHS and contracted with private healthcare provider, Marie Curie. During the year 903 referrals were made to the service; 691 unique individuals. 37.2% unique individuals were accepted. In 2020/21 this was 46.7%.

183 (71.2%) of the 257 people who left our care were able to die in their own home. In 2020/21 it was 236, of 303 people, who were able to die in their own home. Other discharged patients were transferred to other agencies, admitted to hospital or hospice and 14 went on to not require ongoing support. The service is for those patients who are deemed by a health care professional to be in the last 8 weeks of life, although the average length of stay with the service in 2021/22 was 16 days.

During 2021/22 we continued our work with Kettering General Hospital. The contract we have with the hospital was to provide 250 support hours per week, spread across Accident & Emergency, Discharge Lounge and four wards. The delivery of this contract had previously been curtailed due to Covid-19 but on our request was increased back to the original intention and refocussed on discharge with fewer interventions for patients in the wards.

Achievements and performance (continued)

Our staff in the hospital supported 1,188 new clients (patients) during the year (1,069 in 2020/21) and a total of 1,431 patients (1,172 in 2020/21). The service was highly valued by the nurses and managers at Kettering General Hospital. During the year the service was formally tendered by the Hospital and, unfortunately, despite the close working and regular positive performance monitoring, Age UK Northamptonshire was unsuccessful and this service will not continue into the next financial year.

During the year, supported by our funders and partners, the GP federation 3Sixty Care Partnership, our Collaborative Care Team worked with 867 new clients (584 in 2020/21) and a total client base of 1,187 (905 in 2020/21) who were at risk of being admitted to hospital.

Supportive Paid for Services

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire, offering help with domestic tasks including general housework, laundry, shopping, ironing and changing beds. Other services within the home include: Toe nail cutting, our Carers Sitting Service and a Handyperson and Gardening service scheme. Last year,

- the Domestic Cleaning service supported 1,058 (1,029 in 2020/21) older people and 463 people started the service for the first time (382 in 2020/21)
- 141 new clients joined our Carers Register last year (82 in 2020/21)
- 72 carers used our service for respite at home (59 in 2020/21), 47 for the first time (20 in 2020/21).
- 256 people approached our Handyperson and gardening services for the first time this year (216 in 2020/21). 392 people in total used the service (350 in 2020/21).
- The Toe Nail Cutting Service registered 337 (140 in 2020/21) new clients bringing the total registered to 802 (594 in 2020/21)

Following the restructure of the service in the previous financial year there were four Age UK Northamptonshire Day Centres in the County in 2021/22. The main centres continued from before, being the William and Patricia Venton Centre and the Baptist Church Rooms, Rockingham Road, Kettering. We also had centres at Foxfields and Greens Norton although Greens Norton closed given low client numbers. The numbers of clients have grown quickly during the year as client confidence increased. These centres were able to support 232 new clients in 2021/22, (up from 83 in 2020/21) and 384 individual clients who regularly attended the Centres when they were open during the year (360 in 2020/21). This reflects the turnover of clients and the many challenges that the service has experienced in the year.

An innovation during the year was the establishment of a Day Care at Home service, designed to be flexible to individual client need. This has become well established during the year and now has a strong basis for further expansion.

We were also very pleased to receive the support of John Lewis PLC who seconded an Executive for six months to work, primarily with our Day Care team and range of dementia services, including the development of a training programme for all staff.

The focus of the Lifetime team is to prevent loneliness and isolation in communities by setting up and supporting activity and social groups throughout the County. These activities had previously been badly hit by the Covid -19 challenges and this year has been focussed on building them up again, albeit from a small base. We promoted and ran outdoor activities with walking groups in Kettering and Walking Befriending in Northampton. The Walking Befriending programme, with volunteer help, has continued to support clients across the County. The Lifetime team were restructured during the year and is now under new leadership. It is now developing a new programme of work as it seeks to grow and to engage many new clients.

Achievements and performance (continued)

Traded Products

Total income on our insurance and related products was £74,541 (£82,973 in 2020/21). The key differences from the previous year were that Age UK Northamptonshire received very little income from AgeCo (Age UK National's trading subsidiary) following their policy changes to national trading and was much more reliant on the income generated by Age UK Northamptonshire from a variety of local products and services on which commission income could be earned. Income from the Age UK nationally provided lottery continued during the year although it is due to end in 2022/23 and it should be noted that there are no clear plans for the Age UK Brand partners to share in this income in future.

The income in 2021/22 has been improved substantially from the setting up and proactive promotion of a number of local service providers including: hearing tests, new and used mobility products, wills and lasting power of attorney, cleaning services and new Lifeline services. A new Age UK Northamptonshire Business Directory has also been established during the year. This replaced the Age UK East Midlands service. The new service has seen a positive take up compared to the previous arrangements. All of these new services have the potential to grow, albeit modestly, in future.

Income Generation and Fundraising

Trustees, are, once again, most grateful to all who support the work of Age UK Northamptonshire, especially by giving generously through donations and legacies, fundraising on our behalf and supporting our charity shops. Every single pound donated or left for us in a will or legacy makes an important positive contribution to our financial sustainability.

The following legacy donations, totalling £71,190 were gratefully received:

- Stephen John Thompson, £11,898
- Doris Edney, £7,972
- Robert Clement, £11.320
- Phyllis Henbest, £40,000

It should be noted that we received over £97,432 in total for the year in donations. The following major donations (£500 or more) were gratefully received:

- Constance Travis charitable trust, £50,000
- Maud Elkington Trust, £5,000 and £2,500
- Northampton Motor Cyclists Club, £1,025
- Anne Bradshaw for Alan Bradshaw £1,000
- Inner wheel club of Kettering Huxloe, £1,000
- Broadway Cottages Trust, £750
- In memory of Allan Hayne £715
- In memory of Susan Kewley £700
- In memory of Ruth Mitchell £620
- In memory of Barry Clarke £544
- Hartwell Tuesday Club, £535
- Donation by J & FL Furnell for I D Hinderer £500
- In memory of Brenda Bodycomb £500
- Rob Divall £500

We are also very grateful for the 255 direct donations we received ranging from £1 up to £500 in thanks for our many services, not least our work to support those in memory, who passed away whilst being supported by our End of Life team.

Achievements and performance (continued)

We also acknowledge the 47 donations and funding raising initiatives that utilised Virgin Money, Just Giving and Amazon. These totalled £5,218.

We are most grateful to all those individuals and groups who raised money for us during the year. These acts of kindness are very important to us and increase our ability to support our essential services. The following fundraising activities are also highlighted.

- The Big Knit – We have now hit our increased target of 20,000 little hats, this will in total raise £5,000 for the charity (£2,437 received in 2021/22).
- Following an appeal, the Provincial Grand Charity of Northamptonshire & Huntingdonshire generously made a grant of £1,300 to enable us to buy an automated defibrillator. This is now in place in our Venton Centre day care room.
- Those businesses that kindly hold collection goblets for us, including: Roade Post Office and Smiths Farm Shop.
- Byfield Lunch Club – this lunch club has now closed as organiser, Barbara Edmunds decided to retire. All remaining funds from this were split between our ourselves and the Village Hall Committee. We received cheque for £200.
- On Monday 12th July the Chapman Brothers and friends took part in a challenge to cycle from Portrush in Northern Ireland to Kettering Rugby Football Club raising money in honour of their much-loved father who died of cancer in April 2020 and raised £11,096 for Age UK Northamptonshire. They are taking on another cycle challenge this July to raise funds for us cycling from Morecambe to Bridlington.

These donations and legacies have made a really positive difference to our finances in 2021/22. We are most grateful for all those who have left us a legacy in their will. Please note that it is essential that Age UK Northamptonshire (our full name) is specified as the benefactor.

Retail

Our retail division delivered a positive performance despite some ongoing challenge from Covid -19 in the early part of the year. Turnover of donated goods was £474,231 for 2021/22 (£160,921 for 2020/21). The division achieved a profit in the year of £118,613 for 2021/22 (Including support in the form of grants from local councils) (£71,268 for 2020/21). Gift Aid income from the shops was £16,757 (£4,471 for 2020/21) and income from new goods was £19,088 for 2021/22 (£2,893 in 2020/21).

The retail division has continued to develop. Static Collections from various parts of the County have been going well and have given a good level of quality donations. The shops have taken some time to build up their level of volunteers over the year and the number is growing. We continue to look for enthusiastic volunteers to support our retail offering. Our shops and key items for sale are now promoted more actively on facebook and other social media and on-line sales have been developed and are going well

Wider Influence

Age UK Northamptonshire participated actively in the campaign to urge the Chancellor to give local authorities a funding settlement that would enable them to stabilise, strengthen and improve care services over the three year Spending Review period. We hosted a meeting for Andrew Lewer. MP in the William and Patricia Venton Centre to meet clients and to discuss the issues for clients first hand.

We joined in Carers Week 7 - 13 June calling on the government "to make caring valued and visible".

Age UK Northamptonshire volunteers have been supporting the NHS at Northamptonshire's NHS Covid-19 Vaccination Centre at Moulton Park in Northampton. This ended in September 2021 because the NHS no longer needed us.

Achievements and performance (continued)

Awareness training for trusted workers can protect thousands of older people from doorstep crime. Our staff attended Doorstep Crime and Fraud Awareness training in November by Operation REPEAT, ensuring key messages to vulnerable clients are reinforced on a daily, or weekly, basis by a trusted visitor.

Every December we act as "trusted middle man" to pass on gifts and goodwill to vulnerable people in the community. From Caritas' Love Christmas 2021 campaign to Nationwide Building Society's Northampton office, to the Mayor of Northampton's Christmas gift, Purple Oaks Academy in Northampton, Northampton Lions Club and individual donors, we are a positive force for good in the community that shows people they have not been forgotten and they are not alone.

Age UK Northamptonshire has supported the NHS's Memory Assessment Service & Older Adults Community Mental Health Teams around the county's Dementia Next Steps programme. Since it restarted in person, we have been to some 20 sessions. This complemented the variety of support that we offer clients and their families with dementia. For example, most of our Day Care clients have a diagnosis of dementia.

Many of our teams have been attending workshops, information events and other organised gatherings across the county in order to help encourage people to leave their homes and feel more confident about socialising and accessing services in person.

Staff and Volunteers

Trustees would like to thank the wonderful team of staff and volunteers who have steadfastly worked above and beyond the usual expectations throughout the last year.

There were 150 salaried full and part time staff with Age UK Northamptonshire on 31 March 2022. There were also 43 casual workers and 84 home help workers. Staff turnover (salaried) was just over 22% for the year with 46 salaried new starters (leavers 34), 18 casual new starters, (leavers 13).

The recorded turnover in the number of Volunteers has been much higher in 2021/22 with many more leavers. This reflects the cleansing of the database and the loss of many volunteers as a result of Covid disruption. There were 73 confirmed volunteers on 31 March 2022. Over the year we recruited 61. During the year, 163 volunteers stopped volunteering with us (Following data cleansing). The main reasons for being inactive were:

- Poor health
- Finding employment or employment commitments
- The shop or service came to an end
- Covid and database cleansing

Looking Forward to 2022/23

As we look forward to next financial year, 2022/23, we have, once again, set a deficit budget, although this forthcoming year it will be a deficit before legacy income. We expect our turnover to rise substantially to around £4.1million. We envisage expansion in our services funded by the NHS and in our charged for services more generally. We expect our retail sales to increase and to open new shops together with new initiatives, including, house clearance, furniture and internet sales. We also expect our traded activities to grow as these services are promoted more widely and become established.

This expansion builds in additional challenges for recruiting new staff and the need to ensure that we have robust systems throughout the organisation. There remain ongoing challenges in achieving suitable uplifts to long standing contracts, funded by the NHS Clinical Commissioning Group. The CCG is being disbanded and replaced by the Integrated Care System (ICS) in the County. There will be further change and uncertainty generated until new strategies are developed for funding for both health and social care in the County. Age UK Northamptonshire is pleased to be an active participant in the planning groups established in these initiatives to integrate health and social care activity across the county.

Achievements and performance (continued)

For the future, we intend to:

- Expand our services in the community, chiefly all of the activities that our clients value in keeping them active and engaged
- Invest in our shops and to expand the number we have, together with ancillary services, such as house clearance and furniture sales.
- Expand the use of the Venton Centre for clients, both day care and those community activities.

We were very disappointed to lose the tender for the continuation of our services for Kettering General Hospital but we have secured further funding as a result of this previous work from the NHS in relation to supporting patients, including a call back service and helping proactively with home adaptions.

Our social prescribing projects have achieved good results for our patients and clients. The longstanding Collaborative Care and Hospital Discharge Contracts continue to provide excellent results and good value for money given the increasing numbers of clients. We have integrated our Primary Care Network (PCN) based Social Prescribing Link Workers (SPLWs) together into one team alongside the recently established Spring (Bridges Asset Management) funded SPLWs. The Spring based services were launched in the early part of the financial year and are now well established. We are working closely with our other partners in this initiative, in particular, General Practice Alliance (GPA) and both sets of services are expanding. The team has now grown to seven link workers funded by the NHS in GP surgeries (PCN) and six SPRING link workers funded by social investment. They, along with the two admin support workers, complement our other services, such as the Collaborative Care, Hospital Discharge and Community Team and Age Well.

Our Age Well services were launched in the financial year 2021/22 and are now also well established. The Age Well teams have been established across a large part of the County in order to provide the support that will enable older people to maintain their independence and resilience for as long as possible. These multidisciplinary teams are made up of staff from Age UK Northamptonshire, Northamptonshire Carers, Northamptonshire Health Foundation Trust's Community Nursing Team and the Adult Social Care Teams in North Northamptonshire Council and West Northamptonshire Council.

Age UK Northamptonshire has 12 Age Well Coordinators based in Corby, Daventry, East Northamptonshire, Kettering, Wellingborough and Northampton. We provide emotional and practical support to people age 65 plus who have one or more long-term health conditions, enabling them to live independently in the community. Our Coordinators work in a task centred way, primarily with older people who are at risk of hospitalisation or becoming dependent on statutory and/or institutional care. It is hoped and expected that this initiative will continue to grow and to provide an innovative way forward for medical and social care in the County.

We are continuing to drive down the costs of our Head Office and overhead costs although this coming year we plan to replace our telephone system, implement a new database system (Charity Log) and to further harness the capability of Microsoft Office 365. We expect to achieve the CQS quality standard as set by Age UK along with our other Brand partners in the network of Age UKs and we will be assessed in relation to the ISO quality Standard this coming year.

We envisage an increase in staffing as we expand in key areas. This has necessitated the opening of a new shared office space at Waterside House, Irthlingborough. Key management and finance staff will be relocated there and together with the key expanding teams of Age Well and Social prescribing. The William and Patricia Venton Centre will be refurbished comprehensively this coming year. It has been 25 years since the Centre was first built and this will be the first time that it will be brought more up to date. The intention is to ensure that it is fit for the use of our clients, both for day care and community activities. Contractors have been identified and the majority of the funding acquired. We are grateful in particular to the Venton Trust and to the Constance Travis Trust for their support.

We plan to continue to invest in Day Care and Transport Services, in particular, those services that can be delivered in the home. Day Care at Home is popular and we want to expand those to clients who would prefer or need targeted individual support.

Achievements and performance (continued)

The whole staff and volunteer team have learned a lot from the previous difficult years. We continue to fine tune the executive management structure to help to promote talent and to ensure that we have the capacity to take on and deliver new contracts and opportunities. The wider senior management team (some eleven managers) have undergone a management development programme with each other to build trust, understanding and capability for working effectively together. This was facilitated by the Northamptonshire Health Foundation Trust Development Team. It has been successful and the plan is to extend the programme to a further 11 managers in the Charity.

Financial review

a. Overview

The year ended 31 March 2022 has been a financially challenging year for the Charity. Total income of £3,523,406 was above the previous year (2020/2021 £3,367,307). Expenses were slightly higher than the previous year at £3,549,250 (2020/2021, £3,512,545). This has resulted in an operating deficit of £25,844 before revaluations. Overall, there was a surplus of £248,297 for the financial year 2021/22 after revaluations. (2020/21 the surplus was £93,058).

It should be noted that the performance in 2021/22 was affected by the impact of Covid-19. This was particularly the case in the early part of the financial year because it took time for client confidence to build for them to access services. Despite the heightened needs evidenced for clients, the actual demand for services remained suppressed and took time to recover. Safe working practices in relation to Covid-19 were maintained throughout the year.

b. Reserves policy

The reserves policy of the charitable company is based on having free reserves at a level sufficient to provide in excess of three months cover in the event of delays in receipt of unrestricted grants or accrued legacies. The assumption is that contractual income will be honoured. As at 31 March 2022, this would equate to in excess of £1,023,766. The definition of free reserves for these purposes excludes fixed assets and restricted investments so represents net current assets on all funds and on this basis there are surplus funds at the balance sheet date 31 March 2022 of some £671,870. Calculated on our 2022/23 budget.

Investment policy

Age UK Northamptonshire's Constitution provides it with unrestricted powers to invest. Its investments are managed at the discretion of fund managers appointed by the Board of Trustees. The fund managers are Rathbone Investment Management. Trustees require fund managers to maintain a balance of investments between equities, in a range of markets, and gilts or cash-like products. Fund managers must be mindful of the Trustees ethical concerns particularly in respect of the impact of those investments on the lives of older people.

Risk Management

The risk management framework, its content and scoring, is reviewed and updated each quarter for oversight by the Finance and Resources Committee and by the Board of Trustees. This risk register also forms an active part of Senior Manager meetings. Risks are identified and prioritised based upon the likelihood of occurrence and the severity of the impact. Items of high risk are given immediate attention. Measures to eliminate or mitigate the risks are then identified together with proposed actions.

The risk management framework has been updated to be fit for purpose for the 2022/23 financial year. The risks are organised under the six main objectives of the strategic plan.

Pay Policy for Senior Staff and Remuneration

The Senior Managers are the senior management personnel in charge of directing and controlling, running and operating the Charity on a day-to-day basis. The pay of staff has been reviewed against the marketplace for Age UK executives and other charitable organisations of a similar size in 2021/22. In light of market information, the senior manager pay was reviewed and changes made for the forthcoming year 2022/23.

Age UK Northamptonshire is committed to the fair remuneration of its paid staff and within the scope of its resources and as far as possible, to set pay at a level which will attract and retain talented and committed people for the benefit of older people in Northamptonshire. A Job Evaluation scheme is in place to ensure fairness in the distribution of pay. The level of pay is set by Trustees each year having regard to the available resources and comparable levels of pay elsewhere. There has been an uplift in pay for staff and casual workers who were eligible for the National Living Wage at Age UK Northamptonshire during the year together with those grades of pay that were closely related. Pay increases for all staff in line with legislative requirements and market information have been made for the forthcoming year 2022/23. There was not any increase in pay for all other staff in the organisation during the year.

Structure, governance and management

a. Governing Document

Age UK Northamptonshire was established for charitable purposes and is constituted as a company limited by guarantee (No. 03294424) governed by its Memorandum and Articles of Association. Its governing instrument is its Memorandum and Articles of Association dated 22.10.2012. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can be a Member of the Company and there are currently 57 members, each of whom agrees to contribute £1 in the event of the Company winding up.

Connected Charities

Age UK Northamptonshire is a signatory to a Brand Partner Agreement, including a large number of Age UK connected charities, referred to as Brand Partners, working around the UK. The charitable company and its subsidiary (Age UK Northamptonshire Trading Limited) hold licenses to use the Age UK name and logo for an unlimited period so long as they meet the conditions of use in terms of standards and procedures within the Brand Partner Agreement. Age UK Northamptonshire is a member of Age England Association.

The charitable company's subsidiary undertaking, Age UK Northamptonshire Trading Limited, acts as an agent to promote a range of products, including funeral plans and stairlifts for older individuals on behalf of AgeCo (previously Age UK Enterprises Limited). Income is also earned from commissions on a number of other products that are taken up by Age UK Northamptonshire clients.

The Venton 2000 Settlement is a linked charity to Age UK Northamptonshire that was established for the promotion of the relief of elderly people. It is accounted for as part of Age UK Northamptonshire.

Appointment, Induction and Training of Trustees

The Trustees are members of the company and are, therefore, guarantors in the sum of £1 each. The Trustees who served during the year are set out on page 1. The Trustees have the power to appoint additional trustees, subject to approval by the members at the next Annual General Meeting. Only members of the company are eligible to become Trustees.

The Trustees operate as an Executive Committee ("The Board of Trustees") for the charitable company. They are responsible for the governance of the charitable company and for the provision of business and financial administration. The Trustees are supported by the Chief Executive and other senior staff. The Trustees constitute the Committee.

Structure, governance and management (continued)

The Committee consists of no less than three people, which includes:

i a Chairperson elected by members at the Annual General Meeting and other Honorary Officers as the charitable company may determine, elected by the Board from amongst its members. Honorary Officers hold office from their election until the conclusion of the Annual General Meeting except for the Chairperson who holds office for three years, with a proviso that maximum continuous terms of office shall not, save in the circumstances contained in the Regulations of the Charity, exceed nine years.

ii not more than nine members of the charitable company elected by the members at the Annual General Meeting, such persons shall sit on the Committee for a period of up to three years with one third retiring each year, with a proviso that their maximum continuous terms of office shall not, save in the circumstances contained in the Regulations, exceed nine years.

iii co-opted members. The Committee may co-opt members of the charitable company to the Committee until the conclusion of the following Annual General Meeting. The number of co-opted members on the Committee may not exceed one third of the persons elected under categories (i) and (ii) above.

Members of the company appoint the Trustees. Newly elected Trustees attend meetings with the Chief Executive and key members of staff to observe the provision of services to older people. They are also provided with materials including an outline of their role which they are invited to discuss. The appointment is confirmed by the completion of a personalised induction programme.

Trustees are expected to engage with one or more areas of the organisation's work in detail as volunteers. On a regular basis, Trustees meet with other members of staff, volunteers and users of services to update their knowledge and discuss the organisation's impact on older people. Trustees assess their skills and competences both individually and collectively as a Board.

None of the Trustees receive remuneration or other benefit for their work with the Charity. Any potential conflict of interest between the Trustee and the Charity must be disclosed to the full Board of Trustees. In the current year there were no potential conflicts of interest reported.

Organisational Structure and Management

The Board of Trustees meets a minimum of four times each year and there are two committees: Finance and Resources committee and Services committee, which also meet four times a year. These meetings receive reports from the Chief Executive. The Finance and Resources committee proposes the annual budget, monitors financial performance including investments, assets, risk management, and considers matters relating to income generation and personnel management. The Services committee monitors the quality of services to older people, considers older peoples views about services and their own needs and discusses appropriate service development. Finance and Resources and Services committees meet between meetings of the Board of Trustees. The Chief Executive attends meetings of all committees with other Senior Managers attending as required.

The Board of Trustees operates a scheme of authoritative delegation. The operational management is delegated to the Chief Executive and the Senior Managers. The Chief Executive is Christopher Duff and the Senior Managers are Sue Watts, Director of Business Development and Heather Whyment, Director of Finance.

The Board of Trustees maintains a robust governance framework to monitor, review and ensure compliance with regulatory and best practice standards established by local commissioners Nene CCG, Northamptonshire County Council, the Clinical Quality Commission and Age UK.

Acknowledgements

Trustees appreciate the work of everybody connected with Age UK Northamptonshire and its services for older people and who help to enhance its standing in our community, whether staff or volunteers.

Trustees acknowledge the contribution of our retiring trustees: Peter Newham, Andrew Rees and Robert Wootton and our former Chair of Trustees, Julia Faulkner.

Julia Faulkner was elected to the Board in 2012 and appointed Chair on 22nd October 2014. Julia was previously a Northamptonshire Probation Board member and from 1997 to 2005 she was a Non-Executive Director at Kettering General Hospital NHS Trust. Her background is in the brewing industry as an Operations General Manager for transport, warehousing and technical services.

Peter Newham was elected to the Board in 2005. He was formerly the Borough Solicitor at Northampton Borough Council and was responsible for the operation of a large Legal and Administrative Department. He has detailed experience of Land and Property transactions, Contracts and related Procurement issues, and was a former President of the Northamptonshire Law Society,

Andrew Rees was elected to the Board in 2011. Andrew was a Member of the Institute of Chartered Accountants in England and Wales (FCA) and has been in senior financial management positions for a range of companies, including, Finance Director of Age Concern Northamptonshire (now Age UK Northamptonshire) from 2003 until 2009 making a vital contribution to the Charity's work during a very difficult financial period. Andrew was Honorary Treasurer until 2019 and was Chair of the Trading Company.

Robert Wootton was elected to the Board in 2011. He had previously worked in the Home Office, as a forensic scientist and as an administrator. He was for some years an independent member of the Northamptonshire Police Authority and Chairman of the East Northants Standards Board.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 Group and the Charity and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Group and the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Disclosure of information to auditor

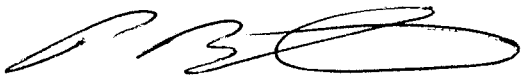
Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

Auditor

The auditor, MHA MacIntyre Hudson, has indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:



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Paul Robert Bertin
Chair of Trustees

Date: 07/10/2022

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING

Opinion

We have audited the financial statements of Age UK Northamptonshire and its Subsidiary Undertaking (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charity's affairs as at 31 March 2022 and of the Group's 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charity'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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING (CONTINUED)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements which 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 Group's and the parent charity'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 Group or the parent charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditor's Report 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:

- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Enquiry of entity staff to identify any instances of non-compliance with laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance;
- Reviewing internal audit reports;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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 Auditor's Report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's 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 charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Rebecca Hughes BSc (Hons) FCCA (Senior Statutory Auditor)
for and on behalf of
MHA MacIntyre Hudson
Statutory Auditors
Northampton, United Kingdom

Date: 2 November 2022.

MHA MacIntyre Hudson are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Note	Endowment funds 2022 £	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:						
Donations and legacies	2	-	-	**169,121**	**169,121**	117,435
Income from charitable activities and trading income	3	-	**60,000**	**3,257,218**	**3,317,218**	2,925,108
Investment income	5	**12,066**	-	**17,727**	**29,793**	11,789
Other income	6	-	-	**7,274**	**7,274**	312,975
Total income and endowments		**12,066**	**60,000**	**3,451,340**	**3,523,406**	3,367,307
Expenditure on:						
Raising funds	7	-	-	**526,481**	**526,481**	383,628
Charitable activities	8	-	**60,000**	**2,962,769**	**3,022,769**	3,128,917
Total expenditure		-	**60,000**	**3,489,250**	**3,549,250**	3,512,545
Net income/ (expenditure) before net gains/(losses) on investments		**12,066**	-	**(37,910)**	**(25,844)**	(145,238)
Net gains on investments		**70,316**	-	**36,825**	**107,141**	238,296
Net movement in funds before other recognised gains		**82,382**	-	**(1,085)**	**81,297**	93,058
Other recognised gains:						
Gains on revaluation of fixed assets		-	-	**167,000**	**167,000**	-
Net movement in funds		**82,382**	-	**165,915**	**248,297**	93,058
Reconciliation of funds:						
Total funds brought forward		**1,941,253**	-	**2,279,627**	**4,220,880**	4,127,822
Net movement in funds		**82,382**	-	**165,915**	**248,297**	93,058
Total funds carried forward		**2,023,635**	-	**2,445,542**	**4,469,177**	4,220,880

The notes on pages 24 to 43 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		2021 £
Fixed assets					
Tangible assets	11		**1,430,368**		1,342,208
Investments	12		**2,392,884**		2,285,743
			3,823,252		3,627,951
Current assets					
Stocks	13	**5,548**		5,771	
Debtors	14	**607,382**		216,703	
Cash at bank and in hand		**942,826**		656,044	
		1,555,756		878,518	
Creditors: amounts falling due within one year	15	**(909,831)**		(285,589)	
Net current assets			**645,925**		592,929
Total net assets			**4,469,177**		4,220,880
Charity funds					
Endowment funds	16		**2,023,635**		1,941,253
Unrestricted funds	16		**2,445,542**		2,279,627
Total funds			**4,469,177**		4,220,880

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Paul Robert Bertin
Chair of Trustees
Date: 07/10/2022

.....
Ann Battom
Treasurer
07/10/2022

The notes on pages 24 to 43 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		2021 £
Fixed assets					
Tangible assets	11		**1,430,368**		1,342,208
Investments	12		**2,392,886**		2,285,745
			3,823,254		3,627,953
Current assets					
Debtors	14	**627,181**		232,260	
Cash at bank and in hand		**936,782**		647,961	
		1,563,963		880,221	
Creditors: amounts falling due within one year	15	**(909,469)**		(278,661)	
Net current assets			**654,494**		601,560
Total net assets			**4,477,748**		4,229,513
Charity funds					
Endowment funds	16		**2,023,635**		1,941,253
Unrestricted funds	16		**2,454,113**		2,288,260
Total funds			**4,477,748**		4,229,513

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Paul Robert Bertin
Chair of Trustees

Date: 07/10/2022

Ann Battom
Treasurer

07/10/2022

The notes on pages 24 to 43 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	**284,293**	94,531
Cash flows from investing activities		
Dividends, interests and rents from investments	**29,793**	11,789
Purchase of tangible fixed assets	**(32,253)**	(5,383)
Proceeds from sale of investments	**-**	272,121
Purchase of investments	**-**	(1,272,121)
Sale of tangible fixed assets	**4,949**	911,805
Net cash provided by/(used in) investing activities	**2,489**	**(81,789)**
Change in cash and cash equivalents in the year	**286,782**	**12,742**
Cash and cash equivalents at the beginning of the year	**656,044**	643,302
Cash and cash equivalents at the end of the year	**942,826**	656,044

The notes on pages 24 to 43 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Age UK Northamptonshire and its Subsidiary Undertaking constitutes a public benefit entity as defined by FRS 102.

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the charity alone as permitted by paragraph 397 of the SORP.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no known material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1. Accounting policies (continued)

1.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

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

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1. Accounting policies (continued)

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the charity's operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

1.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

Job retention scheme
Payments received are accounted for when conditions to entitlement have been met.

1.6 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

1. Accounting policies (continued)

1.6 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 50 years straight line
Motor vehicles	- 6 years straight line
Fixtures and fittings	- 5 years straight line
Office equipment	- 3 years straight line

1.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

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

1. Accounting policies (continued)

1.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.14 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

1.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Endowment funds are held as capital. The income generated therefrom is to be used for specified purposes laid down by the donor.

2. Income from donations and legacies

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Donations	97,181	**97,181**	110,906
Legacies	71,940	**71,940**	6,529
	169,121	**169,121**	117,435
Total 2021	117,435	117,435	

3. Income from charitable activities

Income from fundraising events

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Provision of services	-	796,638	**796,638**	477,160
Rent receivable	-	12,193	**12,193**	13,682
Other income	-	7,927	**7,927**	2,937
Grants and contractual income	60,000	1,874,413	**1,934,413**	2,184,075
	60,000	2,691,171	**2,751,171**	2,677,854
Total 2021	50,000	2,627,854	2,677,854	

3. Income from charitable activities (continued)

Income from non charitable trading activities

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Insurance commission	74,541	**74,541**	82,973
Bank interest received	20	**20**	38
Fundraising	499	**499**	428
Shop income from donated and bought in products	490,987	**490,987**	163,815
	566,047	**566,047**	247,254
Total 2021	247,254	247,254	

4. Grant & contractual income

	2022 £	2021 £
Northamptonshire NHS	**525,495**	432,543
Kettering Borough Council	**20,000**	20,000
Department for Transport	**8,781**	8,781
Northampton Borough Council (NBC)	**40,000**	30,000
Age UK	**38,052**	73,940
A & E Pilot (NGH)	**-**	2,940
A & E Pilot (KGH)	**248,911**	202,922
Marie Curie	**552,781**	492,797
Commsortia	**-**	307,323
Social prescribing	**370,765**	132,663
NGH Discharge Project	**-**	6,240
COVID Support	**17,634**	297,277
Lottery	**-**	100,000
Other	**111,994**	76,649
	1,934,413	2,184,075

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

5. Investment income

	Endowment funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Listed investments	12,066	17,727	**29,793**	11,789
Total 2021	11,002	787	11,789	

6. Other incoming resources

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Government grants - JRS Income	7,274	**7,274**	312,975
Total 2021	312,975	312,975	

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Insurance commission	36,369	**36,369**	23,138
Shop expenses from donated and bought in products	490,112	**490,112**	360,490
	526,481	**526,481**	383,628
Total 2021	383,628	383,628	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Home care services	-	558,924	**558,924**	495,518
Active ageing services	-	79,122	**79,122**	41,426
Advisory services	60,000	83,340	**143,340**	180,420
Day care services	-	542,035	**542,035**	699,066
NHS funded services	-	1,699,348	**1,699,348**	1,712,487
	60,000	2,962,769	**3,022,769**	3,128,917
Total 2021	50,000	3,078,917	3,128,917	

9. Staff costs

	Group 2022 £	Group 2021 £	**Charity 2022 £**	Charity 2021 £
Wages and salaries	**2,548,516**	2,541,979	**2,526,071**	2,531,942
Social security costs	**139,784**	121,274	**137,920**	120,353
Contribution to defined contribution pension schemes	**41,829**	36,169	**41,345**	35,935
	2,730,129	2,699,422	**2,705,336**	2,688,230

The average number of persons employed by the Charity during the year was as follows:

	Group 2022 No.	Group 2021 No.
Employees	**257**	266

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2022 No.	Group 2021 No.
In the band £60,001 - £70,000	**1**	1

The key management personnel of the Charity comprise the Trustees, the Chief Executive Officer, Finance Director and Business Development Director. The total employee benefits of key management personnel of the charitable group were £159,180 (2021: £159,104).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration, other benefits or reimbursement of expenses (2021 - £NIL).

11. Tangible fixed assets

Group and Charity

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2021	**1,701,509**	**364,467**	**317,166**	**2,383,142**
Additions	**-**	**-**	**32,253**	**32,253**
Disposals	**-**	**-**	**(11,606)**	**(11,606)**
Revaluations	**167,000**	**-**	**-**	**167,000**
At 31 March 2022	**1,868,509**	**364,467**	**337,813**	**2,570,789**
Depreciation				
At 1 April 2021	**533,404**	**231,695**	**275,835**	**1,040,934**
Charge for the year	**18,580**	**60,744**	**26,820**	**106,144**
On disposals	**-**	**-**	**(6,657)**	**(6,657)**
At 31 March 2022	**551,984**	**292,439**	**295,998**	**1,140,421**
Net book value				
At 31 March 2022	**1,316,525**	**72,028**	**41,815**	**1,430,368**
At 31 March 2021	1,168,105	132,772	41,331	1,342,208

Included within freehold property is £677,000 relating to investment properties valued at market value. The original valuation was prepared by Underwoods and subsequently updated by the Trustees based on current property information.

12. Fixed asset investments

Group and Charity	Listed securities £
Cost or valuation	
At 1 April 2021	**2,285,743**
Additions	**288,833**
Disposals	**(288,833)**
Revaluations	**107,141**

12. Fixed asset investments (continued)

At 31 March 2022	**2,392,884**

All the fixed asset investments are held in the UK. The Charity also holds an unlisted investment in the trading company of £2, with no changes in the year.

At 31 March 2022 the charitable company held 100% of the allotted share capital of Age UK Northamptonshire Trading Limited (Company number: 02966624). At 31 March 2022, the aggregate capital and reserves was a net liability of £8,569 (2021 - £8,631 liability) and the surplus for the financial year ended on that date was a profit of £62 (2021 - £8,633 loss).

The subsidiary is engaged in the sale of bought in goods in charity shops and acting as a referrer for suppliers offering client services.

A summary of the results of the trading subsidiary is set out below:

	Age UK Northamptonshire Trading Limited	
	2022	2021
	£	£
Turnover	**36,443**	11,837
Cost of Sales	**(9,622)**	(5,075)
Gross profit	**26,821**	6,762
Other operating income and costs	**(26,759)**	(15,395)
Net profit / (loss)	**62**	(8,633)
Gift Aid payment to Age UK Northamptonshire	**-**	(38,809)
Retained in subsidiary	**62**	(8,633)

13. Stocks

	Group	
	2022	Group 2021
	£	£
Goods for resale	**5,548**	5,771

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Debtors

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Due within one year				
Trade debtors	**492,996**	150,417	**492,996**	150,417
Amounts owed by group undertakings	**-**	-	**20,405**	15,557
Other debtors	**468**	22,050	**-**	22,050
Prepayments and accrued income	**113,918**	44,236	**113,780**	44,236
	607,382	216,703	**627,181**	232,260

15. Creditors: Amounts falling due within one year

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Trade creditors	**94,014**	40,640	**93,652**	39,808
Other taxation and social security	**33,585**	32,845	**33,585**	27,824
Other creditors	**8,699**	14,995	**8,699**	14,995
Accruals and deferred income	**773,533**	197,109	**773,533**	196,034
	909,831	285,589	**909,469**	278,661

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Capital provision	510,000	-	-	167,000	677,000
General funds					
General Funds	1,769,627	3,451,340	(3,489,250)	36,825	1,768,542
Total Unrestricted funds	2,279,627	3,451,340	(3,489,250)	203,825	2,445,542
Endowment funds					
The Venton 2000 Settlement	1,941,253	12,066	-	70,316	2,023,635
Restricted funds					
Service Advice Team and Day Centre Care	-	60,000	(60,000)	-	-
Total of funds	4,220,880	3,523,406	(3,549,250)	274,141	4,469,177

16. Statement of funds (continued)

Endowment Fund:

The Venton 2000 Settlement was registered as a charity on 28 November 2000. It is registered as a linked charity of Age UK Northamptonshire. The objective of the charity is the promotion of the relief of elderly people in Northamptonshire.

The Charity holds the freehold land and buildings and fixtures and fittings of The William and Patricia Venton Day Care Centre, along with investments.

The Fund is invested in fixed assets and investments which are held by the Trustees of the charitable group on trust for the Endowment Fund.

Restricted Fund:

Restricted funds are invested in cash deposits. Where funds are fully used to fund the purchase of fixed assets, the balance is transferred to unrestricted funds.

Designated Fund:

The capital provision relates to the value of cottages in Harpole which are rented to the elderly in that vicinity. The fund is represented by freehold investment properties.

16. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Capital provision	100,778	-	-	409,222	-	510,000
General funds						
General Funds	2,259,816	3,306,305	(3,563,545)	(245,834)	12,885	1,769,627
Pension	(101,000)	-	101,000	-	-	-
	2,158,816	3,306,305	(3,462,545)	(245,834)	12,885	1,769,627
Total Unrestricted funds	2,259,594	3,306,305	(3,462,545)	163,388	12,885	2,279,627
Endowment funds						
The Venton 2000 Settlement	1,868,228	11,002	-	(163,388)	225,411	1,941,253
Restricted funds						
Service Advice Team and Day Centre Care	-	50,000	(50,000)	-	-	-
Total of funds	4,127,822	3,367,307	(3,512,545)	-	238,296	4,220,880

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains £	Balance at 31 March 2022 £
Designated funds	**510,000**	**-**	**-**	**167,000**	**677,000**
General funds	**1,769,627**	**3,451,340**	**(3,489,250)**	**36,825**	**1,768,542**
Endowment funds	**1,941,253**	**12,066**	**-**	**70,316**	**2,023,635**
Restricted funds	**-**	**60,000**	**(60,000)**	**-**	**-**
	4,220,880	**3,523,406**	**(3,549,250)**	**274,141**	**4,469,177**

Summary of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains £	Balance at 31 March 2021 £
Designated funds	100,778	-	-	409,222	-	510,000
General funds	2,158,816	3,306,305	(3,462,545)	(245,834)	12,885	1,769,627
Endowment funds	1,868,228	11,002	-	(163,388)	225,411	1,941,253
Restricted funds	-	50,000	(50,000)	-	-	-
	4,127,822	3,367,307	(3,512,545)	-	238,296	4,220,880

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Endowment funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	680,461	749,907	**1,430,368**
Fixed asset investments	1,343,174	1,049,710	**2,392,884**
Current assets	-	1,555,756	**1,555,756**
Creditors due within one year	-	(909,831)	**(909,831)**
Total	2,023,635	2,445,542	**4,469,177**

18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Endowment funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	668,395	673,813	1,342,208
Fixed asset investments	1,272,858	1,012,885	2,285,743
Current assets	-	878,518	878,518
Creditors due within one year	-	(285,589)	(285,589)
Total	1,941,253	2,279,627	4,220,880

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

	Group 2022 £	Group 2021 £
Net income for the year (as per Statement of Financial Activities)	**81,297**	93,058
Adjustments for:		
Depreciation charges	**106,144**	149,708
Losses on investments	**(107,141)**	(238,296)
Dividends, interests and rents from investments	**(29,793)**	(11,789)
Decrease in stocks	**223**	144
(Increase)/decrease in debtors	**(390,679)**	161,277
Increase/(decrease) in creditors	**624,242**	(59,571)
Net cash provided by operating activities	**284,293**	94,531

20. Analysis of cash and cash equivalents

	Group 2022 £	Group 2021 £
Cash in hand	**942,826**	656,044

21. Analysis of changes in net debt

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	**656,044**	**286,782**	**942,826**

22. Contingent asset

The Charity has been granted probate for a legacy and receipt of the income is considered probable. However, the Trustees consider that the estate value cannot be reliably measured at the balance sheet date and therefore it has not been recognised in the year ended 31 March 2022. The best estimate of income is considered to be approximately £150,000.

23. Pension commitments

Contributions made by the employer to the defined contribution scheme established in 2005/6 have been made at 3%.

The charitable group also contributes to certain employees' individual pension plans.

The pension cost charge represents contributions payable by the charitable group to the fund and amounted to £41,829 (2021: £36,169). Contributions totalling £nil (2021: £nil) were payable to the fund at the balance sheet date.

24. Operating lease commitments

At 31 March 2022 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2022	Group 2021
	£	£
Within 1 year	**52,734**	66,300
Between 1 and 5 years	**123,513**	101,310
Later than 5 years	**21,583**	7,588
	197,830	175,198

25. Related party transactions

The charitable group has taken advantage of the exemption under the FRS102 reduced disclosures from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

26. Parent Charitable company profit for the year

The Charitable company has taken the available exemption from presenting its own Statement of Financial Activities in these financial statements. The net profit of the parent charitable company for the year was £248,297 (2021: £101,691)

AGE UK NORTHAMPTONSHIRE

England & Wales - Charity number 1059995

Accounts

Charity number: 1059995
Company number: 03294424

AGE UK NORTHAMPTONSHIRE (Limited by Guarantee) AND ITS SUBSIDIARY UNDERTAKING

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Anne Agnes Goodman (retired 18 November 2020) Judith Robinson (retired 18 November 2020) Julia Faulkner Peter Newham Lee Penelope Mason (retired 18 November 2020) Robert William Wootton Paul Robert Bertin Andrew Graham Rees Ann Battom John Corbishley Kevin Rhydderch Williams
Charity registered number	1059995
Principal office	The William And Patricia Venton Centre York Road Northampton NN1 5QJ
Chief executive officer	Christopher Duff
Independent auditor	MHA MacIntyre Hudson Chartered Accountants Peterbridge House The Lakes Northampton NN4 7HB
Bankers	Bank of Scotland PLC Edinburgh
Solicitors	Wilson Browne The Manor House 12 Market Square Higham Ferrers Northamptonshire NN10 8BT

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees (who are directors for the purposes of the Companies Act) present the report of the charitable company and its subsidiaries (Age UK Northamptonshire Trading Limited and The Venton 2000 Settlement), together with the financial statements for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 the Republic of Ireland (FRS 102) (the Charities SORP (FRS102)).

No director had any beneficial interest in the charitable company or its subsidiary.

Objectives and activities

Policies and objectives

In accordance with its Memorandum and Articles of Association the charitable company's principal activities are to promote the wellbeing of older people in later life in Northamptonshire by helping to make life fulfilling and enjoyable, to broaden the range of choice and opportunities open to older people and to make their views known. Services are available to all older people across Northamptonshire. There has been no change in the mission or objectives since the last annual report.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's Public Benefit Guidance when reviewing the charitable company's aims and objectives and in planning future activities.

Age UK Northamptonshire cares for older people. We help them to make the best of life and to have a secure and dignified old age.

Age UK Northamptonshire will:
- Provide a wider range of services, products and opportunities to larger numbers of older people.
- Be dependable and adaptable, business like but compassionate.

Older people will still recognise us as an independent charity, part of their community and the organisation that they can depend on, more than any other, to treat them like a human being.

The Charity provides a range of services to improve the quality of older peoples lives, promote independence and prevent them falling into frailty, poverty and isolation. We are recognised as the foremost local charity for older people in the County and an organisation that older people can depend on to treat them with dignity and respect.

Services available are:
Responsive advice and information. This includes our general enquiries, our advice and information, money management, signposting to other services and our benefits advice.

High quality NHS funded services. This includes our Extra Help at the End of Life, Hospital Discharge, Collaborative Care, support services for patients in Kettering and Northampton General Hospitals and other work funded by the NHS and GP practices, in particular, our social prescribing link workers for four Personalised Care Networks in the North of the County.

Popular charged for services. This includes our Day Care centres (Wellbeing) and associated transport, Domestic Care, Footcare, Respite Sitting Services, Handyman and Gardening Services together with a range of other wellbeing support activities, including activities and lunch clubs.

Objectives and activities (continued)

Competitive traded products. This includes nationally provided insurances; travel, house, together with other commercially competitive support products; stairlifts, hearing aids, funeral plans, and lottery. It also includes locally agreed referrals to trusted suppliers on a variety of services, including hearing tests and power of attorney.

We also have a range of community funding support activities in order to raise unrestricted income for the Charity. This includes our work to raise voluntary income, including business development, fundraising activities, legacies, donations and our retail activities through our high street shops.

Trustees acknowledge the importance of the whole Age UK Northamptonshire team, staff and volunteers, to the successful delivery of our services, including fundraising support.

Achievements and performance

Overall

This last year has been extremely detrimental for the wellbeing of many older people. There has been crisis, enforced isolation, fear and restriction, dominated by Covid-19 pandemic risks. There has also been a tragic loss of life, particularly from those in care homes. Age UK Northamptonshire's work to support our clients has been stopped and started and we have faced a great deal of uncertainty and disruption.

The Covid-19 crisis hit in late March 2020. All our Day Care and Transport provision was suspended and our 7 centres were closed. Our domestic care and support in the home was also suspended together with our footcare, gardening and 'sitting' respite care services. Our 8 retail shops also closed. Our hospital based services were initially very busy but then quickly reduced as the numbers of older patients in hospital reduced markedly.

Age UK Northamptonshire focussed on maintaining as many of its services as it could. We maintained our NHS contracted services throughout the whole of the financial year. Although some charged for services were forced to close during the early lockdowns, most have been open and available throughout the year. Day centre provision was reinstated, albeit in smaller centres and with fewer clients from October 2020.

The Charity also introduced a range of emergency services, up and running from the first lockdowns and available for all older people whether they were existing or new clients. During the year we provided:

9,226 welfare calls
1,659 befriending calls
6,723 hot meals
2,103 shopping trips
234 medication prescriptions and
Over 1,400 other positive interventions.

The headquarters premises at 31 Billing Road was sold in October 2020 and the headquarters of Age UK Northamptonshire moved to The William and Patricia Venton Centre. The Charity was in negotiation on alternative office premises but these were stopped in favour of the Venton Centre. The main reason was the need to change the format of Day Centre provision in order to keep clients safe as a response to the Covid-19 challenges. The Venton Centre is now both office accommodation together with a reduced provision of new Day Services. Overall, the move allowed the Charity to maintain our key Day Centre services whilst reducing the costs of overheads.

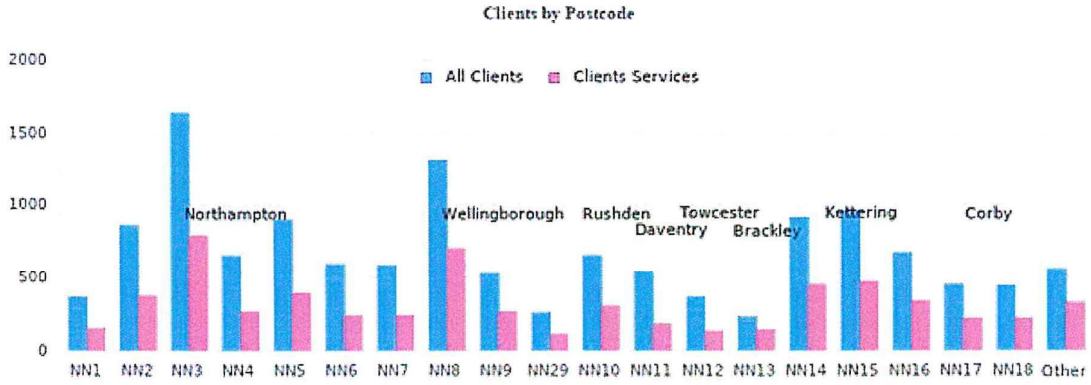
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

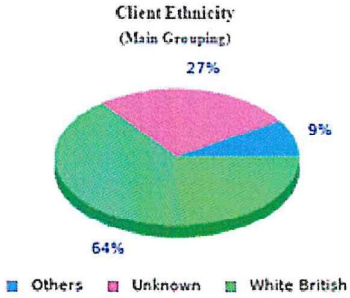
The Board of Trustees remained constant throughout 2020/21. The work of the Board of Trustees has been dominated by the response to the Covid-19 crisis. The Board of Trustee and Committee meetings have moved 'on-line'. Internal director, senior manager and Staff Assemblies have also been held 'on-line'. All the staff of Age UK Northamptonshire were able to work remotely as the crisis developed and new ways of working were developed.

The total number of active client accounts for Age UK Northamptonshire reduced very slightly from 15,678 at the start of April 2020 to 15,451 by the end of March 2021. This included 2,745 new client accounts (4,313 in 2019/20). The main reason for the large drop in new clients was the discontinuation of the Northampton General Hospital services due to the Covid-19 pandemic. Most other services saw a small reduction in the numbers of new clients although our Extra Help at the End of Life saw an increase 278 in 2019/20 to 332 in 2020/21. The service with the strongest numbers of new clients were Advice and Information (1,091 new clients), Kettering General Hospital (1,069 new clients) and our Hospital Discharge and Community Team (857 new clients) and our Covid emergency services at 804 new individual clients during the year.

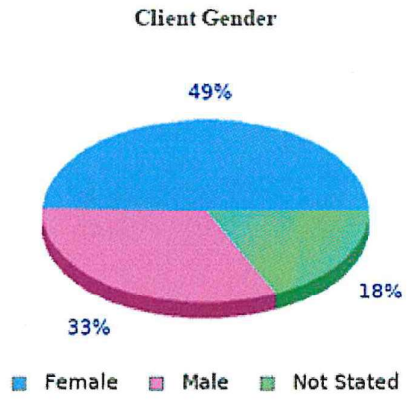
It is also positive to note that our services are accessed from across the County, with a good spread of client postcodes reflecting the centres of population and also more rural areas and villages.



The charts below show the ethnicity and gender of our clients in the year. These records indicate that ethnicity, where declared, does match the profile of the older population from which our clients are drawn. In the UK, according to Northamptonshire's Joint Strategic Needs Analysis, the population of non-White older people over age 65 is 2.8 percent. The gender balance of clients continues to be very similar to the previous year with a higher proportion of known female clients. The totals being 49% female, 33% male and 18% not stated. (Please note that these percentages have been rounded up.)

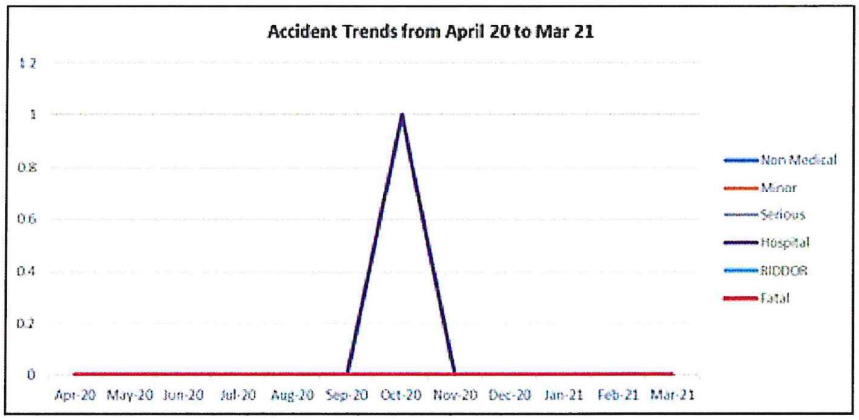


Achievements and performance (continued)



Health and Safety

The accident report for year April 2020 to March 2021 is enclosed below. We record when people fall ill while they are with us during the day, when they are taken to hospital or when they suffer any other form of incident or accident. These are reported to Trustees. The incident log shows only one incident. We are pleased that the number of serious incidents and RIDDOR reportable incidents is very low over the course of the financial year. We are also pleased that the we had no known cases where any clients have contracted Covid 19 whilst at our services.



Achievements and performance (continued)

Information and Advice

Many of the people who approached Age UK Northamptonshire for a variety of services will have been referred to one of our trained advisors. Our Advisors provide good quality, targeted advice essential to the well-being of older people. Our Information and Advice service continued to fulfil the requirements and standards of the national Information and Advice Quality Programme (IAQP), based on an assessment of our advice files, referral processing, telephone advice line and all aspects of our procedures. We will hold the national Information and Advice Quality Programme (IAQP) standard until its potential renewal in February 2022.

We are pleased to confirm that our advice and information services continued throughout the whole of last financial year. It largely moved on to be a telephone service, in particular, during the early part of the pandemic. Our adviser team supported 1,404 clients during the year (1,475 in 2019/20) including 1,091 new clients (1,114 in 2019/20). The work of our advice and Information advisers included:

- 2,288 Benefit enquiries responded to (2,978 in 2019/20)
- 787 Attendance Allowance claims submitted (1,176 in 2019/20)
- 143 clients identified as eligible to claim Pension Credit (191 in 2019/20), 43 eligible for Housing Benefit (54 in 2019/20), 111 for Council Tax Reduction (146 in 2019/20) and 11 carers eligible to claim Carer`s Allowance (15 in 2019/20)

Our work on assisting benefit claims is a major source of income for individuals and for the County overall. £2,348,526 in benefits were claimed successfully for clients (£3,092,275 in 2019/20).

The Money Management Service helped 55 clients, of which 28 were new; supporting clients with managing their bills, collecting cash and dealing with cases of financial abuse. The service was disrupted during the early part of the year but was maintained from July 2020 for throughout the remainder of the year.

Our Services for the NHS

Age UK Northamptonshire has an important role to address social care needs and, in particular, to support people in their home and to reduce avoidable hospital admissions. The support we give to older people most at risk helps them to regain independence and reduces the need for them to see their GP or to go into residential care. Our services for the NHS continued throughout the crisis and last year although there was some disruption, changes in working practices to adjust to hospital and partner requirements and for keeping clients safe.

Our Hospital Discharge and Community Team supported 1,104 people through their challenges during the year. This is a reduction on the 1,638 clients supported last year.

Our End of Life Service provides care to people in the last weeks of their life and enables them to remain at home with their loved ones. The service is funded by the NHS and contracted with private healthcare provider, Marie Curie. During the year 916 referrals were made to the service; 668 unique individuals. 312 of the 668 unique individuals were accepted (46.7%). In 2019/20 the figures were 263 of 553 unique individuals. 236 (78%) of the 303 people who left our care were able to die in their own home. In 2019/20 it was 178, of 259 people, who were able to die in their own home. Other discharged patients were transferred to other agencies, admitted to hospital or hospice and 12 went on to not require ongoing support.

During 2020/21 we continued our work with Kettering General Hospital. The contract we have with the hospital is to provide 358.5 support hours per week, spread across Accident & Emergency, Discharge Lounge and four wards. The delivery of this contract was curtailed due to Covid-19 and there was a lot less interventions for patients in the wards with the focus being on discharge. Our staff in the hospital supported 1,069 new clients (patients) during the year (1,014 in 2019/20) and a total of 1,172 patients (1,063 in 2019/20). With the receding of the Covid-19 concerns so the service has grown again. It has been added to and complemented by a call back Service for all discharge patients which is part funded by the National Health Services England (NHSE). Total calls made from when the service was established on the 14th July 2020 to the 31st March 2021 were: 2,452 Initial calls and 1,169 Follow up calls.

Achievements and performance (continued)

Our Staff in Accident and Emergency services at Northampton General Hospital were curtailed in their work due to Covid-19 procedures. This also affected our integrated support in the wards and for discharge which was also stopped. The service was not reinstated during the year.

During the year, supported by our funders and partners, the GP federation 3Sixty Care Partnership, our Collaborative Care Team worked with 584 new clients (737 in 2019/20) and a total client base of 905 (1,046 in 2019/20) who were at risk of being admitted to hospital.

Supportive Paid for Services

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire, offering help with domestic tasks including general housework, laundry, shopping, ironing and changing beds. Other services within the home include: Footcare or Toenail cutting, our Carers Register and Sitting Service and a Handyperson and Gardening support scheme. These services were stopped during the first imposed lockdown but then re-instated as soon as government guidance allowed and new safety procedures had been put into place for clients and staff.

- Last year, the Domestic Cleaning service supported 1,029 (1,053 in 2019/20) older people and 382 (430 in 2019/20) people started the service for the first time.
- 82 (149 in 2019/20) people joined our Carers Register last year.
- 59 (118 in 2019/20) carers used our service for respite at home, 20 (64 in 2019/20) for the first time.
- 216 (397 in 2019/20) people approached our Handyperson and gardening services for the first time this year. 350 (720 in 2019/20) people in total used the service.
- The Footcare Service registered 140 (185 in 2019/20) new clients bringing the total registered to 594 (694 in 2019/20).

There were seven Age UK Northamptonshire Day Centres active across the County in 2019/20. All the centres closed in March 2020 given the Covid -19 crisis. The centres have been a very effective way to meet new people, prevent social isolation and offer much needed respite for carers. Covid-19 caused a fundamental shift in the expectations for client safety. The numbers that were allowed to gather together and be supported in a Day Care setting were severely restricted. The decision was taken to open Day Care in a phased approach from September 2020, in three smaller centres at first, including the William and Patricia Venton Centre, the Baptist Church Rooms, Rockingham Road, Kettering and Welton Village Hall, Welton. The numbers of clients have grown as client confidence has increased and the number of centres is also being expanded, albeit within very tight social distancing constraints. It has proven difficult to support our many dementia clients as previously. An innovation during the year was the establishment of a Day Care at Home service, designed to be flexible to individual client need. It should be noted that we are grateful to the County Council for their continued funding for the centres throughout the crisis. The centres were able to support 83 new clients (218 in 2029/20) and 360 individual clients who regularly attended the Centres when they were open during the year (575 in 2019/20).

The focus of the Lifetime team is to prevent loneliness and isolation in communities by maintaining and supporting the many activity and social groups which they have set up throughout the County. Unfortunately, the majority of our club and group activities have been suspended since March last year. Our normal community rooms and spaces were not available for use. We were, however, able to use the Pastures Centre, which is run by the community, for Tai Chi which returned towards the end of July and with good participation up until second lockdown. The Art Club, returned at the beginning of September and was also well supported. We promoted and ran outdoor activities with walking groups in Kettering and Walking Befriending in Northampton. The Walking Befriending programme, with volunteer help, has grown significantly. Northampton Community Sheds has been suspended during the whole of last year.

Achievements and performance (continued)

Traded Products

Total income on our insurance and related products was £82,974 (£142,345 in 2019/20). The key differences from the previous year were that Age UK Northamptonshire was no longer an agent for the insurance products offered by AgeCo (Age UK insurance subsidiary). Whilst there was an insurance compensation scheme in place that helped maintain income, there was also a decline in the income from the other products and services: funeral plans, stairlifts, personal alarms in which Age UK Northamptonshire were allowed to trade. Income from the Age UK nationally provided lottery continued this year although it is due to end in 2021/22 since there are no clear plans for the Age UK Brand partners to share in the income in future.

The income in 2020/21 has been bolstered by the setting up of a number of local service providers including: hearing tests, new and used mobility products and wills and lasting power of attorney. The success or otherwise of these new locally assured products is not yet proven but it is hoped that with the easing of restrictions and the growth of confidence then sales and income will grow.

Income Generation and Fundraising

Trustees, are, once again, most grateful to all who support the work of Age UK Northamptonshire, especially by giving generously through donations and legacies, fundraising on our behalf and our charity shops. Every single pound donated or left for us in a will or legacy makes an important positive contribution to our financial sustainability. The following donations are highlighted:

- Constance Travis Trust, £50,000
- Venton Trust, £65,000
- Margaret Giffen Charitable Trust £3,000
- Broadway Cottages, £8,950
- Elaine Barrett Charitable Trust £200
- E.A. Timson Charitable Trust £200
- Kettering Rotary Club £3,000
- Martineua £2,500

We are most grateful to all those individuals and groups who raised money for us during the year. These acts of kindness are very important to our ability to support our essential services. The following fundraising activities are also highlighted.

- B&M Towcester, £1,500.
- £2,500 which was raised by the First Burton Latimer Scouting Group.
- Waitrose Community Matters Kingsthorpe (green token scheme) donated £333. They also donated boxes of mince pies for clients at Christmas.
- Waitrose Community Matters Wootton (green token scheme) donated £333. They have also supported us with a raffle prize to raise money for the Venton outside area.
- Masonic Lodge St Giles Corby donated £100.00.
- Mo Ma Cookies fundraiser raised £35.50.
- Northampton Quakers donated £280.00.
- The Big Knitters continue to support us this year and we have received the first payment for the Big Knit of £625.00.
- Abbeyfield School in Northampton continue to write letters to our clients, our clients have loved receiving these and have written back to the students. Abbeyfield School donated £1,215.
- Kettering Huxloe Inner wheel group put on a virtual balloon race £100.
- Those businesses that kindly hold collection goblets for us, including: Roade Post Offce and Smiths Farm Shop.

We are also very grateful for the 52 direct donations we received ranging from £12 to £500 in thanks for our many services, not least our work to support those at the end of life.

Achievements and performance (continued)

We also acknowledge the 25 funding raising initiatives that utilised Virgin Money and the fundraising initiatives that utilised Just Giving. There were also 18 individual donations through paypal.

We were also in receipt of two important legacies, in particular,

- The Dadd estate, £3,229
- The Robert Clement estate, £3,300

These donations and legacies have made a really positive difference to our finances in 2020/21. We are most grateful for all those who have left us a legacy in their will. Please note that it is essential that Age UK Northamptonshire (our full name) is specified as the benefactor.

Our retail division delivered a positive performance despite the difficult year and the closures. Turnover of donated goods was down to £160,921 for 2020/21 (£485,306 for 2019/20). The division achieved a profit in the year of £71,268 for 2020/21 (Including the support in the form of grants from local councils) (£85,881 for 2019/20). Gift Aid income from the shops was £4,471 (£19,538 for 2019/20) and income from new goods was £2,893 for 2020/21 (£20,374 in 2019/20).

All shops had to close on the 23 March 2020. The shops were opened again in three phases from 6 July, from 10 August and from 28 September. There were substantial restrictions on customer numbers and additional work to ensure adherence to accepted safe practice. All shops closed again on the 5 November and reopened on the 30 November. The third lockdown for all shops was from the 31 December through to the 10 April 2021.

Wider Influence

It has been difficult, given the Covid lockdown restrictions for wider issues, like campaigns and representation on older people issues to be taken forward. Age UK Northamptonshire has supported the campaign to "Save free TV licences for over 75's by featuring the campaign and the petition on our website (homepage) and on our social media platforms.

We have also supported the "Make social care fair" campaign and Age UK's demands for the government to fulfil their promise to publish the green paper on social care.

Around 16 Age UK Northamptonshire volunteers have been supporting the NHS at Northamptonshire's NHS Covid-19 Vaccination Centre at Moulton Park in Northampton since Monday 1 February. We are covering alternate weeks, working as Patients and Carer Liaison, seven days a week, 10am to 3pm.

Age UK Northamptonshire had given over 200 hours of free support to the NHS Covid-19 vaccination programme by the end of the financial year and expects to carry on providing help for as long as it is needed.

Staff and Volunteers

Trustees would like to thank the wonderful team of staff and volunteers who have steadfastly worked through the pandemic and who have worked above and beyond the usual expectations throughout the last year.

There were 140 salaried full and part time staff with Age UK Northamptonshire on 31 March 2021. There were also 20 casual workers and 100 home help workers. Staff turnover (salaried) was just over 32% for the year with 20 salaried new starters, casual new starters, 16, leavers 51. The majority of leavers was due to restructure within the Day Care team and the cessation of our contract at Northampton General Hospital.

Our Day Care Team has gone through a major restructure as a result of the pandemic. A total of 13 members of staff were given notice of redundancy with the majority being voluntary. Those at risk of redundancy served their notice with the last member of staff leaving the organisation in November 2020. 12 members of the Day Care team were placed of furlough during lockdown, due to lack of work or shielding. Furlough was not required during the second lockdown given that we were able to resume our services.

Achievements and performance (continued)

A total of 194 salaried, casual and Domestic Care workers were placed on furlough during the first lockdown and 44 during the second lockdown. All staff have now been brought back from furlough, with the exception of two staff.

There were 214 confirmed volunteers at 31 March 2021. Over the year we recruited 48. During the year, 45 volunteers stopped volunteering with us. The main reasons for being inactive were:

- Poor health
- Finding employment or employment commitments
- The shop or service came to an end
- Covid and database cleansing

Looking Forward to 2021/22

Looking forward to next financial year, 2021/22, we have set a deficit budget. This recognises the ongoing reduction of activity due to the Covid -19 crisis and the likelihood at time of writing that statutory funding will be reduced or curtailed.

Our various initiatives and projects in relation to social prescribing have achieved good results for our patients and clients and we are confident that we will build on that strong track record, especially in relation to our Collaborative Care and Hospital Discharge Contracts. We were very pleased to win the contracts for two areas out of four for the county of Northamptonshire for the provision of social prescribing services for Spring (Bridges Asset Management). This will be launched in the early part of the financial year 2021/22.

We are pleased to confirm that our contract with Kettering General Hospital to provide discharge and other support services has been continued for most of 2021/22. We will hope to build on that more generally. Age UK Northamptonshire is pleased to be an active participant in the planning groups established to integrate health and social care activity across the county – known as Integrated Care across Northamptonshire (iCAN).

Day Care Services and Transport Services have been more difficult to deliver given the social distancing rules and safety precautions but we are building new services around smaller centres successfully and this will continue in 2021/22. We will also be extending our face-to-face individual support for day care clients in their own homes, as confidence in our client group grows given the relaxation of the Covid precautions.
The numbers of clients attending our Lifetime activities also continues to grow, and we expect that to increase markedly as community halls open again.

We expect our trading activities to grow this year as the confidence of customers grows. We will promote all of our commission based services to seek to fill the gap left by the withdrawal of the AgeCo insurance and lottery funding over the two previous years.

All retail shops reopened in April following the easing of lockdown restrictions, although the Far Cotton Shop has ceased trading. We are hopeful that there will be opportunities to open a new shop in this year coming and to pursue new opportunities, including, house clearance, furniture and internet sales.

We will continue to maintain our efforts to reduce our overhead costs and increase our efficiency, including investment in our information technology infrastructure and the running costs of our facilities. We need to make a major investment in the refurbishment of our William and Patricia Venton Centre in order to make it better suited for the use of offices whilst combined with Day Centre use. Our staff team is growing and we will also need to find additional office space both within the Centre and elsewhere in the County.

The whole staff and volunteer team have learned a lot from this difficult year. We believe we are now a stronger organisation, capable of managing in a crisis, working effectively during a lockdown and keeping our clients safe and supported. We are determined to invest in our marketing, promotion and trading skills in order to be able to reach and attract more customers for our traded products and more clients for our services, generally.

Achievements and performance (continued)

Financial review

Overview

The Year Ending 31 March 2021 has been a financially challenging year for the Charity. Total income of £3,367,307 was below the previous year (2019/2020 - £3,963,209). Expenses were lower than the previous year at £3,512,545 (2019/2020, £4,016,289). This has resulted in an operating deficit of £145,238 (2019/20 deficit - £53,080) before revaluations. Overall, there was a surplus of £93,058 for the financial year 2020/21 after revaluations. (2019/20 the surplus was £29,977).

It should be noted that the performance in 2020/21 was affected significantly by the impact of Covid-19. The impact of the pandemic and the associated lockdowns meant that services were disrupted and many clients decided that they did not want to access services. There was an additional burden to ensure that safe working practice in relation to Covid-19 was put in place across all services. Government guidance was followed. This led, overall, to a reduction in the number of face-to-face meetings and reduced client participation generally for our ongoing services. The Charity also implemented a range of emergency services that delivered a huge amount of support to existing and new clients over the early lockdown period.

Reserves policy

The reserves policy of the charitable company is based on having free reserves at a level sufficient to provide in excess of three months cover in the event of delays in receipt of unrestricted grants or accrued legacies. The assumption is that contractual income will be honoured. As at 31 March 2021, this would equate to in excess of £862,102 The definition of free reserves for these purposes excludes fixed assets and restricted investments so represents net current assets on all funds and on this basis there is sufficient funds at the balance sheet date 31 March 2021 of some £601,560..

Investment policy

Age UK Northamptonshire's Constitution provides it with unrestricted powers to invest. Its investments are managed at the discretion of fund managers appointed by the Board of Trustees. The fund managers are Rathbone Investment Management. Trustees require fund managers to maintain a balance of investments between equities, in a range of markets, and gilts or cash-like products. Fund managers must be mindful of the Trustees ethical concerns particularly in respect of the impact of those investments on the lives of older people.

Risk Management

The risk management framework, its content and scoring, is reviewed and updated each quarter for oversight by the Finance and Resources Committee and by the Board of Trustees. This risk register also forms an active part of Senior Manager meetings. Risks are identified and prioritised based upon the likelihood of occurrence and the severity of the impact. Items of high risk are given immediate attention. Measures to eliminate or mitigate the risks are then identified together with proposed actions.

The risk management framework will be updated to be fit for purpose for the 2021/22 financial year, especially in the light of the additional financial and operational challenges that remain in relation to Covid-19. The risks are organised under the six main objectives of the strategic plan.

Pay Policy for Senior Staff and Remuneration

The Senior Managers are the senior management personnel in charge of directing and controlling, running and operating the Charity on a day-to-day basis. The pay of Senior Managers has been reviewed against the marketplace for Age UK executives and other charitable organisations of a similar size in 2019/20. In light of market information, the senior manager pay was reviewed and changes made in the financial year 2020/21.

Age UK Northamptonshire is committed to the fair remuneration of its paid staff and within the scope of its resources and as far as possible, to set pay at a level which will attract and retain talented and committed people for the benefit of older people in Northamptonshire. A Job Evaluation scheme is in place to ensure fairness in the distribution of pay. The level of pay is set by Trustees each year having regard to the available resources and comparable levels of pay elsewhere. There has been a general uplift in pay for staff and casual workers, including those eligible for the National Living Wage, at Age UK Northamptonshire during the year.

Structure, governance and management

Governing Document

Age UK Northamptonshire was established for charitable purposes and is constituted as a company limited by guarantee (No. 3294424) governed by its Memorandum and Articles of Association. Its governing instrument is its Memorandum and Articles of Association dated 22 October 2012. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can be a Member of the Company and there are currently 57 members, each of whom agrees to contribute £1 in the event of the Company winding up.

Connected Charities

Age UK Northamptonshire is a signatory to a Brand Partner Agreement, including a large number of Age UK connected charities, referred to as Brand Partners, working around the UK. The charitable company and its subsidiary (Age UK Northamptonshire Trading Limited) hold licenses to use the Age UK name and logo for an unlimited period so long as they meet the conditions of use in terms of standards and procedures within the Brand Partner Agreement. Age UK Northamptonshire is a member of Age England Association.

The charitable company's subsidiary undertaking, Age UK Northamptonshire Trading Limited, acts as an agent to sell insurance and other products for older individuals on behalf of AgeCo (previously Age UK Enterprises Limited).

The Venton 2000 Settlement is a linked charity to Age UK Northamptonshire that was established for the promotion of the relief of elderly people. It is accounted for as part of Age UK Northamptonshire.

Appointment, Induction and Training of Trustees

The Trustees are members of the company and are, therefore, guarantors in the sum of £1 each. The Trustees who served during the year are set out on page 1. The Trustees have the power to appoint additional trustees, subject to approval by the members at the next Annual General Meeting. Only members of the company are eligible to become Trustees.

The Trustees operate as an Executive Committee ("The Board of Trustees") for the charitable company. They are responsible for the governance of the charitable company and for the provision of business and financial administration. The Trustees are supported by the Chief Executive and other senior staff. The Trustees constitute the Committee.

Structure, governance and management (continued)

The Committee consists of no less than three people, which includes:

i a Chairperson elected by members at the Annual General Meeting and other Honorary Officers as the charitable company may determine, elected by the Board from amongst its members. Honorary Officers hold office from their election until the conclusion of the Annual General Meeting except for the Chairperson who holds office for three years, with a proviso that maximum continuous terms of office shall not, save in the circumstances contained in the Regulations of the Charity, exceed nine years.

ii not more than nine members of the charitable company elected by the members at the Annual General Meeting, such persons shall sit on the Committee for a period of up to three years with one third retiring each year, with a proviso that their maximum continuous terms of office shall not, save in the circumstances contained in the Regulations, exceed nine years.

iii co-opted members. The Committee may co-opt members of the charitable company to the Committee until the conclusion of the following Annual General Meeting. The number of co-opted members on the Committee may not exceed one third of the persons elected under categories (i) and (ii) above.

Members of the company appoint the Trustees. Newly elected Trustees attend meetings with the Chief Executive and key members of staff to observe the provision of services to older people. They are also provided with materials including an outline of their role which they are invited to discuss. The appointment is confirmed by the completion of a personalised induction programme.

Trustees are expected to engage with one or more areas of the organisation's work in detail as volunteers. On a regular basis, Trustees meet with other members of staff, volunteers and users of services to update their knowledge and discuss the organisation's impact on older people. Trustees assess their skills and competences both individually and collectively as a Board.

None of the Trustees receive remuneration or other benefit for their work with the Charity. Any potential conflict of interest between the Trustee and the Charity must be disclosed to the full Board of Trustees. In the current year there were no potential conflicts of interest reported.

Organisational Structure and Management

The Board of Trustees meets a minimum of four times each year and there are two committees: Finance and Resources committee and Services committee, which also meet four times a year. These meetings receive reports from the Chief Executive. The Finance and Resources committee proposes the annual budget, monitors financial performance including investments, assets, risk management, and considers matters relating to income generation and personnel management. The Services committee monitors the quality of services to older people, considers older peoples views about services and their own needs and discusses appropriate service development. Finance and Resources and Services committees meet between meetings of the Board of Trustees. The Chief Executive attends meetings of all committees with other Senior Managers attending as required.

The Board of Trustees operates a scheme of authoritative delegation. The operational management is delegated to the Chief Executive and the Senior Managers. The Chief Executive is Christopher Duff and the Senior Managers are Sue Watts, Director of Business Development and Heather Whyment, Director of Finance.

The Board of Trustees maintains a robust governance framework to monitor, review and ensure compliance with regulatory and best practice standards established by local commissioners Nene CCG, Northamptonshire County Council, the Clinical Quality Commission and Age UK.

Acknowledgements

Trustees appreciate the work of everybody connected with Age UK Northamptonshire and its services for older people and who help to enhance its standing in our community, whether staff or volunteers.

Trustees acknowledge, in particular, the contribution of Anne Goodman for her support and commitment to Age UK Northamptonshire over many years, latterly as our President. She sadly passed away in February 2021. She is sorely missed by Age UK Northamptonshire and by many others.

Anne had long been associated with Age Concern through her involvement as Chairman of Social Services with Northamptonshire County Council, then as Trustee and, shortly thereafter, Chairman of Age Concern Northamptonshire. Anne played a leading part in the merger of Age Concern Northamptonshire and Age Concern Northampton and was elected President in July 1997. Anne's other great pride and joy was the setting up of The William and Patricia Venton Centre.

Anne received an MBE for her work in the Queen's birthday honours list in 1998, having also been a Deputy Lieutenant of Northamptonshire as well as awarded an honorary MA by University College Northampton in 2002.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 charity and the Charity and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity and the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the charity and the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

Auditor

The auditor, MHA MacIntyre Hudson, has indicate their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

.....

Julia Faulkner
Chair of Trustees

Date: 6/10/2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING

Opinion

We have audited the financial statements of Age UK Northamptonshire and its Subsidiary Undertaking (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

The financial statements have been prepared in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn.

This has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's and of the parent charity's affairs as at 31 March 2021 and of the charity's 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 Charities Act 2011.

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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charity's or the parent charity'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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING (CONTINUED)

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 Auditor's Report thereon. Our opinion on the financial statements does not cover the other information and 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements which 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 charity's and the parent charity'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 charity or the parent charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK NORTHAMPTONSHIRE AND ITS SUBSIDIARY UNDERTAKING (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

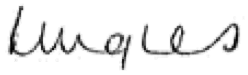
We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an Auditor's Report 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.

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 Auditor's Report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditor's 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 charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



Rebecca Hughes BSc(Hons) FCCA (Senior Statutory Auditor)
for and on behalf of
MHA MacIntyre Hudson
Chartered Accountants
Statutory Auditors
Peterbridge House
The Lakes
Northampton
NN4 7HB

Date: 15 October 2021

MHA MacIntyre Hudson are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Note	Endowment funds 2021 £	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income and endowments from:						
Donations and legacies	2	-	-	**117,435**	**117,435**	345,839
Income from charitable activities and trading income	3	-	**50,000**	**2,875,108**	**2,925,108**	3,570,164
Investment income	5	**11,002**	-	**787**	**11,789**	47,206
Other income	6	-	-	**312,975**	**312,975**	-
Total income and endowments		**11,002**	**50,000**	**3,306,305**	**3,367,307**	3,963,209
Expenditure on:						
Raising funds	7	-	-	**383,628**	**383,628**	599,673
Charitable activities	8	-	**50,000**	**3,078,917**	**3,128,917**	3,416,616
Total expenditure		-	**50,000**	**3,462,545**	**3,512,545**	4,016,289
Net income/ (expenditure) before net gains/(losses) on investments		**11,002**	-	**(156,240)**	**(145,238)**	(53,080)
Net gains/(losses) on investments		**225,411**	-	**12,885**	**238,296**	(113,733)
Net income/(expenditure)		**236,413**	-	**(143,355)**	**93,058**	(166,813)
Transfers between funds	16	**(163,388)**	-	**163,388**	-	-
Net movement in funds before other recognised gains		**73,025**	-	**20,033**	**93,058**	(166,813)
Other recognised gains:						
Gains on revaluation of fixed assets		-	-	-	-	196,790
Net movement in funds		**73,025**	-	**20,033**	**93,058**	29,977

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Endowment funds 2021 £	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Reconciliation of funds:						
Total funds brought forward		**1,868,228**	**-**	**2,259,594**	**4,127,822**	4,097,845
Net movement in funds		**73,025**	**-**	**20,033**	**93,058**	29,977
Total funds carried forward		**1,941,253**	**-**	**2,279,627**	**4,220,880**	4,127,822

The notes on pages 24 to 43 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		2020 £
Fixed assets					
Tangible assets	11		**1,342,208**		2,398,338
Investments	12		**2,285,743**		1,047,447
			3,627,951		3,445,785
Current assets					
Stocks	13	**5,771**		5,915	
Debtors	14	**216,703**		377,980	
Cash at bank and in hand		**656,044**		643,302	
		878,518		1,027,197	
Creditors: amounts falling due within one year	15	**(285,589)**		(244,160)	
Net current assets			**592,929**		783,037
Total assets less current liabilities			**4,220,880**		4,228,822
Defined benefit pension scheme liability	22		**-**		(101,000)
Total net assets			**4,220,880**		4,127,822
Charity funds					
Endowment funds	16		**1,941,253**		1,868,228
Unrestricted funds	16		**2,279,627**		2,259,594
Total funds			**4,220,880**		4,127,822

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Julia Faulkner
Chair of Trustees

Date: 6/10/2021

.....
Ann Battom
Treasurer

6/10/2021

The notes on pages 24 to 43 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		2020 £
Fixed assets					
Tangible assets	11		**1,342,208**		2,398,338
Investments	12		**2,285,745**		1,047,449
			3,627,953		3,445,787
Current assets					
Debtors	14	**232,260**		396,917	
Cash at bank and in hand		**647,961**		587,249	
		880,221		984,166	
Creditors: amounts falling due within one year	15	**(278,661)**		(239,940)	
Net current assets			**601,560**		744,226
Total assets less current liabilities			**4,229,513**		4,190,013
Defined benefit pension scheme liability	22		**-**		(101,000)
Total net assets			**4,229,513**		4,089,013
Charity funds					
Endowment funds	16		**1,941,253**		1,868,228
Unrestricted funds	16		**2,288,260**		2,220,785
Total funds			**4,229,513**		4,089,013

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
Julia Faulkner
Chair of Trustees

Date: 6/10/2021

.....
Ann Battom
Treasurer

6/10/2021

The notes on pages 24 to 43 form part of these financial statements.

As permitted by s408 Companies Act 2006, the company has not presented its own income and expenditure statements and related notes. The company's surplus for the year was £101,691 (2020: deficit of £8,832)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash used in operating activities	**94,531**	(4,379)
Cash flows from investing activities		
Dividends, interests and rents from investments	**11,789**	47,206
Purchase of tangible fixed assets	**(5,383)**	(34,456)
Proceeds from sale of investments	**272,121**	91,747
Purchase of investments	**(1,272,121)**	(41,882)
Sale of tangible fixed assets	**911,805**	15,631
Net cash (used in)/provided by investing activities	**(81,789)**	**78,246**
Change in cash and cash equivalents in the year	**12,742**	**73,867**
Cash and cash equivalents at the beginning of the year	**643,302**	569,435
Cash and cash equivalents at the end of the year	**656,044**	643,302

The notes on pages 24 to 43 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Charities Act 2011.

Age UK Northamptonshire and its Subsidiary Undertaking constitutes a public benefit entity as defined by FRS 102.

The Statement of financial activities (SOFA) and Balance sheet consolidate the financial statements of the charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the charity alone as permitted by paragraph 397 of the SORP.

The Trustees have considered budgets and forecasts and are satisfied that preparing the financial statements on a going concern basis is appropriate.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment. The COVID-19 pandemic and the ensuing economic shutdown has had a significant impact on the company's operations with charity shops being forced to close, day centres being shut and domestic visits being halted. In response to the COVID-19 pandemic, the Trustees have performed a robust analysis of forecast future cash flows taking into account the potential impact on the business of possible future scenarios arising from the impact of COVID-19. This analysis also considers the effectiveness of available measures to assist in mitigating the impact.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

1. Accounting policies (continued)

1.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

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

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

1. Accounting policies (continued)

1.4 Expenditure (continued)

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and Governance costs are costs incurred on the charity's operations, including support costs and costs relating to the governance of the charity apportioned to charitable activities.

1.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

Job retention scheme
Payments received are accounted for when conditions to entitlement have been met.

1.6 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 50 years straight line
Motor vehicles	- 6 years straight line
Fixtures and fittings	- 5 years straight line
Office equipment	- 3 years straight line

1.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

1. Accounting policies (continued)

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

1.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

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

1.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.13 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.14 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

1. Accounting policies (continued)

1.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Endowment funds are held as capital. The income generated therefrom is to be used for specified purposes laid down by the donor.

2. Income from donations and legacies

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations	110,906	**110,906**	146,943
Legacies	6,529	**6,529**	198,896
	117,435	**117,435**	345,839
Total 2020	345,839	345,839	

3. Income from charitable activities

Income from fundraising events

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Provision of services	50,000	427,160	**477,160**	1,184,380
Rent receivable	-	13,682	**13,682**	9,542
Other income	-	2,937	**2,937**	15,243
Grants and contractual income	-	2,184,075	**2,184,075**	1,710,471
	50,000	2,627,854	**2,677,854**	2,919,636
Total 2020	-	2,919,636	2,919,636	

Income from non charitable trading activities

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Insurance commission	82,973	**82,973**	142,345
Bank interest received	38	**38**	101
Fundraising	428	**428**	3,274
Shop income from donated and bought in products	163,815	**163,815**	504,808
	247,254	**247,254**	650,528
Total 2020	650,528	650,528	

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

4. Grant & contractual income

	2021 £	2020 £
Northamptonshire NHS	**432,543**	407,960
Kettering Borough Council	**20,000**	20,000
Department for Transport	**8,781**	8,580
Northampton Borough Council (NBC)	**30,000**	40,000
Age UK	**73,940**	94,675
A & E Pilot (NGH)	**2,940**	22,842
A & E Pilot (KGH)	**202,922**	197,024
Marie Curie	**492,797**	496,757
Commsortia	**307,323**	282,924
Social prescribing	**132,663**	66,929
NGH Discharge Project	**6,240**	52,646
COVID Support	**297,277**	-
Lottery	**100,000**	-
Other	**76,649**	20,134
	2,184,075	1,710,471

5. Investment income

	Endowment funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Listed investments	11,002	787	**11,789**	47,206
Total 2020	47,206	-	47,206	

6. Other incoming resources

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Government grants - JRS Income	312,975	**312,975**	-

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Insurance commission	23,138	**23,138**	76,928
Shop expenses from donated and bought in products	360,490	**360,490**	522,745
	383,628	**383,628**	599,673
Total 2020	599,673	599,673	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Home care services	-	495,518	**495,518**	597,898
Active ageing services	-	41,426	**41,426**	60,220
Advisory services	50,000	130,420	**180,420**	199,648
Day care services	-	699,066	**699,066**	1,252,840
NHS funded services	-	1,712,487	**1,712,487**	1,306,010
	50,000	3,078,917	**3,128,917**	3,416,616
Total 2020	60,000	3,356,616	3,416,616	

9. Staff costs

	Group 2021 £	Group 2020 £	**Charity 2021 £**	Charity 2020 £
Wages and salaries	**2,541,979**	2,690,575	**2,531,942**	2,633,953
Social security costs	**121,274**	122,337	**120,353**	122,337
Contribution to defined contribution pension schemes	**36,169**	34,440	**35,935**	34,440
	2,699,422	2,847,352	**2,688,230**	2,790,730

The average number of persons employed by the Charity during the year was as follows:

	Group 2021 No.	Group 2020 No.
Employees	**266**	298

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2021 No.	Group 2020 No.
In the band £60,001 - £70,000	**1**	1

During the year no (2020: none) employee participated in the defined benefit pension scheme. The key management personnel of the Charity comprise the Trustees, the Managing Director, Finance Director and Business Development Director. The total employee benefits of key management personnel of the charitable group were £159,104 (2020: £150,852).

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

11. Tangible fixed assets

Group

	Freehold property £	Assets held for sale £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation					
At 1 April 2020	**1,696,634**	**1,186,115**	**365,467**	**431,193**	**3,679,409**
Additions	**-**	**-**	**-**	**5,383**	**5,383**
Disposals	**-**	**(1,181,240)**	**(1,000)**	**(119,410)**	**(1,301,650)**
Transfers between classes	**4,875**	**(4,875)**	**-**	**-**	**-**
At 31 March 2021	**1,701,509**	**-**	**364,467**	**317,166**	**2,383,142**
Depreciation					
At 1 April 2020	**503,424**	**298,615**	**171,381**	**307,651**	**1,281,071**
Charge for the year	**28,871**	**13,078**	**60,800**	**46,959**	**149,708**
On disposals	**-**	**(310,584)**	**(486)**	**(78,775)**	**(389,845)**
Transfers between classes	**1,109**	**(1,109)**	**-**	**-**	**-**
At 31 March 2021	**533,404**	**-**	**231,695**	**275,835**	**1,040,934**
Net book value					
At 31 March 2021	**1,168,105**	**-**	**132,772**	**41,331**	**1,342,208**
At 31 March 2020	1,193,210	887,500	194,086	123,542	2,398,338

Included within freehold property is £510,000 relating to investment properties valued at market value. The valuation was prepared by Underwoods.

11. Tangible fixed assets (continued)

Charity

	Freehold property £	Assets held for sale £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation					
At 1 April 2020	1,696,634	1,186,115	365,467	431,193	3,679,409
Additions	-	-	-	5,383	5,383
Disposals	-	(1,181,240)	(1,000)	(119,410)	(1,301,650)
Transfers between classes	4,875	(4,875)	-	-	-
At 31 March 2021	1,701,509	-	364,467	317,166	2,383,142
Depreciation					
At 1 April 2020	503,424	298,615	171,381	307,651	1,281,071
Charge for the year	28,871	13,078	60,800	46,959	149,708
On disposals	-	(310,584)	(486)	(78,775)	(389,845)
Transfers between classes	1,109	(1,109)	-	-	-
At 31 March 2021	533,404	-	231,695	275,835	1,040,934
Net book value					
At 31 March 2021	1,168,105	-	132,772	41,331	1,342,208
At 31 March 2020	1,193,210	887,500	194,086	123,542	2,398,338

12. Fixed asset investments

Group and Charity	Listed securities £
Cost or valuation	
At 1 April 2020	1,047,447
Additions	1,272,121
Disposals	(272,121)
Revaluations	238,296
At 31 March 2021	2,285,743

12. Fixed asset investments (continued)

All the fixed asset investments are held in the UK

At 31 March 2021 the charitable company held 100% of the allotted share capital of Age UK Northamptonshire Trading Limited (Company number: 02966624). At 31 March 2021, the aggregate capital and reserves was a net liability position of £8,631 (2020 net asset position of £38,811) and the loss for the financial year ended on that date was a deficit of £8,633 (2020 - profit of £38,809).

The subsidiary is engaged in the sale of bought in goods in charity shops and acting as an agent for an insurance broker.

A summary of the results of the trading subsidiary is set out below:

	Age UK Northamptonshire Trading Limited	
	2021	2020
	£	£
Turnover	**11,837**	117,652
Cost of Sales	**(5,075)**	(12,943)
Gross profit	**6,762**	104,709
Other operating income and costs	**(15,395)**	(65,900)
Net (loss) / profit	**(8,633)**	38,809
Gift Aid payment to Age UK Northamptonshire	**(38,809)**	(75,829)
Retained in subsidiary	**(8,633)**	38,809

13. Stocks

	Group 2021	Group 2020
	£	£
Goods for resale	**5,771**	5,915

14. Debtors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Due within one year				
Trade debtors	**150,417**	246,657	**150,417**	246,657
Amounts owed by group undertakings	**-**	-	**15,557**	22,968
Other debtors	**22,050**	5,122	**22,050**	1,091
Prepayments and accrued income	**44,236**	126,201	**44,236**	126,201
	216,703	377,980	**232,260**	396,917

15. Creditors: Amounts falling due within one year

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Trade creditors	**40,640**	68,709	**39,808**	66,516
Other taxation and social security	**32,845**	36,123	**27,824**	36,123
Other creditors	**14,995**	33,743	**14,995**	33,743
Accruals and deferred income	**197,109**	105,585	**196,034**	103,558
	285,589	244,160	**278,661**	239,940

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Capital provision	100,778	-	-	409,222	-	510,000
General funds						
General Funds	2,259,816	3,306,305	(3,563,545)	(245,834)	12,885	1,769,627
Pension	(101,000)	-	101,000	-	-	-
	2,158,816	3,306,305	(3,462,545)	(245,834)	12,885	1,769,627
Total Unrestricted funds	2,259,594	3,306,305	(3,462,545)	163,388	12,885	2,279,627
Endowment funds						
The Venton 2000 Settlement	1,868,228	11,002	-	(163,388)	225,411	1,941,253
Restricted funds						
Service Advice Team and Day Centre Care	-	50,000	(50,000)	-	-	-
Total of funds	4,127,822	3,367,307	(3,512,545)	-	238,296	4,220,880

16. Statement of funds (continued)

Endowment Fund:

The Venton 2000 Settlement was registered as a charity on 28 November 2000. It is registered as a linked charity of Age UK Northamptonshire. The objective of the charity is the promotion of the relief of elderly people in Northamptonshire.

The Charity holds the freehold land and buildings and fixtures and fittings of The William and Patricia Venton Day Care Centre, along with investments.

The Fund is invested in fixed assets and investments which are held by the Trustees of the charitable group on trust for the Endowment Fund.

Restricted Fund:

Restricted funds are invested in cash deposits. Where funds are fully used to fund the purchase of fixed assets, the balance is transferred to unrestricted funds.

Designated Fund:

The capital provision relates to the value of cottages in Harpole which are rented to the elderly in that vicinity. The fund is represented by freehold investment properties.

16. **Statement of funds (continued)**

Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2020 £
Unrestricted funds					
Designated funds					
Capital provision	100,778	-	-	-	100,778
General funds					
General Funds	2,163,312	3,856,003	(3,956,289)	196,790	2,259,816
Pension reserve	(101,000)	-	-	-	(101,000)
	2,062,312	3,856,003	(3,956,289)	196,790	2,158,816
Total Unrestricted funds	2,163,090	3,856,003	(3,956,289)	196,790	2,259,594
Endowment funds					
The Venton 2000 Settlement	1,934,755	47,206	-	(113,733)	1,868,228
Restricted funds					
Service Advice Team and Day Centre Care	-	60,000	(60,000)	-	-
Total of funds	4,097,845	3,963,209	(4,016,289)	83,057	4,127,822

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	**100,778**	**-**	**-**	**409,222**	**-**	**510,000**
General funds	**2,158,816**	**3,306,305**	**(3,462,545)**	**(245,834)**	**12,885**	**1,769,627**
Endowment funds	**1,868,228**	**11,002**	**-**	**(163,388)**	**225,411**	**1,941,253**
Restricted funds	**-**	**50,000**	**(50,000)**	**-**	**-**	**-**
	4,127,822	**3,367,307**	**(3,512,545)**	**-**	**238,296**	**4,220,880**

Summary of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2020 £
Designated funds	100,778	-	-	-	100,778
General funds	2,062,312	3,856,003	(3,956,289)	196,790	2,158,816
Endowment funds	1,934,755	47,206	-	(113,733)	1,868,228
Restricted funds	-	60,000	(60,000)	-	-
	4,097,845	3,963,209	(4,016,289)	83,057	4,127,822

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Endowment funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	668,395	673,813	**1,342,208**
Fixed asset investments	1,272,858	1,012,885	**2,285,743**
Current assets	-	878,518	**878,518**
Creditors due within one year	-	(285,589)	**(285,589)**
Total	1,941,253	2,279,627	**4,220,880**

18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Endowment funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	820,781	1,577,557	2,398,338
Fixed asset investments	1,047,447	-	1,047,447
Current assets	-	1,027,197	1,027,197
Creditors due within one year	-	(244,160)	(244,160)
Provisions for liabilities and charges	-	(101,000)	(101,000)
Total	1,868,228	2,259,594	4,127,822

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

	Group 2021 £	Group 2020 £
Net income/expenditure for the year (as per Statement of Financial Activities)	**93,058**	(166,813)
Adjustments for:		
Depreciation charges	**149,708**	171,582
Gains/(losses) on investments	**(238,296)**	63,868
Dividends, interests and rents from investments	**(11,789)**	(47,206)
Decrease in stocks	**144**	1,909
Decrease/(increase) in debtors	**161,277**	(69,157)
Increase/(decrease) in creditors	**(59,571)**	41,438
Net cash provided by/(used in) operating activities	**94,531**	(4,379)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

20. Analysis of cash and cash equivalents

	Group 2021 £	Group 2020 £
Cash in hand	**656,044**	643,302

21. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	**643,302**	**12,742**	**656,044**

22. Pension commitments

Contributions made by the employer to the defined contribution scheme established in 2005/6 have been made at 3%.

The charitable group also contributes to certain employees' individual pension plans.

The pension cost charge represents contributions payable by the charitable group to the fund and amounted to £36,169 (2020: £34,440). Contributions totalling £nil (2020: nil) were payable to the fund at the balance sheet date.

Defined Benefit Scheme

On 28 January 2018, Age UK Northamptonshire ceased to be an employer of the Northamptonshire Pension Fund. Under Regulation 64 of the Local Government Pension Scheme Regulations 2013, the charity is required to make an exit payment in accordance with the cessation valuation prepared by the fund actuary, amounting to £101,000. During the year a payment of £101,000 was made. The liability at the end of the year is nil.

23. Operating lease commitments

At 31 March 2021 the charity and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021 £	Group 2020 £
Within 1 year	**66,300**	76,849
Between 1 and 5 years	**101,310**	130,655
Later than 5 years	**7,588**	-
	175,198	207,504

24. Related party transactions

The charitable group has taken advantage of the exemption under the FRS102 reduced disclosures from disclosing related party transactions with entities that are part of the Age UK Northamptonshire group.

25. Parent Charitable company profit for the year

The Charitable company has taken the available exemption from presenting its own Statement of Financial Activities in these financial statements. The net profit (2020 - deficit) of the parent charitable company for the year was £101,691 (2020: deficit of £8,832)