

AGE UK STAFFORD & DISTRICT

England & Wales · Charity number 1064087

Details

Other names	AGE CONCERN STAFFORD & DISTRICT
Status	Registered
Legal form	Charitable company
Company number	03345219
Registered	1997-08-22
Register	View on the Charity Commission register

Contact

Address	Bradbury House Weston Road Stafford ST16 3RS
Phone	01785607060
Email	sandra@ageukstafford.org.uk
Website	www.ageukstafford.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED TO BE CHARITABLE IN STAFFORD AND THE SURROUNDING AREAS

Activities: Provides the following services within Stafford Borough: Day care for people with complex needs including dementia, Homecare, Gardening, Personal Care, Information & Advice, Staying Active Centres.

Classification

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

Geography

- **Area of benefit:** STAFFORD AND SURROUNDING DISTRICT
- Staffordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£774,645	£770,910	£1,118,535	48
2024-03-31	£752,638	£678,828	£1,114,800	43
2023-03-31	£604,220	£614,575	£1,040,990	40
2022-03-31	£646,704	£600,194	£1,051,345	32
2021-03-31	£671,412	£675,276	£901,835	32

Trustees

Name	Role	Appointed
Janet Stewart		2025-09-14
John William Wheeler		2016-12-20
Kenneth James Harper		2024-11-05

Accounts

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Foreword

To comply with the duty in section 4 of the Charities Act 2011 to have regard to the public benefit provided by our charity, the Trustees have, in this report, detailed the activities we deliver in order to demonstrate the commitment to the object of our charity -

“To promote the relief of elderly people in any manner which now, or hereafter may be deemed by law, to be charitable in Stafford and surrounding areas”.

To deliver public benefit within our objectives we interpret “relief of elderly people” in its widest sense and take into account a holistic view of older people’s lives in an effort to offer services that offer care, prevention and support to enable them to live as full and enjoyable later life as possible.

To ensure our work delivers our aims we consider older people’s

- Health and well-being in light of their situation
- Ability to access services they need

The focus of our work is to provide:

- Assistance in accessing services and support
- Information and advice to aid problem solving
- Help and support to maximise income
- Activities to provide social interaction
- Companionship to reduce social isolation
- Practical and personal assistance to enable independent living

Policies and procedures are in place to ensure that services are accessible to all older people within our area of benefit. For some services, charges are made to cover the cost of providing the service. Charges are considered annually by Trustees and a Charging Policy is in place to give guidance to staff when a service charge is unable to be met, so that people are not excluded from the assistance they may need, and the cost is met by the organisation.

Legal & Administrative Information

Charity Details as at 31st March 2025

Registered Office

Age UK Stafford & District
Bradbury House
Weston Road
Stafford ST16 3RS

T: 01785 60 70 60
F: 01785 60 70 63
www.ageukstafford.org.uk

Legal Status:

Registered Charity No. 1064087 which was incorporated as a Company Limited by guarantee No.03345219 in 1997 in England and Wales

Governing document: Memorandum and Articles of Association

For the purpose of the Companies Act, the Directors (none of whom receive any remuneration) are the Trustees and during the year were as follows:

Chairman	Mr. Glyn Ravenscroft (Resigned 01.01.2025) Mr. John Wheeler (Appointed 01.01.2025)
Vice Chairman	Mrs. Pamela Talbot
Treasurer	Mr. Mason Youngs
Trustees	Mr. Kenneth Harper Mr. Richard Jarrett (Resigned 25.07.2024) Mr. Neil Norman (Resigned 05.11.2024) Mrs. Juliet Niven (Resigned 19.04.2024)

Company Secretary & Chief Executive Mrs Sandra Highland

BANKERS

Co-op Bank
42/43 Greengate Street
Stafford
ST16 2JA

SOLICITORS

Hutsby Mees
6/7 St Mary's Grove
Stafford
ST16 2AT

Independent Examiners

Richards Associates Ltd
(Chartered Accountants)
(Statutory Auditor)
North Lodge
Hawkesyard
Armitage Lane
Rugeley Staffordshire
WS15 1PS

Chairman's Report

I have tried to think of a new opening for my first Chairman's Report but unfortunately like all the previous years, the same problems face us as with every other charity in the care sector, rising costs, staff recruitment and retention, constant concerns about our contract tender renewal which should hopefully be beneficial to our charity, we live in hope.

As with previous Chairman's Reports I can only echo the comments regarding our staff who led by our Chief Executive Sandra and Operations Manager Alex who have been exceptional in leading the rest of our fantastic staff who always go the extra mile to make our organisation so great.

Although I have only been Chairman for a short time, I offer my sincere thanks to my fellow trustees, we maybe small in numbers but quality shows through and we have worked well together.

I hope that 2025/2026 will see some improvements in the general state of affairs, the make-up of our new County Council remains an unknown quantity especially with care across the county taking such a large part of the budget.

We will continue to support our Senior Management team and all the staff to ensure the highest quality service to all our clients.

John Wheeler - Chairman

Trustee's and Strategic Report

Object of the Charity

To promote the relief of elderly people in any manner, which now or hereafter may be deemed to be charitable in the area of Stafford and surrounding areas.

To achieve this, we seek:

- To relieve loneliness by offering practical help and information
- To increase awareness of all ages to the problems and difficulties which elderly people may face and to the potential for joy in later life
- To work with the statutory agencies to provide the quality of care provided

A review of our objectives and public benefit takes place on an annual basis which helps us to ensure that our aims, objectives and activities remain focused on our stated purpose.

Management of the Charity

The charity is managed by a Board of Trustees who employs a Chief Executive to manage the day to day operation of the charity. All activities are grouped under the headings of Operations and Resources; each area being managed by a Senior Manager.

The decision making process of the organisation commences within a range of sub-groups with a membership of Trustees, staff and outside agencies where appropriate. Minutes of the sub-groups are circulated to all Trustees. Decisions are ratified at Board meetings. The Board meets quarterly.

Sub- groups are as follows:

- Strategy
- Finance
- Business Management & Performance & Development

The activities of the sub groups are recorded later in the report.

New staff and volunteers attend an induction course giving background information to the organisation and how we relate to others, it also includes health and safety and road safety awareness. Each area of work has an induction programme which workers undertake during the first few months of employment. Line management of staff is identified during the induction period. Training needs are identified during staff appraisals and from the business development programme. An annual Training Programme is funded from the revenue budget.

Trustee Recruitment

Trustee applicants are provided with a recruitment pack including:

Introduction

Background information

Organisational structure

Trustee profile

Responsibilities of Board Members

Responsibilities of Individual Trustees

The need, skills required, the process

Application form and person specification

Diversity monitoring form

Recruitment process

Informal discussion and a visit to the organisation

Interview with Chairman and CEO

Induction process to the organisation involving visits to the departments and discussions with Staff and Trustees, followed by attendance at a Board meeting.

References

Should this process be successful an invitation to attend subsequent Board and sub group meetings is extended followed by nomination to the Annual General Meeting for election.

Summary of Policies

The organisation has 70 policies and procedures covering all areas of activity and are categorised under the following headings:

Employment • Finance • General Health & Safety Services • Trustees • Volunteering

There is ongoing review of policies and procedures, which is reported within Business Management & Performance sub group activity.

Quality

- Considered the Quality Policy Statement and Key Success Factors
- Received report on corrective actions, continuous improvement and complaints
- 12 Internal Audits and 12 Process Audits carried out. All Policies have been reviewed

Membership

Age UK Stafford & District is a Brand Partner of Age UK

Reserves

There was a Reserves policy in place which is reviewed each year following the annual examination. In 2024-2025, it is the policy of Trustees to hold reserves at a sufficient level to

- Maintain the core administrative operation of Age UK Stafford & District for 3 months.
- Retain a cash balance of £96,000 to cover potential restructuring costs in the event of the loss of a contract or significant organisational restructure.
- These amounts in addition to potential redundancy provision of £120,000

Risk Management

Risk management is a standard agenda item for the Business Management Development and Performance sub group with the Risk Register being updated and reported to the Board of Trustees at six monthly intervals.

Business Planning

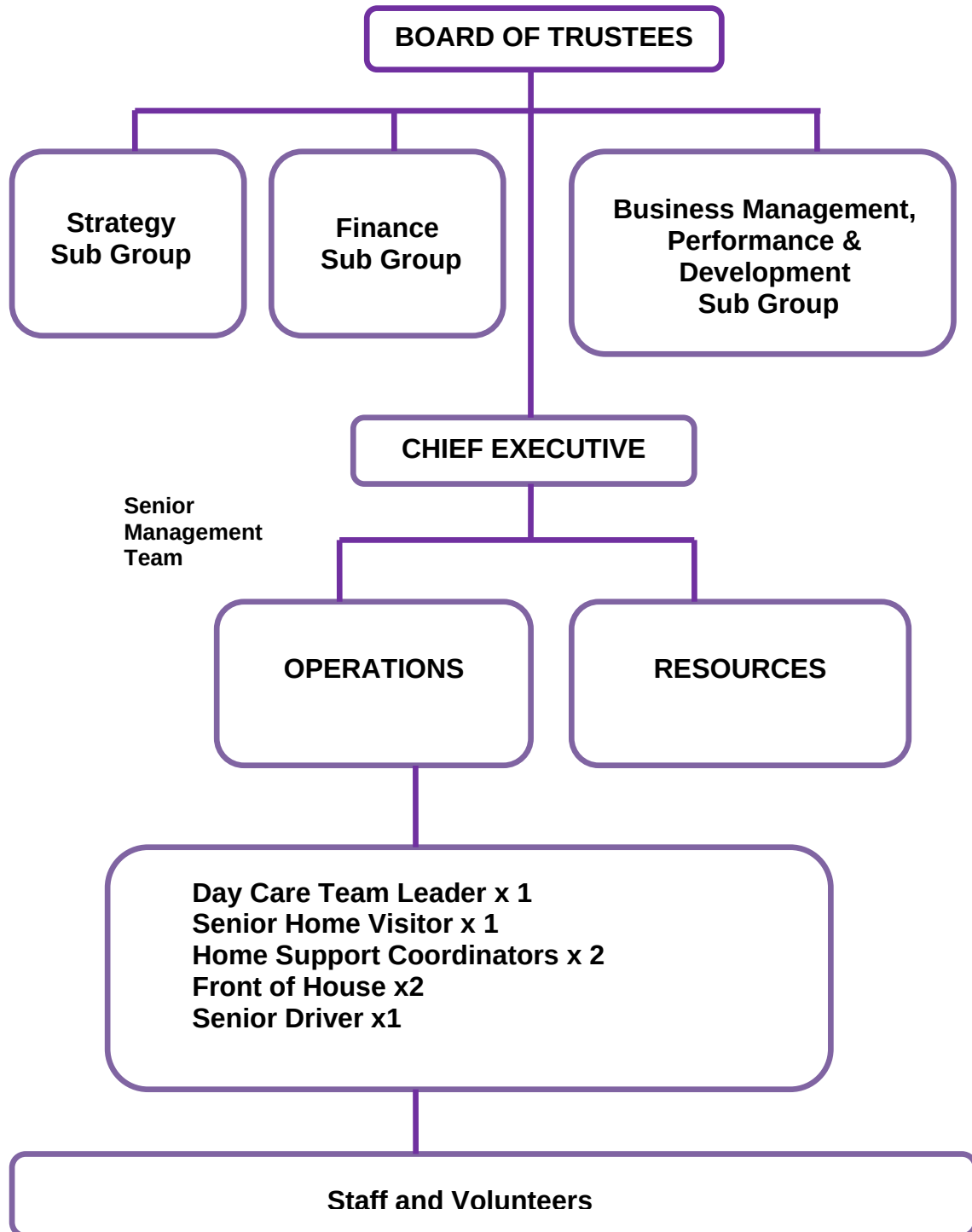
As in previous years, strategic discussions took place with staff and Trustees and at a subsequent Board meeting a Business Plan for 2024-2025 was agreed, along with action plans, Training Programme, Marketing Plan and Budgets

Communication

Communication of business information and consultation is by -

- Staff team meetings
- Minutes of Board and sub group meetings
- Leaflets/information packs
- Leaflets in a number of rural locations as well as many urban sites throughout Stafford Borough
- Service User satisfaction surveys

Organisational Chart



Review of activities and achievement

- Age UK Organisational Quality Standard
- Four media campaigns held throughout the year
- Contract extension awarded of Day Opportunities Contract with Staffordshire County Council
- Keele University Student Doctor placements

Strategy

The Strategy group discussed the following items and made recommendations in relation to –

- Business/Strategic Plans
- Revenue and Capital Budgets
- Contract and Service Review
- Tender opportunities/Project Funding
- Brand Partner Agreement

Chairman's comments:

The Strategy sub group fulfils the purpose of concentrating discussion points for the full Board and Sub Groups.

My thanks go to my fellow members and to the Senior Management team for their efforts and full support

John Wheeler - Chair

Finance

The Finance Sub Group continued to meet regularly during the year and focused its attention on the following areas:

- Review of financial information being presented to Board Members
- Review of monthly Management Accounts,
- Monitoring of Capital Expenditure and investment approvals
- Service Centre financial performance
- Review of service charges to our customers
- Review of staff wages and salaries
- Preparation and guidance for the financial budgets and plans
- Financial Controls Review
- Valuation of Bradbury House and Land
- Assets & Maintenance

Treasurer's comments:

“As the new Treasurer for Age UK Stafford & District, I am pleased to present this brief report. While I am still becoming familiar with the detailed financial position of the charity, I can confirm that our priority remains ensuring the organisation's resources are managed responsibly and used effectively to support our vital services for people in our community.

This year, as in previous years, we have faced challenges such as rising costs and changes in funding. However, thanks to the dedication of our staff, volunteers, and supporters, we continue to deliver high-quality care and support to those who need it most.

During the next financial year, I will be working closely with the Board and management team to review our finances in detail, make sure we are making the very best use of our resources, and look for opportunities to strengthen our financial position. My aim is simple: to help ensure we can keep delivering excellent support for those who rely on us, now and in the future.

Mason Youngs – Treasurer

Business Management & Performance

The Business Management & Performance sub group met quarterly during the period and considered:

- Service performance across all service areas
- Review policies and procedures
- Consider development opportunities
- Risk Management – the Risk Register has been reviewed bi annually
- Quality System – reviewed and monitored
- Monitor Health & Safety and Good Housekeeping
- Human Resources
- Data Protection
- Safeguarding

Trustee's comments:

During the last year, the Business Management and Performance Sub group met on a quarterly schedule. The purpose of these meetings is to share information, to discuss new and ongoing items and to come to decisions to take to the board of Trustees for ratification.

My thanks go to my fellow Trustees and the Senior Management

Ken Harper – Trustee

Departmental Service Review

Age UK Stafford & District carries out a range of services that provide practical, personal, emotional and social support for older people in Stafford and the surrounding area.

Home Support

- Providing practical assistance within the local community, by supporting clients with housework, shopping and laundry.
- Personal care for service users in their own home. Available five days per week including Bank Holidays

Service Users comments:

"Sometimes they are the only people I see"

"It is nice to have someone trustworthy"

"Given me hope and allowed me to live at home"

"I like the continuity of having the same carer and the experience of the carer"

"I like the friendliness of care given"

Gardening

- Providing garden maintenance for private service users

Service Users comments:

"I would never cope without this service"

"I always have a tidy garden, nothing is too much trouble"

"Wonderful service"

"I have a large garden and it was always a worry to get it tidy. Now I can relax"

Day Care

- Specialist day care service for up to 42 places daily, Monday to Friday, for older people with dementia and complex needs. Additional support is available for these service users in their own home.
- The purpose of the service is to provide respite for carers and to give service users an enjoyable and meaningful day.

Service Users comments:

“All the staff are friendly and caring- could not ask for a better place”

“Staff are lovely it makes his life significantly better, more fulfilled and enhanced by being at BH- you are all amazing, thank you”

“Great service, Transport staff take their time with my husband 5 service. Having this takes the burden away – vital service.*

Information & Advice

We offer a free and impartial information and advice service to the very highest quality standards. We have trained staff that are available on the phone or face to face.

We can help with –

- Benefits
- Care and carers
- Direct payments
- Will writing and powers of attorney
- Dementia support
- Employment and retirement
- Signposting to other agencies
- Help in finding the service you need
- Help in accessing equipment
- Housing
- Help with utilities

Staff & Volunteers

Volunteers:

We continue with our volunteer recruitment and a number of vacancies have been filled in the following areas:

- Information & Advice

Staff:

In 2024- 2025 we recruited 22 staff into existing posts in the services detailed below:

- Home Support
- Gardening
- Day Care

The only way Age UK Stafford & District is able to deliver the services that it does is through the dedication and commitment of staff and volunteers. Not only do they deliver the services required but it is undertaken in a caring and enthusiastic way ensuring that our service users are truly happy with the service they receive.

Community Involvement

Age UK Stafford & District is committed to working with others, for example –

- Colleagues within Age UK Local, Regional, National and Age Concern
- The local voluntary sector
- Older people and their clubs and groups
- Statutory agencies
- Local businesses

In 2024-2025 the organisation was represented on the following groups/committees

- Age UK Central Regional Group & Network Groups

Further Thanks and Appreciation

In order for Age UK Stafford & District to provide its services we are dependent on many people and organisations to provide either funding, gifts, time, advice and support for which we are very grateful.

Below are mentioned just a few of the many who helped us during 2024-2025

Staffordshire County Council and in particular Social Care & Health
Stafford Borough Council
Co-op Bank
Age UK national/regional and local Brand Partners
Sainsbury's – Stafford
Keele University - Medical

Volunteers

Donations and legacies from individuals

Future Plans

Taking into account our progress during the previous year and considering our strengths and weaknesses the Trustees have developed a Business Plan for the year 2025/2026

This plan is based upon the following key principles:

- To provide innovative and effective services which meet the diverse needs and aspirations of older people
- To listen and respond to the needs of our service users
- To ensure the sustainability of the organisation to benefit the lives of the older people it serves
- To increase the visibility and recognition of the organisation to the public and its stakeholders

To provide innovative and effective services which meet the diverse needs and aspirations of older people

- Engaging with older people to design services that meet their needs
- Delivering quality, person centred services across our organisation
- Review the services we provide to ensure we are meeting service users' needs
- Work with commissioners and partners to develop and improve services

To listen and respond to the needs of our service users

- Develop strong core service delivery to ensure person centred care, consistency and quality, meeting the requirements of our customers
- Work with service users to review and redesign where necessary existing services
- Going the 'extra mile' to meet customer's needs and exceed expectations
- Comply with all relevant legislation and care standards ensuring we are accountable for the services we deliver

To ensure the sustainability of the organisation to benefit the lives of the older people it serves

- Increase numbers of clients accessing all our services.
- Encourage and engage clients in the development of new services
- Ensure we maximise our resources effectively
- Identify efficiencies across the organisation

To increase the visibility and recognition of the organisation to the public and its stakeholders

- Establish a clear Marketing Plan to highlight the organisation to potential service users and partners
- Work alongside other agencies and partners in order to maintain connectivity to potential initiatives and new directions in service delivery
- Pursuit of partnership working across all sectors to increase our service delivery reach and reputation

Treasurers Report

With financial times still challenging and the continuing effects of previous and ongoing worldwide issues, we remain confident in our defiance and are pleased to continue the services we offer to our clients.

We have continued to see an increase in income during the last year, which has had a positive impact on our organisation, although times are still challenging and the effects of previous and ongoing worldwide issues still provide financial challenges.

With increased staff costs along with the cost of living expenses from gas, electricity and general day to day expenses on the rise, we continue, where appropriately, to monitor our financial position closely.

It is encouraging to see a rise in people accessing and attending our Day Care and Home Support Services which gives us confidence in the support we offer to our local community.

With the support and commitment of our hard working staff providing crucial services, we will continue as always to increase our accessibility to the services we provide to the local community. With the introduction of our Staying Active program to start during 2025, this is evidence that we are continuing to reach out to the local community and offer support where needed by our committed staff and volunteers.

Mason Youngs -Treasurer

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the Age UK Stafford & District for the purposes of Company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

Statement as to disclosure to our Independent Examiners

In so far as, the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the Examiner in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the charity's Examiner that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees and strategic report has been authorised on behalf of the Board of Trustees by

.....
John Wheeler (Chair)

Date

Age UK Stafford & District

Trustees' Report and Financial Statements for the 12 months' period ending 31 March 2025

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Company Number (England and Wales) 03345219
Registered Charity Number 1064087

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF
AGE UK STAFFORD & DISTRICT
FOR THE YEAR ENDED 31 MARCH 2025**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 22 to 31.

Responsibilities and basis of report

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

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

Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Anna Richards
FCA, FCCA
Richards Associates Limited
Statutory Auditor
North Lodge
Hawkesyard
Armitage Lane
Rugeley, Staffordshire
WS15 1PS

Date:

Age UK Stafford & District

Statement of financial activities for the year ended 31st March 2025

		Unrestricted Funds			Restricted Fund	Total 2025	Total 2024
		General	Designated Funds	Revaluation Reserve			
Notes	£	£	£	£	£	£	£
Income and Expenditure							
Incoming and endowment funds							
Donations and legacies	3	11,363	-	-	-	11,363	14,927
Grants	3	-	-	-	7,500	7,500	32,500
Sale of Assets		-	-	-	-	-	-
Other trading activities	4	510	-	-	-	510	-
Income from investments	5	1,174	-	-	-	1,174	850
Total income		<u>13,047</u>	<u>-</u>	<u>-</u>	<u>7,500</u>	<u>20,547</u>	<u>48,277</u>
Income from Charitable activities							
Day Care	6	478,740	-	-	-	478,740	441,912
Home Support	6	275,358	-	-	-	275,358	262,449
Income from operating activities		<u>754,098</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>754,098</u>	<u>704,361</u>
Total income and endowments		<u>767,145</u>	<u>-</u>	<u>-</u>	<u>7,500</u>	<u>774,645</u>	<u>752,638</u>
Expenditure on raising funds funds							
Costs generating voluntary income	7	4,523	-	-	-	4,523	4,632
Other activities for generating funds	7	2,170	-	-	-	2,170	2,165
Expenditure on charitable activities							
Day Care	7	412,628	-	-	7,500	420,128	358,588
Home Support	7	308,848	-	-	-	308,848	278,191
Community Action	7	12,345	-	-	-	12,345	12,727
Governance	7	12,096	-	-	-	12,096	11,724
Building Depreciation	7	10,800	-	-	-	10,800	10,800
Total expenditure		<u>763,410</u>	<u>-</u>	<u>-</u>	<u>7,500</u>	<u>770,910</u>	<u>678,828</u>
Net income / (expenditure)		<u>3,735</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>3,735</u>	<u>73,810</u>
Transfer between Funds							
Transfer from Designated & Restricted	15	(3,735)	3,735	-	-	-	-
Revaluation reserve	12	-	-	-	-	-	-
Net movement in funds		<u>-</u>	<u>3,735</u>	<u>-</u>	<u>-</u>	<u>3,735</u>	<u>73,810</u>
Reconciliation of Funds:							
Fund balance 1 April 2024	15	-	1,008,834	103,000	2,966	1,114,800	1,040,990
Fund Balance 31 March 2025		<u>-</u>	<u>1,012,569</u>	<u>103,000</u>	<u>2,966</u>	<u>1,118,535</u>	<u>1,114,800</u>

The statement of financial activities includes all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Age UK Stafford & District

Balance Sheet as at 31st March 2025

Company number: 03345219

Charity number: 1064087

		2025	2024
		£	£
Fixed assets			
Tangible assets	12	747,781	732,954
Current assets			
Debtors	13	148,943	90,242
Cash at bank & in hand		242,250	339,385
		<u>391,193</u>	<u>429,627</u>
Creditors: amounts falling due within one year	14	<u>20,439</u>	<u>47,781</u>
Net current assets		370,754	381,846
Creditors: amounts falling due after more than one year		-	-
Total assets less long term liabilities		<u>1,118,535</u>	<u>1,114,800</u>
Charity funds			
Unrestricted funds	15	1,012,569	1,008,834
Restricted funds	15	2,966	2,966
Revaluation reserve	15	103,000	103,000
		<u>1,118,535</u>	<u>1,114,800</u>

For the year ended 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- (i) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved and authorised for issue by the board on 2025.
and signed on its behalf by:-

.....
John Wheeler
Chairman of Trustees

.....
Mason Young
Treasurer

Age UK Stafford & District

Cash Flow Statement at 31 March 2025

Company number: 03345219

	2025		2024	
Notes	£	£	£	£
Cash flow from operating activities				
Operating profit/(loss)	2,561		72,960	
Reconciliation to cash generated from operations:				
Depreciation	19,560		16,937	
(Profit)/Loss on Disposal	-		-	
(increase)/decrease in debtors	(58,701)		(21,745)	
increase/(decrease) in creditors	<u>(27,342)</u>		<u>10,851</u>	
		(63,922)		79,003
Cash flow from investing activities				
Interest received	1,174		850	
Sale of tangible fixed assets	-		-	
Purchase of tangible fixed assets	(34,387)		(1,377)	
Loan movements in the year	<u>-</u>		<u>-</u>	
		(33,213)		(527)
Net increase in cash		(97,135)		78,476
Cash at bank at beginning of year		339,385		260,909
Cash at bank at end of year		<u>242,250</u>		<u>339,385</u>

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

1 Statutory Information

Age UK Stafford & District limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 3.

2 Accounting Policies

Basis of Accounting

The charity constitutes a public entity as defined by Financial Reporting Standard 102 (FRS 102).

The financial statements have been prepared in accordance with accounting and reporting by charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (SORP FRS102) issued on 16 July 2014 and Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention and consistently applied unless other wise stated.

Donations grants and other incoming resources

All donations grants and other incoming resources have been accounted for gross and receivable as long as they are capable of financial measurement. The value of services provided by volunteers has not been included.

Contract income

Contract income represents the amount derived from the provision of services.

Deferred income

The amount credited to deferred income is income received but not yet earned. The relevant sums are transferred to income when the service is rendered.

Depreciation

Depreciation is provided to write off the cost, less the estimated residual value, of all fixed assets, over their useful lives as follows:

Buildings	2%
Motor Vehicles	20%
Furniture Fixtures and Fittings	12.5%
Office Equipment	20%
Plant and Equipment	33%

All depreciation rates are applied on straight-line basis

Freehold land is not depreciated as it is considered to have an indefinite useful life.

Freehold buildings are depreciated over the expected useful economic life to the charity, over 50 years

The land and buildings were revalued in 2022 to ensure that they reflect current market value. The revaluation gain is shown in the revaluation reserve.

Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without any specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are to be used for the specific purpose as laid down by the donor.

Financial instruments

The charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, and loans to related parties.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

Government grants

Government grants are recognised when there is a reasonable assurance that the entity will comply with the conditions attached to the grant and the grant will be received. Grants relating to revenue are recognised in income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Expenditure

Expenditure is recognised on an accruals basis as the liability is incurred. The expenses are reported as follows:

costs of generating funds - comprise the costs associated with attracting voluntary income.

charitable expenditure - comprise costs incurred by the charity in the delivery of each activity and service. It includes both direct costs and necessary indirect support costs.

governance costs - comprise costs associated with constitutional and statutory requirements of the charity.

All costs are allocated between expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs related to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor area.

Going concern

At the time of approving the financial statements the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

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

Pension

Employees are entitled to be auto-enrolled in the company's workplace pension scheme. Details are disclosed in notes to the financial statements.

	Unrestricted funds			Restricted funds	2025	2024
	Grants	Other income	Designated		Total	Total
	£	£	£	£	£	£
3 Donations and legacies						
Other donations	-	3,863	-	-	3,863	4,177
Grants and furlough income	-	-	-	7,500	7,500	32,500
Age UK funding	-	7,500	-	-	7,500	10,750
	-	11,363	-	7,500	18,863	47,427
4 Other trading activities						
Fund raising activities	-	510	-	-	510	-
	-	510	-	-	510	-
5 Income from Investments						
Bank deposit account interest received	-	1,174	-	-	1,174	850
	-	1,174	-	-	1,174	850
6 Income from charitable activities						
Day Care						
Bradbury House	-	474,091	-	-	474,091	433,800
Training income	-	150	-	-	150	4,875
Transport income	-	4,499	-	-	4,499	3,237
	-	478,740	-	-	478,740	441,912
Home Support						
Home Support	-	249,908	-	-	249,908	237,643
Gardening private	-	25,450	-	-	25,450	24,806
	-	275,358	-	-	275,358	262,449

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

7 Total resources Expended

		Voluntary Income £	Activities for generating funds £	Day Care £	Home Support £	Community Action £	Governance and building £	2025 Total £	2024 Total £
Costs directly allocated to activities									
Staff costs		-	-	235,592	235,497	-	-	471,089	387,610
Expenses		-	-	233	1,119	-	-	1,352	1,462
Active therapy materials		-	-	2,745	-	-	-	2,745	1,895
Catering		-	-	26,185	-	-	-	26,185	26,804
Gardening staff costs		-	-	-	27,359	-	-	27,359	21,064
Gardening expenses		-	-	-	2,556	-	-	2,556	3,031
Protective clothing		-	-	-	1,157	-	-	1,157	1,443
Postage		-	-	-	2,605	-	-	2,605	2,444
Registration		-	-	-	886	-	-	886	831
Transport costs		-	-	29,969	-	-	-	29,969	24,932
Computer support costs		-	-	-	1,548	-	-	1,548	920
Training		-	-	585	585	-	-	1,170	-
Sundry		-	-	690	-	721	-	1,411	1,937
		-	-	295,999	273,312	721	-	570,032	474,373
Support costs allocated to activities									
Staff Costs	Time	2,537	1,692	42,292	21,146	5,498	11,419	84,584	80,267
Expenses	Usage	-	-	-	-	-	-	-	-
Training/ recruitment	Usage	-	-	95	133	152	-	380	293
Computer costs	Income	176	118	2,997	1,998	588	-	5,877	5,936
Premises costs	Floor area	1,810	181	49,482	5,854	3,017	-	60,344	68,204
General admin	Usage	-	179	4,326	2,704	1,127	677	9,013	11,827
Depreciation	Usage	-	-	7,446	876	438	10,800	19,560	16,937
Bad debts	Usage	-	-	2,597	606	-	-	3,203	2,831
Professional fees	Usage	-	-	12,142	1,428	714	-	14,284	14,772
Independent examination	Usage	-	-	1,530	180	90	-	1,800	1,800
Bank charges	Usage	-	-	1,222	611	-	-	1,833	1,588
Loan interest	Usage	-	-	-	-	-	-	-	-
		4,523	2,170	124,129	35,536	11,624	22,896	200,878	204,455
Total resources expended		4,523	2,170	420,128	308,848	12,345	22,896	770,910	678,828

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

8 Net incoming resources for the year	2025	2024
	£	£
This is stated after charging:		
Depreciation	19,560	16,937
Independent examination fee	1,800	1,800
Accountancy fees	6,078	6,012

9 Staff costs & numbers

Staff costs were as follows:-

Salaries and wages	553,713	469,080
Social Security costs	21,208	15,011
Employer Pension contributions	8,111	4,851
Total	<u>583,032</u>	<u>488,942</u>

No employee received emoluments of greater than £60,000

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

Chief Executive	1	1
Management	1	1
Day Care	11	8
Home Support	30	28
Administration and Support	5	5
Total	<u>48</u>	<u>43</u>

10 Trustee remuneration & related party transactions

No members of management received any remuneration during the year in their capacity as a trustee.

Travel expenses are reimbursed at cost and are insignificant, being less than £100 in total.

No trustees received expenses.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

11 Taxation

As a charity, Age UK Stafford & District is exempt from tax on income and gains falling within section 466 to 493 of the Corporation Tax Act 2010, or section 256 of the Taxation of Chargeable Gain Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

12 Tangible fixed assets

	Buildings £	Freehold Land £	Total Land & Buildings £
<i>Cost or valuation</i>			
1 April 2024	540,000	200,000	740,000
Addition	-	-	-
Disposal	-	-	-
Revaluation	-	-	-
31 March 2025	540,000	200,000	740,000
<i>Depreciation</i>			
1 April 2024	21,600	-	21,600
Charge	10,800	-	10,800
Disposal	-	-	-
Eliminated on revaluation	-	-	-
31 March 2025	32,400	-	32,400
<i>Net Book Value</i>			
31 March 2025	507,600	200,000	707,600
31 March 2024	518,400	200,000	718,400

	Motor vehicles £	Furniture & Fittings £	Office Equipment £	Equipment £	Total £
<i>Cost or valuation</i>					
1 April 2024	47,300	100,424	85,356	52,305	1,025,385
Addition	18,200	11,850	2,732	1,605	34,387
Disposal	-	-	-	-	-
Revaluation	-	-	-	-	-
31 March 2025	65,500	112,274	88,088	53,910	1,059,772
<i>Depreciation</i>					
1 April 2024	40,070	94,594	85,149	51,018	292,431
Charge	5,787	1,737	330	906	19,560
Disposal	-	-	-	-	-
Eliminated on revaluation	-	-	-	-	-
31 March 2025	45,857	96,331	85,479	51,924	311,991
<i>Net Book Value</i>					
31 March 2025	19,643	15,943	2,609	1,986	747,781
31 March 2024	7,230	5,830	207	1,287	732,954

The freehold land that Bradbury House occupies was purchased for £140,000 in November 2012. The original building cost was £778,339

The land and building at Bradbury House was revalued at £740,000 in June 2022 (£700,000 in October 2015).

All property valuations were carried out by Chivers Commercial, 21 Eastgate Street, Stafford ST16 2LZ in June 2022.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

13 Debtors	2025 £	2024 £
Trade debtors	97,520	43,522
Prepayments	50,101	45,383
Other debtors	<u>1,322</u>	<u>1,337</u>
	<u>148,943</u>	<u>90,242</u>

14 Creditors amounts falling due within one year	£	£
Trade creditors	11,213	17,042
Other Creditors & Social Security	-	74
Accruals	<u>9,226</u>	<u>30,665</u>
	<u>20,439</u>	<u>47,781</u>

15 Movement in funds

	Balance at 01/04/2024	Incoming Resources	Resources Expended	Transfers	Gains/ (losses)	Balance at 31/03/2025
Restricted Funds	£	£	£	£		£
Restricted fund	2,966	7,500	(7,500)	-	-	2,966
Unrestricted Funds						
Designated Funds	1,008,834	-	-	3,735	-	1,012,569
General funds	-	767,145	(763,410)	(3,735)	-	-
Revaluation reserve	103,000	-	-	-	-	103,000
Total	<u>1,114,800</u>	<u>774,645</u>	<u>(770,910)</u>	<u>-</u>	<u>-</u>	<u>1,118,535</u>

The revaluation of the land and building is shown in a separate revaluation reserve.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2025

16 Future contracts and going concern

Contracts from Social Care and Health totalling circa £376,000 are secured on an annual basis. The continuity of these funds cannot be guaranteed as they are heavily reliant upon the policies of central and local government. However, there is a significant income from Home Support, which is a non grant funded project (£262,449 in 2024 compared to £275,358 in 2025)

17 Commitments

Operating lease commitments

	2025	2024
	£	£
Due in less than 1 year	814	814
Due in 1-2 years		814
Due in 2-5 years		
	<u>814</u>	<u>1,628</u>

The above commitments relate to photocopier rentals.

18 Reserves policy

The trustees aim to retain sufficient reserves to cover 3 months operating expenditure and to retain a cash balance of £96,000 for potential restructuring costs in the event of a loss of a contract or significant change of operations.

19 Status

Age UK Stafford & District is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31 March 2025 there were 4 trustees (2024: 6). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee, for payments of debts and liabilities of the company contracted before he or she ceases to be a trustee and of the costs, charges and expenses of winding up, and for the adjustments of the rights of the contributors amongst themselves.

NOTES

Accounts

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Foreword

To comply with the duty in section 4 of the Charities Act 2022 to have regard to the public benefit provided by our charity, the Trustees have, in this report, detailed the activities we deliver in order to demonstrate the commitment to the object of our charity -

“To promote the relief of elderly people in any manner which now, or hereafter may be deemed by law, to be charitable in Stafford and surrounding areas”.

To deliver public benefit within our objectives we interpret “relief of elderly people” in its widest sense and take into account a holistic view of older people’s lives in an effort to offer services that offer care, prevention and support to enable them to live as full and enjoyable later life as possible.

To ensure our work delivers our aims we consider older people’s

- Health and well-being in light of their situation
- Ability to access services they need

The focus of our work is to provide:

- Assistance in accessing services and support
- Information and advice to aid problem solving
- Help and support to maximise income
- Activities to provide social interaction
- Companionship to reduce social isolation
- Practical and personal assistance to enable independent living

Policies and procedures are in place to ensure that services are accessible to all older people within our area of benefit. For some services, charges are made to cover the cost of providing the service. Charges are considered annually by Trustees and a Charging Policy is in place to give guidance to staff when a service charge is unable to be met, so that people are not excluded from the assistance they may need, and the cost is met by the organisation.

Legal & Administrative Information

Charity Details as at 31st March 2024

Registered Office

Age UK Stafford & District
Bradbury House
Weston Road
Stafford ST16 3RS

T: 01785 60 70 60
F: 01785 60 70 63
www.ageukstafford.org.uk

Legal Status:

Registered Charity No. 1064087 which was incorporated as a Company Limited by guarantee No.03345219 in 1997 in England and Wales

Governing document: Memorandum and Articles of Association

For the purpose of the Companies Act, the Directors (none of whom receive any remuneration) are the Trustees and during the year were as follows:

Chairman	Mr. Glyn Ravenscroft
Vice Chairman	Mr. Neil Norman
Treasurer	Mr. Glyn Ravenscroft – Acting Treasurer

Trustees	Mr Glyn Ravenscroft
	Mr. Richard Jarrett
	Mr. Alan Barnes
	Mrs. Juliet Niven
	Mr. John Wheeler
	Mr. Trevor Mardling
	Mr. Neil Norman

Company Secretary & Chief Executive Mrs Sandra Highland

BANKERS

Co-op Bank
42/43 Greengate Street
Stafford
ST16 2JA

SOLICITORS

Hutsby Mees
6/7 St Mary's Grove
Stafford
ST16 2AT

Independent Examiners

Richards Associates Ltd
(Chartered Accountants)
(Statutory Auditor)
North Lodge
Hawkesyard
Armitage Lane
Rugeley Staffordshire
WS15 1PS

Chairman's Report

Once again, there have been many challenges during 2023/2024. However, we are no different from the vast majority of other Charities who have had to deal with the Cost of Living crisis and recruitment issues that still appear to be the aftermath of COVID.

As I commented on last year, the response from all our staff and Volunteers, led by our Chief Executive Sandra and Operations Manager Alex has been exceptional. Our Staff in Day Care, Home Support, Transport and all other areas have ensured that there has been no reduction in the dedication shown in ensuring that the best quality service is provided for our clients.

On behalf of the Board may I extend our sincere appreciation to every member of staff.

At the end of my report last year, the new Brand Partnership agreement with Age UK was scheduled to be introduced early 2024. However, following consultation with Brand Partners, there is still work to be done on the agreement. Therefore, the current agreement has been extended until the autumn of 2024.

Following extensions to our Day Care contract with Staffordshire County Council, we anticipate that the contract will go out to tender during the 2024/2025 financial year. Hopefully we will be able to meet all the requirements set out and a new contract issued for us to continue to provide the service for the people of Stafford and surrounding areas.

Finally, I would like to express my appreciation of the work and support my fellow Trustees throughout the year. Unfortunately, two of our Trustees sadly passed away during the latter part of the year and we will miss the contributions of long serving Trustee Alan Barnes and fellow Trustee Trevor Mardling.

I am sure that during 2024/2025 the Trustees will continue to offer maximum support to our Senior Management Team and all the staff to ensure the continuation of a quality service to all our clients.

Glyn Ravenscroft
Chairman

Trustee's and Strategic Report

Object of the Charity

To promote the relief of elderly people in any manner, which now or hereafter may be deemed to be charitable in the area of Stafford and surrounding areas.

To achieve this, we seek:

- To relieve loneliness by offering practical help and information
- To increase awareness of all ages to the problems and difficulties which elderly people may face and to the potential for joy in later life
- To work with the statutory agencies to provide the quality of care provided

A review of our objectives and public benefit takes place on an annual basis which helps us to ensure that our aims, objectives and activities remain focused on our stated purpose.

Management of the Charity

The charity is managed by a Board of Trustees who employs a Chief Executive to manage the day to day operation of the charity. All activities are grouped under the headings of Operations and Resources; each area being managed by a Senior Manager.

The decision making process of the organisation commences within a range of sub-groups with a membership of Trustees, staff and outside agencies where appropriate. Minutes of the sub-groups are circulated to all Trustees. Decisions are ratified at Board meetings. The Board meets quarterly.

Sub- groups are as follows:

- Strategy
- Finance
- Business Management & Performance & Development

The activities of the sub groups are recorded later in the report.

New staff and volunteers attend an induction course giving background information to the organisation and how we relate to others, it also includes health and safety and road safety awareness. Each area of work has an induction programme which workers undertake during the first few months of employment. Line management of staff is identified during the induction period. Training needs are identified during staff appraisals and from the business development programme. An annual Training Programme is funded from the revenue budget.

Trustee Recruitment

Trustee applicants are provided with a recruitment pack including:

Introduction

Background information

Organisational structure

Trustee profile

Responsibilities of Board Members

Responsibilities of Individual Trustees

The need, skills required, the process

Application form and person specification

Diversity monitoring form

Recruitment process

Informal discussion and a visit to the organisation

Interview with Chairman and CEO

Induction process to the organisation involving visits to the departments and discussions with Staff and Trustees, followed by attendance at a Board meeting.

References

Should this process be successful an invitation to attend subsequent Board and sub group meetings is extended followed by nomination to the Annual General Meeting for election.

Summary of Policies

The organisation has 70 policies and procedures covering all areas of activity and are categorised under the following headings:

Employment • Finance • General Health & Safety Services • Trustees • Volunteering

There is ongoing review of policies and procedures, which is reported within Business Management & Performance sub group activity.

Quality

- Considered the Quality Policy Statement and Key Success Factors
- Received report on corrective actions, continuous improvement and complaints
- 12 Internal Audits and 12 Process Audits carried out. All Policies have been reviewed

Membership

Age UK Stafford & District is a Brand Partner of Age UK

Member of the Age England Association

Reserves

There was a Reserves policy in place which is reviewed each year following the annual examination. In 2023-2024, it is the policy of Trustees to hold reserves at a sufficient level to

- Maintain the core administrative operation of Age UK Stafford & District for 3 months.
- Retain a cash balance of £90,000 to cover potential restructuring costs in the event of the loss of a contract or significant organisational restructure.
- These amounts in addition to potential redundancy provision of £98,000

Risk Management

Risk management is a standard agenda item for the Business Management Development and Performance sub group with the Risk Register being updated and reported to the Board of Trustees at six monthly intervals.

Business Planning

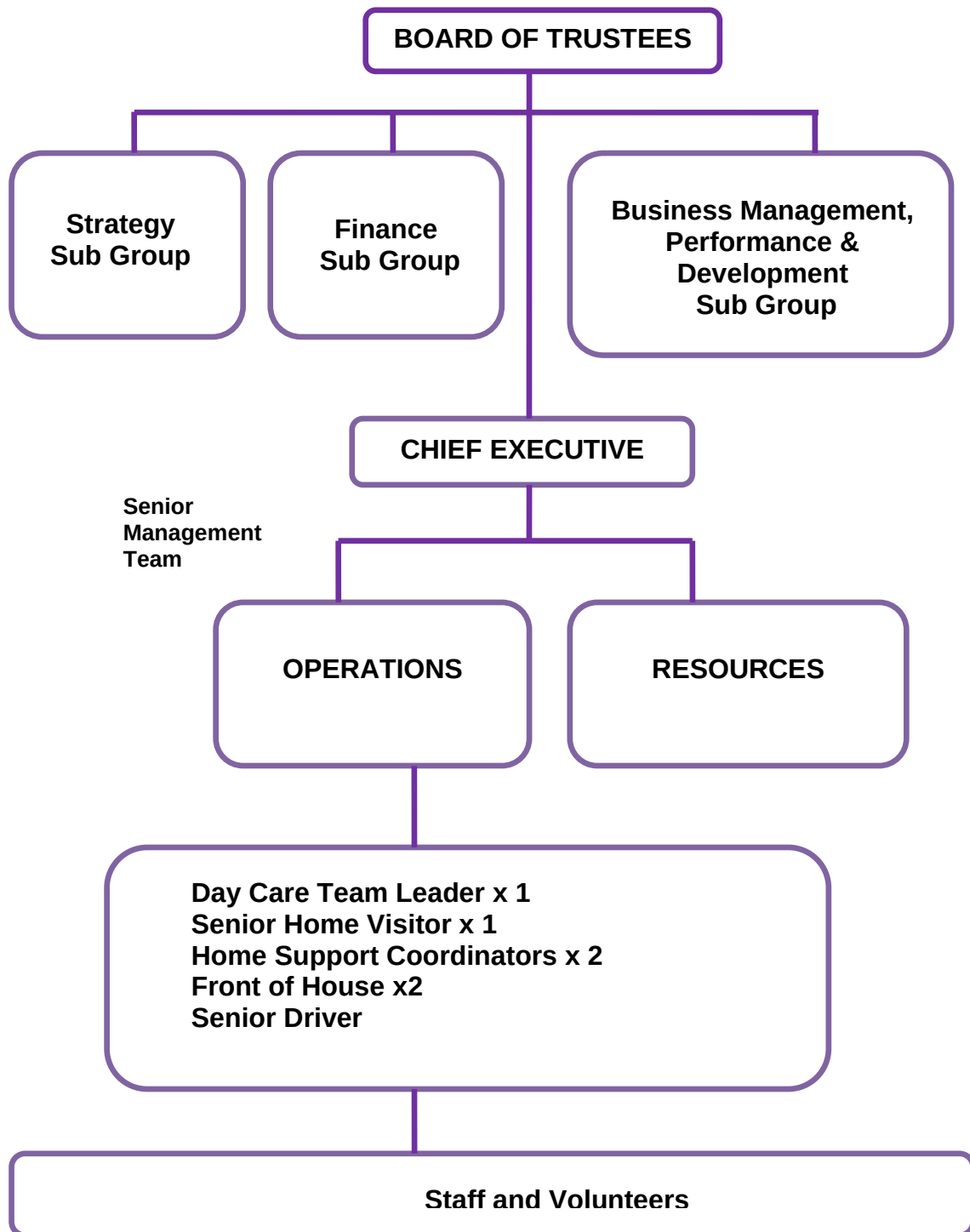
As in previous years, strategic discussions took place with staff and Trustees and at a subsequent Board meeting a Business Plan for 2023-2024 was agreed, along with action plans, Training Programme, Marketing Plan and Budgets

Communication

Communication of business information and consultation is by -

- Staff team meetings
- Minutes of Board and sub group meetings
- Press releases to local media
- Leaflets/information packs
- Leaflets in a number of rural locations as well as many urban sites throughout Stafford Borough
- Service User satisfaction surveys

Organisational Chart



Review of activities and achievement

- Age UK Organisational Quality Standard
- Four media campaigns held throughout the year
- Contract awarded of Day Opportunities Contract with Staffordshire County Council
- Keele University Student Doctor placements

Strategy

The Strategy group discussed the following items and made recommendations in relation to –

- Business/Strategic Plans
- Revenue and Capital Budgets
- Contract and Service Review
- Tender opportunities/Project Funding
- Brand Partner Agreement

Chairman's comments:

The Strategy sub group fulfils the purpose of concentrating discussion points for the full Board and Sub Groups.

My thanks go to my fellow members and to the Senior Management team for their efforts and full support

Glyn Ravenscroft - Chair

Finance

The Finance Sub Group continued to meet regularly during the year and focused its attention on the following areas:

- Review of financial information being presented to Board Members
- Review of monthly Management Accounts,
- Monitoring of Capital Expenditure and investment approvals
- Service Centre financial performance
- Review of service charges to our customers
- Review of staff wages and salaries
- Preparation and guidance for the financial budgets and plans
- Financial Controls Review
- Valuation of Bradbury House and Land
- Assets & Maintenance

Chairman's comments:

The sub group monitors the management and processes of the Charity and ensures that they are a true record of our work.

I wish to thank my fellow Trustees and staff for all their endeavours, in which has been a challenging year.

Glyn Ravenscroft – Chair/Acting Treasurer

Business Management & Performance

The Business Management & Performance sub group met quarterly during the period and considered:

- Service performance across all service areas
- Review policies and procedures
- Consider development opportunities
- Risk Management – the Risk Register has been reviewed bi annually
- Quality System – reviewed and monitored
- Monitor Health & Safety and Good Housekeeping
- Human Resources
- Data Protection
- Safeguarding

Chairman's comments:

The sub group monitors the management and processes of the Charity and ensures that they are a true record of our work.

I wish to thank my fellow Trustees and staff for all their endeavours.

Alan Barnes – Chair/ Glyn Ravenscroft – Acting Chair

Departmental Service Review

Age UK Stafford & District carries out a range of services that provide practical, personal, emotional and social support for older people in Stafford and the surrounding area.

Home Support

- Providing practical assistance within the local community, by supporting clients with housework, shopping, pension collection and laundry.
- Personal care for service users in their own home. Available five days per week including Bank Holidays

Service Users comments:

'Always very helpful – thank you all'

'Very happy with the service. I have recommended to several friends'

'Helps me to remain independent and safe'

'All staff are polite & friendly- including the staff in the office'

'It has made a big difference to me as I cannot do it myself and I like my home to look nice'

Gardening

- Providing garden maintenance for private service users

Service Users comments:

'Always on time – traffic allowing'

'R is a proper gentleman. Polite and friendly.'

'Very happy. I am unable to do without them'

'Very pleased to see my garden looking tidy now I cannot do it myself'

'I am pleased with all that you do, value for a pensioners purse'

Day Care

- Specialist day care service for up to 42 places daily, Monday to Friday, for older people with dementia and complex needs. Additional support is available for these service users in their own home.
- The purpose of the service is to provide respite for carers and to give service users an enjoyable and meaningful day.

Service Users comments:

'Mum absolutely loves coming to Bradbury House. She enjoys all the activities and says she has a great time'

'Every member of staff I have met from Bradbury House have been polite, kind, welcoming and helpful'

'The Drivers and Escorts are always really friendly, polite and helpful'

'It's amazing Mum loves it. She remembers where she is going and the kindness she is shown'

'My husband must enjoy time at Bradbury House as he comes home "happy"'

'Thank you for your support'

'Mum only has compliments for all the staff'

Information & Advice

We offer a free and impartial information and advice service to the very highest quality standards. We have trained staff that are available on the phone or face to face.

We can help with –

- Benefits
- Care and carers
- Direct payments
- Will writing and powers of attorney
- Dementia support
- Employment and retirement
- Signposting to other agencies
- Help in finding the service you need
- Help in accessing equipment
- Housing
- Help with utilities

Staff & Volunteers

Volunteers:

We continue with our volunteer recruitment and a number of vacancies have been filled in the following areas:

- Information & Advice

Staff:

In 2023- 2024 we recruited 16 staff into existing posts in the services detailed below:

- Home Support
- Gardening
- Resources
- Day Care

The only way Age UK Stafford & District is able to deliver the services that it does is through the dedication and commitment of staff and volunteers. Not only do they deliver the services required but it is undertaken in a caring and enthusiastic way ensuring that our service users are truly happy with the service they receive.

Community Involvement

Age UK Stafford & District is committed to working with others, for example –

- Colleagues within Age UK Local, Regional, National and Age Concern
- The local voluntary sector
- Older people and their clubs and groups
- Statutory agencies
- Local businesses

In 2023-2024 the organisation was represented on the following groups/committees

- Age UK Central Regional Group & Network Groups
- Age Concern Stone Board of Trustees

Further Thanks and Appreciation

In order for Age UK Stafford & District to provide its services we are dependent on many people and organisations to provide either funding, gifts, time, advice and support for which we are very grateful.

Below are mentioned just a few of the many who helped us during 2023-2024

Staffordshire County Council and in particular Social Care & Health
Stafford Borough Council
Co-op Bank
Age UK national/regional and local Brand Partners
Sainsbury's – Stafford
Keele University - Medical
Chevron

Volunteers

Donations and legacies from individuals

Future Plans

Taking into account our progress during the previous year and considering our strengths and weaknesses the Trustees have developed a Business Plan for the year 2024/2025

This plan is based upon the following key principles:

- To provide innovative and effective services which meet the diverse needs and aspirations of older people
- To listen and respond to the needs of our service users
- To ensure the sustainability of the organisation to benefit the lives of the older people it serves
- To increase the visibility and recognition of the organisation to the public and its stakeholders

To provide innovative and effective services which meet the diverse needs and aspirations of older people

- Engaging with older people to design services that meet their needs
- Delivering quality, person centred services across our organisation
- Review the services we provide to ensure we are meeting service users' needs
- Work with commissioners and partners to develop and improve services

To listen and respond to the needs of our service users

- Develop strong core service delivery to ensure person centred care, consistency and quality, meeting the requirements of our customers
- Work with service users to review and redesign where necessary existing services
- Going the 'extra mile' to meet customer's needs and exceed expectations
- Comply with all relevant legislation and care standards ensuring we are accountable for the services we deliver

To ensure the sustainability of the organisation to benefit the lives of the older people it serves

- Increase numbers of clients accessing all our services.
- Encourage and engage clients in the development of new services
- Ensure we maximise our resources effectively
- Identify efficiencies across the organisation

To increase the visibility and recognition of the organisation to the public and its stakeholders

- Establish a clear Marketing Plan to highlight the organisation to potential service users and partners
- Work alongside other agencies and partners in order to maintain connectivity to potential initiatives and new directions in service delivery
- Pursuit of partnership working across all sectors to increase our service delivery reach and reputation

Treasurers Report

This last year has seen an improvement in our financial position. More people are accessing our Day Care and Home Support services, which have helped us in this situation.

I hope that we will continue to recover from the problems of recent years, which enable us to have a financial situation that will be more consistent in providing opportunities for development in the services we provide.

Although the problems of balancing has not been a simple process in recent times, we have been fortunate in the dedication of our Finance Officer Jenny. She has ensured that we have been kept up to date with our financial situation and any action required. We are also grateful once again for the support and advice received over the last twelve months by our Auditor, Anna Richards

The maintenance of the building and equipment plus vehicles is always a big commitment in our expenditure, but we have endeavored that all staff have received the remuneration appropriate for all their hard work and endeavor.

We continue to provide care and support at our day care Centre and we are always looking to increase our presence within the local community. All the services we offer are well supported and invaluable to our clients.

Glyn Ravenscroft
Acting Treasurer

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the Age UK Stafford & District for the purposes of Company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

Statement as to disclosure to our Independent Examiners

In so far as, the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the Examiner in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the charity's Examiner that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees and strategic report has been authorised on behalf of the Board of Trustees by

.....
Glyn Ravenscroft (Chair)

.....
Date

Age UK Stafford & District

Trustees' Report and Financial Statements for the 12 months' period ending 31 March 2024

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Company Number (England and Wales) 03345219
Registered Charity Number 1064087

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF
AGE UK STAFFORD & DISTRICT
FOR THE YEAR ENDED 31 MARCH 2024**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 22 to 31.

Responsibilities and basis of report

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

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

Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Anna Richards
FCA, FCCA
Richards Associates Limited
Statutory Auditor
North Lodge
Hawkesyard
Armitage Lane
Rugeley, Staffordshire
WS15 1PS

Date:

Age UK Stafford & District

Statement of financial activities for the year ended 31st March 2024

		Unrestricted Funds			Restricted Fund	Total 2024	Total 2023
		General	Designated Funds	Revaluation Reserve			
Notes	£	£	£	£	£	£	£
Income and Expenditure							
Incoming and endowment funds							
Donations and legacies	3	13,639	-	-	1,288	14,927	12,254
Grants	3	32,500	-	-	-	32,500	-
Sale of Assets		-	-	-	-	-	-
Other trading activities	4	-	-	-	-	-	138
Income from investments	5	850	-	-	-	850	150
Total income		<u>46,989</u>	<u>-</u>	<u>-</u>	<u>1,288</u>	<u>48,277</u>	<u>12,542</u>
Income from Charitable activities							
Day Care	6	441,912	-	-	-	441,912	350,634
Home Support	6	262,449	-	-	-	262,449	241,044
Income from operating activities		<u>704,361</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>704,361</u>	<u>591,678</u>
Total income and endowments		<u>751,350</u>	<u>-</u>	<u>-</u>	<u>1,288</u>	<u>752,638</u>	<u>604,220</u>
Expenditure on raising funds funds							
Costs generating voluntary income	7	4,632	-	-	-	4,632	4,179
Other activities for generating funds	7	2,165	-	-	-	2,165	2,082
Expenditure on charitable activities							
Day Care	7	358,588	-	-	-	358,588	308,767
Home Support	7	278,191	-	-	-	278,191	265,288
Community Action	7	12,727	-	-	-	12,727	11,657
Governance	7	11,724	-	-	-	11,724	11,802
Building Depreciation	7	10,800	-	-	-	10,800	10,800
Total expenditure		<u>678,828</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>678,828</u>	<u>614,575</u>
Net income / (expenditure)		<u>72,522</u>	<u>-</u>	<u>-</u>	<u>1,288</u>	<u>73,810</u>	<u>(10,355)</u>
Transfer between Funds							
Transfer from Designated & Restricted	15	(72,522)	72,522	-	-	-	-
Revaluation reserve	12	-	-	-	-	-	-
Net movement in funds		<u>-</u>	<u>72,522</u>	<u>-</u>	<u>1,288</u>	<u>73,810</u>	<u>(10,355)</u>
Reconciliation of Funds:							
Fund balance 1 April 2023	15	-	936,312	103,000	1,678	1,040,990	1,051,345
Fund Balance 31 March 2024		<u>-</u>	<u>1,008,834</u>	<u>103,000</u>	<u>2,966</u>	<u>1,114,800</u>	<u>1,040,990</u>

The statement of financial activities includes all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Age UK Stafford & District

Balance Sheet as at 31st March 2024

Company number: 03345219

Charity number: 1064087

		2024	2023
Fixed assets		£	£
Tangible assets	12	732,954	748,514
Current assets			
Debtors	13	90,242	68,497
Cash at bank & in hand		<u>339,385</u>	<u>260,909</u>
		429,627	329,406
Creditors: amounts falling due within one year	14	<u>47,781</u>	<u>36,930</u>
Net current assets		381,846	292,476
Creditors: amounts falling due after more than one year		-	-
Total assets less long term liabilities		<u><u>1,114,800</u></u>	<u><u>1,040,990</u></u>
Charity funds			
Unrestricted funds	15	1,008,834	936,312
Restricted funds	15	2,966	1,678
Revaluation reserve	15	<u>103,000</u>	<u>103,000</u>
		<u><u>1,114,800</u></u>	<u><u>1,040,990</u></u>

For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- (i) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved and authorised for issue by the board on 2024.
and signed on its behalf by:-

.....
Glyn Ravenscroft
Chairman of Trustees

.....
Glyn Ravenscroft
Treasurer

Age UK Stafford & District

Cash Flow Statement at 31 March 2024

Company number: 03345219

		2024		2023	
	Notes	£	£	£	£
Cash flow from operating activities					
Operating profit/(loss)		72,960		(10,505)	
Reconciliation to cash generated from operations:					
Depreciation		16,937		18,938	
(Profit)/Loss on Disposal		-		-	
(increase)/decrease in debtors		(21,745)		(8,887)	
increase/(decrease) in creditors		<u>10,851</u>		<u>18,280</u>	
			79,003		17,826
Cash flow from investing activities					
Interest received		850		150	
Sale of tangible fixed assets		-		-	
Purchase of tangible fixed assets		(1,377)		(644)	
Loan movements in the year		<u>-</u>		<u>-</u>	
			(527)		(494)
Net increase in cash			78,476		17,332
Cash at bank at beginning of year			260,909		243,577
Cash at bank at end of year			<u>339,385</u>		<u>260,909</u>

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

1 Statutory Information

Age UK Stafford & District limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 3.

2 Accounting Policies

Basis of Accounting

The charity constitutes a public entity as defined by Financial Reporting Standard 102 (FRS 102).

The financial statements have been prepared in accordance with accounting and reporting by charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (SORP FRS102) issued on 16 July 2014 and Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention and consistently applied unless otherwise stated.

Donations grants and other incoming resources

All donations grants and other incoming resources have been accounted for gross and receivable as long as they are capable of financial measurement. The value of services provided by volunteers has not been included.

Contract income

Contract income represents the amount derived from the provision of services.

Deferred income

The amount credited to deferred income is income received but not yet earned. The relevant sums are transferred to income when the service is rendered.

Depreciation

Depreciation is provided to write off the cost, less the estimated residual value, of all fixed assets, over their useful lives as follows:

Buildings	2%
Motor Vehicles	20%
Furniture Fixtures and Fittings	12.5%
Office Equipment	20%
Plant and Equipment	33%

All depreciation rates are applied on straight-line basis

Freehold land is not depreciated as it is considered to have an indefinite useful life.

Freehold buildings are depreciated over the expected useful economic life to the charity, over 50 years

The land and buildings were revalued in 2022 to ensure that they reflect current market value. The revaluation gain is shown in the revaluation reserve.

Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without any specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are to be used for the specific purpose as laid down by the donor.

Financial instruments

The charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, and loans to related parties.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

Government grants

Government grants are recognised when there is a reasonable assurance that the entity will comply with the conditions attached to the grant and the grant will be received. Grants relating to revenue are recognised in income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Expenditure

Expenditure is recognised on an accruals basis as the liability is incurred. The expenses are reported as follows:

costs of generating funds - comprise the costs associated with attracting voluntary income.

charitable expenditure - comprise costs incurred by the charity in the delivery of each activity and service. It includes both direct costs and necessary indirect support costs.

governance costs - comprise costs associated with constitutional and statutory requirements of the charity.

All costs are allocated between expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs related to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor area.

Going concern

At the time of approving the financial statements the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

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

Pension

Employees are entitled to be auto-enrolled in the company's workplace pension scheme. Details are disclosed in notes to the financial statements.

	-----Unrestricted funds-----			Restricted funds	2024 Total	2023 Total
	Grants	Other income	Designated			
	£	£	£	£	£	£
3 Donations and legacies						
Other donations	-	2,889	-	1,288	4,177	1,504
Grants and furlough income	-	32,500	-	-	32,500	-
Age UK funding	-	10,750	-	-	10,750	10,750
	-	46,139	-	1,288	47,427	12,254
4 Other trading activities						
Raffle Funds	-	-	-	-	-	138
	-	-	-	-	-	138
5 Income from Investments						
Bank deposit account interest received	-	850	-	-	850	150
	-	850	-	-	850	150
6 Income from charitable activities						
Day Care						
Bradbury House	-	433,800	-	-	433,800	345,700
Training income	-	4,875	-	-	4,875	1,575
Transport income	-	3,237	-	-	3,237	3,359
	-	441,912	-	-	441,912	350,634
Home Support						
Home Support	-	237,643	-	-	237,643	221,831
Gardening private	-	24,806	-	-	24,806	19,213
	-	262,449	-	-	262,449	241,044

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

7 Total resources Expended

		Voluntary Income	Activities for generating funds	Day Care	Home Support	Community Action	Governance and building	2024 Total	2023 Total
		£	£	£	£	£	£	£	£
Costs directly allocated to activities									
Staff costs		-	-	177,267	210,343	-	-	387,610	346,177
Expenses		-	-	264	1,198	-	-	1,462	455
Active therapy materials		-	-	1,895	-	-	-	1,895	1,819
Catering		-	-	26,804	-	-	-	26,804	20,432
Gardening staff costs		-	-	-	21,064	-	-	21,064	22,411
Gardening expenses		-	-	-	3,031	-	-	3,031	2,299
Protective clothing		-	-	106	1,337	-	-	1,443	1,127
Postage		-	-	-	2,444	-	-	2,444	2,740
Registration		-	-	-	831	-	-	831	704
Transport costs		-	-	24,932	-	-	-	24,932	25,671
Computer support costs		-	-	-	920	-	-	920	460
Training		-	-	-	-	-	-	-	198
Sundry		-	-	1,162	-	775	-	1,937	1,075
		-	-	232,430	241,167	775	-	474,373	425,568
Support costs allocated to activities									
Staff Costs	Time	2,408	1,605	40,134	20,067	5,217	10,836	80,267	81,512
Expenses	Usage	-	-	-	-	-	-	-	7
Training/ recruitment	Usage	-	-	73	103	117	-	293	-
Computer costs	Income	178	119	3,027	2,018	594	-	5,936	3,952
Premises costs	Floor area	2,046	205	55,927	6,616	3,410	-	68,204	53,825
General admin	Usage	-	236	5,677	3,548	1,478	888	11,827	10,616
Depreciation	Usage	-	-	5,216	614	307	10,800	16,937	18,938
Bad debts	Usage	-	-	959	1,872	-	-	2,831	2,591
Professional fees	Usage	-	-	12,556	1,477	739	-	14,772	14,023
Independent examination	Usage	-	-	1,530	180	90	-	1,800	1,800
Bank charges	Usage	-	-	1,059	529	-	-	1,588	1,743
Loan interest	Usage	-	-	-	-	-	-	-	-
		4,632	2,165	126,158	37,024	11,952	22,524	204,455	189,007
Total resources expended		4,632	2,165	358,588	278,191	12,727	22,524	678,828	614,575

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

8 Net incoming resources for the year

	2024	2023
	£	£
This is stated after charging:		
Depreciation	16,937	18,938
Independent examination fee	1,800	1,800
Non-audit fees	6,012	5,941

9 Staff costs & numbers

Staff costs were as follows:-

Salaries and wages	469,080	404,979
Social Security costs	15,011	17,944
Employer Pension contributions	4,851	4,766
Total	<u>488,942</u>	<u>427,689</u>

No employee received emoluments of greater than £60,000

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

Chief Executive	1	1
Management	1	1
Day Care	8	8
Home Support	28	28
Administration and Support	5	6
Total	<u>43</u>	<u>44</u>

10 Trustee remuneration & related party transactions

No members of management received any remuneration during the year in their capacity as a trustee.

Travel expenses are reimbursed at cost and are insignificant, being less than £100 in total.

No trustees received expenses.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

11 Taxation

As a charity, Age UK Stafford & District is exempt from tax on income and gains falling within section 466 to 493 of the Corporation Tax Act 2010, or section 256 of the Taxation of Chargeable Gain Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

12 Tangible fixed assets

	Buildings £	Freehold Land £	Total Land & Buildings £
<i>Cost or valuation</i>			
1 April 2023	540,000	200,000	740,000
Addition	-	-	-
Disposal	-	-	-
Revaluation	-	-	-
31 March 2024	540,000	200,000	740,000
<i>Depreciation</i>			
1 April 2023	10,800	-	10,800
Charge	10,800	-	10,800
Disposal	-	-	-
Eliminated on revaluation	-	-	-
31 March 2024	21,600	-	21,600
<i>Net Book Value</i>			
31 March 2024	518,400	200,000	718,400
31 March 2023	529,200	200,000	729,200

	Motor vehicles £	Furniture & Fittings £	Office Equipment £	Equipment £	Total £
<i>Cost or valuation</i>					
1 April 2023	56,340	99,865	85,356	51,487	1,033,048
Addition	-	559	-	818	1,377
Disposal	(9,040)	-	-	-	(9,040)
Revaluation	-	-	-	-	-
31 March 2024	47,300	100,424	85,356	52,305	1,025,385
<i>Depreciation</i>					
1 April 2023	45,126	93,121	84,981	50,506	284,534
Charge	3,984	1,473	168	512	16,937
Disposal	(9,040)	-	-	-	(9,040)
Eliminated on revaluation	-	-	-	-	-
31 March 2024	40,070	94,594	85,149	51,018	292,431
<i>Net Book Value</i>					
31 March 2024	7,230	5,830	207	1,287	732,954
31 March 2023	11,214	6,744	375	981	748,514

The freehold land that Bradbury House occupies was purchased for £140,000 in November 2012. The original building cost was £778,339

The land and building at Bradbury House was revalued at £740,000 in June 2022 (£700,000 in October 2015).

All property valuations were carried out by Chivers Commercial, 21 Eastgate Street, Stafford ST16 2LZ in June 2022.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

13 Debtors	2024 £	2023 £
Trade debtors	43,522	33,159
Prepayments	45,383	34,216
Other debtors	<u>1,337</u>	<u>1,122</u>
	<u>90,242</u>	<u>68,497</u>

14 Creditors amounts falling due within one year	£	£
Trade creditors	17,042	19,647
Other Creditors & Social Security	74	579
Accruals	<u>30,665</u>	<u>16,704</u>
	<u>47,781</u>	<u>36,929</u>

15 Movement in funds

	Balance at 01/04/2023	Incoming Resources	Resources Expended	Transfers	Gains/ (losses)	Balance at 31/03/2024
Restricted Funds	£	£	£	£		£
Restricted fund	1,678	1,288	-	-	-	2,966
Unrestricted Funds						
Designated Funds	936,312	-	-	72,522	-	1,008,834
General funds	-	751,350	(678,828)	(72,522)	-	-
Revaluation reserve	103,000	-	-	-	-	103,000
Total	<u>1,040,990</u>	<u>752,638</u>	<u>(678,828)</u>	<u>-</u>	<u>-</u>	<u>1,114,800</u>

The revaluation of the land and building is shown in a separate revaluation reserve.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2024

16 Future contracts and going concern

Contracts from Social Care and Health totalling circa £333,000 are secured on an annual basis. The continuity of these funds cannot be guaranteed as they are heavily reliant upon the policies of central and local government. However, there is a significant income from Home Support, which is a non grant funded project (£241,044 in 2023 compared to £262,449 in 2024)

17 Commitments

Operating lease commitments

	2024	2023
	£	£
Due in less than 1 year	814	814
Due in 1-2 years	814	814
Due in 2-5 years	814	814
	<u>1,628</u>	<u>2,442</u>

The above commitments relate to photocopier rentals.

18 Reserves policy

The trustees aim to retain sufficient reserves to cover 3 months operating expenditure and to retain a cash balance of £90,000 for potential restructuring costs in the event of a loss of a contract or significant change of operations.

19 Status

Age UK Stafford & District is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31 March 2024 there were 6 trustees (2023: 9). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee, for payments of debts and liabilities of the company contracted before he or she ceases to be a trustee and of the costs, charges and expenses of winding up, and for the adjustments of the rights of the contributors amongst themselves.

NOTES

Accounts

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Foreword

To comply with the duty in section 4 of the Charities Act 2011 to have regard to the public benefit provided by our charity, the Trustees have, in this report, detailed the activities we deliver in order to demonstrate the commitment to the object of our charity -

“To promote the relief of elderly people in any manner which now, or hereafter may be deemed by law, to be charitable in Stafford and surrounding areas”.

To deliver public benefit within our objectives we interpret “relief of elderly people” in its widest sense and take into account a holistic view of older people’s lives in an effort to offer services that offer care, prevention and support to enable them to live as full and enjoyable later life as possible.

To ensure our work delivers our aims we consider older people’s

- Health and well-being in light of their situation
- Ability to access services they need

The focus of our work is to provide:

- Assistance in accessing services and support
- Information and advice to aid problem solving
- Help and support to maximise income
- Activities to provide social interaction
- Companionship to reduce social isolation
- Practical and personal assistance to enable independent living

Policies and procedures are in place to ensure that services are accessible to all older people within our area of benefit. For some services, charges are made to cover the cost of providing the service. Charges are considered annually by Trustees and a Charging Policy is in place to give guidance to staff when a service charge is unable to be met, so that people are not excluded from the assistance they may need, and the cost is met by the organisation.

Legal & Administrative Information

Charity Details as at 31st March 2023

Registered Office

Age UK Stafford & District
Bradbury House
Weston Road
Stafford ST16 3RS

T: 01785 60 70 60
F: 01785 60 70 63
www.ageukstafford.org.uk

Legal Status:

Registered Charity No. 1064087 which was incorporated as a Company Limited by guarantee No.03345219 in 1997 in England and Wales

Governing document: Memorandum and Articles of Association

For the purpose of the Companies Act, the Directors (none of whom receive any remuneration) are the Trustees and during the year were as follows:

Chairman	Mr. Glyn Ravenscroft
Vice Chairman	Mr. Neil Norman
Treasurer	Mr. Glyn Ravenscroft – Acting Treasurer

Trustees	Mr Glyn Ravenscroft
	Mr. Richard Jarrett
	Mr. Alan Barnes
	Mrs. Jill Hood
	Mrs. Juliet Niven
	Mr. John Wheeler
	Mr. Trevor Mardling
	Mr. Neil Norman

BANKERS

Co-op Bank
42/43 Greengate Street
Stafford
ST16 2JA

SOLICITORS

Hutsby Mees
6/7 St Mary's Grove
Stafford
ST16 2AT

Independent Examiners

Richards Associates Ltd
(Chartered Accountants)
(Statutory Auditor)
North Lodge
Hawkesyard
Armitage Lane
Rugeley Staffordshire
WS15 1PS

Chairman's Report

The last year saw a significant change at Age UK Stafford & District with the retirement of our Chief Executive Alison Montgomery, who had held the position since December 2011. However, we were fortunate in having a qualified member of staff in Sandra Highland who held the post of Operations Manager to be promoted to Chief Executive.

Our biggest problem throughout the year has been the difficulty in recruiting staff in certain departments – particularly in Transport. However, as in previous difficult situations, there has been a terrific response from staff to ensure we were able to continue to provide a quality service to all our clients. This is evident by the client surveys we have conducted from time to time. The dedication of our staff makes one very proud to be associated with the organisation as a Trustee.

There are still areas where the impact of COVID is still being felt, but hopefully our financial situation will continue to be carefully monitored, allowing for the few variations from forecast there have been from time to time. However, overall our financial situation is sound and under control, again thanks to the diligence of our staff and the support of our auditor Anna Richards.

Our main challenge going forward will be the proposals from Age UK National regarding our future Brand Partnership Agreement, which will come into effect from 2024. Work is ongoing on how Brand Partners work together with Age UK National for the benefit of older people in our community.

Glyn Ravenscroft
Chairman

Trustee's and Strategic Report

Object of the Charity

To promote the relief of elderly people in any manner, which now or hereafter may be deemed to be charitable in the area of Stafford and surrounding areas.

To achieve this, we seek:

- To relieve loneliness by offering practical help and information
- To increase awareness of all ages to the problems and difficulties which elderly people may face and to the potential for joy in later life
- To work with the statutory agencies to provide the quality of care provided

A review of our objectives and public benefit takes place on an annual basis which helps us to ensure that our aims, objectives and activities remain focused on our stated purpose.

Management of the Charity

The charity is managed by a Board of Trustees who employs a Chief Executive to manage the day to day operation of the charity. All activities are grouped under the headings of Operations and Resources; each area being managed by a Senior Manager.

The decision making process of the organisation commences within a range of sub-groups with a membership of Trustees, staff and outside agencies where appropriate. Minutes of the sub-groups are circulated to all Trustees. Decisions are ratified at Board meetings. The Board meets quarterly.

Sub- groups are as follows:

- Strategy
- Finance
- Business Management & Performance & Development

The activities of the sub groups are recorded later in the report.

New staff and volunteers attend an induction course giving background information to the organisation and how we relate to others, it also includes health and safety and road safety awareness. Each area of work has an induction programme which workers undertake during the first few months of employment. Line management of staff is identified during the induction period. Training needs are identified during staff appraisals and from the business development programme. An annual Training Programme is funded from the revenue budget.

Trustee Recruitment

Trustee applicants are provided with a recruitment pack including:

Introduction

Background information

Organisational structure

Trustee profile

Responsibilities of Board Members

Responsibilities of Individual Trustees

The need, skills required, the process

Application form and person specification

Diversity monitoring form

Recruitment process

Informal discussion and a visit to the organisation

Interview with Chairman and CEO

Induction process to the organisation involving visits to the departments and discussions with Staff and Trustees, followed by attendance at a Board meeting.

References

Should this process be successful an invitation to attend subsequent Board and sub group meetings is extended followed by nomination to the Annual General Meeting for election.

Summary of Policies

The organisation has 70 policies and procedures covering all areas of activity and are categorised under the following headings:

Employment • Finance • General Health & Safety Services • Trustees • Volunteering

There is ongoing review of policies and procedures, which is reported within Business Management & Performance sub group activity.

Quality

- Considered the Quality Policy Statement and Key Success Factors
- Received report on corrective actions, continuous improvement and complaints
- 12 Internal Audits and 12 Process Audits carried out. All Policies have been reviewed

Membership

Age UK Stafford & District is a Brand Partner of Age UK

Member of the Age England Association

Reserves

There was a Reserves policy in place which is reviewed each year following the annual examination. In 2022-2023, it is the policy of Trustees to hold reserves at a sufficient level to

- Maintain the core administrative operation of Age UK Stafford & District for 3 months.
- Retain a cash balance of £90,000 to cover potential restructuring costs in the event of the loss of a contract or significant organisational restructure.
- These amounts in addition to potential redundancy provision of £98,000

Risk Management

Risk management is a standard agenda item for the Business Management Development and Performance sub group with the Risk Register being updated and reported to the Board of Trustees at six monthly intervals.

Business Planning

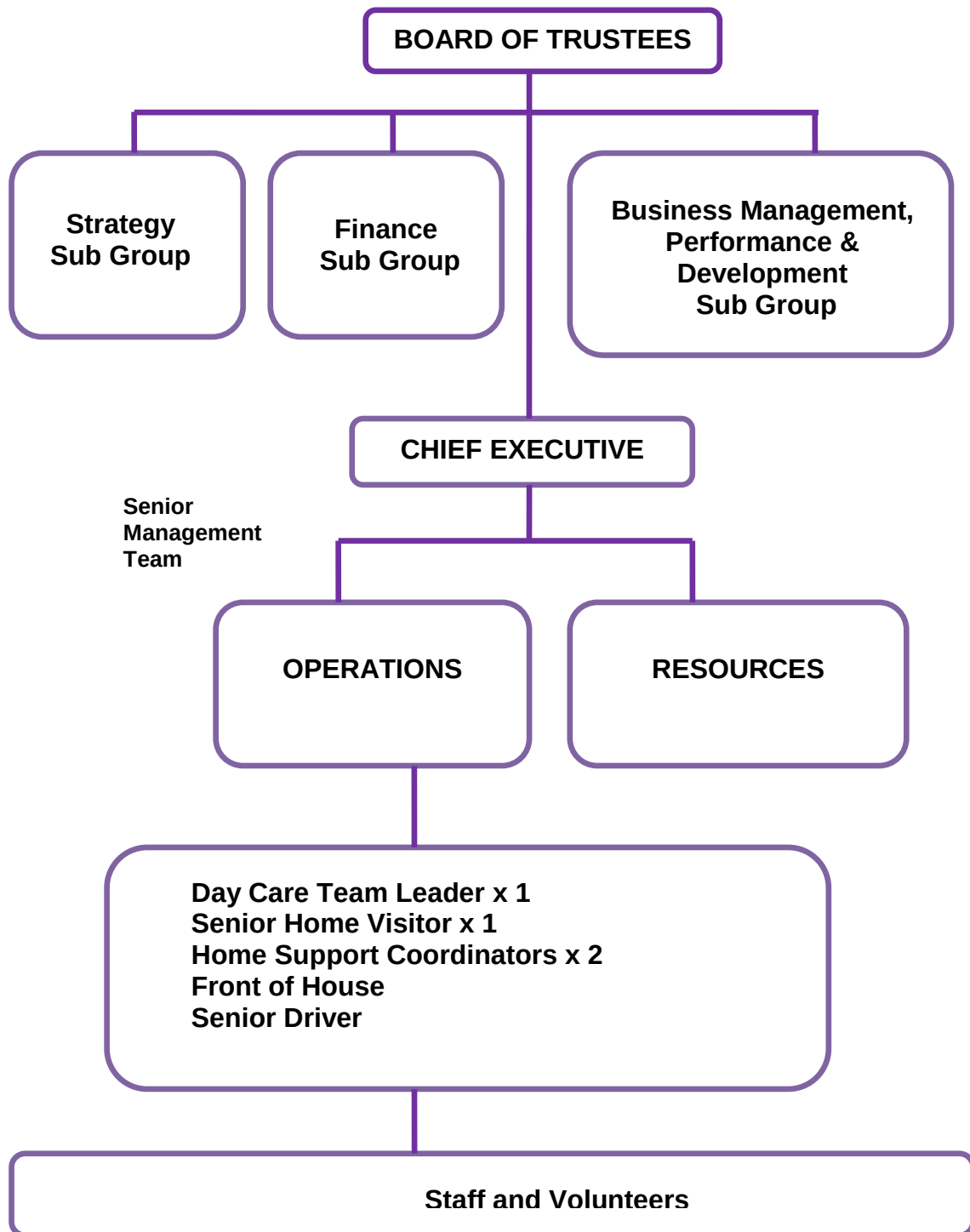
As in previous years, strategic discussions took place with staff and Trustees and at a subsequent Board meeting a Business Plan for 2022-2023 was agreed, along with action plans, Training Programme, Marketing Plan and Budgets

Communication

Communication of business information and consultation is by -

- Staff team meetings
- Minutes of Board and sub group meetings
- Press releases to local media
- Leaflets/information packs
- Leaflets in a number of rural locations as well as many urban sites throughout Stafford Borough
- Service User satisfaction surveys

Organisational Chart



Review of activities and achievement

- Age UK Organisational Quality Standard
- Four media campaigns held throughout the year
- Contract awarded of Day Opportunities Contract with Staffordshire County Council
- Keele University Student Doctor placements

Strategy

The Strategy group discussed the following items and made recommendations in relation to –

- Business/Strategic Plans
- Revenue and Capital Budgets
- Contract and Service Review
- Tender opportunities/Project Funding
- Brand Partner Agreement

Chairman's comments:

The Strategy sub group fulfils the purpose of concentrating discussion points for the full Board and Sub Groups.

My thanks go to my fellow members and to the Senior Management team for their efforts and full support

Glyn Ravenscroft - Chair

Finance

The Finance Sub Group continued to meet regularly during the year and focused its attention on the following areas:

- Review of financial information being presented to Board Members
- Review of monthly Management Accounts,
- Monitoring of Capital Expenditure and investment approvals
- Service Centre financial performance
- Review of service charges to our customers
- Review of staff wages and salaries
- Preparation and guidance for the financial budgets and plans
- Financial Controls Review
- Valuation of Bradbury House and Land
- Assets & Maintenance

Chairman's comments:

The sub group monitors the management and processes of the Charity and ensures that they are a true record of our work.

I wish to thank my fellow Trustees and staff for all their endeavours.

Glyn Ravenscroft – Chair/Acting Treasurer

Business Management & Performance

The Business Management & Performance sub group met quarterly during the period and considered:

- Service performance across all service areas
- Review policies and procedures
- Consider development opportunities
- Risk Management – the Risk Register has been reviewed bi annually
- Quality System – reviewed and monitored
- Monitor Health & Safety and Good Housekeeping
- Human Resources
- Data Protection
- Safeguarding

Chairman's comments:

The sub group monitors the management and processes of the Charity and ensures that they are a true record of our work.

I wish to thank my fellow Trustees and staff for all their endeavours.

Alan Barnes - Chair

Departmental Service Review

Age UK Stafford & District carries out a range of services that provide practical, personal, emotional and social support for older people in Stafford and the surrounding area.

Home Support

- Providing practical assistance within the local community, by supporting clients with housework, shopping, pension collection and laundry.
- Personal care for service users in their own home. Available five days per week including Bank Holidays

Service Users comments:

'Always punctual- something I very much appreciate'

'Nice to see regular staff, also good company for me'

'Impeccable'

'All staff are polite & friendly- including the staff in the office'

'It has made a great difference to me, keeping me in touch with the outside world as I am housebound'

Gardening

- Providing garden maintenance for private service users

Service Users comments:

'Well received and very efficient, does a lot in an hour'

'Your staff are always polite be it face to face or on the telephone'

'Very happy. I am unable to do without them'

'Very the service has brought our garden back to life'

'Excellent value for money. I'd actually imagined it would be more'

'It's worth every penny as I can't do the garden'

Day Care

- Specialist day care service for up to 42 places daily, Monday to Friday, for older people with dementia and complex needs. Additional support is available for these service users in their own home.
- The purpose of the service is to provide respite for carers and to give service users an enjoyable and meaningful day.

Service Users comments:

'I know that mum is really cared for at the Day Centre. Mum always looks forward to going'

'I find the day care service so helpful - it allows me time for essential appointments, knowing that I know that that mum is being well cared for'

'I am happy with the service provided'

'Everybody seems very helpful and caring'

'Gives me a break from being a full timer carer to my mum'

'It is my lifeline, to relax under no pressure and time to meet and enjoy a meal with friends'

'It gives me and my sister ability to work, knowing mum is safe, fed and warm and not sitting alone at home'

Information & Advice

We offer a free and impartial information and advice service to the very highest quality standards. We have trained staff that are available on the phone or face to face.

We can help with –

- Benefits
- Care and carers
- Direct payments
- Will writing and powers of attorney
- Dementia support
- Employment and retirement
- Signposting to other agencies
- Help in finding the service you need
- Help in accessing equipment
- Housing
- Help with utilities

Staff & Volunteers

Volunteers:

We continue with our volunteer recruitment and a number of vacancies have been filled in the following areas:

- Information & Advice
- Day Care

Staff:

In 2022- 2023 we recruited 9 staff into existing posts in the services detailed below:

- Home Support
- Gardening
- Resources
- Day Care

The only way Age UK Stafford & District is able to deliver the services that it does is through the dedication and commitment of staff and volunteers. Not only do they deliver the services required but it is undertaken in a caring and enthusiastic way ensuring that our service users are truly happy with the service they receive.

Community Involvement

Age UK Stafford & District is committed to working with others, for example –

- Colleagues within Age UK Local, Regional, National and Age Concern
- The local voluntary sector
- Older people and their clubs and groups
- Statutory agencies
- Local businesses

In 2022-2023 the organisation was represented on the following groups/committees

- Age UK Central Regional Group & Network Groups
- Age Concern Stone Board of Trustees

Further Thanks and Appreciation

In order for Age UK Stafford & District to provide its services we are dependent on many people and organisations to provide either funding, gifts, time, advice and support for which we are very grateful.

Below are mentioned just a few of the many who helped us during 2022-2023

Staffordshire County Council and in particular Social Care & Health
Stafford Borough Council
Co-op Bank
Age UK national/regional and local Brand Partners
Sainsbury's – Stafford
Keele University - Medical
Chevron

Volunteers

Donations and legacies from individuals

Future Plans

Taking into account our progress during the previous year and considering our strengths and weaknesses the Trustees have developed a Business Plan for the year 2022/2023

This plan is based upon the following key principles:

- To provide innovative and effective services which meet the diverse needs and aspirations of older people
- To listen and respond to the needs of our service users
- To ensure the sustainability of the organisation to benefit the lives of the older people it serves
- To increase the visibility and recognition of the organisation to the public and its stakeholders

To provide innovative and effective services which meet the diverse needs and aspirations of older people

- Engaging with older people to design services that meet their needs
- Delivering quality, person centred services across our organisation
- Review the services we provide to ensure we are meeting service users' needs
- Work with commissioners and partners to develop and improve services

To listen and respond to the needs of our service users

- Develop strong core service delivery to ensure person centred care, consistency and quality, meeting the requirements of our customers
- Work with service users to review and redesign where necessary existing services
- Going the 'extra mile' to meet customer's needs and exceed expectations
- Comply with all relevant legislation and care standards ensuring we are accountable for the services we deliver

To ensure the sustainability of the organisation to benefit the lives of the older people it serves

- Increase numbers of clients accessing all our services.
- Encourage and engage clients in the development of new services
- Ensure we maximise our resources effectively
- Identify efficiencies across the organisation

To increase the visibility and recognition of the organisation to the public and its stakeholders

- Establish a clear Marketing Plan to highlight the organisation to potential service users and partners
- Work alongside other agencies and partners in order to maintain connectivity to potential initiatives and new directions in service delivery
- Pursuit of partnership working across all sectors to increase our service delivery reach and reputation

Treasurers Report

With the ongoing wider economic difficulties due to the aftermath of COVID, and the current global economic difficulties such as the ongoing war in Ukraine, it is not surprising that times are extremely hard for all industries, especially within the care sector.

The care sector has had to continue to adhere to coronavirus restrictions although they are slightly more relaxed than they were at the peak of the pandemic. This has had a positive impact on the organisation, although it has still had to face rising costs due to the current cost of living crisis and rise in energy costs. All of which are out the organisations control.

With these difficulties in mind, we were expecting a challenging year and although we reported a deficit for the year of £10,355, we are delighted that we have managed to achieve this in the current economic circumstances.

With support from Government grants subsidies, we have had to maximise our day care capacity where possible, but with staffing issues we have been unable to maximise our home support services potential. Overall, this has resulted in total income decreasing by £42,485.

With the reduction in income and rising expenditure due to the cost of living crisis and dramatic rise in energy costs it has been extremely difficult at times and we are pleased that the overall effect has been kept to a minimum. Our overall expenditure has only risen by £14,381 compared to the previous year.

We continue to review our capacity and services, trying to maximise where possible and filling any vacancies we have quickly and efficiently, to ensure we are not reliant on donations.

We continue to provide care and support at our day care Centre and we are always looking to increase our presence within the local community. All the services we offer are well supported and invaluable to our clients.

Our outlook for the future is positive and we are hopeful that the global and national economic challenges will ease. As always, we will endeavor to maintain quality services to all our clients whatever challenges we face in the future.

Glyn Ravenscroft
Acting Treasurer

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the Age UK Stafford & District for the purposes of Company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

Statement as to disclosure to our Independent Examiners

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the Examiner in connection with preparing their report, of which the charity's auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the charity's Examiner that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees and strategic report has been authorised on behalf of the Board of Trustees by

.....
Glyn Ravenscroft (Chair)

.....
Date

Age UK Stafford & District

Trustees' Report and Financial Statements for the 12 months' period ending 31 March 2023

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Cash Flow Statement	24
Notes to Financial Statements	25-31

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF
AGE UK STAFFORD & DISTRICT
FOR THE YEAR ENDED 31 MARCH 2023**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 22 to 31.

Responsibilities and basis of report

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

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

Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Anna Richards
FCA, FCCA

Richards Associates Limited
Statutory Auditor
North Lodge
Hawkesyard
Armitage Lane
Rugeley, Staffordshire
WS15 1PS

Date:

Age UK Stafford & District

Statement of financial activities for the year ended 31st March 2023

	Notes	Unrestricted Funds			Restricted Fund	Total 2023	Total 2022
		General	Designated Funds	Revaluation Reserve			
		£	£	£	£	£	£
Income and Expenditure							
Incoming and endowment funds							
Donations and legacies	3	11,392	-	-	862	12,254	25,231
Grants	3	-	-	-	-	-	20,522
Sale of Assets		-	-	-	-	-	(345)
Other trading activities	4	138	-	-	-	138	800
Income from investments	5	150	-	-	-	150	8
Total income		<u>11,680</u>	<u>-</u>	<u>-</u>	<u>862</u>	<u>12,542</u>	<u>46,216</u>
Income from Charitable activities							
Day Care	6	350,634	-	-	-	350,634	335,392
Home Support	6	241,044	-	-	-	241,044	265,096
Income from operating activities		<u>591,678</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>591,678</u>	<u>600,488</u>
Total income and endowments		<u>603,358</u>	<u>-</u>	<u>-</u>	<u>862</u>	<u>604,220</u>	<u>646,704</u>
Expenditure on raising funds funds							
Costs generating voluntary income	7	4,179	-	-	-	4,179	3,910
Other activities for generating funds	7	2,082	-	-	-	2,082	2,206
		-	-	-	-	-	-
Expenditure on charitable activities							
Day Care	7	307,493	-	-	1,274	308,767	297,179
Home Support	7	264,343	-	-	945	265,288	261,675
Community Action	7	11,657	-	-	-	11,657	11,686
Governance	7	11,802	-	-	-	11,802	13,038
Building Depreciation	7	10,800	-	-	-	10,800	10,500
Total expenditure		<u>612,356</u>	<u>-</u>	<u>-</u>	<u>2,219</u>	<u>614,575</u>	<u>600,194</u>
Net income / (expenditure)		<u>(8,998)</u>	<u>-</u>	<u>-</u>	<u>(1,357)</u>	<u>(10,355)</u>	<u>46,510</u>
Transfer between Funds							
Transfer from Designated & Restricted	16	8,998	(7,064)	-	(1,934)	-	-
Revaluation reserve	12	-	-	-	-	-	103,000
Net movement in funds		<u>-</u>	<u>(7,064)</u>	<u>-</u>	<u>(3,291)</u>	<u>(10,355)</u>	<u>149,510</u>
Reconciliation of Funds:							
Fund balance 1 April 2022		-	943,376	103,000	4,969	1,051,345	901,835
Fund Balance 31 March 2023		<u>-</u>	<u>936,312</u>	<u>103,000</u>	<u>1,678</u>	<u>1,040,990</u>	<u>1,051,345</u>

The statement of financial activities includes all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Age UK Stafford & District

Balance Sheet as at 31st March 2023

Company number: 03345219

Charity number: 1064087

		2023	2022
		£	£
Fixed assets			
Tangible assets	12	748,514	766,808
Current assets			
Debtors	13	68,497	59,610
Cash at bank & in hand		260,909	243,577
		<u>329,406</u>	<u>303,187</u>
Creditors: amounts falling due within one year	14	<u>36,930</u>	<u>18,650</u>
Net current assets		292,476	284,537
Total assets		<u><u>1,040,990</u></u>	<u><u>1,051,345</u></u>
Charity funds			
Unrestricted funds	15	936,312	943,376
Restricted funds	15	1,678	4,969
Revaluation reserve	15	103,000	103,000
		<u><u>1,040,990</u></u>	<u><u>1,051,345</u></u>

For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2016 relating to small companies.

- (i) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved and authorised for issue by the board on 2023.
and signed on its behalf by:-

.....
Glyn Ravenscroft
Chairman of Trustees

.....
Neil Norman
Vice Chairman

Age UK Stafford & District

Cash Flow Statement at 31 March 2023

Company number: 03345219

		2023		2022	
	Notes	£	£	£	£
Cash flow from operating activities					
Operating profit/(loss)		(10,506)		46,502	
Reconciliation to cash generated from operations:					
Depreciation		18,938		16,803	
(Profit)/Loss on Disposal		-		345	
(increase)/decrease in debtors		(8,887)		(6,232)	
increase/(decrease) in creditors		<u>18,280</u>		<u>(22,682)</u>	
			17,825		34,736
Cash flow from investing activities					
Interest received		150		8	
Purchase of tangible fixed assets		(644)		(14,573)	
Loan movements in the year		<u>-</u>		<u>(14,727)</u>	
			<u>(494)</u>		<u>(29,292)</u>
Net increase in cash			17,331		5,444
Cash at bank at beginning of year			243,577		238,133
Cash at bank at end of year			<u>260,908</u>		<u>243,577</u>

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

Statutory Information

Age UK Stafford & District limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 3.

Accounting Policies

Basis of Accounting

The charity constitutes a public entity as defined by Financial Reporting Standard 102 (FRS 102).

The financial statements have been prepared in accordance with accounting and reporting by charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (SORP FRS102) issued on 16 July 2014 and Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention and consistently applied unless otherwise stated.

Donations grants and other incoming resources

All donations grants and other incoming resources have been accounted for gross and receivable as long as they are capable of financial measurement. The value of services provided by volunteers has not been included.

Contract income

Contract income represents the amount derived from the provision of services.

Deferred income

The amount credited to deferred income is income received but not yet earned. The relevant sums are transferred to income when the service is rendered.

Depreciation

Depreciation is provided to write off the cost, less the estimated residual value, of all fixed assets, over their useful lives as follows:

Buildings	2%
Motor Vehicles	20%
Furniture Fixtures and Fittings	12.5%
Office Equipment	20%
Plant and Equipment	33%

All depreciation rates are applied on straight-line basis

Freehold land is not depreciated as it is considered to have an indefinite useful life.

Freehold buildings are depreciated over the expected useful economic life to the charity, over 50 years

The land and buildings were revalued in 2022 to ensure that they reflect current market value. The revaluation gain is shown in the revaluation reserve.

Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without any specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are to be used for the specific purpose as laid down by the donor.

Financial instruments

The charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, and loans to related parties.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

Government grants

Government grants are recognised when there is a reasonable assurance that the entity will comply with the conditions attached to the grant and the grant will be received. Grants relating to revenue are recognised in income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Expenditure

Expenditure is recognised on an accruals basis as the liability is incurred. The expenses are reported as follows:

costs of generating funds - comprise the costs associated with attracting voluntary income.

charitable expenditure - comprise costs incurred by the charity in the delivery of each activity and service. It includes both direct costs and necessary indirect support costs.

governance costs - comprise costs associated with constitutional and statutory requirements of the charity.

All costs are allocated between expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs related to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor area.

Going concern

At the time of approving the financial statements the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

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

Pension

Employees are entitled to be auto-enrolled in the company's workplace pension scheme. Details are disclosed in notes to the financial statements.

	-----Unrestricted funds-----			Restricted funds	2023 Total	2022 Total
	Grants	Other income	Designated	funds		
	£	£	£	£	£	£
3 Donations and legacies						
Other donations	-	642	-	862	1,504	14,481
Grants and furlough income	-	-	-	-	-	20,522
Age UK funding	-	10,750	-	-	10,750	10,750
	-	11,392	-	862	12,254	45,753
4 Other trading activities						
Raffle Funds	-	138	-	-	138	800
	-	138	-	-	138	800
5 Income from Investments						
Bank deposit account interest received	-	150	-	-	150	8
	-	150	-	-	150	8
6 Income from charitable activities						
Day Care						
Bradbury House	-	345,700	-	-	345,700	331,339
Training income	-	1,575	-	-	1,575	300
Transport income	-	3,359	-	-	3,359	3,752
	-	350,634	-	-	350,634	335,391
Home Support						
Home Support	-	221,831	-	-	221,831	240,533
Gardening private	-	19,213	-	-	19,213	24,563
	-	241,044	-	-	241,044	265,096

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

7 Total resources Expended

	Voluntary	Activities for		Home	Community	Governance	2023	2022
Costs directly allocated to activities	Income	generating	Day Care	Support	Action	and building	Total	Total
	£	funds	£	£	£	£	£	£
Staff costs	-	-	145,298	200,879	-	-	346,177	337,948
Expenses	-	-	137	318	-	-	455	7,353
Active therapy materials	-	-	1,819	-	-	-	1,819	1,855
Catering	-	-	20,432	-	-	-	20,432	21,252
Gardening expenses	-	-	-	24,710	-	-	24,710	24,385
Protective clothing	-	-	-	1,127	-	-	1,127	1,878
Postage	-	-	-	2,740	-	-	2,740	3,195
Registration	-	-	-	704	-	-	704	1,108
Transport costs	-	-	25,671	-	-	-	25,671	24,080
Computer support costs	-	-	-	460	-	-	460	1,380
Training	-	-	198	-	-	-	198	96
Sundry	-	-	328	-	747	-	1,075	445
	-	-	193,883	230,938	747	-	425,568	424,975

Support costs allocated to activities

Staff Costs	Time	2,445	1,631	40,756	20,378	5,298	11,004	81,512	90,981
Expenses	Usage	-	-	4	1	1	1	7	-
Training/ recruitment	Usage	-	-	-	-	-	-	-	301
Computer costs	Income	119	79	2,015	1,344	395	-	3,952	4,378
Premises costs	Floor area	1,615	161	44,137	5,221	2,691	-	53,825	34,995
General admin	Usage	-	211	5,096	3,185	1,327	797	10,616	9,671
Depreciation	Usage	-	-	6,917	814	407	10,800	18,938	16,803
Bad debts	Usage	-	-	1,346	1,245	-	-	2,591	2,330
Professional fees	Usage	-	-	11,920	1,402	701	-	14,023	12,335
Independent examination	Usage	-	-	1,530	180	90	-	1,800	1,800
Bank charges	Usage	-	-	1,163	580	-	-	1,743	1,419
Loan interest	Usage	-	-	-	-	-	-	-	206
		4,179	2,082	114,884	34,350	10,910	22,602	189,007	175,219
Total resources expended		4,179	2,082	308,767	265,288	11,657	22,602	614,575	600,194

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

8 Net incoming resources for the year

	2023	2022
	£	£
This is stated after charging:		
Depreciation	18,938	16,833
Independent examination fee	1,800	1,800
Non-audit fees	5,941	6,635

9 Staff costs & numbers

Staff costs were as follows:-

Salaries and wages	404,979	409,336
Social Security costs	17,944	15,007
Employer Pension contributions	4,766	4,586
Total	<u>427,689</u>	<u>428,929</u>

No employee received emoluments of greater than £60,000

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

Chief Executive	1	1
Management	1	2
Day Care	8	11
Home Support	28	10
Community Action	0	1
Administration and Support	6	7
Total	<u>44</u>	<u>32</u>

10 Trustee remuneration & related party transactions

No members of management received any remuneration during the year in their capacity as a trustee.

No trustees received expenses during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

11 Taxation

As a charity, Age UK Stafford & District is exempt from tax on income and gains falling within section 466 to 493 of the Corporation Tax Act 2010, or section 256 of the Taxation of Chargeable Gain Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

12 Tangible fixed assets

	Buildings £	Freehold Land £	Total Land & Buildings £
<i>Cost or valuation</i>			
1 April 2022	540,000	200,000	740,000
Addition	-	-	-
Disposal	-	-	-
Revaluation	-	-	-
31 March 2023	<u>540,000</u>	<u>200,000</u>	<u>740,000</u>
<i>Depreciation</i>			
1 April 2022	-	-	-
Charge	10,800	-	10,800
Disposal	-	-	-
Eliminated on revaluation	-	-	-
31 March 2023	<u>10,800</u>	<u>-</u>	<u>10,800</u>
<i>Net Book Value</i>			
31 March 2023	<u>529,200</u>	<u>200,000</u>	<u>729,200</u>
31 March 2022	<u>540,000</u>	<u>200,000</u>	<u>740,000</u>

	Motor vehicles £	Furniture & Fittings £	Office Equipment £	Equipment £	Total £
<i>Cost or valuation</i>					
1 April 2022	56,340	99,865	85,356	50,843	1,032,404
Addition	-	-	-	644	644
Disposal	-	-	-	-	-
Revaluation	-	-	-	-	-
31 March 2023	<u>56,340</u>	<u>99,865</u>	<u>85,356</u>	<u>51,487</u>	<u>1,033,048</u>
<i>Depreciation</i>					
1 April 2022	39,646	91,081	84,646	50,223	265,596
Charge	5,480	2,040	335	283	18,938
Disposal	-	-	-	-	-
Eliminated on revaluation	-	-	-	-	-
31 March 2023	<u>45,126</u>	<u>93,121</u>	<u>84,981</u>	<u>50,506</u>	<u>284,534</u>
<i>Net Book Value</i>					
31 March 2023	<u>11,214</u>	<u>6,744</u>	<u>375</u>	<u>981</u>	<u>748,514</u>
31 March 2022	<u>16,694</u>	<u>8,784</u>	<u>710</u>	<u>620</u>	<u>766,808</u>

The freehold land that Bradbury House occupies was purchased for £140,000 in November 2012. The original building cost was £778,339

The land and building at Bradbury House was revalued at £740,000 in June 2022 (£700,000 in October 2015). All property valuations were carried out by Chivers Commercial, 21 Eastgate Street, Stafford ST16 2LZ in June 2022.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

13 Debtors	2023	2022
	£	£
Trade debtors	33,159	50,410
Prepayments	34,216	7,974
Other debtors	<u>1,122</u>	<u>1,226</u>
	<u>68,497</u>	<u>59,610</u>

14 Creditors amounts falling due within one year	£	£
Trade creditors	19,647	12,661
Other Creditors & Social Security	579	-
Accruals and deferred income	<u>16,704</u>	<u>5,989</u>
	<u>36,930</u>	<u>18,650</u>

Grant income of £10,000 has been deferred to allocate against related expenses incurred after the year end.

15 Movement in funds

	Balance at 01/04/2022	Incoming Resources	Resources Expended	Transfers	Balance at 31/03/2023
Restricted Funds	£	£	£	£	£
Restricted fund	4,969	862	(2,219)	(1,934)	1,678
Unrestricted Funds					
Designated Funds	943,376	-	-	(7,064)	936,312
General funds	-	603,358	(612,356)	8,998	-
Revaluation reserve	103,000	-	-	-	103,000
Total	<u>1,051,345</u>	<u>604,220</u>	<u>(614,575)</u>	<u>-</u>	<u>1,040,990</u>

The revaluation of the land and building is shown the revaluation reserve.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2023

16 Future contracts and going concern

Annual contracts from Social Care and Health totalling circa £263,000 are secured on an annual basis. The continuity of these funds cannot be guaranteed as they are heavily reliant upon the policies of central and local government. However, there is a significant income from Home Support, which is a non grant funded project (£265,096 in 2022 compared to £241,043 in 2023)

17 Commitments

Operating lease commitments

	2023	2022
	£	£
Due in less than 1 year	814	814
Due in 1-2 years	814	814
Due in 2-5 years	814	1,629
	<u>2,442</u>	<u>3,257</u>

The above commitments relate to photocopier rentals.

18 Reserves policy

The trustees aim to retain sufficient reserves to cover 3 months operating expenditure and to retain a cash balance of £90,000 for potential restructuring costs in the event of a loss of a contract or significant change of operations.

19 Status

Age UK Stafford & District is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31 March 2023 there were 9 trustees (2022: 9). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee, for payments of debts and liabilities of the company contracted before he or she ceases to be a trustee and of the costs, charges and expenses of winding up, and for the adjustments of the rights of the contributors amongst themselves.

NOTES

Accounts

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Foreword

To comply with the duty in section 4 of the Charities Act 2011 to have regard to the public benefit provided by our charity, the Trustees have, in this report, detailed the activities we deliver in order to demonstrate the commitment to the object of our charity -

“To promote the relief of elderly people in any manner which now, or hereafter may be deemed by law, to be charitable in Stafford and surrounding areas”.

To deliver public benefit within our objectives we interpret “relief of elderly people” in its widest sense and take into account a holistic view of older people’s lives in an effort to offer services that offer care, prevention and support to enable them to live as full and enjoyable later life as possible.

To ensure our work delivers our aims we consider older people’s

- Health and well-being in light of their situation
- Ability to access services they need

The focus of our work is to provide:

- Assistance in accessing services and support
- Information and advice to aid problem solving
- Help and support to maximise income
- Activities to provide social interaction
- Companionship to reduce social isolation
- Practical and personal assistance to enable independent living

Policies and procedures are in place to ensure that services are accessible to all older people within our area of benefit. For some services, charges are made to cover the cost of providing the service. Charges are considered annually by Trustees and a Charging Policy is in place to give guidance to staff when a service charge is unable to be met, so that people are not excluded from the assistance they may need, and the cost is met by the organisation.

Legal & Administrative Information

Charity Details as at 31st March 2022

Registered Office

Age UK Stafford & District
Bradbury House
Weston Road
Stafford ST16 3RS

T: 01785 60 70 60
F: 01785 60 70 63
www.ageukstafford.org.uk

Legal Status:

Registered Charity No. 1064087 which was incorporated as a Company Limited by guarantee No.03345219 in 1997 in England and Wales

Governing document: Memorandum and Articles of Association

For the purpose of the Companies Act, the Directors (none of whom receive any remuneration) are the Trustees and during the year were as follows:

Chairman	Mr. David Ellison – resigned Mr. Glyn Ravenscroft - elected
Vice Chairman	Vacancy
Treasurer	Mr. Glyn Ravenscroft – Acting Treasurer
Trustees	Mr. Richard Jarrett Mr. Alan Barnes Mrs. Jill Hood Mrs. Juliet Niven Mr. John Wheeler Mr. Trevor Mardling Mr. Neil Norman

BANKERS

Co-op Bank
42/43 Greengate Street
Stafford
ST16 2JA

SOLICITORS

Hutsby Mees
6/7 St Mary's Grove
Stafford
ST16 2AT

Independent Examiners

Richards Associates Ltd
(Chartered Accountants)
(Registered Auditor)
North Lodge
Hawkesyard
Armitage Lane
Rugeley Staffordshire
WS15 1PS

Chairman's Report

Although the impact of COVID has not been as severe this year as in the previous twelve months, there have still been many `COVID related` considerations required to ensure the continuation of a quality service to all our clients. However, one thing that has been consistent throughout the whole period has been the dedication and work ethic of all the Staff in ensuring sure there was no reduction in standards across the range of services provided. On behalf of the Trustees, I would like to thank them all for ensuring whatever adjustments had to be made, the same quality of service was still provided for all our clients.

We will still have to be cautious in progressing through 2022/2023 but hopefully our working relationship with the County Council and our other partners will ensure we will still be able to deliver `quality` in all aspects of our services and continue to receive the `thanks` and compliments from the families of our service users.

There has obviously been an impact on our finances with all the COVID related adjustments but the close scrutiny of all the financial implications during the year by the Senior Management Team has ensured we are still in a reasonably healthy situation.

Hopefully we will be able to get back to a more `normal` situation as a Board and provide the support to the Staff in the provision of a quality service to the local Community.

Glyn Ravenscroft
Chairman

Trustee's and Strategic Report

Object of the Charity

To promote the relief of elderly people in any manner, which now or hereafter may be deemed to be charitable in the area of Stafford and surrounding areas.

To achieve this, we seek:

- To relieve loneliness by offering practical help and information
- To increase awareness of all ages to the problems and difficulties which elderly people may face and to the potential for joy in later life
- To work with the statutory agencies to provide the quality of care provided

A review of our objectives and public benefit takes place on an annual basis which helps us to ensure that our aims, objectives and activities remain focused on our stated purpose.

Management of the Charity

The charity is managed by a Board of Trustees who employs a Chief Executive to manage the day to day operation of the charity. All activities are grouped under the headings of Operations and Resources; each area being managed by a Senior Manager.

The decision making process of the organisation commences within a range of sub-groups with a membership of Trustees, staff and outside agencies where appropriate. Minutes of the sub-groups are circulated to all Trustees. Decisions are ratified at Board meetings. The Board meets quarterly.

Sub- groups are as follows:

- Strategy
- Finance
- Business Management & Performance & Development

The activities of the sub groups are recorded later in the report.

New staff and volunteers attend an induction course giving background information to the organisation and how we relate to others, it also includes health and safety and road safety awareness. Each area of work has an induction programme which workers undertake during the first few months of employment. Line management of staff is identified during the induction period. Training needs are identified during staff appraisals and from the business development programme. An annual Training Programme is funded from the revenue budget.

Trustee Recruitment

Trustee applicants are provided with a recruitment pack including:

Introduction
Background information
Organisational structure
Trustee profile
Responsibilities of Board Members
Responsibilities of Individual Trustees
The need, skills required, the process
Application form and person specification
Diversity monitoring form

Recruitment process

Informal discussion and a visit to the organisation
Interview with Chairman and CEO
Induction process to the organisation involving visits to the departments and discussions with Staff and Trustees, followed by attendance at a Board meeting.
References

Should this process be successful an invitation to attend subsequent Board and sub group meetings is extended followed by nomination to the Annual General Meeting for election.

Summary of Policies

The organisation has 70 policies and procedures covering all areas of activity and are categorised under the following headings:

Employment • Finance • General Health & Safety Services • Trustees • Volunteering

There is ongoing review of policies and procedures, which is reported within Business Management & Performance sub group activity.

Quality

- Considered the Quality Policy Statement and Key Success Factors
- Received report on corrective actions, continuous improvement and complaints
- 24 Internal Audits and 22 Process Audits carried out. All Policies have been reviewed

Membership

Age UK Stafford & District is a Brand Partner of Age UK

Member of the Age England Association

Reserves

There was a Reserves policy in place which is reviewed each year following annual audit. In 2021-2022 it is the policy of Trustees to hold reserves at a sufficient level to

- Maintain the core administrative operation of Age UK Stafford & District for 3 months.
- Retain a cash balance of £90,000 to cover potential restructuring costs in the event of the loss of a contract or significant organisational restructure.
- These amounts in addition to potential redundancy provision of £98,000

Risk Management

Risk management is a standard agenda item for the Business Management Development and Performance sub group with the Risk Register being updated and reported to the Board of Trustees at six monthly intervals.

Business Planning

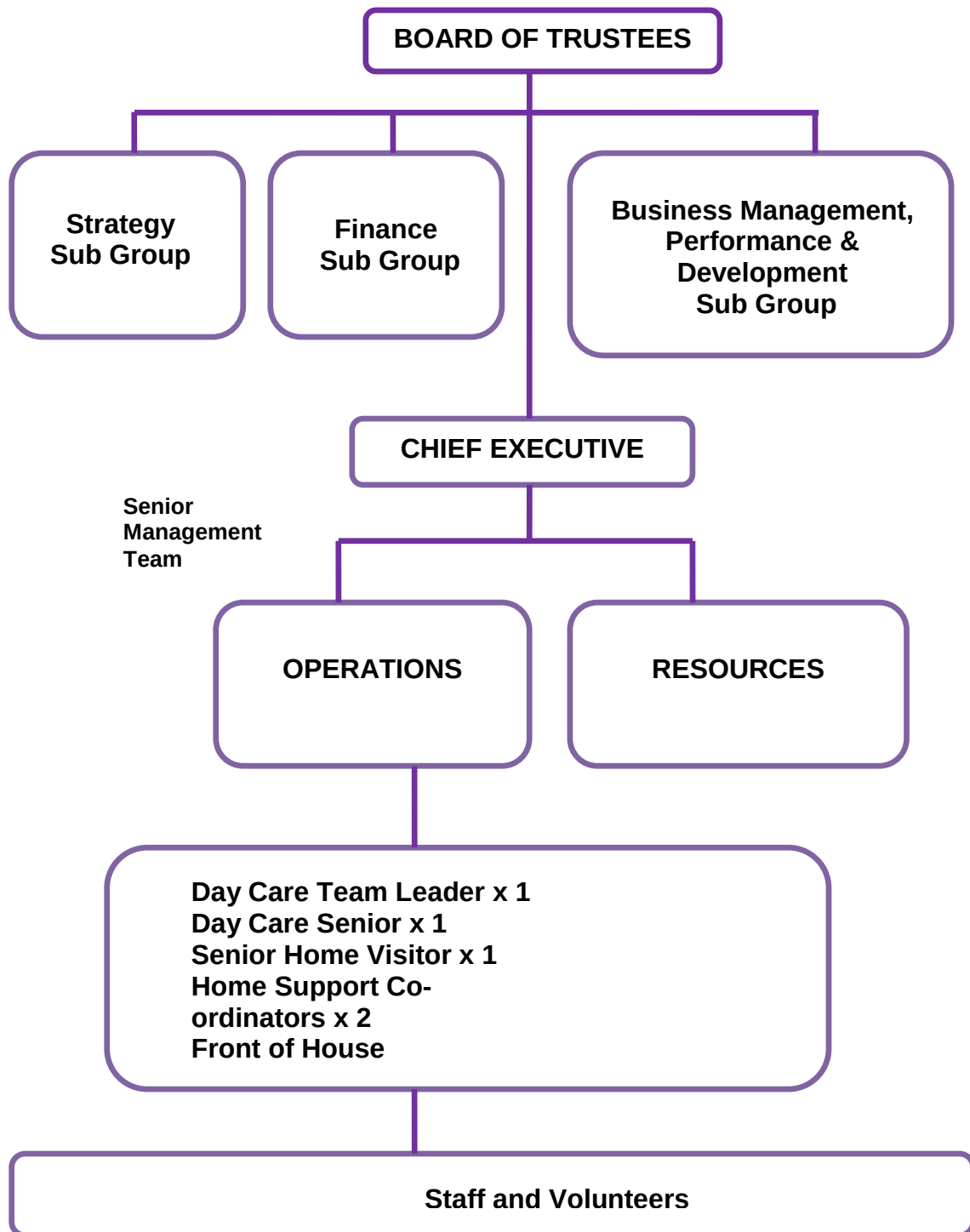
As in previous years, strategic discussions took place with staff and Trustees and at a subsequent Board meeting a Business Plan for 2021-2022 was agreed, along with action plans, Training Programme, Marketing Plan and Budgets.

Communication

Communication of business information and consultation is by -

- Staff team meetings
- Minutes of Board and sub group meetings
- Press releases to local media
- Leaflets/information packs
- Leaflets in a number of rural locations as well as many urban sites throughout Stafford Borough
- Service User satisfaction surveys

Organisational Chart



Review of activities and achievement

- Age UK Organisational Quality Standard
- Four media campaigns held throughout the year
- Contract awarded of Day Opportunities Contract with Staffordshire County Council
- Keele University Student Doctor placements

Strategy

The Strategy group discussed the following items and made recommendations in relation to –

- Business/Strategic Plans
- Revenue and Capital Budgets
- Contract and Service Review
- Tender opportunities/Project Funding
- Brand Partner Agreement – Big Conversation

Chairman's comments:

The Strategy sub group fulfills the purpose of concentrating discussion points for the full Board and Sub Groups.

My thanks go to my fellow members and to the Senior Management team for their efforts and full support

Glyn Ravenscroft - Chair

Finance

The Finance Sub Group continued to meet regularly during the year and focused its attention on the following areas:

- Review of financial information being presented to Board Members
- Review of monthly Management Accounts,
- Monitoring of Capital Expenditure and investment approvals
- Service Centre financial performance
- Review of service charges to our customers
- Review of staff wages and salaries
- Preparation and guidance for the financial budgets and plans
- Financial Controls Review
- Review of Loan Structure
- Assets & Maintenance

Chairman's comments:

The sub group monitors the management and processes of the Charity and ensures that they are a true record of our work.

I wish to thank my fellow Trustees and staff for all their endeavours.

Glyn Ravenscroft – Chair/Acting Treasurer

Business Management & Performance

The Business Management & Performance sub group met quarterly during the period and considered:

- Service performance across all service areas
- Review policies and procedures
- Consider development opportunities
- Risk Management – the Risk Register has been reviewed bi annually
- Quality System – reviewed and monitored
- Monitor Health & Safety and Good Housekeeping
- Human Resources
- Data Protection
- Safeguarding
- COVID19

Chairman's comments:

The sub group monitors the management and processes of the Charity and ensures that they are a true record of our work.

I wish to thank my fellow Trustees and staff for all their endeavours.

Alan Barnes - Chair

Departmental Service Review

Age UK Stafford & District carries out a range of services that provide practical, personal, emotional and social support for older people in Stafford and the surrounding area.

Home Support

- Providing practical assistance within the local community, by supporting clients with housework, shopping, pension collection and laundry.
- Personal care for service users in their own home. Available five days per week including Bank Holidays

Service Users comments:

'Would find it extremely difficult to remain independent without the service, I appreciate their efforts and company particularly with the lockdown'

'Peace of mind to know dad is safe and house clean + comfortable'

'It has given me more contact with the outside world'

'Allowed me to stay independent at home'

Gardening

- Providing garden maintenance for private service users

Service Users comments:

'At the age of 91 I no longer can manage some of it- so this service is essential'

'Absolutely- I can no longer manage my garden and this has taken a lot of stress from me'

'Yes my wife and I are able to enjoy the garden and admire the work carried out'

'I have been using the service for several years now, it's very important to me'

Day Care

- Specialist day care service for up to 42 places daily, Monday to Friday, for older people with dementia and complex needs. Additional support is available for these service users in their own home.
- The purpose of the service is to provide respite for carers and to give service users an enjoyable and meaningful day.

Service Users comments:

'Knowing he is being taken care of, I can't express enough the break and relief I feel.'

'Keeps me going looking forward to each day, otherwise would just be sitting watching TV all day.'

'Gives my mother a purpose to get motivated in the mornings and enables me to go to work, knowing my mother is warm and safe'

'It provides my husband with stimulation throughout the day, where I know he will be cared for and his needs met. It enables me to be able to catch up on sleep and recharge.'

'I am able to go shopping and do my own thing. It gives J something to look forward to and seems to help him concentrate better.'

'Peace of mind, enables mum to get out, mix with other people, gives us a break knowing she is safe'

Information & Advice

We offer a free and impartial information and advice service to the very highest quality standards. We have trained staff that are available on the phone or face to face.

We can help with –

- Benefits
- Care and carers
- Direct payments
- Will writing and powers of attorney
- Dementia support
- Employment and retirement
- Signposting to other agencies
- Help in finding the service you need
- Help in accessing equipment
- Housing
- Help with utilities

Staff & Volunteers

Volunteers:

We continue with our volunteer recruitment and a number of vacancies have been filled in the following areas:

- Information & Advice
- Day Care

Staff:

In 2021- 2022 we recruited 9 staff into existing posts in the services detailed below:

- Home Support
- Gardening
- Resources
- Day Care

The only way Age UK Stafford & District is able to deliver the services that it does is through the dedication and commitment of staff and volunteers. Not only do they deliver the services required but it is undertaken in a caring and enthusiastic way ensuring that our service users are truly happy with the service they receive.

Community Involvement

Age UK Stafford & District is committed to working with others, for example –

- Colleagues within Age UK Local, Regional, National and Age Concern
- The local voluntary sector
- Older people and their clubs and groups
- Statutory agencies
- Local businesses

In 2021-2022 the organisation was represented on the following groups/committees

- Age UK Central Regional Group & Network Groups
- Age Concern Stone Board of Trustees

Further Thanks and Appreciation

In order for Age UK Stafford & District to provide its services we are dependent on many people and organisations to provide either funding, gifts, time, advice and support for which we are very grateful.

Below are mentioned just a few of the many who helped us during 2021-2022

Staffordshire County Council and in particular Social Care & Health
Stafford Borough Council
Co-op Bank
Age UK national/regional and local Brand Partners
Sainsbury's – Stafford
Keele University - Medical
National Lottery
Chevron

Volunteers

Donations and legacies from individuals

Future Plans

Taking into account our progress during the previous year and considering our strengths and weaknesses the Trustees have developed a Business Plan for the year 2021/2022

This plan is based upon the following key principles:

- To provide innovative and effective services which meet the diverse needs and aspirations of older people
- To listen and respond to the needs of our service users
- To ensure the sustainability of the organisation to benefit the lives of the older people it serves
- To increase the visibility and recognition of the organisation to the public and its stakeholders

To provide innovative and effective services which meet the diverse needs and aspirations of older people

- Engaging with older people to design services that meet their needs
- Delivering quality, person centred services across our organisation
- Review the services we provide to ensure we are meeting service users' needs
- Work with commissioners and partners to develop and improve services

To listen and respond to the needs of our service users

- Develop strong core service delivery to ensure person centred care, consistency and quality, meeting the requirements of our customers
- Work with service users to review and redesign where necessary existing services
- Going the 'extra mile' to meet customer's needs and exceed expectations
- Comply with all relevant legislation and care standards ensuring we are accountable for the services we deliver

To ensure the sustainability of the organisation to benefit the lives of the older people it serves

- Increase numbers of clients accessing all our services.
- Encourage and engage clients in the development of new services
- Ensure we maximise our resources effectively
- Identify efficiencies across the organisation

To increase the visibility and recognition of the organisation to the public and its stakeholders

- Establish a clear Marketing Plan to highlight the organisation to potential service users and partners
- Work alongside other agencies and partners in order to maintain connectivity to potential initiatives and new directions in service delivery
- Pursuit of partnership working across all sectors to increase our service delivery reach and reputation

Treasurers Report

With Coronavirus still prevalent and causing disruption at the start of the financial year, especially within the care sector, charities have continued to experience ongoing difficulties. With our clients being older people we have had to continue to operate restricted services as well as adhere to restrictions and lockdowns due to the coronavirus pandemic.

Even with these ongoing challenges we have been resilient and are pleased to announce that we have managed to achieve a surplus of £46,510 for the year. We are extremely pleased with the results especially after experiencing difficult times during the year.

With coronavirus still dominating at the start of the financial year, we are pleased that income from charitable activities increased from the previous year by £71,443. This was helped by the easing of restrictions as the year went on, in order for us to increase our Day Care capacity.

Even though support from Government grants and incentive schemes were reduced and withdrawn during the year, this was offset by us controlling our expenditure. Our overall expenditure was reduced by £75,082 compared to the previous year.

With the pandemic restrictions now released we will continue to increase our capacity and services whilst keeping a watchful eye on the potential to have to change our working practices again due to increasing cases of the virus and flu.

With our aim not to be reliant on donations, we always aim to be proactive to ensure we offer the most innovative and effective services to our clients.

With new challenges facing us during the imminent future such as rising energy costs and the cost of living crisis, we will endeavour to always maintain quality services to all our clients as we have done in the past and will continue to do so into the foreseeable future.

Glyn Ravenscroft
Acting Treasurer

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the Age UK Stafford & District for the purposes of Company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

Statement as to disclosure to our Independent Examiners

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the Examiner in connection with preparing their report, of which the charity's auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the charity's Examiner that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees and strategic report has been authorised on behalf of the Board of Trustees by

.....
Glyn Ravenscroft (Chair)

.....
Date

Age UK Stafford & District

Trustees' Report and Financial Statements for the 12 months' period ending 31 March 2022

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Company Number (England and Wales) 03345219
Registered Charity Number 1064087

**REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF
AGE UK STAFFORD & DISTRICT
FOR THE YEAR ENDED 31 MARCH 2022**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 22 to 31.

Responsibilities and basis of report

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

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

Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Anna Richards
Senior Statutory Auditor

Richards Associates Limited
Statutory Auditor
North Lodge
Hawkesyard
Armitage Lane
Rugeley, Staffordshire
WS15 1PS

Date:

Age UK Stafford & District
Statement of financial activities for the year ended 31st March 2022

	Notes	Unrestricted Funds			Restricted Fund	Total 2022	Total 2021
		General	Designated Funds	Revaluation Reserve			
		£	£	£	£	£	£
Income and Expenditure							
Incoming and endowment funds							
Donations and legacies	3	25,231	-	-	-	25,231	57,240
Grants	3	522	-	-	20,000	20,522	83,331
Sale of Assets		(345)	-	-	-	(345)	-
Other trading activities	4	800	-	-	-	800	328
Income from investments	5	8	-	-	-	8	1,107
Total income		<u>26,216</u>	<u>-</u>	<u>-</u>	<u>20,000</u>	<u>46,216</u>	<u>142,006</u>
Income from Charitable activities							
Day Care	6	335,392	-	-	-	335,392	262,605
Home Support	6	265,096	-	-	-	265,096	266,439
Community Action	6	-	-	-	-	-	362
Income from operating activities		<u>600,488</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>600,488</u>	<u>529,406</u>
Total income and endowments		<u>626,704</u>	<u>-</u>	<u>-</u>	<u>20,000</u>	<u>646,704</u>	<u>671,412</u>
Expenditure on raising funds funds							
Costs generating voluntary income	7	3,910	-	-	-	3,910	5,117
Other activities for generating funds	7	2,206	-	-	-	2,206	3,105
Expenditure on charitable activities							
Day Care	7	294,688	-	-	2,491	297,179	337,916
Home Support	7	260,052	-	-	1,623	261,675	282,168
Community Action	7	11,686	-	-	-	11,686	17,109
Governance	7	13,038	-	-	-	13,038	19,362
Building Depreciation	7	10,500	-	-	-	10,500	10,500
Total expenditure		<u>596,080</u>	<u>-</u>	<u>-</u>	<u>4,114</u>	<u>600,194</u>	<u>675,276</u>
Net income / (expenditure)		<u>30,624</u>	<u>-</u>	<u>-</u>	<u>15,886</u>	<u>46,510</u>	<u>(3,864)</u>
Transfer between Funds							
Transfer from Designated & Restricted	16	(30,624)	49,973	-	(19,349)	-	-
Revaluation reserve	12	-	-	103,000	-	103,000	-
Net movement in funds		<u>-</u>	<u>49,973</u>	<u>103,000</u>	<u>(3,463)</u>	<u>149,510</u>	<u>(3,864)</u>
Reconciliation of Funds:							
Fund balance 1 April 2021		-	893,403	-	8,432	901,835	905,699
Fund Balance 31 March 2022		<u>-</u>	<u>943,376</u>	<u>103,000</u>	<u>4,969</u>	<u>1,051,345</u>	<u>901,835</u>

The statement of financial activities includes all gains and losses recognised during the year
All income and expenditure derive from continuing activities

Age UK Stafford & District Balance Sheet as at 31st March 2022

Company number: 03345219

Charity number: 1064087

		2022	2021
		£	£
Fixed assets			
Tangible assets	12	766,808	666,383
Current assets			
Debtors	13	59,610	53,378
Cash at bank & in hand		243,577	238,133
		<u>303,187</u>	<u>291,511</u>
Creditors: amounts falling due within one year	14	<u>18,650</u>	<u>48,600</u>
Net current assets		284,537	242,911
Creditors: amounts falling due after more than one year	15	-	7,459
Total assets less long term liabilities		<u><u>1,051,345</u></u>	<u><u>901,835</u></u>
Charity funds			
Unrestricted funds	16	943,376	893,403
Restricted funds	16	4,969	8,432
Revaluation reserve	16	103,000	-
		<u><u>1,051,345</u></u>	<u><u>901,835</u></u>

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- (i) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved and authorised for issue by the board on 2022.
and signed on its behalf by:-

.....
Glyn Ravenscroft
Chairman of Trustees

.....
Glyn Ravenscroft
Treasurer

Age UK Stafford & District

Cash Flow Statement at 31 March 2022

Company number: 03345219

		2022		2021	
	Notes	£	£	£	£
Cash flow from operating activities					
Operating profit/(loss)		46,502		(4,972)	
Reconciliation to cash generated from operations:					
Depreciation		16,803		16,831	
(Profit)/Loss on Disposal		345		-	
(increase)/decrease in debtors		(6,232)		2,544	
increase/(decrease) in creditors		<u>(22,682)</u>		<u>22,585</u>	
			34,736		36,988
Cash flow from investing activities					
Interest received		8		1,107	
Sale of tangible fixed assets		-		-	
Purchase of tangible fixed assets		(14,573)		(6,923)	
Loan movements in the year		<u>(14,727)</u>		<u>(7,069)</u>	
			<u>(29,292)</u>		<u>(12,885)</u>
Net increase in cash			5,444		24,103
Cash at bank at beginning of year			238,133		214,030
Cash at bank at end of year			<u><u>243,577</u></u>		<u><u>238,133</u></u>

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2022

1 Statutory Information

Age UK Stafford & District limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 3.

2 Accounting Policies

Basis of Accounting

The charity constitutes a public entity as defined by Financial Reporting Standard 102 (FRS 102).

The financial statements have been prepared in accordance with accounting and reporting by charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (SORP FRS102) issued on 16 July 2014 and Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention and consistently applied unless otherwise stated.

Donations grants and other incoming resources

All donations grants and other incoming resources have been accounted for gross and receivable as long as they are capable of financial measurement. The value of services provided by volunteers has not been included.

Contract income

Contract income represents the amount derived from the provision of services.

Deferred income

The amount credited to deferred income is income received but not yet earned. The relevant sums are transferred to income when the service is rendered.

Depreciation

Depreciation is provided to write off the cost, less the estimated residual value, of all fixed assets, over their useful lives as follows:

Buildings	2%
Motor Vehicles	20%
Furniture Fixtures and Fittings	12.5%
Office Equipment	20%
Plant and Equipment	33%

All depreciation rates are applied on straight-line basis

Freehold land is not depreciated as it is considered to have an indefinite useful life.

Freehold buildings are depreciated over the expected useful economic life to the charity, over 50 years

The land and buildings were revalued in 2022 to ensure that they reflect current market value. The revaluation gain is shown in the revaluation reserve.

Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without any specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are to be used for the specific purpose as laid down by the donor.

Financial instruments

The charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, and loans to related parties.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2022

Government grants

Government grants are recognised when there is a reasonable assurance that the entity will comply with the conditions attached to the grant and the grant will be received. Grants relating to revenue are recognised in income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Expenditure

Expenditure is recognised on an accruals basis as the liability is incurred. The expenses are reported as follows:

costs of generating funds - comprise the costs associated with attracting voluntary income.

charitable expenditure - comprise costs incurred by the charity in the delivery of each activities and services. It includes both direct costs and necessary indirect support costs.

governance costs - comprise costs associated with constitutional and statutory requirements of the charity.

All costs are allocated between expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs related to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor area.

Going concern

At the time of approving the financial statements the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

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

Pension

Employees are entitled to be auto-enrolled in the company's workplace pension scheme. Details are disclosed in notes to the financial statements.

	-----Unrestricted funds-----			Restricted funds	2022 Total	2021 Total
	Grants	Other income	Designated			
	£	£	£	£	£	£
3 Donations and legacies						
Other donations	-	14,481	-	-	14,481	7,346
Grants and furlough income	-	522	-	20,000	20,522	83,331
Age UK funding	-	10,750	-	-	10,750	49,894
	-	25,753	-	20,000	45,753	140,571
4 Other trading activities						
Raffle Funds	-	800	-	-	800	328
	-	800	-	-	800	328
5 Income from Investments						
Bank deposit account interest received	-	8	-	-	8	1,107
	-	8	-	-	8	1,107
6 Income from charitable activities						
Day Care						
Bradbury House	-	331,339	-	-	331,339	257,618
Training income	-	300	-	-	300	2,625
Transport income	-	3,752	-	-	3,752	2,362
	-	335,392	-	-	335,392	262,605
Home Support						
Home Support	-	240,533	-	-	240,533	246,762
Gardening private	-	24,563	-	-	24,563	19,677
	-	265,096	-	-	265,096	266,439
Community Action						
Staying Active	-	-	-	-	-	277
Café/Staff Lunches	-	-	-	-	-	85
	-	-	-	-	-	362

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2022

7 Total resources Expended

		Voluntary Income £	Activities for generating funds £	Day Care £	Home Support £	Community Action £	Governance and building £	2022 Total £	2021 Total £
Costs directly allocated to activities									
Staff costs		-	-	149,496	187,445	1,007	-	337,948	416,303
Expenses		-	-	182	7,171	-	-	7,353	7,976
Active therapy materials		-	-	1,855	-	-	-	1,855	1,030
Catering		-	-	21,252	-	-	-	21,252	9,047
Gardening expenses		-	-	-	24,385	-	-	24,385	2,469
Protective clothing		-	-	29	1,849	-	-	1,878	4,234
Postage		-	-	-	3,195	-	-	3,195	3,012
Registration		-	-	-	1,108	-	-	1,108	1,271
Transport costs		-	-	24,080	-	-	-	24,080	16,822
Computer support costs		-	-	-	1,380	-	-	1,380	1,380
Training		-	-	24	72	-	-	96	-
Sundry		-	-	13	228	204	-	445	49
		-	-	196,931	226,833	1,211	-	424,975	463,593
Support costs allocated to activities									
Staff Costs	Time	2,729	1,820	45,491	22,745	5,914	12,282	90,981	136,431
Expenses	Usage	-	-	-	-	-	-	-	346
Training/ recruitment	Usage	-	-	75	105	121	-	301	-
Computer costs	Income	131	88	2,233	1,488	438	-	4,378	2,784
Premises costs	Floor area	1,050	105	28,696	3,394	1,750	-	34,995	31,291
General admin	Usage	-	193	4,642	2,901	1,209	726	9,671	10,729
Depreciation	Usage	-	-	5,358	630	315	10,500	16,803	16,831
Bad debts	Usage	-	-	741	1,589	-	-	2,330	2,657
Professional fees	Usage	-	-	10,484	1,234	617	-	12,335	5,742
Independent examination (2021; Audit)	Usage	-	-	1,530	180	90	-	1,800	2,880
Bank charges	Usage	-	-	946	473	-	-	1,419	1,413
Loan interest	Usage	-	-	52	103	21	30	206	579
		3,910	2,206	100,248	34,842	10,475	23,538	175,219	211,683
Total resources expended		3,910	2,206	297,179	261,675	11,686	23,538	600,194	675,276

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2022

8 Net incoming resources for the year	2022	2021
	£	£
This is stated after charging:		
Depreciation	16,803	16,831
Independent examination fee (2021: audit fee)	1,800	2,880
Non-audit fees	6,635	1,994

9 Staff costs & numbers

Staff costs were as follows:-

Salaries and wages	409,336	527,547
Social Security costs	15,007	19,771
Employer Pension contributions	4,586	5,416
Total	<u>428,929</u>	<u>552,734</u>

No employee received emoluments of greater than £60,000

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

Chief Executive	1	1
Management	2	2
Day Care	11	26
Home Support	10	22
Community Action	1	1
Administration and Support	7	6
Total	<u>32</u>	<u>58</u>

10 Trustee remuneration & related party transactions

No members of management received any remuneration during the year in their capacity as a trustee.

Travel expenses are reimbursed at cost and are insignificant, being less than £100 in total.

No trustees received expenses.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

11 Taxation

As a charity, Age UK Stafford & District is exempt from tax on income and gains falling within section 466 to 493 of the Corporation Tax Act 2010, or section 256 of the Taxation of Chargeable Gain Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2022

12 Tangible fixed assets

	Buildings £	Freehold Land £	Total Land & Buildings £
<i>Cost or valuation</i>			
1 April 2021	525,000	175,000	700,000
Addition	-	-	-
Disposal	-	-	-
Revaluation	15,000	25,000	40,000
31 March 2022	<u>540,000</u>	<u>200,000</u>	<u>740,000</u>
<i>Depreciation</i>			
1 April 2021	52,500	-	52,500
Charge	10,500	-	10,500
Disposal	-	-	-
Eliminated on revaluation	(63,000)		(63,000)
31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>
<i>Net Book Value</i>			
31 March 2022	<u>540,000</u>	<u>200,000</u>	<u>740,000</u>
31 March 2021	<u>472,500</u>	<u>175,000</u>	<u>647,500</u>

	Motor vehicles £	Furniture & Fittings £	Office Equipment £	Equipment £	Total £
<i>Cost or valuation</i>					
1 April 2021	46,240	98,327	85,356	50,208	980,131
Addition	12,400	1,538	-	635	14,573
Disposal	(2,300)	-	-	-	(2,300)
Revaluation					40,000
31 March 2022	<u>56,340</u>	<u>99,865</u>	<u>85,356</u>	<u>50,843</u>	<u>1,032,404</u>
<i>Depreciation</i>					
1 April 2021	37,973	89,153	84,163	49,959	313,748
Charge	3,628	1,928	483	264	16,803
Disposal	(1,955)	-	-	-	(1,955)
Eliminated on revaluation	-	-	-	-	(63,000)
31 March 2022	<u>39,646</u>	<u>91,081</u>	<u>84,646</u>	<u>50,223</u>	<u>265,596</u>
<i>Net Book Value</i>					
31 March 2022	<u>16,694</u>	<u>8,784</u>	<u>710</u>	<u>620</u>	<u>766,808</u>
31 March 2021	<u>8,267</u>	<u>9,174</u>	<u>1,193</u>	<u>249</u>	<u>666,383</u>

The freehold land that Bradbury House occupies was purchased for £140,000 in November 2012. The original building cost was £778,339

The land and building at Bradbury House was revalued at £740,000 in June 2022 (£700,000 in October 2015). All property valuations were carried out by Chivers Commercial, 21 Eastgate Street, Stafford ST16 2LZ was conducted in June 2022

Age UK Stafford & District
Notes to financial statements for the year ended 31st March 2022

	2022	2021
Debtors	£	£
Trade debtors	50,410	44,667
Prepayments	7,974	7,790
Other debtors	1,226	921
	<u>59,610</u>	<u>53,378</u>
Creditors amounts falling due within one year	£	£
Bank Loan	-	7,268
Trade creditors	12,661	9,604
Lottery grant	-	20,000
Accruals	5,989	11,728
	<u>18,650</u>	<u>48,600</u>
Long term loan	£	£
Due in less than 1 year	<u>-</u>	<u>7,268</u>
Due in 1-2 years	-	7,459
Due in 2-5 years	-	-
Due in > 5 years	-	-
	<u>-</u>	<u>7,459</u>
	<u>-</u>	<u>14,727</u>

This loan was secured over the freehold property of the charity, and was fully repaid in October 2021 when the charges were removed.

Movement in funds

	Balance at 01/04/2021	Incoming Resources	Resources Expended	Transfers	Gains/ (losses)	Balance at 31/03/2022
	£	£	£	£		£
Restricted Funds						
Restricted fund	8,432	20,000	(4,114)	(19,349)	-	4,969
Unrestricted Funds						
Designated Funds	893,403	-	-	49,973	-	943,376
General funds	-	626,704	(596,080)	(30,624)	-	-
Revaluation reserve	-	-	-	-	103,000	103,000
Total	<u>901,835</u>	<u>646,704</u>	<u>(600,194)</u>	<u>-</u>	<u>103,000</u>	<u>1,051,345</u>

The revaluation of the land and building is shown in a separate revaluation reserve.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2022

17 Future contracts and going concern

Annual contracts from Social Care and Health totalling circa £255,000 are secured on an annual basis. The continuity of these funds cannot be guaranteed as they are heavily reliant upon the policies of central and local government. However, there is a significant income from Home Support, which is a non grant funded project (£266,439 in 2021 compared to £265,096 in 2022)

18 Commitments

The charity was committed to a 20 year loan for the purchase of the land and property at Bradbury House, but this was settled in full in October 2021

Operating lease commitments

	2022	2021
	£	£
Due in less than 1 year	814	1,142
Due in 1-2 years	814	814
Due in 2-5 years	1,629	2,443
Due in more than 5 years	-	407
	<u>3,257</u>	<u>4,806</u>

The above commitments relate to photocopier rentals.

19 Reserves policy

The trustees aim to retain sufficient reserves to cover 3 months operating expenditure and to retain a cash balance of £90,000 for potential restructuring costs in the event of a loss of a contract or significant change of operations.

20 Status

Age UK Stafford & District is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31 March 2022 there were 9 trustees (2021: 9). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee, for payments of debts and liabilities of the company contracted before he or she ceases to be a trustee and of the costs, charges and expenses of winding up, and for the adjustments of the rights of the contributors amongst themselves.

NOTES

Accounts



Annual Report & Accounts

2020 - 2021

www.ageukstafford.org.uk

Registered charity number 1064087

IDBBOS005 03/11



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Foreword

To comply with the duty in section 4 of the Charities Act 2011 to have regard to the public benefit provided by our charity, the Trustees have, in this report, detailed the activities we deliver in order to demonstrate the commitment to the object of our charity -

“To promote the relief of elderly people in any manner which now, or hereafter may be deemed by law, to be charitable in Stafford and surrounding areas”.

To deliver public benefit within our objectives we interpret “relief of elderly people” in its widest sense and take into account a holistic view of older people’s lives in an effort to offer services that offer care, prevention and support to enable them to live as full and enjoyable later life as possible.

To ensure our work delivers our aims we consider older people’s

- Health and well-being in light of their situation
- Ability to access services they need

The focus of our work is to provide:

- Assistance in accessing services and support
- Information and advice to aid problem solving
- Help and support to maximise income
- Activities to provide social interaction
- Companionship to reduce social isolation
- Practical and personal assistance to enable independent living

Policies and procedures are in place to ensure that services are accessible to all older people within our area of benefit. For some services, charges are made to cover the cost of providing the service. Charges are considered annually by Trustees and a Charging Policy is in place to give guidance to staff when a service charge is unable to be met, so that people are not excluded from the assistance they may need, and the cost is met by the organisation.

Legal & Administrative Information

Charity Details as at 31st March 2021

Registered Office

Age UK Stafford & District
Bradbury House
Weston Road
Stafford ST16 3RS

T: 01785 60 70 60
F: 01785 60 70 63
www.ageukstafford.org.uk

Legal Status:

Registered Charity No. 1064087 which was incorporated as a Company Limited by guarantee No.03345219 in 1997 in England and Wales

Governing document: Memorandum and Articles of Association

For the purpose of the Companies Act, the Directors (none of whom receive any remuneration) are the Trustees and during the year were as follows:

Chairman	Mr. David Ellison
Vice Chairman	Mr. Glyn Ravenscroft
Treasurer	Mr. David Ellison – Acting Treasurer
Trustees	Mr. Richard Jarrett Mr. Alan Barnes Mrs. Jill Hood Mrs. Juliet Niven Mr. John Wheeler Mr. Trevor Mardling Mr. Neil Norman

BANKERS

Royal Bank of Scotland
30 Greengate Street
Stafford
ST16 2QG

Co-op Bank
42/43 Greengate Street
Stafford
ST16 2JA

SOLICITORS

Hutsby Mees
6/7 St Mary's Grove
Stafford
ST16 2AT

AUDITORS

Richards Associates Ltd
(Chartered Accountants)
(Registered Auditors)
North Lodge
Hawkesyard
Armitage Lane
Rugeley Staffordshire
WS15 1PS

Chairman's Report

I am preparing this report as our Chairman, David Ellison, has had a difficult time health wise during the past year but he is on the way to recovery and we all wish him continued progress.

Like-wise fellow Trustee, Alan Barnes has not enjoyed the best of times due to ill health and again we wish him all the best. Both of them have continued to keep up with events and expressed their views on various issues.

I do not think anyone has ever had to prepare an Annual Report in the circumstances that we experienced during the period covered by these comments. When we bear in mind that our main objectives are to provide a caring service for the elderly, many of whom have underlying health issues, then the advent of Covid-19 created real problems in ensuring we continued to do this.

However, for all the problems this created for our Home Support staff, our Day Care provision and the transport of clients from their homes, including a period of closure for the Day Centre, I think all of the staff can be proud of the service provided during this time. We obviously have had some staff on `furlough` during the time but we have always maintained contact with clients and their families just to give that reassurance that we are always there if help is required. The main casualty of the period was the Staying Active group as obviously we could not have these predominantly `social` gatherings.

During the last few months of this 2020/2021 year we were also operating without a Finance Manager due to the resignation of the holder of that post. This put extra pressure on the Senior Management Team but fortunately we were given tremendous support by our Auditors, Richards Associates, in processing of the monthly salaries and the recommendation of someone to prepare the monthly accounts. We also received great support from the County Council with the provision of funding to support infection control for everyone.

I know that our Chief Officer, Alison Montgomery, and our Operations Manager, Sandra Highland, have both gone way beyond their terms of contract in ensuring that all the staff and clients were supported during this difficult period and on behalf of the Trustees I convey our extreme thanks and appreciation.

Like-wise all our Staff in the various departments have given their utmost whether on visits to provide Homecare, Transport staff having to do double runs because of restricted passenger numbers and Day Care staff keeping clients fully occupied but maintaining their safety at all times. Every member of staff has shown dedication to ensuring that even in this most unusual times the best possible service is provided to all our clients. Thank you everyone.

With all the variations in the provision of service there has obviously been an impact on our financial situation with variations in Income, Expenditure, Overheads etc. However, at the end of the year as will be seen in the Financial Report we ended with a relatively very small loss. Again well done to everyone for keeping a close eye on all financial transactions.

Glyn Ravenscroft
Vice- Chairman

Trustee's and Strategic Report

Object of the Charity

To promote the relief of elderly people in any manner, which now or hereafter may be deemed to be charitable in the area of Stafford and surrounding areas.

To achieve this, we seek:

- To relieve loneliness by offering practical help and information
- To increase awareness of all ages to the problems and difficulties which elderly people may face and to the potential for joy in later life
- To work with the statutory agencies to provide the quality of care provided

A review of our objectives and public benefit takes place on an annual basis which helps us to ensure that our aims, objectives and activities remain focused on our stated purpose.

Management of the Charity

The charity is managed by a Board of Trustees who employs a Chief Executive to manage the day to day operation of the charity. All activities are grouped under the headings of Operations and Resources; each area being managed by a Senior Manager.

The decision making process of the organisation commences within a range of sub-groups with a membership of Trustees, staff and outside agencies where appropriate. Minutes of the sub-groups are circulated to all Trustees. Decisions are ratified at Board meetings. The Board meets quarterly.

Sub- groups are as follows:

- Strategy
- Finance
- Business Management & Performance & Development

The activities of the sub groups are recorded later in the report.

New staff and volunteers attend an induction course giving background information to the organisation and how we relate to others, it also includes health and safety and road safety awareness. Each area of work has an induction programme which workers undertake during the first few months of employment. Line management of staff is identified during the induction period. Training needs are identified during staff appraisals and from the business development programme. An annual Training Programme is funded from the revenue budget.

Trustee Recruitment

Trustee applicants are provided with a recruitment pack including:

Introduction

Background information

Organisational structure

Trustee profile

Responsibilities of Board Members

Responsibilities of Individual Trustees

The need, skills required, the process

Application form and person

specification

Diversity monitoring form

Recruitment process

Informal discussion and a visit to the organisation

Interview with Chairman and CEO

Induction process to the organisation involving visits to the departments and discussions with Staff and Trustees, followed by attendance at a Board meeting.

References

Should this process be successful an invitation to attend subsequent Board and sub group meetings is extended followed by nomination to the Annual General Meeting for election.

Summary of Policies

The organisation has 70 policies and procedures covering all areas of activity and are categorised under the following headings:

Employment • Finance • General Health & Safety Services • Trustees • Volunteering

There is ongoing review of policies and procedures, which is reported within Business Management & Performance sub group activity.

Quality

- Considered the Quality Policy Statement and Key Success Factors
- Received report on corrective actions, continuous improvement and complaints
- 24 Internal Audits, 25 Process Audits and 62 Policy Reviews carried out

Membership

Age UK Stafford & District is a Brand Partner of Age UK

Member of the Age England Association

Reserves

There was a Reserves policy in place which is reviewed each year following annual audit. In 2020-2021 it is the policy of Trustees to hold reserves at a sufficient level to

- Maintain the core administrative operation of Age UK Stafford & District for 3 months.
- Retain a cash balance of £90,000 to cover potential restructuring costs in the event of the loss of a contract or significant organisational restructure.
- These amounts in addition to potential redundancy provision of £98,000

Risk Management

Risk management is a standard agenda item for the Business Management Development and Performance sub group with the Risk Register being updated and reported to the Board of Trustees at six monthly intervals.

Business Planning

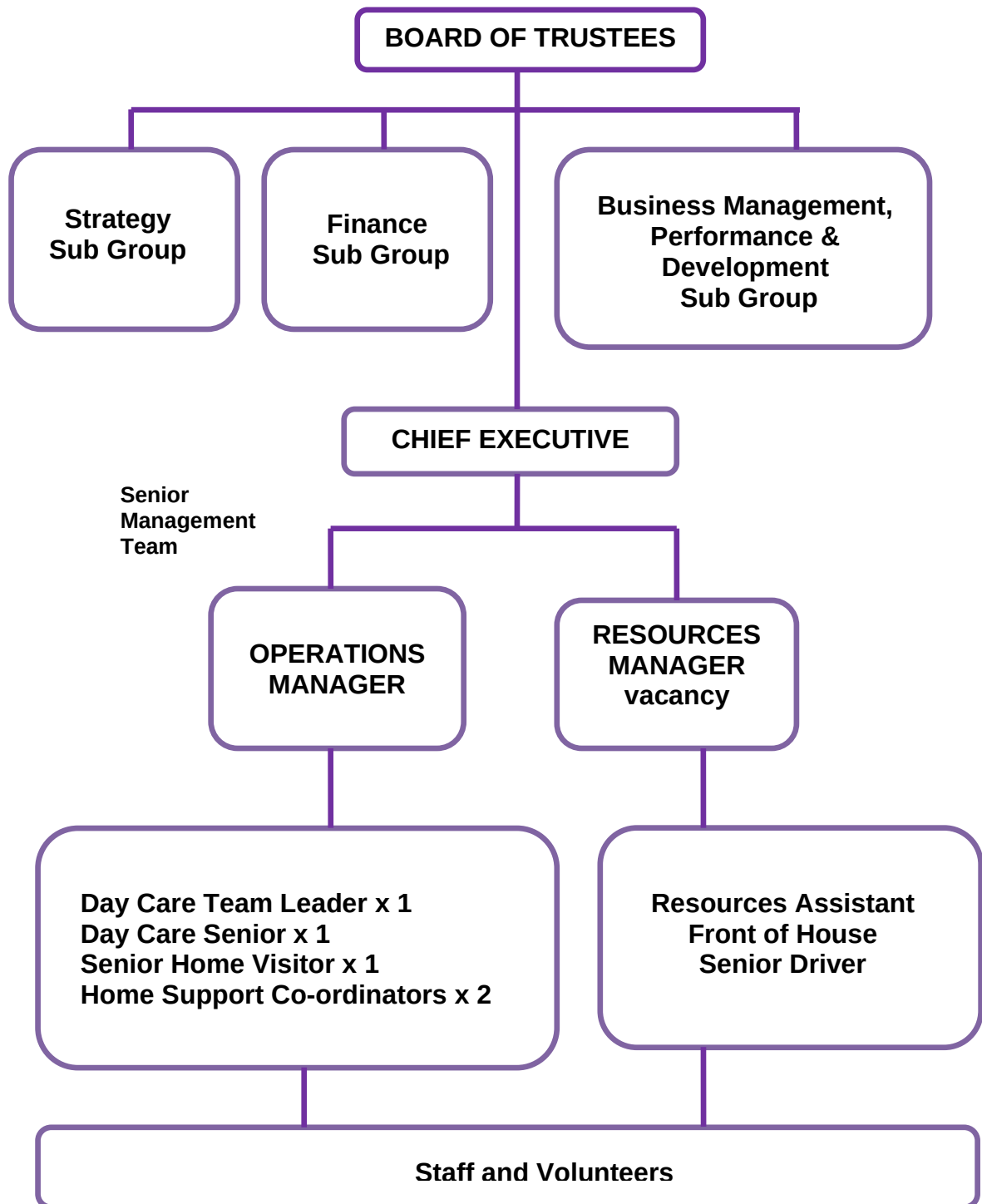
As in previous years, strategic discussions took place with staff and Trustees and at a subsequent Board meeting a Business Plan for 2020-2021 was agreed, along with action plans, Training Programme, Marketing Plan and Budgets.

Communication

Communication of business information and consultation is by -

- Staff team meetings
- Minutes of Board and sub group meetings
- Press releases to local media
- Leaflets/information packs
- Leaflets in a number of rural locations as well as many urban sites throughout Stafford Borough
- Service User satisfaction surveys

Organisational Chart



Review of activities and achievement

- Age UK Organisational Quality Standard
- Four media campaigns held throughout the year
- Contract awarded of Day Opportunities Contract with Staffordshire County Council
- Keele University Student Doctor placements

Strategy

The Strategy group discussed the following items and made recommendations in relation to –

- Business/Strategic Plans
- Revenue and Capital Budgets
- Contract and Service Review
- Tender opportunities/Project Funding
- Brand Partner Agreement – Big Conversation

Chairman's comments:

The Strategy sub group fulfills the purpose of concentrating discussion points for the full Board and Sub Groups.

My thanks go to my fellow members and to the Senior Management team for their efforts and full support.

David Ellison - Chair

Finance

The Finance Sub Group continued to meet regularly during the year and focused its attention on the following areas:

- Review of financial information being presented to Board Members
- Review of monthly Management Accounts,
- Monitoring of Capital Expenditure and investment approvals
- Service Centre financial performance
- Review of service charges to our customers
- Review of staff wages and salaries
- Preparation and guidance for the financial budgets and plans
- Financial Controls Review
- Review of Loan Structure
- Assets & Maintenance

Chairman's comments:

The sub group monitors the accounts of the Charity and ensures that they are a true record of our work.

The year 2020 has been a difficult year for everyone and I wish to thank my fellow Trustees and staff for all their endeavours.

David Ellison – Chair/Acting Treasurer

Business Management & Performance

The Business Management & Performance sub group met quarterly during the period and considered:

- Service performance across all service areas
- Review policies and procedures
- Consider development opportunities
- Risk Management – the Risk Register has been reviewed bi annually
- Quality System – reviewed and monitored
- 1 External Audit carried out
- Monitor Health & Safety and Good Housekeeping
- Human Resources
- Data Protection
- Safeguarding
- COVID19

Chairman's comments:

I am pleased that against a background of continuing financial and staff challenges that the quality of all the services delivered have been maintained to high level. My thanks go to all our Trustees and Staff.

Alan Barnes - Chair

Departmental Service Review

Age UK Stafford & District carries out a range of services that provide practical, personal, emotional and social support for older people in Stafford and the surrounding area.

Home Support

- Providing practical assistance within the local community, by supporting clients with housework, shopping, pension collection and laundry.
- Personal care for service users in their own home. Available five days per week including Bank Holidays

Service Users comments:

'Without Age UK during these past months with Covid-19, I would not have managed and I am so grateful to everybody.'

'Cannot fault the care and attention all the carers give.'

'I am able to stay in my own home and keep my independence'

Gardening

- Providing garden maintenance for private service users

Service Users comments:

'Very grateful for service... it's good to have someone here who is kind and trustworthy'

'If I didn't get the service you provide I would not be able to cope - it keeps the garden tidy.'

'Very good value I would recommend the service to anyone who needs it'

Day Care

- Specialist day care service for up to 42 places daily, Monday to Friday, for older people with dementia and complex needs. Additional support is available for these service users in their own home.
- The purpose of the service is to provide respite for carers and to give service users an enjoyable and meaningful day.

Service Users comments:

'Mum is really happy with the care and attention she receives, she loves going.'

'If I need any other information I can ring for any help and feel comfortable doing so.'

'Just keep up the good work you all do and thank you for looking after the clients the way you do'

'Gives my mother a purpose to get motivated in the mornings and enables me to go to work, knowing my mother is warm and safe'

'It provides my husband with stimulation throughout the day, where I know he will be cared for and his needs met. It enables me to be able to catch up on sleep and recharge.'

'I am able to go shopping and do my own thing. It gives my dad something to look forward to and seems to help him concentrate better.'

STAYING ACTIVE

Due to Covid19 we cancelled the above service in March 2020 and unfortunately due to social distancing and capacity on our transport we made the decision for this service not to return in September 2020 whilst we gradually brought back our Day Care clients. With further lockdowns in November and January we were unable to restart this service.

Information & Advice

We offer a free and impartial information and advice service to the very highest quality standards. We have trained staff that are available on the phone or face to face.

We can help with –

- Benefits
- Care and carers
- Direct payments
- Will writing and powers of attorney
- Dementia support
- Employment and retirement
- Signposting to other agencies
- Help in finding the service you need
- Help in accessing equipment
- Housing
- Help with utilities

Staff & Volunteers

Volunteers:

We continue with our volunteer recruitment and a number of vacancies have been filled in the following areas:

- Information & Advice
- Day Care

Staff:

In 2020 we recruited 6 staff into existing posts in the services detailed below:

- Home Support
- Gardening
- Resources

The only way Age UK Stafford & District is able to deliver the services that it does is through the dedication and commitment of staff and volunteers. Not only do they deliver the services required but it is undertaken in a caring and enthusiastic way ensuring that our service users are truly happy with the service they receive.

Community Involvement

Age UK Stafford & District is committed to working with others, for example –

- Colleagues within Age UK Local, Regional, National and Age Concern
- The local voluntary sector
- Older people and their clubs and groups
- Statutory agencies
- Local businesses

In 2020-2021 the organisation was represented on the following groups/committees

- Age UK Central Regional Group & Network Groups
- Age Concern Stone Board of Trustees

Further Thanks and Appreciation

In order for Age UK Stafford & District to provide its services we are dependent on many people and organisations to provide either funding, gifts, time, advice and support for which we are very grateful.

Below are mentioned just a few of the many who helped us during 2020-2021

Staffordshire County Council and in particular Social Care & Health

Stafford Borough Council

Royal Bank of Scotland

Co-op Bank

Age UK national/regional and local Brand Partners

Sainsbury's – Stafford

Keele University

National Lottery

Volunteers

Donations and legacies from individuals

Future Plans

Taking into account our progress during the previous year and considering our strengths and weaknesses the Trustees have developed a Business Plan for the year 2020/2021

This plan is based upon the following key principles:

- To provide innovative and effective services which meet the diverse needs and aspirations of older people
- To listen and respond to the needs of our service users
- To ensure the sustainability of the organisation to benefit the lives of the older people it serves
- To increase the visibility and recognition of the organisation to the public and its stakeholders

To provide innovative and effective services which meet the diverse needs and aspirations of older people

- Engaging with older people to design services that meet their needs
- Delivering quality, person centred services across our organisation
- Review the services we provide to ensure we are meeting service users' needs
- Work with commissioners and partners to develop and improve services

To listen and respond to the needs of our service users

- Develop strong core service delivery to ensure person centred care, consistency and quality, meeting the requirements of our customers
- Work with service users to review and redesign where necessary existing services
- Going the 'extra mile' to meet customer's needs and exceed expectations
- Comply with all relevant legislation and care standards ensuring we are accountable for the services we deliver

To ensure the sustainability of the organisation to benefit the lives of the older people it serves

- Increase numbers of clients accessing all our services.
- Encourage and engage clients in the development of new services
- Ensure we maximise our resources effectively
- Identify efficiencies across the organisation

To increase the visibility and recognition of the organisation to the public and its stakeholders

- Establish a clear Marketing Plan to highlight the organisation to potential service users and partners
- Work alongside other agencies and partners in order to maintain connectivity to potential initiatives and new directions in service delivery
- Pursuit of partnership working across all sectors to increase our service delivery reach and reputation

Treasurers Report

Charities and the care sector in general has experienced tough times, with this year being no exception with the arrival of Coronavirus and having to deal with the difficulties of the pandemic.

With this in mind I am pleased to say that despite the difficulties with lockdowns and restricted services we have shown an overall small deficit of £3,864 for the year. This is remarkable due to the unforeseen circumstances the charity faced during the year.

Due to limited capacity and restrictions, the income from charitable activities was significantly reduced from the previous year by £116,675, with expenditure also being impacted and was reduced by £58,789.

With support from government grants and incentive schemes together with investments and kind donations and support which amounted to £141,957, we have managed to keep the deficit to a minimum overall.

We are constantly reviewing our services and exploring new ways to increase our client base. Day Care services have been particularly hit hard by reduced capacity due to reduced numbers and restrictions enforced by the pandemic. We do not rely on our support being generated by donations and we will continue to seek new ways to increase our capacity and services especially now the pandemic restrictions are slowly being released.

Despite the difficulties over the past year, I am pleased to inform that we have maintained a quality service to all our clients and will continue to do so for the foreseeable future.

David Ellison
Acting Treasurer

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the Age UK Stafford & District for the purposes of Company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

The auditors, Richards Associates Limited, will be proposed to reappointment in accordance with section 445 of the Companies Act 2006.

By order of the Board of Trustees

.....
David Ellison (Chair)

.....
Date

Age UK Stafford & District

Trustees' Report and Financial Statements for the 12 months' period ending 31 March 2021

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Balance Sheet	24
Cash Flow Statement	25
Notes to Financial Statements	26-32

Company Number (England and Wales) 03345219
Registered Charity Number 1064087

**REPORT OF THE INDEPENDENT AUDITOR TO THE MEMBERS OF
AGE UK STAFFORD & DISTRICT
FOR THE YEAR ENDED 31 MARCH 2021**

Opinion

I have audited the financial statements of Age UK Stafford & District (the 'charitable company') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, the Summary Income and Expenditure account, the Balance Sheet, the Statement of Cash Flows and the related notes. 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).

My opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March and of its incoming resources and application of resources 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

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

Material uncertainty relating to going concern

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

Whilst not detracting from my opinion expressed above I specifically draw attention to note 17 in the financial statements and the charitable company's reliance on income from local government contracts. The board of trustees have considered this, along with the consequences of operating in a post COVID-19 environment and the deficit made in this financial year to conclude that combined, they indicate that a material uncertainty exists which may cast significant doubt on the charitable company's ability to continue as a going concern. My opinion is not modified in respect of this matter.

My 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 my auditor's report thereon. The trustees are responsible for the other information. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon. In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated. If I identify such material inconsistencies or apparent material misstatements, I am 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 I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which I am required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, I have not identified material misstatements in the Strategic Report or the Directors' Report included within the Trustees' Report.

**REPORT OF THE INDEPENDENT AUDITOR TO THE MEMBERS OF
AGE UK STAFFORD & DISTRICT
FOR THE YEAR ENDED 31 MARCH 2021**

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

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

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

My 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 my 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. I design procedures in line with my 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:

I obtained an understanding of the legal and regulatory frameworks within which the company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations I considered in this context were the Companies Act 2006 and Taxation legislation.

I identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be the override of controls by management. My audit procedures to respond to these risks included enquiries of management about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals and reviewing accounting estimates for bias.

Owing to the inherent limitations of an audit, there is an unavoidable risk that I may not have detected some material misstatements in the financial statements, even though I have properly planned and performed my audit in accordance with auditing standards. I am not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations. These inherent limitations are particularly significant in the case of misstatement resulting from fraud as this may involve sophisticated schemes designed to avoid detection, including deliberate failure to record transactions, collusion or the provision of intentional misrepresentations.

A further description of my 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 my auditor's report.

Anna Richards
Senior Statutory Auditor

Richards Associates Limited
Statutory Auditor
North Lodge
Hawkesyard, Armitage Lane
Rugeley Staffordshire. WS15 1PS

Date:

Age UK Stafford & District

Statement of financial activities for the year ended 31st March 2021

	Notes	Unrestricted Funds		Restricted Funds		Total 2021	Total 2020
		General	Designated Funds	Building Fund	Restricted		
		£	£	£	£	£	£
Income and Expenditure							
Incoming and endowment funds							
Donations and legacies	3	48,143	-	-	9,097	57,240	98,175
Grants	3	54,784	-	-	28,547	83,331	4,166
Sale of Assets		-	-	-	-	-	143
Other trading activities	4	328	-	-	-	328	599
Income from investments	5	1,107	-	-	-	1,107	3,146
Total income		<u>104,362</u>	<u>-</u>	<u>-</u>	<u>37,644</u>	<u>142,006</u>	<u>106,229</u>
Income from Charitable activities							
Day Care	6	262,605	-	-	-	262,605	359,053
Home Support	6	266,439	-	-	-	266,439	254,977
Community Action	6	362	-	-	-	362	32,051
Income from operating activities		<u>529,406</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>529,406</u>	<u>646,081</u>
Total income and endowments		<u>633,768</u>	<u>-</u>	<u>-</u>	<u>37,644</u>	<u>671,412</u>	<u>752,310</u>
Expenditure on raising funds funds							
Costs generating voluntary income	7	5,117	-	-	-	5,117	5,572
Other activities for generating funds	7	3,105	-	-	-	3,105	3,280
Expenditure on charitable activities							
Day Care	7	335,425	-	-	2,491	337,916	387,143
Home Support	7	280,544	-	-	1,623	282,167	266,055
Community Action	7	17,109	-	-	-	17,109	41,749
Governance	7	19,362	-	-	-	19,362	19,766
Building Depreciation	7	-	-	10,500	-	10,500	10,500
Total expenditure		<u>660,662</u>	<u>-</u>	<u>10,500</u>	<u>4,114</u>	<u>675,276</u>	<u>734,065</u>
Net income / (expenditure)		<u>(26,894)</u>	<u>-</u>	<u>(10,500)</u>	<u>33,530</u>	<u>(3,864)</u>	<u>18,245</u>
Transfer between Funds							
Transfer from Designated & Restricted	16	26,894	473,428	(472,500)	(27,822)	-	-
Net movement in funds		<u>-</u>	<u>473,428</u>	<u>(483,000)</u>	<u>5,708</u>	<u>(3,864)</u>	<u>18,245</u>
Reconciliation of Funds:							
Fund balance 1 April 2020		-	419,975	483,000	2,724	905,699	887,454
Fund Balance 31 March 2021		<u>-</u>	<u>893,403</u>	<u>-</u>	<u>8,432</u>	<u>901,835</u>	<u>905,699</u>

The statement of financial activities includes all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Age UK Stafford & District

Balance Sheet as at 31st March 2021

Company number: 03345219

Charity number: 1064087

		2021	2020
Fixed assets		£	£
Tangible assets	12	666,383	676,291
Current assets			
Debtors	13	53,378	55,922
Cash at bank & in hand		238,133	214,030
		<u>291,511</u>	<u>269,952</u>
Creditors: amounts falling due within one year	14	<u>56,059</u>	<u>25,766</u>
Net current assets		235,452	244,186
Creditors: amounts falling due after more than one year	15	-	14,778
Total assets less long term liabilities		<u><u>901,835</u></u>	<u><u>905,699</u></u>
Charity funds			
Unrestricted funds	16	893,403	419,975
Restricted funds	16	8,432	2,724
Building Fund	16	-	483,000
		<u><u>901,835</u></u>	<u><u>905,699</u></u>

The financial statements were approved and authorised for issue by the board on 2021.

and signed on its behalf by:-

.....
David Ellison
Chairman of Trustees

.....
David Ellison
Treasurer

Age UK Stafford & District

Cash Flow Statement at 31 March 2021

Company number: 03345219

		2021		2020	
	Notes	£	£	£	£
Cash flow from operating activities					
Operating profit/(loss)		(4,972)		25,599	
Reconciliation to cash generated from operations:					
Depreciation		16,831		19,766	
Profit on Disposal		-		(143)	
(increase)/decrease in debtors		2,544		29,443	
increase/(decrease) in creditors		<u>22,585</u>		<u>(55)</u>	
			36,988		74,610
Cash flow from investing activities					
Interest received		1,107		3,146	
Sale of tangible fixed assets		-		764	
Purchase of tangible fixed assets		(6,923)		-	
Loan movements in the year		<u>(7,069)</u>		<u>(17,848)</u>	
			<u>(12,885)</u>		<u>(13,938)</u>
Net increase in cash			24,103		60,672
Cash at bank at beginning of year			214,030		153,358
Cash at bank at end of year			<u>238,133</u>		<u>214,030</u>

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

1 Statutory Information

Age UK Stafford & District limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 3.

2 Accounting Policies

Basis of Accounting

The charity constitutes a public entity as defined by Financial Reporting Standard 102 (FRS 102).

The financial statements have been prepared in accordance with accounting and reporting by the charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 (SORP FRS 102) issued on 16 July 2014 and Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention and consistently applied unless other wise stated.

Donations grants and other incoming resources

All donations grants and other incoming resources have been accounted for gross and receivable as long as they are capable of financial measurement. The value of services provided by volunteers has not been included.

Contract income

Contract income represents the amount derived from the provision of services.

Deferred income

The amount credited to deferred income is income received but not yet earned. The relevant sums are transferred to income when the service is rendered.

Depreciation

Depreciation is provided to write off the cost over their useful lives as follows:

Buildings	2%
Freehold Offices	2%
Motor Vehicles	20%
Furniture Fixtures and Fittings	12.5%
Office Equipment	20%
Plant and Equipment	33.3%
All depreciation rates are applied on straight-line basis	

Freehold land is not depreciated as it is considered to have an indefinite useful life.

Freehold buildings are depreciated over their expected useful economic lives to the charity over 50 years.

All land and properties were revalued in 2015 to ensure that they reflect current market value and the trustees believe the current market value is not materially different.

Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without any specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for a particular purpose.

Restricted funds are to be used for the specific purpose as laid down by the donor.

This amount represents grants received in respect of the purchase and erection of Bradbury House. It will be reduced in accordance with the depreciation policy.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

Government grants

Government grants are recognised when there is a reasonable assurance that the entity will comply with the conditions attached to the grant and the grant will be received. Grants relating to revenue are recognised in income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Expenditure

Expenditure is recognised on an accruals basis as the liability is incurred. The expenses are reported as follows:

costs of generating funds - comprise the costs associated with attracting voluntary income.

charitable expenditure - comprise costs incurred by the charity in the delivery of each activities and services. It includes both direct costs and necessary indirect support costs.

governance costs - comprise costs associated with constitutional and statutory requirements of the charity.

All costs are allocated between expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs related to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor area.

Going concern

At the time of approving the financial statements the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

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

Pension

Employees are entitled to be auto-enrolled in the company's workplace pension scheme. Details are disclosed in notes to the financial statements.

	-----Unrestricted funds-----			Restricted funds	2021 Total	2020 Total
	Grants	Other income	Designated			
	£	£	£	£	£	£
3 Donations and legacies						
Other donations	-	5,758	-	1,588	7,346	82,425
Grants and furlough income	-	54,784	-	28,547	83,331	4,166
Age UK funding	-	42,385	-	7,509	49,894	15,750
	-	102,927	-	37,644	140,571	102,341
4 Other trading activities						
Raffle Funds	-	328	-	-	328	599
	-	328	-	-	328	599
5 Income from Investments						
Bank deposit account interest received	-	1,107	-	-	1,107	3,146
	-	1,107	-	-	1,107	3,146
6 Income from charitable activities						
Day Care						
Bradbury House	-	257,618	-	-	257,618	355,324
Training income	-	2,625	-	-	2,625	280
Transport income	-	2,362	-	-	2,362	3,449
	-	262,605	-	-	262,605	359,053
Home Support						
Home Support	-	246,762	-	-	246,762	230,869
Gardening private	-	19,677	-	-	19,677	24,108
	-	266,439	-	-	266,439	254,977
Community Action						
Staying Active	-	277	-	-	277	31,749
Café/Staff Lunches	-	85	-	-	85	302
	-	362	-	-	362	32,051

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

7 Total resources Expended

Costs directly allocated to activities		Voluntary Income £	Activities for generating funds £	Day Care £	Home Support £	Community Action £	Governance and building £	2021 Total £	2020 Total £
Staff costs		-	-	194,660	217,540	4,103	-	416,303	414,821
Expenses		-	-	110	7,744	122	-	7,976	9,059
Active therapy materials		-	-	1,030	-	-	-	1,030	5,116
Catering		-	-	9,047	-	-	-	9,047	29,674
Gardening expenses		-	-	-	2,469	-	-	2,469	3,300
Protective clothing		-	-	322	3,912	-	-	4,234	1,223
Postage		-	-	-	3,012	-	-	3,012	4,413
Registration		-	-	-	1,271	-	-	1,271	1,271
Transport costs		-	-	16,822	-	-	-	16,822	36,003
Computer support costs		-	-	-	1,380	-	-	1,380	1,260
Training		-	-	-	-	-	-	-	170
Sundry		-	-	49	-	-	-	49	165
		-	-	222,040	237,328	4,225	-	463,593	506,475
Support costs allocated to activities									
Staff Costs	Time	4,093	2,728	68,216	34,108	8,868	18,418	136,431	139,398
Expenses	Usage	2	12	195	59	26	52	346	120
Training/ recruitment	Usage	-	-	-	-	-	-	-	880
Computer costs	Income	84	56	1,421	945	278	-	2,784	8,154
Premises costs	Floor area	938	94	25,659	3,035	1,565	-	31,291	38,168
General admin	Usage	-	215	5,150	3,218	1,341	805	10,729	10,468
Depreciation	Usage	-	-	5,381	633	317	10,500	16,831	19,103
Bad debts	Usage	-	-	1,439	1,218	-	-	2,657	1,095
Professional fees	Usage	-	-	4,881	574	287	-	5,742	2,892
Audit	Usage	-	-	2,448	288	144	-	2,880	2,880
Bank charges	Usage	-	-	942	471	-	-	1,413	3,470
Loan interest	Usage	-	-	145	288	58	88	579	962
		5,117	3,105	115,877	44,837	12,884	29,863	211,683	227,590
Total resources expended		5,117	3,105	337,917	282,165	17,109	29,863	675,276	734,065

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

8 Net incoming resources for the year

	2021	2020
	£	£
This is stated after charging:		
Depreciation	16,831	19,103
Auditors remuneration	2,880	2,880
Non-audit fees	1,994	-

9 Staff costs & numbers

Staff costs were as follows:

Salaries and wages	527,547	528,379
Social Security costs	19,771	20,579
Employer Pension contributions	5,416	5,261
Total	<u>552,734</u>	<u>554,219</u>

No employee received emoluments of greater than £60,000

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

Chief Executive	1	1
Management	1	2
Day Care	10	11
Home Support	12	10
Community Action	1	1
Administration and Support	5	7
Total	<u>30</u>	<u>32</u>

10 Trustee remuneration & related party transactions

No members of management received any remuneration during the year in their capacity as a trustee.

Travel expenses are reimbursed at cost and are insignificant, being less than £100 in total.

No trustees received expenses.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year.

11 Taxation

As a charity, Age UK Stafford & District is exempt from tax on income and gains falling within section 466 to 493 of the Corporation Tax Act 2010, or section 256 of the Taxation of Chargeable Gain Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

12 Tangible fixed assets

	Buildings BH £	Freehold Land BH £	Motor vehicles £
<i>Cost</i>			
1 April 2020	525,000	175,000	46,240
Addition	-	-	-
Disposal	-	-	-
31 March 2021	<u>525,000</u>	<u>175,000</u>	<u>46,240</u>
<i>Depreciation</i>			
1 April 2020	42,000	-	34,513
Charge	10,500	-	3,460
Disposal	-	-	-
31 March 2021	<u>52,500</u>	<u>-</u>	<u>37,973</u>
<i>Net Book Value</i>			
31 March 2021	<u>472,500</u>	<u>175,000</u>	<u>8,267</u>
31 March 2020	<u>483,000</u>	<u>175,000</u>	<u>11,727</u>

	Furniture & Fittings £	Office Equipment £	Equipment £	Total £
<i>Cost</i>				
1 April 2020	92,677	84,769	49,522	973,208
Addition	5,650	587	686	6,923
Disposal	-	-	-	-
31 March 2021	<u>98,327</u>	<u>85,356</u>	<u>50,208</u>	<u>980,131</u>
<i>Depreciation</i>				
1 April 2020	87,512	83,678	49,214	296,917
Charge	1,641	485	745	16,831
Disposal	-	-	-	-
31 March 2021	<u>89,153</u>	<u>84,163</u>	<u>49,959</u>	<u>313,748</u>
<i>Net Book Value</i>				
31 March 2021	<u>9,174</u>	<u>1,193</u>	<u>249</u>	<u>666,383</u>
31 March 2020	<u>5,165</u>	<u>1,091</u>	<u>308</u>	<u>676,291</u>

The freehold land that Bradbury House occupies was purchased for £140,000 in November 2012.

The property and land at Bradbury House was valued at £700,000 in October 2015.

All property valuations were carried out by Chivers Commercial, Eastgate Street, Stafford ST16 2LZ in October 2015.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

13 Debtors	2021	2020
	£	£
Trade debtors	44,667	45,907
Prepayments	7,790	4,499
Other debtors	921	5,516
	<u>53,378</u>	<u>55,922</u>

14 Creditors amounts falling due within one year	£	£
Bank Loan	14,727	7,018
Trade creditors	9,604	7,488
Lottery grant	20,000	-
Accruals	11,728	11,260
	<u>56,059</u>	<u>25,766</u>

15 Long term loan

This relates to a long term loan from the Royal Bank of Scotland who have a charge registered against the property and land at Bradbury House.

	£	£
Due in less than 1 year	<u>14,727</u>	<u>7,018</u>
Due in 1-2 years	-	7,268
Due in 2-5 years	-	7,510
	<u>-</u>	<u>14,778</u>
	<u>14,727</u>	<u>21,796</u>

This loan is secured over the freehold property of the charity.

The loan was repaid in full in October 2021.

16 Movement in funds

	Balance at	Incoming	Resources		Balance at
	01/04/2020	Resources	Expended	Transfers	31/03/2021
	£	£	£	£	£
Restricted Funds					
Building Fund	483,000	-	(10,500)	(472,500)	-
Restricted fund	2,724	37,644	(4,114)	(27,822)	8,432
Unrestricted Funds					
Designated Funds	419,975	-	-	473,428	893,403
General funds	-	633,768	(660,662)	26,894	-
Total	<u>905,699</u>	<u>671,412</u>	<u>(675,276)</u>	<u>-</u>	<u>901,835</u>

In accordance with the Charities Commission the building fund was released and transferred to unrestricted funds.

Age UK Stafford & District

Notes to financial statements for the year ended 31st March 2021

17 Contingent liability

Annual contracts from Social Care and Health totalling circa £238,800 are secured on an annual basis. The continuity of these funds cannot be guaranteed as they are heavily reliant upon the policies of central and local government. However, there is a significant income from Home Support, which is a non grant funded project (£254,977 in 2020 compared to £266,439 in 2021)

18 Securities

There is a charge registered against the property and land in respect of the loan with the Royal Bank of Scotland. An application has been made with Companies House to remove this charge which has been satisfied since the year end.

18 Commitments

The charity was committed to a 20 year loan for the purchase of the land and property at Bradbury House, which has been repaid early after the year end.

Operating lease commitments

	2021	2020
	£	£
Due in less than 1 year	1,142	1,470
Due in 1-2 years	814	735
Due in 2-5 years	2,443	-
Due in more than 5 years	407	-
	<u>4,806</u>	<u>2,205</u>

19 Reserves policy

The trustees aim to retain sufficient reserves to cover 3 months operating expenditure and to retain a cash balance of £90,000 for potential restructuring costs in the event of a loss of a contract or significant change of operations.

20 Status

Age UK Stafford & District is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31 March 2021 there were 9 trustees. Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee, for payments of debts and liabilities of the company contracted before he or she ceases to be a trustee, and of the costs, charges and expenses of winding up, and for the adjustments of the rights of the contributors amongst themselves.

**Age UK Stafford & District
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To visit our Facebook page click here 



Registered Charity No 1064087
Company Limited by Guarantee. Registered in England & Wales number 03345219.
Registered Office: Bradbury House, Weston Road, Stafford ST16 3RS.