

AGE CONCERN NORFOLK

England & Wales · Charity number 1077097

Details

Other names	AGE UK NORFOLK, NORFOLK COUNCIL ON AGEING
Status	Registered
Legal form	Charitable company
Company number	03783205
Registered	1999-08-20
Register	View on the Charity Commission register

Contact

Address	Henderson Business Centre 51 Ivy Road Norwich NR5 8BF
Phone	01603787111
Email	accounts@ageuknorfolk.org.uk
Website	www.ageuk.org.uk/norfolk

Activities

Objects: The object for which the Charity is established is: - To promote the relief of older people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Norfolk.

Activities: Our mission is to support older people in Norfolk to enjoy the opportunities and meet the challenges of later life. Our vision is to ensure that older people live well in Norfolk

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Elderly/old People, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** COUNTY OF NORFOLK
- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,009,051	£1,189,577	£836,952	36
2024-03-31	£1,438,195	£1,274,445	£1,017,478	41
2023-03-31	£1,478,431	£1,192,686	£853,728	49
2022-03-31	£742,490	£878,318	£567,983	37
2021-03-31	£1,200,104	£887,863	£703,811	36

Trustees

Name	Role	Appointed
Stephen Drake	Chair	2014-02-07
Cherry West		2024-07-31
David Evans		2024-07-31
Dr Caroline Barry		2024-01-05
Jamie Sutterby		2025-09-12
Mark Barry		2024-07-31
Meryl Frances Smith		2021-03-26
Rachel Annie Buxton		2021-03-26
Surjait Malhi Singh		2017-09-28

Accounts

COMPANY REGISTRATION NUMBER: 03783205

CHARITY REGISTRATION NUMBER: 1077097

**Age Concern Norfolk Operating as Age UK Norfolk
Company Limited by Guarantee**

Financial statements

31 March 2025

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Year ended 31 March 2025

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Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Age Concern Norfolk Operating as Age UK Norfolk
Charity registration number	1077097
Company registration number	03783205
Principal office and registered office	Henderson Business Centre 51 Ivy Road Norwich Norfolk NR5 8BF

The trustees

The trustees who served during the year and at the date of approval were as follows:

Stephen Drake (Chair)
Surjait Singh
David Stonehouse (Honorary Treasurer) (resigned 12 September 2025)
Roy Dickinson (resigned 31 July 2024)
Anni Hartley-Walder (resigned 12 September 2025)
Graham Robinson (resigned 31 July 2024)
Rachel Buxton
Meryl Smith
Dr Caroline Barry (appointed 5 January 2024)
Mark Barry (appointed 31 July 2024) (Honorary Treasurer)
David Evans (appointed 31 July 2024)
Cherry West (appointed 31 July 2024)
Jamie Sutterby (appointed 12 September 2025)

Senior Management Team

Ann Donkin (Chief Executive Officer)
Jo Asbury (Head of Wellbeing and Companionship) (from 1 February 2025)
Emma Harkness (Head of Information and Advice)
Michelle Diston-Jay (Head of Fundraising and Communications)
Jasmine Toombs (Head of Corporate Services) (from 1 August 2024)
Jen Field (Head of Supporting and Enabling) (to March 2025)
Vanessa Brown (Head of Corporate Services) (to July 2024)

Auditor

Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

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Solicitor

Bates Wells
10 Queens St Place
London
EC4R 1BE

Bank

Lloyds Commercial Banking Online
Lloyds Bank Plc
25 Gresham Street
London
EC2V 7HN

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Objectives and activities

Age Concern Norfolk is a charitable company limited by guarantee, incorporated in England and Wales), and governed by its Articles of Association. The organisation has operated since 2010 as Age UK Norfolk. All references in the accounts stating the company's operating name also infer the company's legal name.

The principal activity of Age UK Norfolk is to support people aged 50+ in Norfolk to enjoy the opportunities and meet the challenges of later life. Our vision is to ensure that people in later life live well. The Charity is governed by an independent Board of Trustees and its main area of benefit is the county of Norfolk.

Age UK Norfolk is a Public Benefit entity, and the Trustees have considered the Charity Commission published guidance on the operation of the Public Benefit requirement when reviewing the Charity's aims and objectives and planning current and future activities. The Public Benefit of the Charity is as set out in our objectives and in our strategic intention to make Norfolk a great place to age. Our key charitable activities - providing information & advice and delivering community & wellbeing services to people in later life - benefit thousands of individuals and their carers across Norfolk each year. All of these activities continue to be provided free of charge.

The Trustees' report below outlines the activities the Charity undertook in 2024-2025 to further its purpose.

Introduction and geographical coverage

Age UK Norfolk is a brand partner of Age UK (national). This means that, whilst the organisation is part of a federated network of over 120 Age UK partners, the Charity is registered independently and responsible for raising its own funds. Age UK Norfolk is permitted to use the name, and brand logo, of Age UK to promote and deliver its services. Being in a federated network also enables regional and national collaboration across brand partners which allows the Charity to share knowledge and expertise, and to actively promote the wellbeing of people in later life through collective national and local campaigning work.

A new Network Agreement was signed by Age UK Norfolk during 2024-2025 which sets out the nature of the relationship and commitments between the national organisation and its brand partners.

In 2024-2025, Age UK Norfolk provided vital services for those in later life, including Information and Advice, Welfare Benefit Service, Advocacy, Money Matters, Befriending, Digital Inclusion and Travel Companionship. These services supported and complemented those delivered by the statutory sector. These services were delivered with the aim of achieving enduring and sustainable improvements in people's economic, welfare, social, emotional and health status. The Charity achieved this by working holistically and ensuring its approach was person centred, making every contact count. The interest of each individual was at the heart of the services delivered, which included:

- ensuring people had access to information, advice, and support so that they can make informed decisions
- assisting people to navigate the Welfare Benefit system and claim their rights and entitlements
- ensuring that people in later life had a voice
- assisting people to understand their household finances and building their confidence when budgeting and managing their money
- reducing levels of loneliness and building skills and confidence to enable people to connect with friends, family, and their wider communities.

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Objectives and activities (continued)

Delivery of these services was made possible by the energy and commitment of the Charity's staff of 37 (mid-point head count October 2024) and over 180 volunteers. Volunteers worked across the whole range of the Charity's services in roles that suited their interests and skills and based on the amount of time that they could commit. As a result, service users benefited, the Charity benefited and volunteers had an opportunity to play a full part in their communities. This included developing personal skills, meeting new people, and having a sense of satisfaction from providing support to people in the County.

In addition to the services provided for people in later life, the Charity is also strongly committed to campaigning and interacting with the media where possible. Age UK Norfolk campaigns to make life better for individuals and particularly focuses on reducing isolation and enabling people to gain full entitlement to Welfare Benefits. Demand for the Charity's services was unabated, especially as the statutory sector continued to be financially constrained and eligibility criteria much stricter. In 2024-2025 the complexity of demand for Information and Advice increased yet again, with individuals presenting with multiple concerns resulting from the persistent cost-of-living challenges and economic context.

Strategic context

The demographic and epidemiological context for the Charity's strategic priorities is set out in the Norfolk Joint Strategic Needs Assessment (JSNA) – Norfolk Insight. The County is one of the places facing the most significant shift in terms of its demographic change linked to an ageing population, particularly in North Norfolk.

Norfolk is a rural county in the east of England with a population of 940,359 (2024) split between seven Districts and Boroughs. Norfolk has a 90-mile-long coastline and is home to the Broads National Park.

The population profile of Norfolk is skewed to older age, with the median average age already above the England average. In the past decade the proportion of people aged 65 and over has increased and more than 25% of the county's population are now aged over 65 years. This is projected to grow to 30.1% by mid-2027. North Norfolk has an older population compared to other areas in the County with a third of the population aged over 65 years and has the highest proportion of people aged 85 years and over in the country.

Norfolk's age dependency ratio is well above the England average and is increasing. The old age dependency ratio is the proportion of the population who are above State Pension age, relative to the working-age population. North Norfolk currently has the second highest old age dependency ratio in England. Projections suggest that there will be 49 people aged 65 and over for every 100 people of working age by 2043. The proportion of older adults in Norfolk who are economically active (either in work or actively seeking work) has been increasing. This may reflect the trend towards working beyond the traditional retirement age, as well as financial pressures such as the rising cost of living. As the workforce is skewed to older age, there will be more people in work managing long term conditions, disability, and sickness. There are also significant pockets of coastal and rural deprivation which are unseen at whole population data level.

The County has a place-based approach to improving health and wellbeing for people in later life. Age UK Norfolk is a partner in the Norfolk Health and Wellbeing Partnerships (H&WPs). Each HW&P has its own priorities based on population need. North Norfolk District Council is an accredited member of the UK Network of *Age-friendly Communities*.

An *Age-friendly Community* is a place that enables people to age well and live a good later life, somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible. The UK Network of *Age-friendly Communities* is a growing movement, with over 75 places across the country committed to making their community a better place to age in. The UK Network is part of a global movement led by the World Health Organisation, affiliated to the Global Network of Age-friendly Cities and Communities.

Norfolk has a relentless focus on prevention, the Charity continues to play a full part in the collective aim to support people in later life to be healthy, active, socially connected, and safe and well at home for longer.

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Objectives and activities (continued)

Strategic framework

Trustees, with the Senior Management Team, review the Charity's strategic framework annually to ensure that it remains relevant for the needs of beneficiaries and the wider context within which the Charity operates in.

The framework brings together the Charity's mission values that drive strategic objectives and priorities:

- Our **Mission** guides everything we do
- Our **Values** are what we stand for
- Our **Priorities** set out what and how we will deliver.

Our Mission is to make Norfolk a great place to grow older.

Our ICARE Values shape everything we do. They are at the heart of our work and visible in every interaction we have with each other, with the people that we help, their carers, other professionals, our stakeholders, and supporters:

- **Inform** - we inform others of the work we do and the importance of it for all of the community; we inform people of their rights, and we inform people of the impact they can have
- **Commit** - we commit to our cause in each and every action we take; we will commit to giving time and resources to the right things at the right time
- **Adapt** - we adapt as an organisation, as teams and individuals and respond to the needs of the organisation and changing priorities as they occur
- **Respect** - we respect every individual and organisation that has any contact with us by listening to and understanding their point of view and responding appropriately.
- **Enable** - we enable every person we work with to do best they can and advocate and campaign on their behalf where barriers exist preventing independence.

2024-2027 Strategic plan priorities

The Charity refreshed and published its strategic plan for the 2024-2027 period in June 2024. This report covers the first year of implementation of the plan.

We asked people in later life, staff and volunteers to help us shape our goals. Over 100 people contributed by completing questionnaires or in focus groups, helping us to shape our strategy.

Our service users said that:

- their three biggest concerns about ageing were **staying healthy, loneliness and loss of independence**
- the **cost of living** and **lack of community connection** were the two biggest issues facing people in later life right now, and in the future
- the majority felt that we should continue to offer services to **those over the age of 50, their relatives, friends and carers.**

Our volunteers and staff said that:

- we should focus on **what we do well** – Welfare Benefits support, money matters, advice line signposting, befriending and companionship, digital inclusion, and advocacy
- we should provide these services **free of charge**
- we should offer services to those **below State Pension age** to allow for a longer lead in time for later life planning where we have capacity to do so.

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Objectives and activities (continued)

Unmet service needs to combat loneliness and isolation that were been identified included:

- there was a gap in of some our current service delivery models which are currently telephone or face-to-face contact in a person's own home e.g. information & advice – we committed to develop **community and group-based** services
- there was a need for **face-to-face befriending** - this was a gap in the current service offer, we committed to enhance our service offer to provide **individual or group-based** services.

Our five strategic goals were developed around these findings and are:

- Connecting people to the information & advice they need to manage their resources and improve their daily lives
- Enabling access to communities and services to support better mental and physical wellbeing
- Building partnerships to drive an age-friendly and inclusive Norfolk that values all people in later life
- Campaigning against ageism and support more people in later life to live well as they age
- Achieving more for people in later life by being a sustainable and innovative organisation which uses resources effectively and is a great place to work

Performance against these goals is set out in the sections that follow.

Achievements and performance

CONNECTING PEOPLE TO THE INFORMATION & ADVICE THEY NEED TO MANAGE THEIR RESOURCES AND IMPROVE THEIR DAILY LIVES

Making sure people can find the right help at the right time to live well in their communities.

How did we achieve this goal?

- By reaching out to people in later life, carers, and families across Norfolk to support them with the expert information & advice they need
- By building the capacity of our information & advice services to maintain quality whilst meeting rising demand
- By extending the reach of our information & advice services by strengthening partnership working such as being part of the wider *Norfolk Community Advice Network*
- By signposting people to other more expert information & advice services where we could meet their needs, for example, legal services and utilities advice
- By supporting people to navigate the Welfare Benefits system and claim their rights and entitlements
- By ensuring that people in later life, and their carers, were empowered to make decisions about their lives and are protected from exploitation.

How did we know this was working?

- Timely access to information, advice and practical support with shorter waiting times for advice
- Increased household income following support to apply for Welfare Benefits
- increased access to services by new users from areas of deprivation and underserved communities
- Achieving and maintaining the Quality of Advice Standard (QAS) and Advice Quality Standard (AQS) accreditation.

The Charity dealt with:

- a) over 12408 calls to its Advice Line
- b) 429 referrals via the Norfolk Community Advice Network (NCAN)
- c) 249 referrals directed to the local team from enquiries to Age UK (National)
- d) 6202 enquiries by telephone, sent via email or posted on the website.

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Achievements and performance (continued)

The top three enquiry reasons were Benefits, Community Care and Legal issues. The districts of Breckland (16%) and Kings Lynn & West Norfolk (16.5%) were the most significant referral sources.

The rollout of the Charity's community based Information & Advice services began including a partnership pilot scheme with Norfolk & Waveney Mind held in the drop in cafe in Thetford, 3 specific events in response to the Winter Fuel Payment changes with a focus on Pension Credit, and drop-in events at all 17 Freebridge Community Housing schemes across West Norfolk.

Qualitative feedback about the service is sought through the use of a wellbeing evaluation survey tool. Quotes from individuals accessing the service include:

"After speaking to Age UK I felt a weight had been lifted off my shoulders and someone was there to help and listen to me, I've had many sleepless nights worrying and you helped me and stopped me from worrying so thank you."

"I am not digital and also vulnerable in other ways, to have the chance to actually speak to a human being about worries is so helpful. Do not bypass the non-digital as many business government departments do."

"Very happy with the help I was given, everyone friendly and extremely helpful."

Age UK was very helpful with Attendance Allowance claim and blue badge when my husband was alive, also helped me to do my LPA since his death. I have recommended Age UK to people for advice / help."

"Excellent service, Age UK Norfolk give best possible service, thank you."

Welfare Benefits

The Welfare Benefits service operates for those aged over 50 years. Age UK Norfolk offers checks via telephone, and a form completion service for certain Benefits.

Benefits advised on included but were not limited to: Attendance Allowance; Personal Independence Payment (PIP); Disability Living Allowance; Carers Allowance; Severe Disability Premium; Pension Credit; Housing Benefit; and Council Tax Support.

The Charity's staff undertook 928 form completion appointments and 530 Benefit checks, a total of 1458 appointments, resulting in the identification of, and securing, £5,264,773.41 in Benefit take-up for older people. 57% of visits were carried out in service users' own home setting.

In a customer satisfaction survey undertaken to evaluate the *Warm Homes* project, the Charity's team scored an incredible 10 out of 10. Comments included: "I would not have applied without the help and advice;" "The staff were there to help, eased lot of my worries, most helpful". 503 sessions were undertaken ensuring income maximisation and delivering support with Welfare Benefit applications, over a third more than in 2023-2024.

People whom the Charity has supported said:

"Excellent information on Benefits I was able to claim and very good advisors helped me to fill out the forms, they could not have been more helpful and polite."

"We have never had Benefits before and this will definitely change our lives. Thank you."

Lasting Power of Attorney

The Lasting Power of Attorney (LPA) service volunteers can assist service users and carers to complete the forms and navigate the process both types of LPA - health & welfare and property and financial affairs.

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Achievements and performance (continued)

This is done in complete confidence at a home visit. Volunteers deliver this service, and the Charity relies on donations to cover travelling and any other expenses.

There were 213 new referrals into the service, and an average of 15 home visits per month for 2024-2025, a total of 178 home visits.

The Charity continued to work with other key information and advice partners, sub-contracted under the auspices of the principal information and advice contract with Norfolk County Council. The economic context, and enduring cost of living stresses which have not abated, continued to place significant demands on staff and volunteers providing support via the Welfare Benefits team to supporting people struggling to make ends meet.

ENABLING ACCESS TO COMMUNITIES AND SERVICES TO SUPPORT BETTER MENTAL AND PHYSICAL WELLBEING

Deliver services which address barriers to wellness that people in later life face and support people to remain socially and physically active.

How did we achieve this goal?

- By reducing levels of loneliness and social isolation and building trusted relationships through telephone, face-to face and group-based holistic befriending support
- By helping people to get active through our befriending and companionship services
- By enabling access to a wide and varied range of creative, physical and social activities, both in-person and online, to improve health and wellbeing
- By building digital skills and confidence to enable people to connect with friends, family and their wider communities and get online independently and safely
- By assisting people to understand their household finances and building their confidence when budgeting and managing their money
- By acting as advocates to help people secure their rights and entitlements from the wider public services system
- By improving our understanding of individuals and communities who may experience inequalities and engaging with them to expand our offer Understanding barriers to participation faced by some individuals and communities and working with others to overcome them
- By signposting people to activities and opportunities in their local area and have links into opportunities that work for them
- By valuing the contribution that older people make by making every contact count.

How did we know this was working?

- Increased number of befriending contacts in a home or community / neighbourhood setting
- Self-reported reduction in social isolation & loneliness / improved health & wellbeing
- Quantitative & qualitative evidence of greater confidence in people able to manage their household finances and budgets e.g. reduction in poverty and debt.

General Advocacy

The Charity's Community Advocacy service started in 2007. Independent advocates support people aged 50+ who are most vulnerable or in precarious situations. Advocates ensure that individuals have a voice that other people listen to, and that they do not suffer from any inequality or discrimination and remain independent.

311 new referrals were made to the General Advocacy service during the 2024-2025 financial year, with 1634 home visits made by 31 volunteers and 2928 hours of support provided to service users. During this period, the Charity supported individuals to repay £195,215.00 of Norfolk County Council care fees, £181,234.00 of Norfolk County Council debt, £82,630.00 of personal debt and helped make savings of £108,155.00.

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Achievements and performance (continued)

Age UK Norfolk has been offering a Money Matters service, supported by Norfolk County Council with grant funding, since 1998. The service helps people aged 65 and over to take control by assisting them to manage their household finances, administrative paperwork and online transactions.

2024-2025 is the last full year in which the Charity will provide the Money Matters service as the grant will end in quarter 1 of 2025-2026.

Statutory Advocacy

Through the partnership with POhWER Age UK Norfolk supports people aged 60+ to make complaints about NHS services or treatment. This service is completely independent of the NHS.

Independent Advocates have supported 43 clients in making NHS complaints through the Charity's NHS Complaints Advocacy service.

Befriending

The Charity has provided a Telephone Befriending service for over 18 years. The service connects people aged 65+ with a volunteer or Befriending coordinator who calls weekly for a friendly chat. As well as providing companionship, the calls bring security to people knowing that someone is going to contact them on a regular basis.

A total of 10,592 calls were made, equating to 199,648 minutes (3,327.28 hours). The service closed for several periods during the year as the Charity did not have the capacity to respond to need.

At the end of the reporting period, the Befriending service had a total of 196 members.

Digital Inclusion

The Digital Inclusion service was established in 2021 in response to the need to get people online for their daily needs during the COVID pandemic.

The service offers one-to-one support for people aged 50+ on how to use a digital device, either their own or one that Age UK Norfolk lends to them for a 12-week period. Sessions focus on a range of skills, from setting up messaging apps and making / answering video calls, to more advanced support like online shopping and setting up an email account.

During the 2024-2025 period 228 new referrals were received to the Digital Inclusion service which supported 172 individuals, provided 397 sessions of support which equated to 34,197 minutes (567 hours) of direct support given to service users by staff and volunteers. Age UK Norfolk also loaned out devices to service users to trial for a total of 93 weeks

Age UK Norfolk continued to actively campaign for a delay to the roll out of the Voice Over Internet Protocol (VOIP) programme given the concerns expressed by those reliant on technology as a lifeline, with risks to services such as telecare and telemedicine and its resilience via a digitally delivered infrastructure. The rollout has now been delayed from the original 2025 deadline to January 2027.

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Achievements and performance (continued)

Travelling Companionship

Age UK Norfolk helps people to feel more confident and comfortable making trips around their local area. Support sessions for those aged 50+ are delivered safely from home and beyond to promote engagement in local life. Individuals are matched with their own Travelling Companion who can accompany them on any kind of journey - whether it is on foot, public transport, taxi, or even bike to help build the confidence they need to travel independently.

82 new referrals were made into the service and 150 sessions in total were delivered during 2024-2025 (both by telephone and in person). This resulted in 82 individuals being supported.

Women's Service Project

Age UK Norfolk delivered a twofold programme to promote women's health and wellbeing.

Firstly, the Community & Wellbeing Services' Advocacy team integrated "Make Every Contact Count" (MECC) principles into their work with women aged 40+. During home visits, Advocates held personalised conversations about health, supported access to breast, bowel, and cervical cancer screening, raised awareness of menopause and sexual health, and provided digital support for online health resources.

Secondly, the Charity promoted women's health across community settings, including North Norfolk's Positivitea and County-wide Cuppa Care bus events, engaging women in discussions, sharing information across its networks including social media and newsletters, and referring those needing further support for confidential follow-up by the Advocacy team.

Advocates connected with 58 individuals, some on one topic but the majority on several of the topics. The project ended on 31st March 2025.

The Countering Loneliness project (Reepham)

Age UK Norfolk received grant funding of £5000 to support 25 people aged 50+ in and around Reepham who were experiencing loneliness and or isolation. The Charity met the goals of this project, which ended on 31st March 2025. There were 282 contacts with individuals and 1,795 hours of FRIENDS support. Age UK Norfolk provided face-to-face support in individual's own homes, accompanied clients on walks in the local community, as well as light touch digital support and signposting to Information & Advice if needs were identified.

BUILDING PARTNERSHIPS TO DRIVE AN AGE-FRIENDLY AND INCLUSIVE NORFOLK THAT VALUES ALL PEOPLE IN LATER LIFE

An Age-friendly Community is a place that enables people to age well and live a good later life. Somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.

How did we achieve this goal?

- By supporting the age-friendly communities North Norfolk Partnership and sharing the learning from the partnership across the County
- By seeking funds to drive forward the adoption of an age-friendly approach across the County
- By raising awareness of age friendly approaches more widely, building a local age friendly movement
- By strengthening our engagement work by ensuring that people in later life have a voice in service development
- By playing an active part in local health and wellbeing partnerships to advocate for the needs of people in later life.

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Achievements and performance (continued)

How did we know this is working?

- Increased number of organisations and communities interested in adopting an age-friendly approach
- Increased interest in membership of age-friendly partnerships and networks.

Partnerships with the wider Voluntary, Community & Social Enterprise and statutory sectors continued to be strengthened. Given that the Charity has limited capacity to interface with every part of the two-tier Local Authority and Integrated Care System governance arrangements across the statutory sector in Norfolk, priorities had to be set as to how best to connect with partners.

North Norfolk District Council became the first District Council partner to adopt the concept of *Age-friendly Communities* to align with the values and approach of the UK and global networks of age friendly cities and communities.

This programme was taken forward under the auspices of the Older People's Working Group, a subgroup of the North Norfolk Health & Wellbeing Partnership. The work programme is led by the Council, given the scale of the challenge in the District, supported by Age UK Norfolk. Age UK Norfolk again contributed the sum of £10,000 during 2024-2025 to continue the programme and was successful in helping secure a micro-grant from the Centre for Ageing Better to help celebrate the International Day of Older People on 1st October 2024.

Charity staff also continued to actively engage with the national Age Friendly Community network spanning the whole of the United Kingdom & Northern Ireland to learn about best practice from other organisations particularly those in rural settings.

Breckland Council began to develop a proposal to join the UK Network of Age Friendly Communities, reinforcing its commitment to enhancing the quality of life for older residents across the district.

Age UK Norfolk continues to be a member of the Breckland Community Network and contributes to the web-based bank of resources for members to draw upon.

Staff stay connected with the **Broadland & South Norfolk** Health & Wellbeing Partnership team and engage as appropriate where there were initiatives that were relevant to the organisations' key priorities. Age UK Norfolk participated in their staff shadowing programme and hosted several staff members during 2024-2025.

The **Borough Council of Kings Lynn & West Norfolk** was designated as the first "Marmot Place" in the County. This major programme aims to achieve better health across communities and was formally launched in March 2024 by Professor Sir Michael Marmot, by world-renowned academic, researcher and campaigner. The Borough is adopting eight evidence-based principles to reduce health inequalities, developed by Sir Michael and his team from the University College London's Institute of Health Equity (IHE). Age UK Norfolk's Chief Executive has been a member of the IHE network for over a year.

The Charity continues to maintain a close interface with the third sector, and the communities' needs in the Borough via the **West Norfolk Voluntary Community and Social Enterprise (VCSE) Hub**, and the **West Norfolk Community Forum**.

Age UK Norfolk has continued its close partnership with DIAL, under the principal contract for Information & Advice. DIAL has been providing advice and information to disabled and vulnerable residents of **Great Yarmouth & Waveney Borough Council** since 1985.

Age UK Norfolk is a member of the **Later Life Network** and the **VCSE Assembly**, the latter is part of the infrastructure of the Norfolk and Waveney Integrated Care System (ICS).

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Achievements and performance (continued)

CAMPAIGNING AGAINST AGEISM AND SUPPORT MORE PEOPLE IN LATER LIFE TO LIVE WELL AS THEY AGE

Make a difference to the lives of people in later life people in Norfolk through effective campaigning and influencing.

How did we achieve this goal?

- By continuing to highlight the enduring cost-of-living crisis and its impact on people in later life
- By working with partners to influence policy makers locally and nationally on the issues faced by people in later life
- By influencing commercial organisations locally to sustain appropriate access to critical services e.g. banking
- By promoting the benefits of employing people in later life to sustain local economies.

How did we know this is working?

- Increased % of people in later life reporting feeling valued and included
- Raised profile of the Charity on social media, radio, television, and nationally beyond Norfolk.

Over the year, Age UK Norfolk actively promoted its campaigns and information through multiple channels. The Charity had a combined total of 3,983 followers across social media, sent out 98 press releases, and welcomed 10,796 unique visitors to our website.

Staff and volunteers attended 54 events, dedicating over 140 hours to engaging with communities, and listed over 1,000 age-friendly activities and events for older people in Norfolk on the website.

A particular focus was the **Temperature Check Your Winter** campaign, which combined communications and events to encourage people to prepare for the winter months, supported by a practical checklist to help them stay safe, warm, and well.

Age UK Norfolk is an active member the Norfolk Anti-Poverty Alliance, the anti-poverty campaign which is a movement of individuals and organisations working to tackle hardship through local and national policy change. Launched in February 2025, its goal is to ensure all residents have the security of being warm, dry, clean, and fed. The Alliance's activities include campaigning for policy reform, identifying local drivers of poverty, building public support for change, and uplifting those with lived experience of hardship

ACHIEVING MORE FOR PEOPLE IN LATER LIFE BY BEING A SUSTAINABLE AND INNOVATIVE ORGANISATION WHICH USES **RESOURCES** EFFECTIVELY AND IS A **GREAT PLACE TO WORK**

Strengthening the infrastructure and resilience of the organisation.

How did we achieve this goal?

- By increasing and diversifying our independent income sources, including exploring corporate and sustaining individual giving
- By ensuring our corporate financial / information management & technology and people support systems are efficient and allow us to commit more time and resources to frontline service delivery
- Communications and marketing: by raising awareness of a trusted organisation and ensuring that everyone can find and access our services, particularly those in marginalised communities
- By continuing to embed equality, diversity and inclusion in everything that we do
- By improving our ability to understand, measure and communicate the difference we are making
- By strengthening training and support for staff to make Age UK Norfolk a great place to work
- By ensuring that we are economically, socially and environmentally sustainable, and creating an action plan to adopt greener ways of working to address climate change.

Age Concern Norfolk Operating as Age UK Norfolk

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Year ended 31 March 2025

Achievements and performance (continued)

How did we know this is working?

- a) Sustainable and high-quality services over the medium term
- b) Proportion of income secured from different sources
- c) Efficient management costs
- d) Low staff turnover rate
- e) Volunteer retention rate
- f) Increasing the number and diversity of people who for us and with whom we are working.

Points b, c), and d) and are referred to later in the Finance and Governance sections of this report

Sustainable and high-quality services

Age UK Norfolk is externally accredited by Age UK (national) under the Charity Quality Standard (CQS) and the Quality of Advice Assessment (QAA), the latter being a passport to Advice Quality Standard (AQS) accreditation.

The Charity was successfully certified to hold the Charity Quality Standard (CQS) accreditation in Autumn 2023. This rigorous reaccreditation process is undertaken every 3 years by external assessment specialists. It audits performance against a range of domains including strategy & planning, governance & leadership, and financial and risk management.

The Information & Advice service underwent its Service Management Review (SMR) in February 2025, and Mystery Shopper testing, which forms part of the continuous assessment process for QAA and AQS. Reviewers cited the following areas of strength:

“The managers and team showed a strong commitment to quality and service development and prepared very well for the assessment. All those interviewed were very open to learning and improving.”

Staff turnover

Staff turnover in the Charity was very low as, even though financial reward is modest compared to many other employers, the organisation has a number of policies to protect staff wellbeing and enable flexible working choices where service needs allow.

Staff and volunteers were also supported with mandatory and optional training. A MIND Workplace Wellbeing Snapshot Survey was undertaken by all staff in July 2024. This resulted in several cohorts of staff undergoing training specifically designed by MIND to help them look after their own wellbeing whilst dealing with many vulnerable individuals with mental health concerns, including suicide ideation, approaching the Charity for help.

Volunteer retention

Our experienced volunteers have a proven track record of helping people to maintain their wellbeing, whilst keeping individuals' needs at the heart of what Age UK Norfolk does. Several of our services are delivered exclusively by volunteers. The Charity attracted several new volunteers into the business administration team,

and the Information & Advice team were joined by several volunteers with prior experience in organisations providing services to vulnerable individuals e.g. the Samaritans.

Volunteers gave their time willingly and for no financial reward. Age UK Norfolk allocated the sum of £2000 in its 2024-2025 budget to develop a reward and recognition scheme for its volunteers to highlight their contribution and reward long service. A long service celebration was held in July 2024 to acknowledge the contribution that our long-standing volunteers had made.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Financial review

Income and expenditure

In 2024/25, Age UK Norfolk received income of £1,009,051 from a range of sources. The majority of income generated is specifically aligned to the delivery of individual services i.e. restricted funds.

Fundraising income is included within 'Other income'.

Further detail on income received in the year can be found in the Financial Review section and in the notes to the financial statements (notes 5-8).

The Board of Trustees approved a budgeted operating deficit of £171,274 for the year ending 31 March 2025.

In 2024/25 the organisation is reporting a deficit of £180,526 (2024: £163,750 surplus), which is £9,252 lower than the approved budgeted operating deficit.

The financial result for 2024/25 is driven by the following:

- A reduction in the amount of income for Other trading activities following closure of the Charity's retail outlet in Dereham in February 2024.
- A reduction in income from Trusts and Grants as many funders were overwhelmed with bids or had chosen to close funds to new application.
- A reduction in legacy income which is, by its nature, an inconsistent source of income.

In the year to 31 March 2024/25, Norfolk's total income amounted to £1,009,051 which is a decrease of £429,144 on the previous year's income (2023/24: £1,438,195). Income from charitable activities decreased by £61,057 to £712,228 (2023/24: £773,285).

Donations and legacies income decreased by £223,571 on the previous year to £275,227 (2023/24: £498,798). The income in 2024/25 is due to 4 substantial legacies in excess of £20,000.

Due to the economic situation bank balances were kept in low interest-bearing accounts to ensure access to working capital. As a result, Age UK Norfolk received £15,602 investment income in the year, which was an increase of £7,904 from the previous year (2023/24: £7,698).

Total expenditure amounted to £1,189,577 which was an overall decrease in costs of £84,868 compared with the previous year (2023/24: £1,274,445). The expenditure reduction is mainly attributable to the closure of the Dereham retail outlet and a planned head count reduction in those services where were historically underfunded or funded only on a short-term basis. The cost of charitable activities (£1,189,573) increased compared with the previous year (2023/24: £1,078,291) largely as a result of general inflation.

Further information on the staffing and other costs incurred in the year are set out in notes 11 and 13 of the financial statements.

Reserves policy

The Board of Trustees routinely reviews the organisation's Reserves Policy and considers both the main risks to the organisation and the amount, and type, of reserves needed to support the variety of services it delivers, as well as their various working capital requirements.

The Reserves Policy quantifies the types and monetary values of funds required by the organisation. The aim of the policy is to ensure that sufficient and appropriate designated and general reserves are available to meet the organisation's needs in terms of working capital, future development, committed expenditure and statutory obligations. The policy also ensures that any unspent restricted funding remaining at the year-end is ring-fenced in a separate restricted fund (as this may have to be returned to funders if not used for the explicit purposes outlined in the funding agreement).

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Financial review (continued)

Restricted funds

Restricted funds include unspent grant and contract income that can only be used on specific activities (in line with the requirements set out in funding agreements) and therefore has been ring-fenced separately in the accounts. Several funds have been carried forward for more than one year. These will be utilised in future periods and directed to their originally intended purpose. £46,389 of reserves are held as restricted funds as of 31 March 2025 (2024: £133,481) as shown in notes 21 and 22 of the financial statements.

Unrestricted designated funds

No unrestricted designated funds were held for specific strategic or operational purposes during 2024-2025.

Unrestricted general funds

The organisation's Reserves Policy is that an amount of unrestricted reserves should also be held to cover the general working capital needs of the organisation and to cover ongoing regular expenditure. As cash-flow requirements vary, depending on the number of current projects and payment processing timetables, a target range of unrestricted general funds is considered appropriate to ensure sufficient finances for the future. The Charity continues to hold sufficient operating cash at bank and in hand as unrestricted funds.

The Trustees continue to be committed to a free reserves policy that the Charity holds unrestricted funds (excluding those funds represented by fixed assets) sufficient to cover 3 months of current operating expenses, long-term liabilities, and the cost of potential redundancy payments in the event that the Charity was to be wound up.

The balance of the organisation's reserves (after allocations to restricted and unrestricted designated funds) are held as unrestricted general funds. As of 31 March 2025, this amounts to £810,313 (2024: £933,644) and is shown in note 22 of the financial statements. This equates to 10 months of operational expenditure, which is at the higher end of the reserves policy. The Charity is constantly looking at opportunities to invest surplus reserves in areas that will expand the Charity's activities to further improve the lives of people in later life across Norfolk

Total reserve levels

By reviewing the organisation's Reserves Policy, the Board of Trustees has examined the risks to, and the level of reserves required by the Charity to continue to deliver services to benefit people in later life across Norfolk.

In the Trustees' view the level of reserves, held on 31 March 2025, provide the Charity with adequate financial stability and the means for it to meet its charitable objectives for the near future.

Going Concern

At the year end the Trustees consider that the Charity has adequate reserves to continue to develop and provide services during this period of uncertainty, now and also for the near future. The financial statements have therefore been prepared on the basis that the Charity is a going concern, as described in the statement of accounting policies.

Plans for future periods

The impact of the cost-of-living crisis and economic context endured during 2024-2025. Services continued to be under significant pressure in terms of the volume and complexity of enquiries and responding to the needs of people in later life.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Plans for future periods (continued)

Service provision was monitored very closely to ensure that the Charity was able to deliver services in the most effective and efficient way. There were occasions when some services were paused to enable catch up, waiting lists and response times grew. This tends to be seasonal or when key local or national policy decisions impact upon the needs of people in later life e.g. the announcement about the cessation of the Household Support Fund albeit this was extended to September 2024, and then again to March 2025 during 2024-2025.

During the coming year, the Charity will be reviewing year one of delivery of its strategic plan and increasing its focus on income generation to reduce the economic uncertainty and impact on future income streams. The Board acknowledges the significant and generous contribution that legacies are to the Charity, all of which were made by individuals to whom the Charity's staff and volunteers have provided support, not by wealthy benefactors.

The Board remains committed to providing services free of charge to people in later life and the most vulnerable in our community at no cost. This is not without its challenges; it will require imagination and ingenuity to maintain and may not be sustainable in the medium term.

Structure, governance and management

Constitution

Age UK Norfolk is incorporated as a private company, limited by guarantee, and registered as a Charity with the Charity Commission. The organisation was established in May 1947 and in 1999 became a charitable company. The Memorandum of Association establishes the objects and powers of the charitable company, and the organisation is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Board of Trustees

Trustees (who also act as Directors for the purposes of the Companies Act) are appointed based on their commitment, expertise, and experience in leading a Charity aiming to support the needs of people in later life.

Under the requirements of the then current Articles of Association, no more than nine people could be appointed as Trustees. Appointed Trustees were permitted to serve two three-year terms. Only in exceptional circumstances, and by a resolution passed by three-quarters of the Trustees, could the maximum term of office requirement for a particular Trustee be amended.

Additional Trustees could be co-opted to bring specific skills and experience as required, provided that co-opted Trustees were no more than one third of Trustees at any one time. There were no co-opted Trustees during the period.

The Honorary Officers – Chair, Vice Chair and Honorary Treasurer – are elected by the Trustee body from the current cohort of Trustees and remained the same as in 2023-2024 during the period.

The Trustees who served during the year are shown on page 1.

In accordance with the Articles, an Annual Retirement Meeting (ARM) was held in September 2024 to review Trustees' terms of office, along with the terms of Honorary Officers. The ARM was defined in the then current Articles as being the meeting of Trustees at which the accounts of the Charity are also adopted.

Board Sub Committees

The Board may delegate authority to two Sub Committees to undertake more detailed scrutiny and assurance on behalf of the Board. Each Sub Committee was scheduled to meet 3 times per annum, prior to Board meetings, as part of the governance business cycle.

There is a further Sub Committee which meets on an ad hoc basis to review matters in relation to the appointment, performance, and reward of the Chief Executive Officer..

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Structure, governance and management (continued)

The Finance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair, the Honorary Treasurer, appointed by the Board. The Sub-Committee is responsible for planning, monitoring, and reviewing the Charity's strategic financial plans and advising the Board of Trustees on progress in achieving financial goals. In addition, the Finance Sub-Committee is responsible for advising the Board of Trustees on financial management and control, reserves, investments, and monitoring of financial risks. The Chief Executive Officer (Interim) and other members of the management team attended as required.

The Finance Sub Committee reviewed the Checklist for reviewing your charity's internal financial controls to check the Charity's internal financial controls, against the legal requirements and good practice recommendations in the Charity Commission's [Internal financial controls for charities \(CC8\)](#), at its meeting on 26th July 2024.

The Governance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board, currently also the Board's Vice Chair. The Sub-Committee is responsible for advising the Board of Trustees on governance of the Charity including policies and procedures, risk management, human resources, health and safety, quality standards and legal compliance. The Chief Executive and other members of the management team attend as required.

The Governance Sub Committee remained suspended and did not meet during this reporting period. The Board agreed that that this should be kept under review if it presented an undue burden on Board agendas.

Appointment and induction of Trustees

New Trustees are recruited via external recruitment campaigns, which include advertising on the organisation's website, using social media and using third party recruitment sites. An interview process is carried out by the Board.

A Trustee skills audit was undertaken in quarter 3 of 2023-2024 to identify the gaps in the Board in order to inform the recruitment campaign for new Trustees. A new Trustee Recruitment pack was produced as a result of this. Three new Trustees, David Evans, Mark Barry and Cherry West were recruited during this reporting period, all appointed on 31st July 2024.

The organisation has a Volunteers' Policy and inducts all new volunteers into the organisation. In addition, new Trustees are given suitable training and a more detailed induction to the organisation and its services to enable them to fulfil their voluntary role. New Trustees are directed to the Charity Commission's excellent resources to support their learning.

Trustees do not receive any remuneration for their role but are entitled to claim reimbursement for out-of-pocket expenses incurred during their tenure.

Management Structure

The Board is responsible for the strategic direction of the Charity. The day-to-day management of Age UK Norfolk is delegated to the Chief Executive Officer, who reports to the Board of Trustees through the governance structure and the Board meetings. The Chief Executive Officer reports to the Chair. The Chief Executive Officer (Interim) leads a Senior Management Team (SMT), who are responsible for the day-to-day management of the Charity.

Ann Donkin was appointed as Chief Executive Officer in February 2023 on an interim basis and continued to manage the Charity pending a permanent appointment.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Structure, governance and management (continued)

The key SMT posts were:

- Chief Executive Officer
- Head of Information & Advice Services who also led the management of the key information and advice contract (known as Lot 1), and the relationship with key partners in NCAN (Norfolk Community Advice Network);
- Head of Community & Wellbeing Services (this post replaced the post previously entitled Head of Supporting & Enabling from February 2024) who led services delivered in community and home settings;
- Head of Corporate Services who managed the governance, finance, HR, ICT and contracting functions, and any services provided by external companies e.g. External Services for certain finance functions; and,
- Head of Fundraising & Communications who managed the fundraising, income generation and internal / external communications functions.

These SMT arrangements took effect from 1st July 2024, the headcount in the organisation reduced from 39 in 2023-2024 to 37 (mid- point head count October 2024). Vacancies were held during the latter part of the year given some uncertainties around contract and grant income.

Pay Policy

The Charity has a policy of reviewing pay once per year. Pay scales are in place that take into consideration the skills and experience required of the roles, the structure of the organisation and the organisation's financial position. Pay scales are reviewed periodically as part of strategic, financial and resource planning.

The remuneration of the Chief Executive Officer is reviewed by the Board of Trustees.

The Board considered its reward strategy for staff at its meeting on 9th February 2024, alongside the budget for 2024-2025. The Charity is a 'real' Living Wage organisation, accredited by the Living Wage Foundation. Age UK Norfolk has also signed the Centre for Ageing Better age-friendly Employer Pledge demonstrating a commitment to employing people in later life.

The increase in the 'real' Living Wage was 5% and, whilst to be applauded, does create an upwards pay pressure on staff in bandings above the lowest rate of pay. However, the Board agreed that the Charity should endeavour to maintain its commitment to the 'real' Living Wage from now on given that a number of funding bodies are advocates for the 'real' Living Wage movement and will only work with organisations that are committed to this cause. For example, the Mercer's Company, an ancient livery company focused on being a philanthropic force for good, and from whom the Charity has received a generous grant, only works with organisations that are committed to paying the 'real' Living Wage.

Risk Management

The Board leads the development of the risk management process. During the year, Trustees monitor and review the risks to which the Charity is exposed. The Board, and both the Governance and Finance Sub-Committee, are assigned risks from the risk register to monitor throughout the year.

The Charity has a range of policies and procedures, covering all aspects of the management of the Charity, to minimise risk. The Charity's operating systems, policies, financial position and forecasts are reviewed on a regular basis. The level and scope of the Charity's insurance cover is reviewed each year before renewal.

The Trustees identified, and put mitigations in place, to reduce the major risks inherent in the Charity's operations. The top 5 risks are summarised below:

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Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) (continued)

Year ended 31 March 2025

Structure, governance and management (continued)

1. **Financial** - insufficient income to meet legal and operational requirements.

The Trustees have determined that the Charity should aim for a minimum general reserve of at least 3 months' average expenditure to ensure key services are not reduced or curtailed in the event of a short-term reduction in voluntary or statutory income. Trustees review the financial position very carefully, with regular discussion at Board meetings, and the Finance Sub Committee. All new programmes are evaluated to ensure both viability and sustainability.

2. **Contractual** - contract delivery and service development.

The Charity has a range of contracts with providers for professional and other services e.g. the lease on the retail unit at Dereham. Such contracts are monitored and reviewed systematically periodically, and on renewal.

The Board leads the risk management assurance process. During the year, Trustees monitor and review the risks to which the Charity is exposed. The Board, and Finance Sub-Committee, are assigned risks from the risk register to monitor throughout the year.

The organisation has a range of policies and procedures, covering all aspects of the management of the organisation, to minimise risk. The Charity's operating systems, policies, financial position, and forecasts are reviewed on a regular basis. The level and scope of the Charity's insurance cover is reviewed each year before renewal.

The Charity's risk register was comprehensively refreshed during 2023-2024. It now follows the framework and format set out by the Charity Commission. The register is extensive therefore highlights / changes in key risks only are reported to the Board and its Sub Committee /s to ensure focus on those that matter. The top 3 risks (at October 2025) are summarised below:

Commentary
OPERATIONAL Competition from similar organisations – remains a RED risk given economic climate and competition for resources.
FINANCIAL Dependency on income sources - remains a RED risk given 2025-2026 deficit budget and dependency on legacy income.
ENVIRONMENTAL / EXTERNAL Government policy - remains a RED risk given financial distress and organisational uncertainty in the statutory sector – NHS and Local Government Reorganisation and the impact of new employment legislation.

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Structure, governance and management (continued)

Related Parties and collaboration with other organisations

Apart from those transactions mentioned in the related parties note within the accounts, no related party transactions were reported in the current year.

The Charity continued to be a member of the advice network in Norfolk, the Norfolk Community Advice Network (NCAN), and the CEO is a Steering Group member. This group is made up of various Charities across the region who work together to ensure advice is available to the right people at the right time. The Network members use a common referral system, collaborate on funding bids when appropriate, and promote the wellbeing of people across Norfolk through joint campaigning such as the Norfolk Anti-Poverty Alliance campaign.

Age UK Norfolk is the lead provider for the information & advice contract in Norfolk and sub-contracted with six Norfolk Charities who all play a unique role for certain population segments who need information and advice delivered by accredited organisations. The subcontracted partners are Age UK Norwich, Equal Lives, MAP, Norfolk Community Law Service, Norfolk Citizens Advice, and DIAL. This contract, awarded by Norfolk County Council, Age UK Norfolk included the Your Norfolk Advice Network (YNAN), an advice triage service for those who needed advice but were not sure what advice they need, or who from – a 'no wrong door' approach. YNAN will no longer be commissioned in 2025-2026.

The Charity also worked in partnership with Equal Lives to deliver Advocacy services across Norfolk under the Norfolk Advocacy Partnership (NAP). NAP aims to remove barriers to access services for people of protected characteristics, from disability to age and race.

Closure of retail outlet

The Charity took the reluctant decision to close its remaining retail outlet, the Dereham Furniture and More Store, during 2023-2024.

There were non-recurrent costs in that year of closure amounting to c.£30,000 that were related to staff redundancy costs. There were no building dilapidations charges. A contingent liability of £5,000 was made to sever the vehicle lease. This was eventually settled in August 2024 for the sum of £1,556.97. This discharges all liabilities.

Other fundraising

The Charity's fundraising strategy is to maximise funds from grants, trusts and legacies, and continue to deliver contractual commitments to commissioners. Age UK Norfolk is also committed to developing partnerships with other purposeful organisations who share the Charity's values to jointly bid for resources where it makes sense to do so and could deliver better outcomes for beneficiaries.

Fundraising activities in 2024-2025 were primarily focused on trust and grant applications. In addition, to successful grant applications, the Charity was fortunate to receive individual donations and legacies of over £275,000 generously given by people who had used our services, or supporters of the Charity.

In addition, the Charity was delighted to receive support from a number of community of fundraisers. The Charity is incredibly grateful to all individuals and groups for their generosity and commitment, which makes a real difference to the lives of older people in Norfolk.

The Charity is registered with the Fundraising Regulator and is committed to following the *Code of Fundraising Practice* and the *Fundraising Promise*. Age UK Norfolk publishes clear information about its complaints' procedure on its website, which members of the public can access. During the reporting period, no fundraising complaints were received.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Structure, governance and management (continued)

To ensure that Age UK Norfolk does not carry out any fundraising which involves unreasonable intrusion on a person's privacy, is unreasonably persistent or places undue pressure on a person to give money or other property the Charity ensures all staff and volunteers involved in fundraising are trained and undergo full induction to carry out the Charity's fundraising activities in line with the *Fundraising Promise*.

Trustees' responsibilities statement

The trustees (who are also directors for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- 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 operation.

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

In so far as the trustees are aware:

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2025

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

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

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 4 December 2025 and signed on behalf of the board of trustees by:

Stephen Drake
Chair

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk

Year ended 31 March 2025

Opinion

We have audited the financial statements of Age Concern Norfolk Operating as Age UK Norfolk (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Age Concern Norfolk Operating as Age UK Norfolk

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Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2025

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report which includes the directors' 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 directors report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2025

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charity 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2025

A further description of our responsibilities is available on the FRC's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Mark Proctor FCA DChA (Senior Statutory

Auditor) For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

17 December 2025

The notes on pages 30 to 42 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2025

		Unrestricted funds	2025 Restricted funds	Total funds	2024 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	270,500	4,727	275,227	498,798
Charitable activities	6	572,076	140,152	712,228	773,285
Other trading activities	7	5,994	—	5,994	158,414
Investment income	8	15,602	—	15,602	7,698
Total income		<u>864,172</u>	<u>144,879</u>	<u>1,009,051</u>	<u>1,438,195</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	9	—	—	—	622
Costs of other trading activities	10	—	—	—	195,532
Charitable activities	11	957,606	231,971	1,189,577	1,078,291
Total expenditure		<u>957,606</u>	<u>231,971</u>	<u>1,189,577</u>	<u>1,274,445</u>
Net (expenditure)/income and net movement in funds		<u>(93,434)</u>	<u>(87,092)</u>	<u>(180,526)</u>	<u>163,750</u>
Reconciliation of funds					
Total funds brought forward		883,997	133,481	1,017,478	853,728
Total funds carried forward		<u>790,563</u>	<u>46,389</u>	<u>836,952</u>	<u>1,017,478</u>

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

The notes on pages 30 to 42 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Balance sheet

31 March 2025

	Note	2025 £	£	2024 £	£
Fixed assets					
Tangible fixed assets	15		19,268		14,060
Current assets					
Debtors	16	218,546		612,483	
Cash at bank and in hand		775,146		556,305	
		993,692		1,168,788	
Creditors: Amounts falling due within one year	17	(136,990)		(101,663)	
Net current assets			856,702		1,067,125
Total assets less current liabilities			875,970		1,081,185
Creditors: Amounts falling due after more than one year	18		(39,018)		(63,707)
Net assets			836,952		1,017,478
Funds of the charity					
Restricted funds			46,389		133,481
Unrestricted funds			790,563		883,997
Total charity funds	21		836,952		1,017,478

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

These financial statements were approved by the board of trustees and authorised for issue on 4 December 2025, and are signed on behalf of the board by:

Stephen Drake
Chair

Company registration number: 03783205

The notes on pages 30 to 42 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net (expenditure)/income	(180,526)	163,750
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	7,517	7,057
Other interest receivable and similar income	(15,602)	(7,698)
Interest payable and similar charges	4,495	3,654
Loss on disposal of tangible fixed assets	9,536	269
<i>Changes in:</i>		
Trade and other debtors	393,937	(102,239)
Trade and other creditors	36,143	(51,259)
Cash generated from operations	255,500	13,534
Interest paid	(4,495)	(3,654)
Interest received	15,602	7,698
Net cash from operating activities	<u>266,607</u>	<u>17,578</u>
Cash flows from investing activities		
Purchase of tangible assets	(22,261)	—
Net cash used in investing activities	<u>(22,261)</u>	<u>—</u>
Cash flows from financing activities		
Repayments of borrowings	(25,505)	(26,346)
Net cash used in financing activities	<u>(25,505)</u>	<u>(26,346)</u>
Net increase/(decrease) in cash and cash equivalents	218,841	(8,768)
Cash and cash equivalents at beginning of year	<u>556,305</u>	<u>565,073</u>
Cash and cash equivalents at end of year	<u>775,146</u>	<u>556,305</u>

The notes on pages 30 to 42 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2025

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Henderson Business Centre, 51 Ivy Road, Norwich, Norfolk, NR5 8BF.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

- legacy income is recognised when receipt is probable and entitlement is established.

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Income *(continued)*

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

- income from performance related grants is recognised with the performance of the charitable service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

- interest on funds held on deposit or invested is included upon notification of the interest paid or payable by the bank.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Computer equipment	- 33% reducing balance
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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £1) as may be required in the event of a winding up.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations and gifts	27,704	4,727	32,431

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Legacies			
Legacies	242,796	—	242,796
	<u>270,500</u>	<u>4,727</u>	<u>275,227</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations and gifts	42,511	—	42,511
Legacies			
Legacies	456,287	—	456,287
	<u>498,798</u>	<u>—</u>	<u>498,798</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Service contracts	410,343	92,442	502,785
Grants	161,733	47,710	209,443
	<u>572,076</u>	<u>140,152</u>	<u>712,228</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Service contracts	385,797	88,974	474,771
Grants	175,840	122,674	298,514
	<u>561,637</u>	<u>211,648</u>	<u>773,285</u>

Charitable income for the year included £557,866 from government sources.

7. Other trading activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Fundraising	5,994	5,994	10,000	10,000
Shop income	—	—	148,414	148,414
	<u>5,994</u>	<u>5,994</u>	<u>158,414</u>	<u>158,414</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

8. Investment income

	Unrestricted Funds	Total Funds 2025	Unrestricted Funds	Total Funds 2024
	£	£	£	£
Interest receivable	15,602	15,602	7,698	7,698

9. Costs of raising donations and legacies

	Unrestricted Funds	Total Funds 2025	Unrestricted Funds	Total Funds 2024
	£	£	£	£
Other costs	—	—	622	622

10. Costs of other trading activities

	Unrestricted Funds	Total Funds 2025	Unrestricted Funds	Total Funds 2024
	£	£	£	£
Shop costs	—	—	195,532	195,532

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

11. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2025 £	Total fund 2024 £
Informing and Advising	502,592	8,622	45,741	556,955	532,700
Supporting and Enabling	262,940	600	28,574	292,114	255,197
Consulting and Involving	–	10,000	–	10,000	10,000
Maintaining and Developing	240,657	–	89,851	330,508	280,394
	<u>1,006,189</u>	<u>19,222</u>	<u>164,166</u>	<u>1,189,577</u>	<u>1,078,291</u>

Of the above costs, £957,606 were unrestricted (2024: £1,079,922) and £231,971 restricted (2024: £194,523).

Analysis of Support costs

	2025 £	2024 £
Rent, rates, light and heat	26,863	24,151
Insurance	16,568	14,413
Legal and professional	22,413	28,065
Telephone costs	4,990	6,571
Computer costs	44,114	49,047
Depreciation	7,517	6,016
Loss on disposal of fixed assets	9,536	129
Interest payable	5,209	3,646
Other office costs	26,956	21,324
	<u>164,166</u>	<u>153,362</u>

Auditor remuneration

	2025 £	2024 £
Audit fee (Governance costs)	15,331	14,885
Other services	4,150	500
	<u>19,481</u>	<u>15,385</u>

12. Net (expenditure)/income

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

	2025 £	2024 £
Depreciation of tangible fixed assets	7,517	7,057
Operating lease costs for land and buildings	25,831	43,390
Operating lease costs for other leases	6,434	4,903
Pension costs	9,245	9,167
Loss on disposal of fixed assets	9,536	269

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025	2024
	£	£
Wages and salaries	619,626	667,156
Social security costs	38,350	37,895
Employer contributions to pension plans	9,245	9,167
	<u>667,221</u>	<u>714,218</u>

Included within wages and salaries costs are redundancy and termination payments totaling £Nil (2024: £28,204). These payments were made in line with contractual agreements and have been accounted for in line with the accounting policy noted above.

The average head count of employees during the year was 36 (2024: 41).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing, and controlling the activities of the Charity. The roles included in key management personnel are the Chief Executive Officer, Head of Supporting & Enabling, Head of Information & Advice, Head of Fundraising & Communications, Head of Wellbeing & Companionship and Head of Corporate Services. The total compensation paid to key management personnel for services provided to the Charity increased to £199,738 (2024: £160,139). This was due to a restructuring of the Senior Management Team to provide greater organisational resilience and to strengthen strategic planning capacity and capability following the external governance review in 2023.

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

14. Trustee remuneration and expenses

No remuneration or other benefits were received from the Charity or a related entity by the trustees during the year (2024: £Nil).

During the year, no trustee (2024: nil) received reimbursement of expenses (2024: £nil).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

15. Tangible fixed assets

	Computer equipment £
Cost	
At 1 April 2024	51,063
Additions	22,261
Disposals	(34,329)
At 31 March 2025	38,995
Depreciation	
At 1 April 2024	37,003
Charge for the year	7,517
Disposals	(24,793)
At 31 March 2025	19,727
Carrying amount	
At 31 March 2025	19,268
At 31 March 2024	14,060

16. Debtors

	2025 £	2024 £
Trade debtors	56,161	69,894
Prepayments and accrued income	154,791	542,589
Other debtors	7,594	—
	218,546	612,483

The charity has been notified of additional legacies which have not been accrued for within the accounts as there is ongoing uncertainty over the value to be received.

17. Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	60,700	20,387
Accruals and deferred income	51,349	50,723
Social security and other taxes	205	3,469
Amount due to Norfolk County Council	24,689	25,505
Other creditors	47	1,579
	136,990	101,663

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

18. Creditors: Amounts falling due after more than one year

	2025 £	2024 £
Amount due to Norfolk County Council repayable in instalments:		
1-2 years	23,901	24,690
2-5 years	15,117	39,017
	<u>39,018</u>	<u>63,707</u>

Age UK Norfolk had a Local Authority Pension Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being the administering authority of the pension scheme) on 30 March 2019.

In summary, the total amount due of £1,045,000 will be settled as follows:

- Transfer of the freehold property of the charity, valued at £715,000, on 31 March 2019. This includes 300 St Faiths Road and The Elms Business Space
- One-off payment of £100,000 due on 31 March 2019
- Eight annual payments of £30,000 starting on 1 April 2019
- One final payment of £19,600 on 1 April 2027

The long term loan has been discounted to the net present value and therefore is less than the actual payments due at that time.

19. Deferred income

	2025 £	2024 £
At 1 April 2024	25,000	4,952
Amount released to income	(25,000)	(4,952)
Amount deferred in year	<u>38,000</u>	<u>25,000</u>
At 31 March 2025	<u>38,000</u>	<u>25,000</u>

Deferred income includes grant income which does not relate to the period of these accounts.

20. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £9,245 (2024: £9,167).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

20. Pensions and other post retirement benefits *(continued)*

At the end of the year there were no outstanding or prepaid contributions owed.

Local authority scheme

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being administering authority of the pension scheme) on 30 March 2019. See the creditor note for further details.

21. Analysis of charitable funds

2025

General funds

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2025 £
Unrestricted funds	963,997	864,172	(957,606)	(30,000)	840,563
Amount due to NCC	(80,000)	—	—	30,000	(50,000)
	<u>883,997</u>	<u>864,172</u>	<u>(957,606)</u>	<u>—</u>	<u>790,563</u>

Restricted funds

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2025 £
Care navigator west	80,565	—	(80,565)	—	—
St Edmund lodge	—	4,727	(4,727)	—	—
Digital inclusion	—	655	(655)	—	—
Winter project	11,990	—	(5,847)	—	6,143
IAA contract	40,926	139,497	(140,177)	—	40,246
	<u>133,481</u>	<u>144,879</u>	<u>(231,971)</u>	<u>—</u>	<u>46,389</u>
Total funds 2025	<u>1,017,478</u>	<u>1,009,051</u>	<u>(1,189,577)</u>	<u>—</u>	<u>836,952</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

2024

General funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Unrestricted funds	853,099	1,226,547	(1,079,922)	(35,727)	963,997
Amount due to NCC	(110,000)	–	–	30,000	(80,000)
	<u>743,099</u>	<u>1,226,547</u>	<u>(1,079,922)</u>	<u>(5,727)</u>	<u>883,997</u>

Restricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Care navigator west	78,562	17,010	(15,007)	–	80,565
NHS complaints service	59	–	–	(59)	–
Lottery grant	140	–	–	(140)	–
Digital inclusion	12,378	35,559	(61,363)	13,426	–
Winter project	11,990	–	–	–	11,990
IAA contract	–	159,079	(118,153)	–	40,926
Other restricted funds	7,500	–	–	(7,500)	–
	<u>110,629</u>	<u>211,648</u>	<u>(194,523)</u>	<u>5,727</u>	<u>133,481</u>
Total funds 2024	<u>853,728</u>	<u>1,438,195</u>	<u>(1,274,445)</u>	<u>–</u>	<u>1,017,478</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

Restricted funds

Care Navigator West

The Care Navigator contract terminated during quarter 1 of 2023-24. A new contract was awarded to a new service provider based on a different model of delivery. Norfolk County Council agreed that the balance of funds would not be withdrawn provided only that they continued to support residents in West Norfolk to avoid hospital admission.

NHS complaints service

In conjunction with POhWER we deliver advocacy on behalf of people aged over 60 in Norfolk who have a dispute regarding the NHS. This can take many forms and we will support older people to have their voices heard and empower them to seek restitution in cases where there has been unfair treatment or negligence.

Lottery grant

Age UK National provide brand partners with funding from their lottery fund. Age UK Norfolk uses this fund to support the work of our Outreach Benefit Take-Up service. This outreach enables older people to be aware that they can apply for benefits that they are entitled to where they may have previously been unaware and/or unable to complete the complex paperwork.

Digital inclusion

Age UK Norfolk and Age UK Norwich worked in partnership to deliver Digital Inclusion activities provided for by Barclays via Age UK National. This fund will now be used to sustain our new website - engAge in to 2023/24.

Winter project

Age UK Norfolk deliver part of Norfolk Community Foundations Surviving Winter project. This funding is to be used to make direct grants to older people in need of improvements to the home to achieve a sustainable improvement in Winter wellness.

I&A contract

Age UK Norfolk deliver specialist Information and Advice to older people across Norfolk on behalf of NCC. This project facilitates our Advice Line, advisors and advocates who work across Norfolk on a range of issues affecting older people.

Other restricted funds

These represent other amalgamated smaller funds which must be spent on particular projects being undertaken by the Charity.

St Edmund Lodge

These represent funds raised by St Edmund Lodge for the Befriending Service.

Transfers between funds

Transfers between funds have been made from the unrestricted funds in order to eliminate overspends within the restricted funds and also to reflect the payment made in the year toward the pension liability.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2025

22. Analysis of net assets between funds

Year ended 31 March 2025

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	19,268	19,268
Current assets	46,389	947,303	993,692
Current liabilities	–	(136,990)	(136,990)
Non-current liabilities	–	(39,018)	(39,018)
	<u>46,389</u>	<u>790,563</u>	<u>836,952</u>

Year ended 31 March 2024

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	14,060	14,060
Current assets	133,481	1,035,307	1,168,788
Current liabilities	–	(101,663)	(101,663)
Non-current liabilities	–	(63,707)	(63,707)
	<u>133,481</u>	<u>883,997</u>	<u>1,017,478</u>

23. Analysis of changes in net debt

	At 1 Apr 2024 £	Cash flows £	At 31 Mar 2025 £
Cash at bank and in hand	<u>556,305</u>	<u>218,841</u>	<u>775,146</u>

24. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2025 £	2024 £
Not later than 1 year	24,133	24,784
Later than 1 year and not later than 5 years	<u>5,251</u>	<u>15,814</u>
	<u>29,384</u>	<u>40,598</u>

25. Related parties

No related party transactions identified during the year ended 31 March 2025 (2024: £Nil).

Accounts

COMPANY REGISTRATION NUMBER: 03783205

CHARITY REGISTRATION NUMBER: 1077097

**Age Concern Norfolk Operating as Age UK Norfolk
Company Limited by Guarantee
Financial statements
31 March 2024**

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Financial statements

Year ended 31 March 2024

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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Age Concern Norfolk Operating as Age UK Norfolk
Charity registration number	1077097
Company registration number	03783205
Principal office and registered office	Henderson Business Centre 51 Ivy Road Norwich Norfolk NR5 8BF

The trustees

The trustees who served during the year and at the date of approval were as follows:

Stephen Drake (Chair)
Surjait Singh (Vice Chair)
David Stonehouse (Honorary Treasurer)
Roy Dickinson (resigned 31 July 2024)
Anni Hartley-Walder
Graham Robinson (resigned 31 July 2024)
Rachel Buxton
Meryl Smith
Dr Caroline Barry (appointed 5 January 2024)
Mark Barry (appointed 31 July 2024)
David Evans (appointed 31 July 2024)
Cherry West (appointed 31 July 2024)

Senior Management Team	Ann Donkin (Interim Chief Executive Officer) Jen Field (Head of Supporting and Enabling) Emma Harkness (Head of Information and Advice) Michelle Jay (Head of Fundraising and Communications) Vanessa Brown (Head of Corporate Services) (from 13 September 23)
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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Auditor	Lovewell Blake LLP Chartered accountants & statutory auditor Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
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Solicitor	Bates Wells 10 Queens St Place London EC4R 1BE
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Bank	Lloyds Commercial Banking Online Lloyds Bank Plc 25 Gresham Street London EC2V 7HN
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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Objectives and activities

Age Concern Norfolk is a charitable company limited by guarantee, incorporated in England and Wales), and governed by its Articles of Association. The organisation has been operating since 2010 as Age UK Norfolk. All references in the accounts stating the company's operating name also infer the company's legal name.

The principal activity of Age UK Norfolk is to support people in later life in Norfolk to enjoy the opportunities and meet the challenges of later life. Our vision is to ensure that people in later life live well in Norfolk.

Age UK Norfolk is brand partner of Age UK (National) and is therefore permitted to use the name, and brand logo, of Age UK to promote and deliver its services. This also enables regional and national collaboration across the much broader network of brand partners. Age UK Norfolk is also a member of the Age England Association (AEA).

Age UK Norfolk is a public benefit entity, and the Trustees have considered the *Charity Commission* published guidance on the operation of the Public Benefit requirement when reviewing the Charity's aims and objectives and planning current and future activities. The public benefit of the Charity is as set out in our objectives and in our strategic intention to make Norfolk a great place to age. Our key charitable activities - providing information & advice and supporting & enabling people in later life to access services - benefit thousands of individuals and their carers across Norfolk each year. All of these activities continue to be provided free of charge and are available to all people in later life in Norfolk.

The Trustees' report below outlines the activities the Charity undertakes to further its purpose.

Introduction

Age UK Norfolk is a brand partner of Age UK (National). This means that, whilst the organisation is part of a federation of over 120 UK partners, the Charity is registered independently and responsible for raising its own funds. The Charity supports people aged 50+ living in Norfolk to enjoy the opportunities of and meet the challenges that later life may bring. The Charity is governed by an independent Board of Trustees and is registered with the *Charity Commission* and *Companies House*.

We provide vital services for those in later life, including Information and Advice, Welfare Benefit Service, Advocacy, Money Matters, Befriending, Digital Inclusion and Travel Companionship. These services support and complement those delivered by the statutory sector. Our services aim to create enduring and sustainable improvements in people's economic, welfare, social and health status. We achieve this by working holistically and ensuring our approach is person centered, making every contact count. The interest of each individual is at the heart of the work that we do, which includes:

- ensuring people have access to information, advice, and support so that they can make informed decisions
- assisting people to navigate the Welfare Benefit system and claim their rights and entitlements
- ensuring that people in later life have a voice
- assisting people to understand their household finances and building their confidence when budgeting and managing their money
- reducing levels of loneliness and building skills and confidence to enable people to connect with friends, family, and their wider communities.

As a brand partner of Age UK (National), our relationship with other Age UK brand partners across the UK allows us to share knowledge and expertise, and to actively promote the wellbeing of people in later life through collective national and local campaigning work.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Our current area of benefit is the county of Norfolk, which has a population of over 925,000.

Delivery of these services is made possible by the energy and commitment of the Charity's staff of 38 and over 180 volunteers. Volunteers work across the whole range of the Charity's services in roles that suit their interests and skills, and based on the amount of time that they can commit. As a result, service users benefit, the Charity benefits and volunteers have an opportunity to play a full part in their communities. These include developing personal skills, meeting new people, and having a sense of satisfaction from providing support to people in the County.

In addition to the services provided for people in later life, the Charity is also strongly committed to campaigning and interacting with the media where possible. Age UK Norfolk campaigns to make life better for individuals and particularly focuses on reducing isolation and enabling people to gain full entitlement to welfare benefits. Strong demand for the range of services has placed significant pressure on the Charity's services and activities, especially as the statutory sector is more financially constrained and eligibility criteria much stricter. This continued to be the case during 2023-2024 when the demand for our Information and Advice Service increased yet again, with individuals presenting with multiple concerns and issues resulting from the cost-of-living challenges and economic context.

Population context

The demographic and epidemiological context for the Charity's strategic priorities is set out in the Norfolk Joint Strategic Needs Assessment (JSNA) – *Norfolk Insight*. The County featured in the *Chief Medical Officer's Annual report 2023: Health in an Ageing Society* published 10th November 2023 as being one of the places facing the most significant shift in terms of its demographic changes and an ageing population.

Norfolk is a rural county in the east of England with a population of 916,100 split between seven districts and boroughs. Norfolk has a 90-mile-long coastline and is home to the Broads National Park.

The population of Norfolk is ageing rapidly, with the median average age already above the England average. In the past decade the proportion of people aged 65 and over has increased and more than 25% of the county's population are now aged over 65 years. This trend is expected to continue with projections suggesting that by 2040 we will see an increase of 55% in people aged 75 and over.

Most of Norfolk's population increase will be in the older age groups, with those aged over 65 years increasing by 82,000 (Figure 3.26). North Norfolk has an older population compared to other areas in the county with a third of the population aged over 65 years and has the highest proportion of people aged 85 years and over in the country.

Norfolk's age dependency ratio is well above the England average and is increasing. The old age dependency ratio is the proportion of the population who are above State Pension age, relative to the working-age population. North Norfolk currently has the second highest old age dependency ratio in England. Projections suggest that there will be 49 people aged 65 and over for every 100 people of working age by 2043. The proportion of older adults in Norfolk who are economically active (either in work or actively seeking work) has been increasing. This may reflect the trend towards working beyond the traditional retirement age, as well as financial pressures such as the rising cost of living. As the ages, there will be more people in work managing long term conditions, disability, and sickness.

The County has a place-based approach to improving health and wellbeing for people in later life. Age UK Norfolk is a partner in Norfolk's Health and Wellbeing Partnerships (H&WPs). Each HW&P has its own priorities based on population need. North Norfolk HW&P has committed to three priorities, one of which includes a focus on the ageing population. The District Council has recently been accredited to join the UK Network of *Age-friendly Communities*.

An *Age-friendly Community* is a place that enables people to age well and live a good later life, somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible. The UK Network of *Age-friendly Communities* is a growing movement, with over 75 places across the country committed to making their community a better place to age in. The UK Network is part of a global movement led by the World Health Organisation, affiliated to the Global Network of Age-friendly Cities and Communities.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Norfolk has a relentless focus on prevention wherever possible, we will play our full part in the collective aim to support people in later life to be healthy, active, socially connected, and safe and well at home for longer.

Strategic framework

Trustees, with the Senior Management Team, review the Charity's strategic framework annually to ensure that it remains relevant for the needs of beneficiaries and the wider context within which the Charity operates in.

The Charity has recently refreshed and published its strategic plan for the 2024-2027 period. The narrative in this report relates to the period prior to that.

The framework brings together the Charity's mission values that drive strategic objectives and priorities:

- Our **Mission** guides everything we do
- Our **Values** are what we stand for
- Our **Priorities** set out what and how we will deliver

Our Mission is to make Norfolk a great place to grow older.

Our ICARE Values shape everything we do. They are at the heart of our work and visible in every interaction we have with each other, with the people that we help, their carers, other professionals, our stakeholders, and supporters:

- **Inform** - we inform others of the work we do and the importance of it for all of the community; we inform people of their rights, and we inform people of the impact they can have
- **Commit** - we commit to our cause in each and every action we take; we will commit to giving time and resources to the right things at the right time
- **Adapt** - we adapt as an organisation, as teams and individuals and respond to the needs of the organisation and changing priorities as they occur
- **Respect** - we respect every individual and organisation that has any contact with us by listening to and understanding their point of view and responding appropriately.
- **Enable** - we enable every person we work with to do best they can and advocate and campaign on their behalf where barriers exist preventing independence.

Strategic priorities

The Charity's strategic plan up to 2024 identified four priority areas:

- Informing and Advising - helping older people to make informed choices and remain independent;
- Supporting and Enabling - improving the health and wellbeing of older people;
- Maintaining and Developing - ensuring our sustainability;
- Listening and Consulting - valuing the contribution that older people make.

Performance against these priorities is set out in the sections that follow.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Achievements and performance

Informing and Advising

In 2023-2024 the key objectives for this group of services were to:

- provide information and advice;
- maximise income for people in later life; and
- support individuals to exercise their rights and have their voices heard.

The Charity dealt with:

- over 14,648 calls to its Advice Line
- 554 referrals via the Norfolk Community Advice Network (NCAN)
- 218 referrals directed to the local team from enquiries to Age UK (National)
- 1469 enquiries sent via email and the website.

The top three enquiry reasons were Benefits, Community Care and Legal issues.

Qualitative feedback about the service is sought through the use of a well-being evaluation survey tool. Quotes from individuals accessing the service include:

"Thank you for your time and effort in helping me, I would not have been able to deal with these matters without your help, thank you."

"The help on the phone and during home visit has been so excellent as being able to be understood clearly and treated as "myself" has been such a positive experience at this difficult time for me. The information was clear, and I had no idea I could claim. Forever grateful."

"Very helpful, patient and caring person on the end of the phone."

"Thank you so much, just talking to you, I feel like a weight's gone from my shoulders."

Welfare Benefits

The Welfare Benefits service operates for those aged over 50 years. Age UK Norfolk offers checks via telephone, and a form completion service for certain Benefits.

Benefits advised on include but are not limited to: Attendance Allowance; Personal Independence Payment (PIP); Disability Living Allowance; Carers Allowance; Severe Disability Premium; Pension Credit; Housing Benefit; and Council Tax Support.

The Charity's staff undertook 1433 Benefit appointments, resulting in the identification of, and securing, £4,826,253.96 million in benefit take-up for older people. 34% of visits were carried out in service users' own home setting.

In a customer satisfaction survey undertaken to evaluate the *Warm Homes* project, the Charity's team scored 9.8 out of 10. Comments included: "I would not have applied without the help and advice;" "The staff were there to help, eased lot of my worries, most helpful". 368 sessions were undertaken ensuring income maximisation and delivering support with Welfare Benefit applications.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Lasting Power of Attorney

The Lasting Power of Attorney (LPA) service volunteers can assist service users and carers to complete the forms and navigate the process both types of LPA - health & welfare and property and financial affairs.

This is done in complete confidence at a home visit. Volunteers deliver this service, and the Charity relies on donations to cover travelling and any other expenses.

There were 208 new referrals into the service, and an average of 14 home visits per month for 2023-2024, a total of 168 visits.

The Charity continued to work with other key information and advice partners, sub-contracted under the auspices of the principal information and advice contract with Norfolk County Council. The economic context, and enduring cost of living stresses which have not abated, continued to place significant demands on staff and volunteers providing support via the Welfare Benefits team to support people struggling to make ends meet.

Supporting and Enabling

In 2023-2024 the key objectives for this group of services were to:

- advocate for the rights and entitlements of individuals;
- reduce social isolation and feelings of loneliness;
- develop skills and confidence to access services; and
- promote opportunities for people to get together in their neighbourhoods and wider community.

General Advocacy

Age UK Norfolk has been offering a Money Matters service since 1998. The service helps people aged 65 and over to take control by assisting them to manage their household finances, administrative paperwork, and online transactions.

The Charity's Community Advocacy service started in 2007. Independent advocates support people over 50 who are most vulnerable or in vulnerable situations. The advocates ensure that individuals have a voice that other people listen to, and that they do not suffer from any inequality or discrimination and remain independent.

372 new referrals were made to the General Advocacy service during the 23/24 financial year, with 1400 home visits made by 39 volunteers and 2999 hours of support provided to service users. During this period, the Charity supported individuals to repay £126,743.00 of Norfolk County Council care fees, £249,452.00 of Norfolk County Council debt, £91,696.00 of personal debt and helped make savings of £74,597.00.

Statutory Advocacy

Age UK Norfolk can support anyone over 60 who is making, or thinking of making, a complaint about NHS services or treatment. This service is completely independent of the NHS.

Independent advocates have supported 37 clients to make NHS complaints through the Charity's NHS Complaints Advocacy service.

Befriending

The Charity has provided a Befriending service for over 17 years. The service connects people aged 65+ with a volunteer or Befriending coordinator who call weekly for a friendly chat. As well as providing companionship, the calls bring security to people knowing that someone is going to contact them on a regular basis.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

143 referrals were made into the service during 2023-2024. A total of 12,095 calls were made, equating to 25,4856 minutes (4,248 hours).

At the end of the reporting period, the Befriending service had a total of 256 members.

Digital Inclusion

The *Let's Get Digital* service is a more recently established programme, set up in 2021 in response to the need to get people online for their daily needs during the COVID pandemic.

The service offers one-to-one support for people aged 50+ on how to use a digital device, either their own or one that Age UK Norfolk lends to them for a 12-week period. Sessions focus on a range of skills, from setting up messaging apps and making / answering video calls, to more advanced support like online shopping and setting up an email account.

The number of active users in the *Let's Get Digital* service increased from 29 to 110 with 119 hours of direct support given to service users by staff.

Age UK Norfolk has also actively campaigned for a delay to the roll out of the *Voice Over Internet Protocol (VOIP)* programme given the concerns expressed by those reliant on technology as a lifeline, with risks to services such as telecare and telemedicine and its resilience via a digitally delivered infrastructure.

Travelling Companionship

Age UK Norfolk helps people to feel more confident and comfortable making trips around their local area. Support sessions for those aged 50+ are delivered safely from home and beyond to promote engagement in local life. Individuals are matched with their own Travelling Companion who can accompany them on any kind of journey - whether it is on foot, public transport, taxi, or even bike to help build the confidence they need to travel independently.

81 new referrals were made into the service and 188 sessions in total were delivered during 2023-2024 (both by telephone and in person). This resulted in 61 individuals being supported.

Activities, talks and events

The Charity continued to add to the range of activities and events for people in later life held on its on-line resource for people in later life across Norfolk.

Maintaining and Developing

In 2023-2024 the key objectives for the organisation were to:

- a) reduce unnecessary corporate costs to reinvest resources into front line service delivery;
- b) build resilience across the organisation by reorientating the structure of the organisation;
- c) reward staff appropriately relative to market rates paid elsewhere in the Charity sector;
- d) recognise volunteers for the superb work that they do; and
- e) ensure a commitment to quality by securing the various accreditation awards from Age UK (National).

Points a), b) and c) are covered later in the Finance and Governance sections of this report.

Recognising volunteers

As one of the County's leading voluntary sector organisations focused on later life, our experienced volunteers have a proven track record of helping people to maintain their wellbeing, whilst keeping individuals' needs at the heart of what Age UK Norfolk does. Several of our services are delivered exclusively by volunteers.

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Year ended 31 March 2024

The Charity is fortunate to have a long-standing group of volunteers but recruitment across the sector is becoming a challenge. Some volunteers have not re-engaged with Charities post COVID, and there is also an ageing demographic. There is an open campaign to recruit and attract more volunteers and to offer greater flexibility about how and when to engage in volunteering. The Charity has, for example, attracted several University of East Anglia students, during their term breaks, to volunteer in the business administration team, where training needs are less onerous than those required in service delivery.

Volunteers give their time willingly and freely and are very modest about their commitment to the Charity. Age UK Norfolk has allocated a sum in its budget for the coming year (2024-2025) to develop a reward and recognition scheme for its volunteers to highlight their contribution and reward long service.

Ensure a commitment to quality

Age UK Norfolk is externally accredited by Age UK (National) under the Charity Quality Standard (CQS) Quality of Advice Assessment (QAA) and Quality of Information and Signposting Standard (QISS).

The Charity was successfully certified to hold the Charity Quality Standard (CQS) accreditation in Autumn 2023. This rigorous reaccreditation process is undertaken every 3 years by external assessment specialists. It audits performance against a range of domains including strategy & planning, governance & leadership, and financial and risk management.

The Information & Advice service retained the following accreditations: -

- Triage: Quality of Information & Signposting Standard (QISS) which is renewed annually; and
- Advice: Quality Advice Standard (QAS) which is reviewed on a rolling 3-year cycle.

Consulting and Involving

In 2023-2024 the key objectives were to:

- involve people in in later life the design and delivery of our services;
- provide opportunities to share their knowledge and experience; and
- invite people to get involved in our campaigning and awareness raising.

In late 2023 and early 2024, Age UK Norfolk asked people in later life, staff, and volunteers to help shape our 2024-2027 strategic plan. Over 100 people contributed by completing questionnaires or in focus groups.

Service users said that:

- their three biggest concerns about ageing were staying healthy, loneliness and loss of independence; and
- the cost of living and loneliness were the two biggest issues facing people in later life right now, and in the future.

Staff and volunteers felt that Age UK Norfolk:

- should focus on what it does well, which includes Information and Advice, Welfare Benefits support, Money Matters, Advocacy, Digital Inclusion and Companionship services;
- should continue to provide services free of charge; and
- offer services to those below State Pension age, to allow for a longer lead in time for later life planning where there is capacity to do so.

The Charity's forward plan has been developed around these findings.

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Norfolk Older People's Strategic Partnership (NOPSP)

Age UK Norfolk also listens carefully to, and takes account of, the views expressed by community and organisational members of the NOPSP. This is a long-standing partnership group, formed around the early 2000s, to be the voice of older people in Norfolk. The Partnership is chaired by a well-known advocate for older people in the Norfolk community who is also a Trustee on the *Healthwatch Norfolk* Board.

PARTNERSHIPS IN THE WIDER STATUTORY AND THIRD SECTORS

Partnerships with the wider statutory sector were reinvigorated partnerships with external organisations following the period of uncertainty and a falling away of face-to-face relationships during and following the COVID pandemic.

County, Borough & District Councils and Health & Wellbeing Partnerships

Charity staff actively engage with events, and colleagues, at both County, Borough, and District Council level. Given that the Charity has limited capacity to interface with every part of the public services governance system across the statutory sector in Norfolk, priorities have been set as to how best to connect.

North Norfolk District Council

North Norfolk District Council became the first Council partner to adopt the concept of *Age-friendly Communities* to align with the values and approach of the UK and global networks of age friendly cities and communities. An *Age-friendly Community* is a place that enables people to age well and live a good later life.

This programme is being taken forward under the auspices of the Older People's Working Group, a subgroup of the North Norfolk Health & Wellbeing Partnership. Given the scale of the challenge in the District, the Council leads the work programme, supported by Age UK Norfolk. Age UK Norfolk contributed the sum of £10,000 during 2023-2024 to start up the programme.

The CEO also actively engages with the national *Age Friendly Community* network spanning the whole of the United Kingdom & Northern Ireland weekly to learn about best practise from other organisations particularly those in rural settings.

Breckland District Council

Breckland Community Network is a growing network of community groups and offers such things as:

- Free training opportunities, such as *Mindful Towns* mental health training
- Information on funding opportunities & grant schemes
- New initiatives for community groups
- Local information relevant to community groups
- Invites to upcoming forums & events

Age UK Norfolk joined this Network in October 2023 and contributes to the web-based bank of resources for members to draw upon.

Breckland's population is different to that of North Norfolk. They have adopted the concept of *Compassionate Communities*. Age UK Norfolk's new Trustee, Dr Caroline Barry, who is also a Palliative Care Consultant, Norfolk & Norwich Hospitals NHS Trust, and the Trust's lead clinician for Palliative Care in addition to providing clinical advice to the Norfolk & Waveney Integrated Care System, is an advocate of this approach.

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Year ended 31 March 2024

Broadland & South Norfolk District Councils

Staff stay connected with the Broadland & South Norfolk Health & Wellbeing Partnership team and engage as appropriate where there are initiatives that were relevant to the organisation's key priorities. Age UK Norfolk volunteered to join their staff shadowing programme, and one member of staff has trained in the technique of *World Cafés*, a method of consulting with and listening to local communities.

West Norfolk Borough Council

Around 14% of referrals to the Information & Advice team came from the West of the County, the busiest locality for demand. The Charity maintains a close interface with partners, and the community's needs in the Borough, via the West Norfolk Voluntary *Community and Social Enterprise* (VCSE) Hub, and the West Norfolk Community Forum.

Great Yarmouth & Waveney Borough Council

Age UK Norfolk has a close partnership with DIAL under the principal contract for Information & Advice. DIAL has been providing advice and information to disabled and vulnerable residents of Great Yarmouth since 1985.

Later Life Providers Network

This group brings together all third sector providers across Norfolk and Waveney that deliver services to people in later life. It is a collaboration of providers who specialise in delivering services for people aged 50+. It offers a platform for collaboration, best practice learning, and an opportunity for our collective voices to be heard.

Age UK Norfolk is a standing member of this Network.

Norfolk & Waveney VCSE Assembly

Age UK Norfolk is a member of the VCSE Assembly, part of the infrastructure of the Norfolk and Waveney Integrated Care System (ICS). The Assembly is intended to be a shared space, a space where any and every VCSE organisation can work with colleagues from the Norfolk Integrated Care System (ICS), to learn together and build shared strategies for the early and preventive interventions that will empower local communities.

Other key local relationships

The Charity has other key relationships including that with *NCAN* mentioned elsewhere in this report. These include:

- Community Action Norfolk
- Voluntary Norfolk
- Norfolk Against Scams Partnership
- Norfolk Community Foundation.

The relationship with Norfolk Community Foundation, a Charity dedicated to building stronger communities and improving the lives of people in Norfolk, is particularly important as their team has supported Age UK Norfolk to secure access to grants to pursue this Charity's objectives.

Age UK (National)

Age UK (National) launched *Our Shared Future* in March 2023, to develop, with Brand Partners, a new Shared Strategy and Network Agreement by April 2024 for all members of the Age UK Network.

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

The final Shared Strategy and Network Agreement were published in October 2024 following extensive consultation with all brand partners. The current Brand Partner Agreement (BPA) remains in place until 31 December 2024.

Financial review

Principal funding sources

In the year ended 31 March 2024, the Charity's total income amounted to £1,438,195, a decrease of £40,236 on the previous year's income. Income from charitable activities increased to £773,285 (2023: £754,122), which was due to new contracts and grants being agreed and received during the year. The main components of the income was service contract income of £474,771 (33%); grant income of £298,514 (20.8%) and retail trading income of £148,414 (10.3%).

Donations and legacies income reduced by £20,779 on the previous year to £498,798. The decrease in income is due to the number and value of legacies received or notified in the year being reduced.

Due to the stable cash position and the ongoing receipt of legacies, funds were transferred to higher interest-bearing accounts. As a result, £7,698 was received in interest.

Total expenditure amounted to £1,274,445 which was an overall increase of £81,759 compared with the previous year. The cost of charitable activities of £1,078,291 increased compared with the previous year largely as a result of increased workload due to the new contracts in place and additional inflationary pressures during the year.

Further information on the staffing and other costs incurred in the year are set out in the notes of the financial statements.

The Board of Trustees approved a budgeted operating deficit of £56,948 for the year ending 31 March 2024. The Board agreed to this given that the level of reserves held was more than sufficient to underwrite any risk in a negative 2023-24 outturn. This approach reflected the continued changes to normal delivery and service levels as a result of the cost-of-living pressures.

In 2023-24 the organisation is reporting a surplus of £163,750 (2023: £285,745), which is £220,698 better than the approved budgeted operating deficit.

The strong financial result for 2023-24 is driven by the following:

- A significant level of income accrued from donations and legacies during the year.
- Cost control throughout all areas of the Charity.

However, without the legacy income of £456,287 the organisation would have an operating deficit of £292,537 and therefore remains focused on moving to a sustainable position given that legacy income is highly variable from one year to the next and cannot be reliably planned for as demonstrated by the swing on this income from the previous financial year.

Income generation – retail

The Charity took the reluctant decision to close its remaining retail outlet, the Dereham *Furniture and More Store*, which had a large warehouse for stock, and sold a wide variety of furniture, white goods, electricals and more. Retail outlets in Kings Lynn and Sheringham had already been closed due to a serious reduction in footfall which failed to recover post the COVID pandemic.

The outlet achieved £155,112 in retail sales income and donations, including £10,987 from the *eBay* on-line store which contributed to supporting people in later life across Norfolk, as well as supporting the edge out of town retail economy in the mid Norfolk market town of Dereham.

Pay and non-pay expenditure amounted to £189,172 resulting in an overall operating loss of £34,760.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Despite valiant attempts to improve footfall, and an option appraisal including discussion with Age UK (National) as to whether they would wish to operate the store which they declined, it continued to run at an operating loss and closed in February 2024. There were non-recurrent costs of closure amounting to c.£30,000 that were related to staff redundancy costs. There were no building dilapidations charges. One issue remains unresolved for which a provision of £5,660 has been made to sever the vehicle lease.

Reserves policy

The Board of Trustees routinely reviews the charity's Reserves Policy and considers both the main risks to the charity and the amount, and type, of reserves needed to support the variety of services it delivers, as well as their various working capital requirements.

The policy also ensures that any unspent restricted funding remaining at the year-end is ring-fenced in a separate restricted fund (as this may have to be returned to funders if not used for the explicit purposes outlined in the funding agreement).

Restricted funds

Restricted funds include unspent grant and contract income that can only be used on specific activities (in line with the requirements set out in funding agreements) and therefore has been ring-fenced separately in the accounts. These funds will be utilised in future periods and include amounts ring-fenced specifically for restricted projects. £133,481 of reserves are held as restricted funds as at 31 March 2024 (2023: £110,629) as shown in the notes to the financial statements.

Unrestricted general funds

The Charity's Reserves Policy is that an amount of unrestricted reserves should also be held to cover the general working capital needs of the organisation and to cover ongoing regular expenditure. As cash-flow requirements vary, depending on the number of current projects and payment processing timetables, a target range of unrestricted general funds is considered appropriate to ensure sufficient finances for the future. The Charity continues to hold sufficient operating cash at bank and in hand as unrestricted funds.

The Charity wishes to hold unrestricted funds (excluding those funds represented by fixed assets) of £300,000 sufficient to cover 3 months of current operating expenses, long-term liabilities, and the cost of potential redundancy payments in the event that the Charity was to be wound up.

The balance of the Charity's unrestricted general funds as at 31 March 2024 amounted to £933,644 (2023: £810,925) and is shown in the notes of the financial statements. This equates to 9 months of operational expenditure, which is at the higher end of the reserves policy. The Charity is constantly looking at opportunities to invest surplus reserves in areas that will expand the Charity's activities to further improve the lives of older people in Norfolk.

Going Concern

At year end the Trustees consider that the Charity has adequate reserves to continue to develop and provide services during this period of uncertainty, now and also for the near future. The financial statements have therefore been prepared on the basis that the Charity is a going concern, as described in the statement of accounting policies.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Plans for future periods

The impact of the cost-of-living crisis and economic context did not abate during 2023-2024. Services continued to be under significant pressure in terms of the volume of enquiries and responding to the needs of people in later life.

Service provision was monitored very closely to ensure that the Charity was able to deliver services in the most efficient and effective way. There were occasions when some services were paused to enable catch up, waiting lists and response times grew. This tends to be seasonal or when key local or national policy decisions impact upon the needs of people in later life, e.g. Government announcements about the cessation of the *Household Support Fund* (albeit now extended in 2025-2026) and universal *Winter Fuel Payments*.

Non-service delivery costs were reviewed and redeployed to the front line. The loss-making retail outlet was closed. The action plan resulting from the external review of governance arrangements has been implemented. The organisation is now in a more sustainable position and fit for the future.

During 2024-25, the Charity will be refreshing its strategic plan and raising its focus on income generation to reduce the economic uncertainty and impact on future income streams. Whilst the Board again acknowledges the significant and generous contribution that legacies are to the Charity, there is a wish to reduce dependency on this variable source of income to cover day-to-day running costs.

Action commenced to engage with service users, volunteers, and staff to seek views about the future service portfolio of the organisation. The Board remains committed to providing services free of charge to people in later life and the most vulnerable in our community at no cost. This is not without its challenges and will require imagination and ingenuity to sustain.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

Constitution

The company is limited by guarantee and is a registered charity. The Charity was established in May 1947 and in 1999 became a charitable company. The Memorandum of Association establishes the objects and powers of the charitable company, and the Charity is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Board of Trustees

Trustees (who also act as Directors for the purposes of the Companies Act) are appointed based on their commitment, expertise, and experience in leading a Charity aiming to support the needs of older people.

Under the requirements of the Articles of Association no more than nine persons can be appointed as Trustees. Appointed Trustees are permitted to serve two three-year terms. Only in exceptional circumstances, and by a resolution passed by three-quarters of the Trustees, can the maximum term of office requirement for a particular Trustee be amended. Additional Trustees can be co-opted to bring specific skills and experience as required, provided that co-opted Trustees total no more than one third of Trustees at any one time. The Chair is elected by the Trustee body.

The Trustees who served during the year are shown on page 1.

In accordance with the Articles, an Annual Retirement Meeting (ARM) was held in September 2023 to review Trustees' terms of office, along with the terms of Honorary Officers. The ARM is defined in the Articles as being the meeting of Trustees at which the accounts of the Charity are also adopted.

Board Sub Committees

The Board has delegated authority to two Sub Committees to undertake more detailed scrutiny and assurance on behalf of the Board. Each Sub Committee meets 3 times per annum, prior to Board meetings, as part of the governance business cycle.

There is a further Sub Committee which meets on an ad hoc basis to review matters in relation to the appointment, performance, and reward of the Chief Executive Officer.

The Finance Sub Committee reviewed the *Checklist for reviewing your charity's internal financial controls* to check the Charity's internal finance controls, against the legal requirements and good practice recommendations in the Charity Commission's [Internal financial controls for charities \(CC8\)](#), at its meeting on 27th October 2023. The Committee also approved, at the same meeting, the revised Financial Policy & Procedures which had been reviewed and aligned with the scheme of delegation.

The Governance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board, currently also the Board's Vice Chair. The Sub-Committee is responsible for advising the Board of Trustees on governance of the Charity including policies and procedures, risk management, human resources, health and safety, quality standards and legal compliance. The Chief Executive Officer and other members of the management team attend as required.

Age UK Norfolk commissioned a review of the governance, leadership, and management of the organisation in quarter 4 of 2022-2023. The Board received a report on the review outcome at its meeting on 10th February 2023. In light of the recommendations in the report, the Board considered the appropriateness of its Sub Committee arrangements, which were set up when the Charity was operating on a much larger scale and delivering regulated services.

The Governance Sub Committee met on two occasions during this reporting period, on 20th April 2023 and 20th July 2023. The outcome of the organisation review, and a detailed action plan, were considered at both meetings. At the July meeting, the Committee audited its role and functions against the National Council for Voluntary Organisations (NCVO) *Compliance checklist for boards of charities and other voluntary organisations*.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

It was concluded that a number of the functions that the Committee carried out were more appropriately dealt with at either Board or Senior Management Team level. The Board therefore agreed at its meeting on 10th November 2023 that meetings of the Committee should be suspended but that this should be kept under review if it presented an undue burden on Board agendas.

Appointment and induction of Trustees

New Trustees are recruited via external recruitment campaigns, which include advertising on the organisation's website, using social media and using third party recruitment sites. An interview process is carried out by the Board.

A Trustee skills audit was undertaken in quarter 3 of 2023-2024 to identify the gaps in the Board in order to inform the recruitment campaign for new Trustees. A new Trustee Recruitment pack was produced as a result of this. One new Trustee, Dr Caroline Barry, was recruited during this reporting period who was appointed on 5th January 2024.

The organisation has a Volunteers' Policy and inducts all new volunteers into the organisation. In addition, new Trustees are given suitable training and a more detailed induction to the organisation and its services to enable them to fulfil their voluntary role. New Trustees are directed to the *Charity Commission's* excellent resources to support their learning.

Trustees do not receive any remuneration for their role but are entitled to claim reimbursement for out-of-pocket expenses incurred during their tenure.

Management Structure

The Board is responsible for the strategic direction of the Charity. The day-to-day management of Age UK Norfolk is delegated to the CEO who reports to the Board of Trustees through the governance structure and the Board meetings. The CEO reports to the Chair and leads a Senior Management Team, who are responsible for the day-to-day management of the Charity.

The CEO reviewed the management structure in quarter 1 of 2023. The Board approved the structure at its meeting on 30th May 2023. The new structure was based on the following principles that it would:

- be more streamlined with a key focus on strengthening the leadership of service delivery supported by central corporate functions;
- strengthen the resilience of the organisation; and
- offer the opportunity for progression to take on additional responsibilities as a way of retaining and developing staff.

The new structure took effect from 1st July 2024, the headcount in the organisation remained the same (39 staff on that date).

Pay Policy

The Charity has a policy of reviewing pay once per year. Pay scales are in place that take into consideration the skills and experience required of the roles, the structure of the organisation and the organisation's financial position. Pay scales are reviewed periodically as part of the strategic, financial and resource planning.

The remuneration of the Chief Executive Officer is reviewed by the Board of Trustees.

The Board considered its reward strategy for staff at its extraordinary meeting on Wednesday 5th April 2023, alongside the budget for 2023-2024. Whilst pay alone is not a motivating factor to work for Age UK Norfolk, the organisation had fallen behind in terms of pay relative to other similarly sized organisations across the Charity sector. The organisation lost a number of key staff recently to local organisations in both the Charitable and Statutory sectors. Local employers including Norwich City Council secured 'real' *Living Wage* accreditation from the national *Living Wage Foundation*, and campaigns to make low pay in Norwich a thing of the past.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

In addition to this, many funding bodies are becoming advocates for the 'real' *Living Wage* movement and will only work with organisations that are committed to this cause.

The Charity is now accredited by the *Living Wage Foundation* given its commitment to paying staff the 'real' living wage.

The Board agreed that the Charity should endeavour to maintain its commitment to the 'real' *Living Wage* from now on. Age UK Norfolk has also signed the *Centre for Ageing Better* age-friendly *Employer Pledge* demonstrating a commitment to employing people in later life.

Risk Management

The Board oversees the risk management assurance process. During the year, Trustees monitor and review the risks to which the Charity is exposed. The Board, and Finance Sub-Committee, are assigned risks from the risk register to monitor throughout the year.

The organisation has a range of policies and procedures, covering all aspects of the management of the organisation, to minimise risk. The Charity's operating systems, policies, financial position, and forecasts are reviewed on a regular basis. The level and scope of the Charity's insurance cover is reviewed each year before renewal.

The Charity's risk register was comprehensively refreshed during 2023-2024. It now follows the framework and format set out by the *Charity Commission*. The register is extensive and highlights / changes in key risks are reported to the Board and its Sub Committee / s to ensure focus on those that matter. The top 3 current risks are summarised below:

OPERATIONAL Capacity and use of resources – a RED risk given continued rising demand caused by demographic shift, increased need, and deprivation.
FINANCIAL Dependency on income sources- a RED risk given scale of 2024-2025 fundraising / income generation target.
ENVIRONMENTAL / EXTERNAL Government policy - a RED risk given financial distress in the Statutory sector.

Related Parties and collaboration with other organisations

Apart from those transactions mentioned in the related parties note within the accounts, no related party transactions were reported in the current year.

The Charity continued to be a subscriber member of the advice network in Norfolk, the *Norfolk Community Advice Network (NCAN)*, and the CEO is a Steering Group member. This group is made up of various Charities across the region who work together to ensure advice is available to the right people at the right time. The network members use a common referral system, collaborate on funding bids when appropriate, and promote the wellbeing of people in later life across Norfolk through joint campaigning.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Age UK Norfolk is also the lead provider for the information & advice contract in Norfolk. As part of the delivery of this contract, awarded by Norfolk County Council, Age UK Norfolk sub-contracts with six Norfolk Charities who all play a unique role for certain population segments who need information and advice. The subcontracted partners are *Age UK Norwich*, *Equal Lives*, *MAP*, *Norfolk Community Law Service*, *Norfolk Citizens Advice*, and *DIAL*.

The Charity also works in partnership with *Equal Lives* to deliver Advocacy services across Norfolk under the Norfolk Advocacy Partnership (*NAP*). *NAP* aims to remove barriers to access services for people of protected characteristics, from disability to age and race.

Other fundraising

The Charity's fundraising strategy is to maximise funds from grants, trusts, and legacies, and to develop community and event fundraising. Fundraising activities were primarily focused on trust and grant applications. In addition to successful grant applications, the Charity was fortunate to receive individual donations as well as legacies of over £450,000 during the period which helped us to support the services and older people as a result.

In addition, the Charity was delighted to be supported by separate groups of fundraisers, including two who raised over £1,000 with a sponsored sky dive, and by two of its Trustees running the *Blickling Spring Half Marathon* which raised over £1,300. The Charity is incredibly grateful to all individuals for their support.

The Charity is registered with the *Fundraising Regulator* and is committed to following the *Code of Fundraising Practice* and the *Fundraising Promise*. Age UK Norfolk publishes clear information about its complaints' procedure on its website, which members of the public can access. During the reporting period, no fundraising complaints were received.

To ensure that Age UK Norfolk does not carry out any fundraising which involves unreasonable intrusion on a person's privacy, is unreasonably persistent or places undue pressure on a person to give money or other property the Charity ensures all staff and volunteers involved in fundraising are trained and undergo full induction to carry out the Charity's fundraising activities in line with the *Fundraising Promise*.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Trustees' responsibilities statement

The trustees (who are also directors for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- 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 operation.

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

In so far as the trustees are aware:

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2024

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 19 December 2024 and signed on behalf of the board of trustees by:

Stephen Drake
Chair

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk

Year ended 31 March 2024

Opinion

We have audited the financial statements of Age Concern Norfolk Operating as Age UK Norfolk (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk (continued)

Year ended 31 March 2024

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report which includes the directors' 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 directors report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2024

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on pages 19 to 20), the trustees (who are also the directors of the charity 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk (continued)

Year ended 31 March 2024

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2024

A further description of our responsibilities is available on the FRC's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

23 December 2024

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	498,798	–	498,798	519,577
Charitable activities	6	561,637	211,648	773,285	754,122
Other trading activities	7	158,414	–	158,414	201,895
Investment income	8	7,698	–	7,698	2,837
Total income		<u>1,226,547</u>	<u>211,648</u>	<u>1,438,195</u>	<u>1,478,431</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	9	622	–	622	1,080
Costs of other trading activities	10	195,532	–	195,532	173,793
Charitable activities	11	883,768	194,523	1,078,291	1,017,813
Total expenditure		<u>1,079,922</u>	<u>194,523</u>	<u>1,274,445</u>	<u>1,192,686</u>
Net income before transfer of funds		146,625	17,125	163,750	285,745
Transfers between funds		(5,727)	5,727	–	–
Net movement in funds		140,898	22,852	163,750	285,745
Reconciliation of funds					
Total funds brought forward		743,099	110,629	853,728	567,983
Total funds carried forward		<u>883,997</u>	<u>133,481</u>	<u>1,017,478</u>	<u>853,728</u>

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

The notes on pages 29 to 41 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Balance sheet

31 March 2024

	Note	2024 £	£	2023 £	£
Fixed assets					
Tangible fixed assets	15		14,060		21,386
Current assets					
Debtors	16	612,483		510,244	
Cash at bank and in hand		556,305		565,073	
		1,168,788		1,075,317	
Creditors: Amounts falling due within one year	17	(101,663)		(153,763)	
Net current assets			1,067,125		921,554
Total assets less current liabilities			1,081,185		942,940
Creditors: Amounts falling due after more than one year	18		(63,707)		(89,212)
Net assets			1,017,478		853,728
Funds of the charity					
Restricted funds			133,481		110,629
Unrestricted funds			883,997		743,099
Total charity funds	21		1,017,478		853,728

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

These financial statements were approved by the board of trustees and authorised for issue on 19 December 2024, and are signed on behalf of the board by:

Stephen Drake
Chair

Company registration number: 03783205

The notes on pages 29 to 41 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net income	163,750	285,745
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	7,057	9,802
Other interest receivable and similar income	(7,698)	(2,837)
Interest payable and similar charges	3,654	284
Loss on disposal of fixed assets	269	—
<i>Changes in:</i>		
Trade and other debtors	(102,239)	(306,240)
Trade and other creditors	(51,259)	45,806
Cash generated from operations	13,534	32,560
Interest paid	(3,654)	(284)
Interest received	7,698	2,837
Net cash (used in)/from operating activities	<u>17,578</u>	<u>35,113</u>
Cash flows from investing activities		
Purchase of tangible assets	—	(7,073)
Net cash from/(used in) investing activities	<u>—</u>	<u>(7,073)</u>
Cash flows from financing activities		
Repayments of borrowings	(26,346)	(27,500)
Net cash used in financing activities	<u>(26,346)</u>	<u>(27,500)</u>
Net decrease in cash and cash equivalents	(8,768)	540
Cash and cash equivalents at beginning of year	<u>565,073</u>	<u>564,533</u>
Cash and cash equivalents at end of year	<u>556,305</u>	<u>565,073</u>

The notes on pages 29 to 41 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Henderson Business Centre, 51 Ivy Road, Norwich, Norfolk, NR5 8BF.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Income *(continued)*

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold improvements	-	Depreciated over the lease term
Equipment and fittings	-	33% reducing balance
Computer equipment	-	33% reducing balance

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £1) as may be required in the event of a winding up.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Donations				
Donations and gifts	42,511	42,511	54,092	54,092

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Legacies				
Legacies	456,287	456,287	465,485	465,485
	<u>498,798</u>	<u>498,798</u>	<u>519,577</u>	<u>519,577</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Goods and Services	—	—	—
Service contracts	385,797	88,974	474,771
Grants	175,840	122,674	298,514
	<u>561,637</u>	<u>211,648</u>	<u>773,285</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Goods and Services	779	—	779
Service contracts	374,996	73,548	448,544
Grants	155,859	148,940	304,799
	<u>531,634</u>	<u>222,488</u>	<u>754,122</u>

7. Other trading activities

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Fundraising	10,000	10,000	22,406	22,406
Shop income	148,414	148,414	179,489	179,489
	<u>158,414</u>	<u>158,414</u>	<u>201,895</u>	<u>201,895</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Interest receivable	7,698	7,698	2,837	2,837

9. Costs of raising donations and legacies

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Other costs	622	622	1,080	1,080

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

10. Costs of other trading activities

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Shop costs	195,532	195,532	173,793	173,793

11. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2024 £	Total fund 2023 £
Informing and Advising	478,562	5,903	48,235	532,700	532,930
Supporting and Enabling	214,698	—	40,499	255,197	198,940
Listening and Involving	—	10,000	—	10,000	—
Maintaining and Developing	215,766	—	64,628	280,394	285,943
	<u>909,026</u>	<u>15,903</u>	<u>153,362</u>	<u>1,078,291</u>	<u>1,017,813</u>

Analysis of Support costs

	2024 £	2023 £
Wages and salaries	—	15,754
Rent, rates, light and heat	24,151	32,683
Insurance	14,413	14,658
Legal and professional	28,065	27,026
Telephone costs	6,571	8,741
Computer costs	49,047	37,418
Depreciation	6,016	9,697
Loss on disposal of fixed assets	129	—
Interest payable	3,646	284
Other office costs	21,324	75,701
	<u>153,362</u>	<u>221,692</u>

Auditor remuneration

Auditor remuneration	10,560	6,250
	<u>10,560</u>	<u>6,250</u>

12. Net income

Net income is stated after charging/(crediting):

	2024 £	2023 £
Depreciation of tangible fixed assets	7,057	9,802
Loss on disposal of fixed assets	269	—
Operating lease costs for land and buildings	43,390	38,500
Operating lease costs for other leases	4,903	8,019
Pension costs	<u>9,167</u>	<u>10,330</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	667,156	579,198
Social security costs	37,895	27,926
Employer contributions to pension plans	9,167	10,330
	<u>714,218</u>	<u>617,454</u>

Included within wages and salaries costs are redundancy and termination payments totalling £28,204 (2023: £12,500). These payments were made in line with contractual agreements and have been accounted for in line with the accounting policy noted above.

The average head count of employees during the year was 41 (2023: 41).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing, and controlling the activities of the Charity. The roles included in key management personnel are the Chief Executive Officer, Head of Supporting and Enabling, Head of Information and Advice, Head of Fundraising and Communications and Head of Corporate Services. The total compensation paid to key management personnel for services provided to the Charity was £160,139 (2023: Chief Executive Officer (6 months part year effect and Head of Operations: £100,756).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

14. Trustee remuneration and expenses

No remuneration or other benefits were received from the Charity or a related entity by the trustees during the year (2023: £Nil).

During the year, no trustee (2023: nil) received reimbursement of expenses (2023: £nil).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

15. Tangible fixed assets

	Leasehold improvement £	Equipment and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2023	1,736	12,860	51,063	65,659
Disposals	(1,736)	(12,860)	—	(14,596)
At 31 March 2024	<u>—</u>	<u>—</u>	<u>51,063</u>	<u>51,063</u>
Depreciation				
At 1 April 2023	1,736	12,458	30,079	44,273
Charge for the year	—	133	6,924	7,057
Disposals	(1,736)	(12,591)	—	(14,327)
At 31 March 2024	<u>—</u>	<u>—</u>	<u>37,003</u>	<u>37,003</u>
Carrying amount				
At 31 March 2024	<u>—</u>	<u>—</u>	<u>14,060</u>	<u>14,060</u>
At 31 March 2023	<u>—</u>	<u>403</u>	<u>20,983</u>	<u>21,386</u>

16. Debtors

	2024 £	2023 £
Trade debtors	69,894	9,077
Prepayments and accrued income	542,589	500,542
Other debtors	—	625
	<u>612,483</u>	<u>510,244</u>

The charity has been notified of additional legacies which have not been accrued for within the accounts as there is ongoing uncertainty over the value to be received.

17. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	20,387	47,108
Accruals and deferred income	50,723	78,357
Social security and other taxes	3,469	—
Amount due to Norfolk County Council	25,505	26,346
Other creditors	1,579	1,952
	<u>101,663</u>	<u>153,763</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

18. Creditors: Amounts falling due after more than one year

	2023 £	2022 £
Amount due to Norfolk County Council repayable in instalments:		
1-2 years	24,690	25,505
2-5 years	39,017	63,707
	<u>63,707</u>	<u>89,212</u>

Age UK Norfolk had a Local Authority Pension Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being the administering authority of the pension scheme) on 30 March 2019.

In summary, the total amount due of £1,045,000 will be settled as follows:

- Transfer of the freehold property of the charity, valued at £715,000, on 31 March 2019. This includes 300 St Faiths Road and The Elms Business Space
- One-off payment of £100,000 due on 31 March 2019
- Eight annual payments of £30,000 starting on 1 April 2019
- One final payment of £19,600 on 1 April 2027

The long term loan has been discounted to the net present value and therefore is less than the actual payments due at that time.

19. Deferred income

	2024 £	2023 £
At 1 April 2023	4,952	–
Released in year	(4,952)	–
Amount deferred in year	<u>25,000</u>	<u>4,952</u>
At 31 March 2024	<u>25,000</u>	<u>4,952</u>

Deferred income includes grant income which does not relate to the period of these accounts.

20. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £7,357 (2023: £10,330).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

20. Pensions and other post-retirement benefits *(continued)*

At the end of the year there were no outstanding or prepaid contributions owed.

Local authority scheme

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being administering authority of the pension scheme) on 30 March 2019. See the creditor note for further details.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

21. Analysis of charitable funds

2024

General funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Unrestricted funds	853,099	1,226,547	(1,079,922)	(35,727)	963,997
Amount due to NCC	(110,000)	—	—	30,000	(80,000)
	<u>743,099</u>	<u>1,226,547</u>	<u>(1,079,922)</u>	<u>(5,727)</u>	<u>883,997</u>

Restricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2024 £
Care navigator west	78,562	17,010	(15,007)	—	80,565
NHS complaints service	59	—	—	(59)	—
Lottery grant	140	—	—	(140)	—
Digital inclusion	12,378	35,559	(61,363)	13,426	—
Winter project	11,990	—	—	—	11,990
IAA contract	—	159,079	(118,153)	—	40,926
Other restricted funds	7,500	—	—	(7,500)	—
	<u>110,629</u>	<u>211,648</u>	<u>(194,523)</u>	<u>5,727</u>	<u>133,481</u>
Total funds 2024	<u>853,728</u>	<u>1,438,195</u>	<u>(1,274,445)</u>	<u>—</u>	<u>1,017,478</u>

2023

Designated funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2023 £
North Norfolk Advice	1,000	—	—	(1,000)	—
	<u>1,000</u>	<u>—</u>	<u>—</u>	<u>(1,000)</u>	<u>—</u>

General funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2023 £
Unrestricted funds	602,804	1,255,943	(955,167)	(50,481)	853,099
Amount due to NCC	(140,000)	—	—	30,000	(110,000)
	<u>462,804</u>	<u>1,255,943</u>	<u>(955,167)</u>	<u>(20,481)</u>	<u>743,099</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

Restricted funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2023 £
Care navigator west	48,182	68,039	(37,659)	–	78,562
Thetford	2,728	–	–	(2,728)	–
NHS complaints service	59	–	–	–	59
Lottery grant	140	–	–	–	140
Digital inclusion	3,817	45,068	(36,507)	–	12,378
Winter project	17,690	–	(5,700)	–	11,990
IAA contract	15,045	109,381	(157,653)	33,227	–
Other restricted funds	16,518	–	–	(9,018)	7,500
	<u>104,179</u>	<u>222,488</u>	<u>(237,519)</u>	<u>21,481</u>	<u>110,629</u>
Total funds 2023	<u>567,983</u>	<u>1,478,431</u>	<u>(1,192,686)</u>	<u>–</u>	<u>853,728</u>

Designated funds

North Norfolk Advice

This designated fund relate to a partial legacy which was to be spent on North Norfolk Advice provision. This was expended some years ago and thus a transfer was made in the year ended 31 March 2023 to reimburse the unrestricted funds.

Restricted funds

Care navigator west

Norfolk & Waveney ICS (part predecessor body West Norfolk Clinical Commissioning Group) provided funds to provide a care navigation service for people aged over 75 (and/or their carers) who had been identified as either having or at significant risk of developing, high health, and/or social care needs. This was a non-clinical service that augmented the existing ICO Model in West Norfolk. The service was decommissioned in 2023-2024.

NHS complaints service

In conjunction with POhWER the charity delivers advocacy on behalf of people aged over 60 in Norfolk who have a dispute regarding the NHS. This can take many forms and supports older people to have their voices heard and empower them to seek restitution in cases where there has been unfair treatment or negligence.

Lottery grant

Age UK National provides Brand Partners with funding from their Lottery fund. Age UK Norfolk uses this fund to support the work of the Outreach Benefit Take-Up service. This outreach enables older people to be aware that they can apply for Benefits that they are entitled to where they may have previously been unaware and / or unable to complete the complex administrative form filling process.

Digital inclusion

Age UK Norfolk and Age UK Norwich worked in partnership to deliver Digital Inclusion activities provided for by Barclays via Age UK National.

Winter project

Age UK Norfolk delivered part of Norfolk Community Foundations Surviving Winter project. This funding was to be used to make direct grants to older people in need of improvements to the home to achieve a sustainable improvement in Winter wellness.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

I&A contract

Age UK Norfolk deliver specialist Information and Advice to older people across Norfolk on behalf of NCC. This project facilitates our Advice Line, advisors and advocates who work across Norfolk on a range of issues affecting older people.

Other restricted funds

These represent other amalgamated small funds which must be spent on particular projects being undertaken by the Charity.

Transfers between funds

Transfers between funds have been made from the unrestricted funds in order to eliminate overspends within the restricted funds and also to reflect the payment made in the year toward the pension liability.

22. Analysis of net assets between funds

Year ended 31 March 2024

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	14,060	14,060
Current assets	133,481	1,035,307	1,168,788
Current liabilities	–	(101,663)	(101,663)
Non-current liabilities	–	(63,707)	(63,707)
	<u>133,481</u>	<u>883,997</u>	<u>1,017,478</u>

Year ended 31 March 2023

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	21,386	21,386
Current assets	110,629	964,688	1,075,317
Current liabilities	–	(153,763)	(153,763)
Non-current liabilities	–	(89,212)	(89,212)
	<u>110,629</u>	<u>743,099</u>	<u>853,728</u>

23. Analysis of changes in net debt

	At 1 Apr 2023 £	Cash flows £	At 31 Mar 2024 £
Cash at bank and in hand	<u>565,073</u>	<u>(8,768)</u>	<u>556,305</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2024

24. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Not later than 1 year	24,784	44,682
Later than 1 year and not later than 5 years	15,814	40,671
	<u>40,598</u>	<u>85,353</u>

25. Related parties

During the year the charity paid £Nil (2023: £1,000) to Adeva Consulting Limited, a company that is owned by and has a director of Ann Donkin, the interim CEO. This payment was made before Ann Donkin was employed at the Charity for consultancy services.

Accounts

COMPANY REGISTRATION NUMBER: 03783205
CHARITY REGISTRATION NUMBER: 1077097

Age Concern Norfolk Operating as Age UK Norfolk
Company Limited by Guarantee
Financial statements
31 March 2023

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Financial statements

Year ended 31 March 2023

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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Age Concern Norfolk Operating as Age UK Norfolk
Charity registration number	1077097
Company registration number	03783205
Principal office and registered office	Henderson Business Centre 51 Ivy Road Norwich Norfolk NR5 8BF

The trustees

The trustees who served during the year and at the date of approval were as follows:

Stephen Drake (Chair)
Surjait Singh (Vice Chair)
David Stonehouse (Honorary Treasurer)
Roy Dickinson
Anni Hartley-Walder
Graham Robinson
Rachel Buxton
Meryl Smith

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Finance Sub-Committee	David Stonehouse (Chair) Stephen Drake Graham Robinson Meryl Smith
Governance Sub-Committee	Stephen Drake (Chair) Roy Dickinson Surjait Singh Anni Hartley-Walder Rachel Buxton
Auditor	Lovewell Blake LLP Chartered accountants & statutory auditor Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
Solicitor	Bates Wells 10 Queens St Place London EC4R 1BE
Senior Management Team	Ann Donkin (Interim Chief Executive Officer) (appointed 27 February 2023) Victoria Aitken (Head of Operations) (resigned 31 May 2023) Hilary MacDonald MA (Chief Executive Officer) (resigned 30 September 2022)

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Objectives and activities

Age Concern Norfolk is a charitable company limited by guarantee, incorporated in England and Wales), and governed by its Articles of Association. The organisation has operated since 2010 as Age UK Norfolk. All references in the accounts stating the company's operating name also infer the company's legal name.

The principal activity of Age UK Norfolk is to support older people in Norfolk to enjoy the opportunities and meet the challenges of later life. Our vision is to ensure that older people live well in Norfolk.

Age UK Norfolk is brand partner of Age UK (national) and is therefore permitted to use the name, and brand logo, of Age UK to promote its services. This also enables regional and national collaboration across the much broader network of brand partners. Age UK Norfolk is also a member of the Age England Association (AEA).

Age UK Norfolk is a public benefit entity and the Trustees have considered the Charity Commission published guidance on the operation of the Public Benefit requirement when reviewing the Charity's aims and objectives and planning current and future activities. The public benefit of the Charity is as set out in our objectives and in our strategic intention to make Norfolk a great place to grow older. Our key charitable activities - providing information and advice and supporting and enabling people in later life to access services - benefit thousands of older people and their carers across Norfolk each year. All of these activities continue to be provided free of charge and are available to all older people in Norfolk.

Below outlines the activities the Charity undertakes to further its purpose.

Introduction and geographical coverage

Age UK Norfolk provides a range of services and support to older people in the rural County of Norfolk. Some of these services are provided solely by the Charity, or in partnership with other voluntary organisations and groups across the County.

Age UK Norfolk depends financially on the support of statutory and voluntary partners, the generosity of stakeholders and the general public through donations, legacies and attendance at our fundraising events. Trustees continue to be committed to providing these services free of charge.

The Charity has been providing essential services to people across the County of Norfolk for over 75 years. These include:

- Information and Advice
- Advocacy and Money Matters
- Telephone Befriending
- Care Navigation
- Digital Inclusion
- Travel companionship

Delivery of these services is made possible by the energy and commitment of the Charity's staff of 40 and over 200 volunteers. Volunteers work across the whole range of the Charity's services in roles that suit their interests and skills, and based on the amount of time that they can commit. As a result, clients benefit, the Charity benefits and the rewards for volunteers are many. These include developing personal skills, meeting new people and having a sense of satisfaction from providing support to people in the County.

In addition to the services provided for older people, the Charity is also strongly committed to campaigning and interacting with the media where possible. Age UK Norfolk campaigns to make life better for older people and particularly focuses on reducing isolation and enabling people to gain full entitlement to welfare benefits. Strong demand for the range of services has placed significant pressure on the Charity's services and activities. This was particularly the case during 2022-2023 when the demand for our Information and Advice Service increased again, with older people presenting with multiple concerns and issues resulting from post COVID recovery, and the cost of living and economic context.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Strategic context

The demographic and epidemiological context for the Charity's strategic priorities is set out in the Norfolk Joint Strategic Needs Assessment (JSNA).

Norfolk has an older population that is projected to increase at a greater rate than the rest of England. Almost all of the population increase over the last five years has been in those aged over 65. Over the next ten years the total population is expected to increase by 50,700 with most of the increase expected in the 65 and over age bands. By 2041, the population aged 85+ is estimated to double in size. The area of Norfolk with the highest numbers of older people is North Norfolk, the highest in England.

Trustees, with the Senior Management Team, review the Charity's strategic framework annually to ensure that it remains relevant for the needs of beneficiaries and the wider context within which the Charity operates in.

The framework brings together the Charity's mission values that drive strategic objectives and priorities:

- Our **Mission** guides everything we do.
- Our **Values** are what we stand for.
- Our **Priorities** set out what and how we will deliver.

Our Mission is to make Norfolk a great place to grow older.

Our ICARE Values shape everything we do. They are at the heart of our work and visible in every interaction we have with each other, with the people that we help, their carers, other professionals, our stakeholders and supporters.

- **Inform** - We inform others of the work we do and the importance of it for all of the community. We inform people of their rights, and we inform people of the impact they can have.
- **Commit** - We commit to the cause in each and every action we take. We will commit to giving time and resources to the right things at the right time.
- **Adapt** - We adapt as an organisation, as teams and individuals and respond to the needs of the organisation and changing priorities as they occur.
- **Respect** - We respect every individual and organisation that has any contact with us by listening and understanding their point of view and responding appropriately.
- **Enable** - We enable every person we work with to do best they can and advocate and campaign on their behalf where barriers exist preventing independence.

Strategic Priorities

The Charity's strategic plan identified four priority areas:

- Informing and Advising - Helping older people to make informed choices and remain independent;
- Supporting and Enabling - Improving the health and wellbeing of older people;
- Maintaining and Developing - Ensuring our sustainability;
- Listening and Consulting - Valuing the contribution that older people make.

Performance against these priorities is set out in the sections that follow.

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Year ended 31 March 2023

Achievements and performance

Informing and Advising

In 2022-2023 the key objectives for this group of services were to:

- Maximise older peoples' income;
- Provide information and advice;
- Support older people to exercise their rights and have their voices heard.

The Charity's staff enabled 950 benefit appointments, resulting the identification of, and securing, £4.4 million in benefit take-up for older people.

The Charity received over 11,000 calls to our Advice Line. The top three enquiry reasons were Benefits, Community Care and Travel.

The Care Navigation service received 153 referrals. This service saw a sharp rise in complex cases being discharged from the Acute hospitals.

There was a key focus on mobilising of the new information and advice contract, with key partners to whom some services are subcontracted. The economic context and cost of living placed significant demands on staff and volunteers providing support via the benefits team to older people struggling to make ends meet.

Supporting and Enabling

In 2022-2023 the key objectives for this group of services were to:

- Reduce social isolation and feelings of loneliness;
- Support and promote opportunities for people to get together;
- Create Age Friendly communities.

The Charity supported a total of 392 people through the Telephone Befriending Service. The service signed up 75 new members during the year with 280 users at the end of the period. The service spoke with members for over 5,000 hours and made 14,709 calls.

An average of 194 clients per month were supported by the Money Matters team Advocacy service, receiving 290 referrals during the period.

15 new clients were signposted through the NHS complaints service.

The Charity continued to add to the range of activities and events held on engAge, its on-line resource for older people across Norfolk. The number of active posts on the engAge site increased by 137% with 800 active posts at the end of March 2023. There were 7,824 visits to the website during the same period.

The number of active users in the Let's Get Digital project increased from 19 to 53, an increase of 178%, with 148 hours of direct support given by volunteers to service users.

Work began to identify keen and interested local partners to become an Age Friendly Community. An Age Friendly Community is a place that enables people to age well and live a good later life.

Through an Age UK and Department of Transport initiative, the Charity also supported 30 older people physically able but requiring a little extra help and encouragement, to travel independently and take part in regular activities that will have a positive impact on their quality of life.

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Year ended 31 March 2023

Maintaining and Developing

In 2022-2023 the key objectives for this group of services were to:

- Increase independent income;
- Invest in staff and volunteers;
- Ensure a commitment to quality.

Actions to increase independent income are described further in the Finance sections of this report.

Age UK Norfolk was pleased to be awarded a significant contract with two statutory organisations, Norfolk County Council and the Norfolk & Waveney Integrated Care System (ICS) for information and advice services. The Charity is the principal in this contract, and subcontracts parts to other partners in the charity sector in Norfolk.

The Charity recognises that its most important resource is its staff and volunteers, and is committed to staff and volunteer engagement, and learning and development. The Charity employed 49 staff including 3 bank staff and 257 volunteers. Many staff continued to be home-based, which met the Charity's commitment to family-friendly working.

The Information and Advice Service continued to hold the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

Consulting and Involving

In 2022-2023 the key objectives for this group of services were to:

- Involve older people in the design and delivery of our services;
- Provide opportunities for older people to share their knowledge and experience;
- Invite older people to get involved in our campaigning and awareness raising.

The Charity continued to explore the potential to develop Age Friendly Communities through learning about successes elsewhere via the UK network of Age Friendly Communities. This is a growing movement, with over 60 places across the country committed to making their community a better place to age in. Almost 25 million people are living in an Age Friendly Community, including places like Greater Manchester and Cardiff. The Centre for Ageing Better works with the Network to provide guidance, connect places and offer support to member communities as they work towards making their services and infrastructure more Age Friendly. This will be a new and unique challenge in the wider rural County of Norfolk.

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Year ended 31 March 2023

Financial review

Principal funding sources

In the year ended 31 March 2023, the Charity's total income amounted to £1,478,431, an increase of £735,941 on the previous year's income (2022: £742,490). Income from charitable activities increased to £754,122 (2022: £474,339), which was due to new contracts and grants being agreed and received during the year. The main components of this income was service contract income of £448,544 (37%); grant income of £304,799 (25.2%) and retail trading income of £179,489 (14.8%).

Donations and legacies income increased by £474,380 on the previous year to £519,577 (2022: £45,197). The increase in income in 2022-23 is due to a number of substantial legacies received or notified in the 2022-23 year.

Due to the economic situation and the potential need to access cash quickly, bank balances were kept in low interest-bearing accounts to ensure access to working capital. Lower interest rates therefore meant that Age UK Norfolk received £2,837 investment income in the year, which was a decrease from the previous year (2022: £3,685).

Total expenditure amounted to £1,192,686 which was an overall increase of £314,368 compared with the previous year (2022: £878,318). The cost of charitable activities of £1,017,813 were increased compared with the previous year (2022: £670,222) largely as a result of increased workload due to the new contracts in place and additional inflationary pressures during the year.

Further information on the staffing and other costs incurred in the year are set out in the notes of the financial statements.

The Board of Trustees approved a budgeted operating deficit of £70,645 for the year ending 31 March 2023. The Board agreed to this given that the level of reserves held was more than sufficient to underwrite any risk in a negative 2022-2023 outturn. This approach reflected the continued changes to normal delivery and service levels as a result of the continued impact from Covid-19 and cost of living pressures.

In 2022-23 the organisation is reporting a surplus of £285,745 (2022: £135,828 deficit), which is £356,390 better than the approved budgeted operating deficit.

The strong financial result for 2022-23 is driven by the following:

- A significant level of income accrued from donations and legacies during the year.
- A detailed review in quarter 4 on cost control throughout all areas of the Charity.

However, without the legacy income of £465,485 the organisation would have an operating deficit of £179,740 and therefore remains focussed on moving to a sustainable position given that legacy income is highly variable from one year to the next and cannot be reliably planned for as demonstrated by the swing on this income from the previous financial year.

Reserves policy

The Board of Trustees routinely reviews the charity's Reserves Policy and considers both the main risks to the charity and the amount, and type, of reserves needed to support the variety of services it delivers, as well as their various working capital requirements.

The policy also ensures that any unspent restricted funding remaining at the year-end is ring-fenced in a separate restricted fund (as this may have to be returned to funders if not used for the explicit purposes outlined in the funding agreement).

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Year ended 31 March 2023

Restricted funds

Restricted funds include unspent grant and contract income that can only be used on specific activities (in line with the requirements set out in funding agreements) and therefore has been ring-fenced separately in the accounts. These funds will be utilised in future periods and include amounts ring-fenced specifically for restricted projects. £110,629 of reserves are held as restricted funds as at 31 March 2023 (2022: £104,179) as shown in the notes to the financial statements.

Unrestricted designated funds

No unrestricted designated funds were held for specific strategic or operational purposes during 2022-2023.

Unrestricted general funds

The Charity's Reserves Policy is that an amount of unrestricted reserves should also be held to cover the general working capital needs of the organisation and to cover ongoing regular expenditure. As cash-flow requirements vary, depending on the number of current projects and payment processing timetables, a target range of unrestricted general funds is considered appropriate to ensure sufficient finances for the future. The Charity continues to hold sufficient operating cash at bank and in hand as unrestricted funds.

The Charity wishes to hold unrestricted funds (excluding those funds represented by fixed assets) of £300,000 sufficient to cover 3 months of current operating expenses, long-term liabilities and the cost of potential redundancy payments in the event that the Charity was to be wound up.

The balance of the Charity's reserves (after allocations to restricted and unrestricted designated funds) are held as unrestricted general funds. As at 31 March 2023 this amounts to £810,925 (2022: £555,248) and is shown in the notes of the financial statements. This equates to 7 months of operational expenditure, which is at the higher end of the reserves policy. The Charity is constantly looking at opportunities to invest surplus reserves in areas that will expand the Charity's activities to further improve the lives of older people in Norfolk.

Going Concern

At the year end the Trustees consider that the Charity has adequate reserves to continue to develop and provide services during this period of uncertainty, now and also for the near future. The financial statements have therefore been prepared on the basis that the Charity is a going concern, as described in the statement of accounting policies.

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Year ended 31 March 2023

Plans for future periods

The impact of the cost-of-living crisis and economic context was significant for Age UK Norfolk during 2022-2023. Services were under significant pressure in terms of the volume of enquiries and responding to the needs of older people. Service provision was monitored very closely to ensure that the Charity was able to deliver services in the safest possible way, which took the safety of our staff, volunteers and clients as a priority. In some services, this meant that waiting lists and response times grew.

Premises were reviewed, the office downsized and relocated to Henderson Business Centre in order to reduce operational costs. The Board commissioned an external review of its governance arrangements, the findings of which will be implemented in 2023-2024. The organisation structure, and all non-pay expenditure will be reviewed in 2023-2024 to drive cost-efficiencies for the Charity with the aim to be more sustainable for the future and to ensure that best value is offered to clients, both financially and operationally.

During the coming year, the Charity will be raising its focus on income generation to reduce the economic uncertainty and impact on future income streams. Whilst the Board acknowledges the significant and generous contribution that legacies make to the Charity, there is a wish to reduce dependency on this variable source of income to cover operating costs.

The Board will also look at opportunities to invest surplus reserves in areas that will expand the Charity activities to further improve the lives of older people in Norfolk.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2023

Structure, governance and management

Constitution

The company is limited by guarantee and is a registered charity. The Charity was established in May 1947 and in 1999 became a charitable company. The Memorandum of Association establishes the objects and powers of the charitable company and the Charity is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Board of Trustees

Trustees (who also act as Directors for the purposes of the Companies Act) are appointed based on their commitment, expertise and experience in leading a Charity aiming to support the needs of older people.

Under the requirements of the Articles of Association no more than nine persons can be appointed as Trustees. Appointed Trustees are permitted to serve two three-year terms. Only in exceptional circumstances, and by a resolution passed by three-quarters of the Trustees, can the maximum term of office requirement for a particular Trustee be amended. Additional Trustees can be co-opted to bring specific skills and experience as required, provided that co-opted Trustees total no more than one third of Trustees at any one time. The Chair is elected by the Trustee body.

The Trustees who served during the year are shown on page 1.

In accordance with the Articles, an Annual Retirement Meeting is held to mark Trustees' terms of office. This is defined in the Articles as being the meeting of Trustees at which the accounts of the Charity are adopted.

Board Sub Committees

The Board has delegated authority to two Sub Committees to undertake more detailed scrutiny and assurance on behalf of the Board. Each Sub Committee meets 4 times per annum, prior to Board meetings, as part of the governance business cycle. There is a third Sub Committee which meets on an as required basis to review matters in relation to the appointment, performance and reward of the Chief Executive Officer.

The Finance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board. The Sub-Committee is responsible for planning, monitoring and reviewing the Charity's strategic financial plans and advising the Board of Trustees on progress in achieving financial goals. In addition, the Finance Sub-Committee is responsible for advising the Board of Trustees on financial management and control, reserves, investments and monitoring of financial risks. The Chief Executive Officer and other members of the management team attend as required.

The Governance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board. The Sub-Committee is responsible for advising the Board of Trustees on governance of the Charity including policies and procedures, risk management, human resources, health and safety, quality standards and legal compliance. The Chief Executive and other members of the management team attend as required.

Appointment and induction of Trustees

New Trustees are recruited via external recruitment campaigns, which include advertising on the Charity's website, using social media and using third party recruitment sites. An interview process is carried out by the Board and includes candidates' observation of at least one Trustee meeting.

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Year ended 31 March 2023

The organisation has a Volunteers Policy and inducts all new volunteers into the organisation. In addition, new Trustees are given suitable training and a more detailed induction to the organisation and its services to enable them to fulfil their voluntary role. New Trustees are directed to the Charity Commission's excellent resources to support their learning.

Trustees do not receive any remuneration for their role but are entitled to claim reimbursement for out-of-pocket expenses incurred during their tenure.

Management Structure

The Board is responsible for the strategic direction of the Charity. The day-to-day management of Age UK Norfolk is delegated to the Chief Executive Officer, who reports to the Board of Trustees through the Governance structure and the Board meetings. Line management is provided by the Chair. The Chief Executive Officer leads a Senior Management Team, who are responsible for the day-to-day management of the Charity.

During 2022-23, the Trustees said goodbye to the Charity's long-standing Chief Executive Officer, Hilary MacDonald, who retired on 30th September 2022. An Acting Chief Executive Officer, Vicky Aitken, was appointed from 1st October 2022.

Ann Donkin was appointed as Chief Executive Officer (Interim) for a 6-month period to September 2023.

Pay Policy

The Charity has a policy of reviewing pay once per year. Pay scales in place take into consideration the skills and experience required of the roles, the structure of the Charity and the Charity's financial position. Pay scales are reviewed periodically as part of the strategic, financial and resource planning.

The remuneration of the Chief Executive Officer is reviewed by the Board of Trustees.

Risk Management

The Board leads the development of the risk management process. During the year, Trustees monitor and review the risks to which the Charity is exposed. The Board, and both the Governance and Finance Sub-Committee, are assigned risks from the risk register to monitor throughout the year.

The Charity has a range of policies and procedures, covering all aspects of the management of the Charity, to minimise risk. The Charity's operating systems, policies, financial position and forecasts are reviewed on a regular basis. The level and scope of the Charity's insurance cover is reviewed each year before renewal.

The Trustees identified, and put mitigations in place, to reduce the major risks inherent in the Charity's operations. The top 5 risks are summarised below:

1. **Financial** - insufficient income to meet legal and operational requirements.

The Trustees have determined that the Charity should aim for a minimum general reserve of at least 3 months' average expenditure to ensure key services are not reduced or curtailed in the event of a short-term reduction in voluntary or statutory income. Trustees review the financial position very carefully, with regular discussion at Board meetings, and the Finance Sub Committee. All new programmes are evaluated to ensure both viability and sustainability.

2. **Contractual** - contract delivery and service development.

The Charity has a range of contracts with providers for professional and other services e.g. the lease on the retail unit at Dereham. Such contracts are monitored and reviewed systematically periodically, and on renewal.

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Year ended 31 March 2023

The Charity also has a significant joint contract with two statutory organisations for information and advice services. The Charity is the principal in this contract, and subcontracts parts to other partners in the charity sector in Norfolk. Strong arrangements are in place to monitor this contract, including payments and the impact on cash flows to these partners.

3. **Operational** - employment issues

The Charity benefits from strongly committed staff and volunteers. Any major losses place additional pressure on colleagues to fulfil commitments. Succession planning and staff training are reviewed on an ongoing basis. Salaries are reviewed annually.

4. **Governance** - operational governance

The Board, and its Sub Committees, ensure that the Charity complies with relevant legislation, has the operating procedures, controls and safeguards in place to provide staff, volunteers and clients with a healthy and safe working environment. Trustees and managers continually review processes, policies and procedures to ensure compliance with the appropriate legislation. Insurance cover requirements are regularly reviewed.

Age UK Norfolk seeks expert advice from Age UK (national) when support is needed to implement and develop new policies and procedures. Age UK Norfolk also accesses the portfolio of expert advice offered free of charge by Age UK (national) including legal advice on HR issues.

5. **Operational** - lack of proper service provision

The Charity seeks to maintain the Age UK Charity Quality Standard (CQS), and specific standards relating to the provision of information and advice. The Information and Advice Service holds the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

Regular quality surveys confirm clients' satisfaction and feedback enables us to develop services, as necessary.

Related Parties and collaboration with other organisations

Apart from those transactions mentioned in the related parties note within the accounts, no related party transactions were reported in the current year.

The Charity is a member of the advice network in Norfolk, the Norfolk Community Advice Network (NCAN), and the CEO is a Steering Group member. This group is made up of various charities across the region who work together to ensure advice is available to the right people at the right time, with 'no wrong front door'. The group provides a referral system, collaborate on funding bids and promote the wellbeing of older people across Norfolk.

Age UK Norfolk sub-contracts with six Norfolk charities for the provision of information and advice under a contract for information and advice services with Norfolk County Council; Age UK Norwich, Equal Lives, MAP, Norfolk Community Law Service, Norfolk Citizens Advice, and DIAL.

Income generation - retail

The Charity took the reluctant decision to close two of its retail outlets during the COVID pandemic due a serious downturn in footfall. The remaining Dereham store "Furniture and More Store" has a large warehouse for stock, and sells a wide variety of furniture, white goods, electricals and more.

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Year ended 31 March 2023

The Charity achieved £167,241 in retail sales income, including £18,260 from the eBay on-line store which contributed to supporting older people in Norfolk, as well as supporting the out-of-town retail economy in the mid Norfolk market town of Dereham.

Other fundraising

The Charity's fundraising strategy is to maximise funds from grants, trusts and legacies, and to develop community and event fundraising. Fundraising activities were primarily focused on trust and grant applications. In addition to several successful grant applications, the Charity was also fortunate to receive individual donations as well as legacies (received or notified) of £465,485 during the period, which helped us to support the services and older people as a result.

The Charity is registered with the Fundraising Regulator and is committed to following the Code of Fundraising Practice and the Fundraising Promise. The Charity publishes clear information about its complaints procedure on the website, which members of the public can access. During the reporting period, no fundraising complaints were received.

To ensure that the charity does not carry out any fundraising which involves unreasonable intrusion on a person's privacy, is unreasonably persistent or places undue pressure on a person to give money or other property we ensure all staff and volunteers involved in fundraising are trained and inducted to carry out the Charity's fundraising activities in line with the Fundraising Promise.

Trustees' responsibilities statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- 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 operation.

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

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Year ended 31 March 2023

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 30 November 2023 and signed on behalf of the board of trustees by:

Stephen Drake
Chair

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk

Year ended 31 March 2023

Opinion

We have audited the financial statements of Age Concern Norfolk Operating as Age UK Norfolk (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

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Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2023

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

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Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2023

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

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Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2023

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2023

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

Use of our report

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

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

21 December 2023

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2023

		Unrestricted funds £	2023 Restricted funds £	Total funds £	2022 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	519,577	–	519,577	45,197
Charitable activities	6	531,634	222,488	754,122	474,339
Other trading activities	7	201,895	–	201,895	207,769
Investment income	8	2,837	–	2,837	3,685
Other income	9	–	–	–	11,500
Total income		<u>1,255,943</u>	<u>222,488</u>	<u>1,478,431</u>	<u>742,490</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	10	1,080	–	1,080	11,080
Costs of other trading activities	11	173,793	–	173,793	197,016
Charitable activities	12	780,294	237,519	1,017,813	670,222
Total expenditure		<u>955,167</u>	<u>237,519</u>	<u>1,192,686</u>	<u>878,318</u>
Net income/(expenditure) before transfer of funds		300,776	(15,031)	285,745	(135,828)
Transfers between funds		(21,481)	21,481	–	–
Net movement in funds		<u>279,295</u>	<u>6,450</u>	<u>285,745</u>	<u>(135,828)</u>
Reconciliation of funds					
Total funds brought forward		463,804	104,179	567,983	703,811
Total funds carried forward		<u>743,099</u>	<u>110,629</u>	<u>853,728</u>	<u>567,983</u>

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

The notes on pages 23 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Balance sheet

31 March 2023

		2023		2022	
	Note	£	£	£	£
Fixed assets					
Tangible fixed assets	16		21,386		24,115
Current assets					
Debtors	17	510,244		204,004	
Cash at bank and in hand		565,073		564,533	
		<u>1,075,317</u>		<u>768,537</u>	
Creditors: Amounts falling due within one year	18	<u>(153,763)</u>		<u>(109,110)</u>	
Net current assets			921,554		659,427
Total assets less current liabilities			942,940		683,542
Creditors: Amounts falling due after more than one year	19		(89,212)		(115,559)
Net assets			<u>853,728</u>		<u>567,983</u>
Funds of the charity					
Restricted funds			110,629		104,179
Unrestricted funds			<u>743,099</u>		<u>463,804</u>
Total charity funds	22		<u>853,728</u>		<u>567,983</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 30 November 2023, and are signed on behalf of the board by:

Stephen Drake
Chair

Company registration number: 03783205

The notes on pages 23 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net income/(expenditure)	285,745	(135,828)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	9,802	8,221
Other interest receivable and similar income	(2,837)	(3,685)
Interest payable and similar charges	284	1,887
Loss on disposal of tangible fixed assets	—	1,611
<i>Changes in:</i>		
Trade and other debtors	(306,240)	38,327
Trade and other creditors	45,806	(12,105)
Cash generated from operations	32,560	(101,572)
Interest paid	(284)	(1,887)
Interest received	2,837	3,685
Net cash from/(used in) operating activities	<u>35,113</u>	<u>(99,774)</u>
Cash flows from investing activities		
Purchase of tangible assets	(7,073)	(12,326)
Net cash used in investing activities	<u>(7,073)</u>	<u>(12,326)</u>
Cash flows from financing activities		
Repayments of borrowings	(27,500)	(27,500)
Net cash used in financing activities	<u>(27,500)</u>	<u>(27,500)</u>
Net decrease in cash and cash equivalents	540	(139,600)
Cash and cash equivalents at beginning of year	564,533	704,133
Cash and cash equivalents at end of year	<u>565,073</u>	<u>564,533</u>

The notes on pages 23 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2023

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Henderson Business Centre, 51 Ivy Road, Norwich, Norfolk, NR5 8BF.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Income *(continued)*

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold improvements	-	Depreciated over the lease term
Equipment and fittings	-	33% reducing balance
Computer equipment	-	33% reducing balance

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £1) as may be required in the event of a winding up.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Donations				
Donations and gifts	54,092	54,092	42,858	42,858

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Legacies				
Legacies	465,485	465,485	2,339	2,339
	<u>519,577</u>	<u>519,577</u>	<u>45,197</u>	<u>45,197</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Goods and Services	779	—	779
Service contracts	374,996	73,548	448,544
Grants	155,859	148,940	304,799
	<u>531,634</u>	<u>222,488</u>	<u>754,122</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Goods and Services	7,222	—	7,222
Service contracts	27,422	246,721	274,143
Grants	30,917	162,057	192,974
	<u>65,561</u>	<u>408,778</u>	<u>474,339</u>

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Fundraising	22,406	—	22,406
Shop income	179,489	—	179,489
	<u>201,895</u>	<u>—</u>	<u>201,895</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Fundraising	34,204	1,202	35,406
Shop income	172,363	—	172,363
	<u>206,567</u>	<u>1,202</u>	<u>207,769</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

8. Investment income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Interest receivable	<u>2,837</u>	<u>2,837</u>	<u>3,685</u>	<u>3,685</u>

9. Other income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Other income	<u>–</u>	<u>–</u>	<u>11,500</u>	<u>11,500</u>

10. Costs of raising donations and legacies

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Other costs	1,080	1,080	534	534
Voluntary income staff costs	<u>–</u>	<u>–</u>	<u>10,546</u>	<u>10,546</u>
	<u>1,080</u>	<u>1,080</u>	<u>11,080</u>	<u>11,080</u>

11. Costs of other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Shop costs	<u>173,793</u>	<u>–</u>	<u>173,793</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Shop costs	<u>162,627</u>	<u>34,389</u>	<u>197,016</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

12. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2023 £	Total fund 2022 £
Informing and Advising	449,232	7,700	75,998	532,930	326,697
Supporting and Enabling	149,642	–	49,298	198,940	127,145
Consulting and Involving	–	–	–	–	21,954
Maintaining and Developing	162,619	–	123,324	285,943	194,426
	<u>761,493</u>	<u>7,700</u>	<u>248,620</u>	<u>1,017,813</u>	<u>670,222</u>

Analysis of Support costs

	2023 £	2022 £
Wages and salaries	15,754	92,913
Rent, rates, light and heat	32,683	5,390
Insurance	14,658	11,466
Travel expenses	26,658	667
Legal and professional	27,026	29,823
Telephone costs	8,741	66
Computer costs	37,418	32,156
Depreciation	9,697	9,586
Interest payable	284	1,887
Other office costs	75,701	40,604
	<u>248,620</u>	<u>224,558</u>

13. Net income/(expenditure)

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

	2023 £	2022 £
Depreciation of tangible fixed assets	9,802	8,221
Operating lease costs for land and buildings	38,500	48,215
Operating lease costs for other leases	8,019	6,929
Pension costs	10,330	6,952
Loss on disposal of fixed assets	–	1,611
	<u>–</u>	<u>–</u>

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023 £	2022 £
Wages and salaries	579,198	477,632
Social security costs	27,926	26,733
Employer contributions to pension plans	10,330	6,952
Other employee benefits	7,290	–
	<u>624,744</u>	<u>511,317</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

14. Staff costs *(continued)*

Included within wages and salaries costs are redundancy and termination payments totalling £12,500 (2022: £2,228). These payments were made in line with contractual agreements and have been accounted for in line with the accounting policy noted above.

The average head count of employees during the year was 41 (2022: 37).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the Charity. The roles included in key management personnel are the Chief Executive Officer and Head of Operations. The total compensation paid to key management personnel for services provided to the Charity was £100,756 (2022: £79,837).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits were received from the Charity or a related entity by the trustees during the year (2022: £Nil).

During the year, no trustee (2022: nil) received reimbursement of expenses (2022: £nil).

16. Tangible fixed assets

	Leasehold improvements £	Equipment and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2022	1,736	12,861	43,989	58,586
Additions	–	–	7,073	7,073
At 31 March 2023	1,736	12,861	51,062	65,659
Depreciation				
At 1 April 2022	1,736	12,259	20,476	34,471
Charge for the year	–	199	9,603	9,802
At 31 March 2023	1,736	12,458	30,079	44,273
Carrying amount				
At 31 March 2023	–	403	20,983	21,386
At 31 March 2022	–	602	23,513	24,115

17. Debtors

	2023 £	2022 £
Trade debtors	9,077	25,977
Prepayments and accrued income	500,542	178,027
Other debtors	625	–
	510,244	204,004

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

17. Debtors *(continued)*

The charity has been notified of additional legacies which have not been accrued for within the accounts as there is ongoing uncertainty over the value to be received.

18. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	47,108	34,407
Accruals and deferred income	78,357	25,212
Social security and other taxes	–	19,853
Amount due to Norfolk County Council	26,346	29,716
Other creditors	1,952	(78)
	<u>153,763</u>	<u>109,110</u>

19. Creditors: Amounts falling due after more than one year

	2023	2022
	£	£
Amount due to Norfolk County Council repayable in instalments:		
1-2 years	25,505	26,346
2-5 years	63,707	74,096
Greater than 5 years	–	15,117
	<u>89,212</u>	<u>115,559</u>

Age UK Norfolk had a Local Authority Pension Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being the administering authority of the pension scheme) on 30 March 2019.

In summary, the total amount due of £1,045,000 will be settled as follows:

- Transfer of the freehold property of the charity, valued at £715,000, on 31 March 2019. This includes 300 St Faiths Road and The Elms Business Space
- One-off payment of £100,000 due on 31 March 2019
- Eight annual payments of £30,000 starting on 1 April 2019
- One final payment of £19,600 on 1 April 2027

The long term loan has been discounted to the net present value and therefore is less than the actual payments due at that time.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

20. Deferred income

	2023 £	2022 £
At 1 April 2022	–	4,915
Amount released to income	–	(4,915)
Amount deferred in year	4,952	–
At 31 March 2023	4,952	–

Deferred income includes grant income which does not relate to the period of these accounts.

21. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £10,330 (2022: £6,952).

At the end of the year there were no outstanding or prepaid contributions owed.

Local authority scheme

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being administering authority of the pension scheme) on 30 March 2019. See the creditor note for further details.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

22. Analysis of charitable funds

2023

Designated funds

	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	(1,000)	—

General funds

	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted funds	602,804	1,255,943	(955,167)	(50,481)	853,099
Amount due to NCC	(140,000)	—	—	30,000	(110,000)
	<u>462,804</u>	<u>1,255,943</u>	<u>(955,167)</u>	<u>(20,481)</u>	<u>743,099</u>

Restricted funds

	Balance at 1 April 2022	Income	Expenditure	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Care navigator west	48,182	68,039	(37,659)	—	78,562
Thetford	2,728	—	—	(2,728)	—
NHS complaints service	59	—	—	—	59
Lottery grant	140	—	—	—	140
Digital inclusion	3,817	45,068	(36,507)	—	12,378
Winter project	17,690	—	(5,700)	—	11,990
IAA contract	15,045	109,381	(157,653)	33,227	—
Other restricted funds	16,518	—	—	(9,018)	7,500
	<u>104,179</u>	<u>222,488</u>	<u>(237,519)</u>	<u>(21,481)</u>	<u>110,629</u>
Total funds 2023	<u>567,983</u>	<u>1,478,431</u>	<u>(1,192,686)</u>	<u>—</u>	<u>853,728</u>

2022

Designated funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000

General funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted funds	738,404	332,510	(438,110)	(30,000)	602,804
Amount due to NCC	(170,000)	—	—	30,000	(140,000)
	<u>568,404</u>	<u>332,510</u>	<u>(438,110)</u>	<u>—</u>	<u>462,804</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

Restricted funds	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Care navigator west	37,041	68,039	(56,898)	—	48,182
Thetford	2,728	—	—	—	2,728
NHS complaints service	877	26,500	(27,318)	—	59
Lottery grant	140	—	—	—	140
Digital inclusion	8,204	18,223	(22,610)	—	3,817
Winter project	14,523	32,361	(29,194)	—	17,690
IAA contract	50,279	264,857	(300,091)	—	15,045
Other restricted funds	20,615	—	(4,097)	—	16,518
	<u>134,407</u>	<u>409,980</u>	<u>(440,208)</u>	<u>—</u>	<u>104,179</u>
 Total funds 2022	 <u>703,811</u>	 <u>742,490</u>	 <u>(878,318)</u>	 <u>—</u>	 <u>567,983</u>

Designated funds

North Norfolk Advice

This designated fund relates to a partial legacy which will be spent on North Norfolk Advice provision.

Restricted funds

Care navigator west

West Norfolk Clinical Commissioning Group provides funds to provide a care navigation service for people aged over 75 (and/or their carers) who have been identified as either currently having or at significant risk of developing, high health and/or social care needs. This is a non-clinical service that augments the existing ICO Model in West Norfolk.

Thetford

Following the closure of Age Concern Thetford, the Charity took over services. Surplus funds from Age Concern Thetford were also transferred to the Charity. These funds are primarily for the provision of information and advice in the Thetford area.

NHS complaints service

In conjunction with POhWER we deliver advocacy on behalf of people aged over 60 in Norfolk who have a dispute regarding the NHS. This can take many forms and we will support older people to have their voices heard and empower them to seek restitution in cases where there has been unfair treatment or negligence.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

Lottery grant

Age UK National provide brand partners with funding from their lottery fund. Age UK Norfolk uses this fund to support the work of our Outreach Benefit Take-Up service. This outreach enables older people to be aware that they can apply for benefits that they are entitled to where they may have previously been unaware and/or unable to complete the complex paperwork.

Digital inclusion

Age UK Norfolk and Age UK Norwich worked in partnership to deliver Digital Inclusion activities provided for by Barclays via Age UK National. This fund will now be used to sustain our new website - engAge in to 2023/24.

Winter project

Age UK Norfolk deliver part of Norfolk Community Foundations Surviving Winter project. This funding is to be used to make direct grants to older people in need of improvements to the home to achieve a sustainable improvement in Winter wellness.

I&A contract

Age UK Norfolk deliver specialist Information and Advice to older people across Norfolk on behalf of NCC. This project facilitates our Advice Line, advisors and advocates who work across Norfolk on a range of issues affecting older people.

Other restricted funds

These represent other amalgamated smaller funds which must be spent on particular projects being undertaken by the Charity.

23. Analysis of net assets between funds

Year ended 31 March 2023

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	21,386	21,386
Current assets	110,629	964,688	1,075,317
Current liabilities	–	(153,763)	(153,763)
Non-current liabilities	–	(89,212)	(89,212)
	<u>110,629</u>	<u>743,099</u>	<u>853,728</u>

Year ended 31 March 2022

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	24,115	24,115
Current assets	104,179	664,358	768,537
Current liabilities	–	(109,110)	(109,110)
Non-current liabilities	–	(115,559)	(115,559)
	<u>104,179</u>	<u>463,804</u>	<u>567,983</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2023

24. Analysis of changes in net debt

	At 1 Apr 2022	Cash flows	At 31 Mar 2023
	£	£	£
Cash at bank and in hand	564,533	540	565,073

25. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2022
	£	£
Not later than 1 year	44,682	40,810
Later than 1 year and not later than 5 years	40,671	78,500
	<u>85,353</u>	<u>119,310</u>

26. Related parties

During the year the charity paid £1,000 (2022: £Nil) to Adeva Consulting Limited, a company that is owned by and has a director of Ann Donkin the interim CEO. This payment was made before Ann Donkin was employed at the Charity for consultancy services.

During the previous year the charity reduced the value of investments in Age Concern Norfolk (Trading) Limited, Age UK Norfolk Limited and Age Concern Across Norfolk (Trading) Limited to £Nil due to the applications to remove the companies from the register being completed. These companies were removed from the register in the year ended 31 March 2022.

Accounts

COMPANY REGISTRATION NUMBER: 03783205
CHARITY REGISTRATION NUMBER: 1077097

Age Concern Norfolk Operating as Age UK Norfolk
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Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Introduction from the Chair and Chief Executive

In this our 75th Anniversary year, we have continued to provide much needed support to older people across Norfolk.

The events of the last 12 months with the emergence of new strains of Covid giving rise to continuing concern, the ongoing impact on our daily lives and the balance needing to be struck with the lifting of restrictions and providing a safe environment for our clients, staff and volunteers, provided operational challenges but also demonstrated that our work was needed more than ever before.

Our achievements are testament to our ability to think differently; to constantly monitor, adapt and develop our services to meet the needs of the people we support and to ensure the sustainability of the charity. That said, our response to this unprecedented set of circumstances is due in no small way to the unwavering commitment of our truly amazing staff and volunteers.

We are immensely proud of the vital support services we have provided to the older people of Norfolk for the past 75 years. When Covid hit in March 2020, we moved our office-based staff to home working including our information and advice help line, we adapted the way we could support our advocacy and benefits clients and were able to meet the demand experienced by our telephone befriending service of the increasing numbers of older people feeling lonely and isolated.

Whilst many older people benefited for the first time from access to digital technology during the pandemic many older people still need help to take up these opportunities. We were successful in maintaining our digital support services that we set up last year, including engAge our online one-stop shop for later life activities and resources for a further 12 months and have recently secured further continuation funding.

Throughout our 75 years we have a long history of working collaboratively and we know from our experience that bringing together wider skills and experience can achieve so much more.

In collaboration with six other Norfolk-based charities we were successful in tendering for an information and advice service. A feature of this new service which came into operation on 01 April 2022, is a triage element hosted by Age UK Norfolk and Age UK Norwich for professionals seeking information and advice for their clients and for members of the public seeking information and advice for themselves. The experience of working collaboratively together to secure this funding provides opportunities to work together on future joint funding bids to secure full funding for our respective information and advice services.

As Covid restrictions eased we were able to take part in Cuppa Care, a multi-agency pilot project with other established Norfolk charities led by Hear for Norfolk and initiated by the Rotary Club of Norwich. The pilot, which aims to help isolated people to access information to improve their health and well-being, uses a van provided by Hear for Norfolk to visit different locations across the County.

Latterly during the year when more extensive face-to-face work became possible and again in collaboration, we began work in two Norfolk market towns to explore establishing these towns as Age Friendly Communities. Learning from this pilot work will act as a guide for future Age Friendly development projects across the county.

Operational development has continued throughout the year, with work undertaken on future strategy and our core values and with marketing training for our management team. We also appointed an external Data Protection Officer to strengthen our data protection procedures and have recently recruited to a new Business and Performance role.

During the year, we gained some benefit from the gradual return to normal retail activities and the continued development of our online eBay store. However, with the loss of income due to the closure of our business space due to the constraints of Covid and fewer grant opportunities, our income was reduced in the year.

We mitigated this by re-negotiating the terms of our lease and re-purposing our former business space into internal office space and a home for our information and advice and triage team.

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

We remain alert to the potential for Covid to continue to impact on the lives of older people and to the environment that we operate in. Our commitment to working collaboratively, our ability to work digitally and to adapt quickly to protect our services and our sustainability places us in a strong position.

Our focus now is on the future, seeking shortfall funding for our core information and advice and Money Matters services and pursuing funding for our Age Friendly Communities pilot work. Looking forward to next year and beyond we relish the challenge of building on our achievements of the past 75 years and further developing our commitment to making Norfolk a great place to grow older.

We would like to thank our staff and volunteers for their tremendous work and our supporters and partners for their support during the year.

Stephen Drake (Chair) & Hilary MacDonald MA (Chief Executive Officer)

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Age Concern Norfolk Operating as Age UK Norfolk
Charity registration number	1077097
Company registration number	03783205
Principal office and registered office	Henderson Business Centre 51 Ivy Road Norwich Norfolk NR5 8BF

The trustees

The trustees who served during the year and at the date of approval were as follows:

Stephen Drake (Chair)
Surjait Singh (Vice Chair)
David Stonehouse (Treasurer)
Roy Dickinson
Anni Hartley-Walder
Graham Robinson
Rachel Buxton
Meryl Smith

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Finance Sub-Committee	David Stonehouse (Chair) Stephen Drake Graham Robinson Meryl Smith
Governance Sub-Committee	Stephen Drake (Chair) Roy Dickinson Surjait Singh Anni Hartley-Walder Rachel Buxton
Senior Management Team	Hilary MacDonald MA (Chief Executive Officer) Victoria Aitken (Head of Operations)
Auditor	Lovewell Blake LLP Chartered accountants & statutory auditor Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
Solicitor	Bates Wells 10 Queens St Place London EC4R 1BE

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Objectives and activities

On 16th April 2010 the organisation changed its operating name to Age UK Norfolk whilst retaining its legal name of Age Concern Norfolk. Consequently, all references in the accounts stating the company's operating name also infer the company's legal name.

What we do

We are a local independent Norfolk charity.

We have over 75 years' experience of providing essential services to older people across the county of Norfolk. Our Services include:

- Information and Advice
- Advocacy and Money Matters
- Telephone Befriending
- Care Navigation
- Digital Inclusion

We are a member of the Age UK Network - a strong partnership of independent Age UK charities across the country.

Independence and partnership are important to us:

- Our partnership with other Age UK charities allows us to share knowledge and expertise, to actively promote the well-being of older people through collective local and national campaigning work and through the range of local support services that we provide. Our nearest local partner, Age UK Norwich, provides services to older people in the City of Norwich.
- Our independence allows us to challenge and advocate on behalf of our beneficiaries without constraint and provides the flexibility and autonomy we need to respond to local needs across Norfolk.

With the help and generosity of our supports we raise our own funds.

Strategic Framework

Each year, Trustees and managers review our strategic framework to ensure that our strategy is relevant for the needs of our beneficiaries and the environment we operate in and that our mission, values and priorities are appropriately aligned.

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The framework brings together our mission and our values that drive our strategic objectives and priorities:

- Our **Mission** guides everything we do
- Our **Values** are what we stand for
- Our **Priorities** set out what and how we will deliver

Our Mission is to make Norfolk a great place to grow older.

Our Values are

In November, bringing together our staff and volunteers, we took time to reflect, review and refresh our values and to articulate how they influence our work:

Our ICARE values shape everything we do. They are at the heart of our work and visible in every interaction we have with each other, with the people that we help, their families, other professionals, our stakeholders and supporters.

Teamwork and collaboration are important to us and our ICARE values guide us and the decisions we make as individuals and when working with others:

- **Inform** - We inform others of the work we do and the importance of it for all of the community. We inform people of their rights and we inform people of the impact they can have
- **Commit** - We commit to the cause in each and every action we take. We will commit to giving time and resources to the right things at the right time.
- **Adapt** - We adapt as an organisation, as teams and individuals and respond to the needs of the organisation and changing priorities as they occur.
- **Respect** - We respect every individual and organisation that has any contact with us by listening and understanding their point of view and responding appropriately.
- **Listen** - We enable every person we work with to do best they can and advocate and campaign on their behalf where barriers exist preventing independence.

Our Strategic Priorities

Our strategic plan identified four priority areas

1. Informing and Advising - Helping older people to make informed choices and remain independent;
2. Supporting and Enabling - Improving the health and wellbeing of older people;
3. Maintaining and Developing - Ensuring our sustainability;
4. Listening and Consulting - Valuing the contribution that older people make.

In identifying our strategic priorities we have considered the following factors:

1 in 5 people in Norfolk are currently aged 65 or over, in 2 years' time this will be closer to 1 in 3

1 in 6 people in Norfolk aged 65 or over are income deprived

1 in 5 people in Norfolk aged 65 or over are estimated to be lonely

3 in 5 people in Norfolk aged 70 or over are estimated to not use the internet

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Public Benefit

In setting our strategic priorities and planning activities for the year, the Trustees have complied with their duty in section 17 of the Charities Act 2011 in paying paid due regard to the Charity Commission's guidance on public benefit in deciding which activities the Charity should undertake.

The public benefit of the Charity is as set out in our objects, to promote the relief of older people and in our mission to make Norfolk a great place to grow older. Our key charitable activities - information, advice and advocacy and telephone befriending benefit thousands of older people and their families and carers across Norfolk each year. All these activities are provided free of charge and are available to all older people in Norfolk.

Achievements and performance

Informing and Advising

Last year we said we would:

- Maximise older people's income.
- Provide information and advice.
- Support older people to exercise their rights and have their voices heard.

We have achieved 1,574 benefit appointments, resulting in us identifying and obtaining £3.42M in benefit take-up for older people.

We have received over 9,064 calls to our Advice Line (note this excludes March 2022 calls due to issues with the phone system). The top three enquiry topics were Benefits, Community Care and Travel.

We received 266 referrals to our Care Navigation service. This service has seen a sharp rise in complex cases as Covid-19 restrictions have eased.

In this coming year, our focus will be on delivering and developing on our new information and advice contract and on meeting the increasing enquiries relating to cost of living increases and providing support via our benefits team to older people struggling to make ends meet.

Supporting and Enabling

Last year we said we would:

- Reduce social isolation and feelings of loneliness.
- Support and promote opportunities for people to get together.
- Create Age Friendly communities.

We supported a total 500 people with our Telephone Befriending Service. Our service grew by 7.3% during the year with 322 users at the end of the period.

We supported an average of 161 clients per month with our Money Matters and our Advocacy service, receiving 268 referrals during the period.

We assisted 30 new clients with our NHS complaints service.

We continued to add to the range of activities and events held on engAge our on-line resource for older people across Norfolk. The number of active posts on the engAge site increased 363% with 371 active posts at the end of March 2022. We had 3,516 visits to the website during the same period.

Under our Lets Get Digital project, the number of active users at month end increased from 3 to 11 with 73 hours of direct support given by volunteers to service users.

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Year ended 31 March 2022

With the relaxing of social distancing rules we were able to resume community face-to-face work. With a focus on two Norfolk market towns and working collaboratively with local groups, including Men in Sheds, Neighbourhood Watch and with locally based development workers, we have begun to explore the potential for these communities to become pilot sites for the development and wider roll-out of Age Friendly Communities across Norfolk. This work has included a survey to seek the views of local residents.

In this coming year, we will be putting together a development plan and seeking funding to support Age Friendly Communities pilot work. Through an Age UK and Department of Transport initiative, we will also be supporting older people physically able but requiring a little extra help and encouragement to enable them to gain the confidence to be able to travel independently to take part in regular activities that will have a positive impact on their quality of life.

Maintaining and Developing

Last year we said we would:

- Increase our independent income.
- Invest in our people.
- Ensure our commitment to quality.

We achieved £172,363 in retail sales income, including £27,290 from our eBay on-line store.

We achieved £271,238 in fundraised income in the period, including £42,858 in general donations and £192,974 in grant income.

As Covid restrictions eased during the year and our services and retail activities returned to face-to-face working, we continued to review and update our covid risk assessments to ensure the safety of our staff, volunteers and service users.

A significant number of our staff are now home based and our recent staff survey showed that our staff are happy to for these arrangements to continue.

We appointed a new HR provider and introduced an internal online HR platform allowing staff to digitally access their records, book holiday and to read and sign policies and other documents, including health and safety risk assessments. We also moved over to a new accounts system and invested in a new telephone system to support our new information and advice triage function. We also appointed an external Data Protection Officer to support our data protection processes.

Towards the end of the year, in good time for the start of the new information and advice contract, we appointed to a new role of business and performance officer to support the collating and monitoring of performance data.

In the coming year, our focus will be on generating sufficient income to cover the shortfall in funding for our information, advice and advocacy services and for our telephone befriending service.

Consulting and Involving

Last year we said we would:

- Involve older people in the design and delivery of our services.
- Provide opportunities for older people to share their knowledge and experience.
- Invite older people to get involved in our campaigning and awareness raising.

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Year ended 31 March 2022

We have continued to promote and provide opportunities for older people to share their knowledge and experience by volunteering. During the year, alongside the development of the new Integrated Care System in Norfolk and new VCSEHC Assembly we have worked with local partners to explore how the voices of older people can be heard within these new health and social structures and how their views can help shape the development of future services. This has included consideration of the number of older people's forums that are either no longer operating or severely depleted following the pandemic.

In the past, these forums would have been actively involved in seeking the views of older people.

In the coming year, this work will be extended by bringing together the wider voluntary sector providers to identify how we collectively we can support older people's engagement. With the restrictions of Covid hopefully behind us our focus will also return to involving older people in campaigning and awareness raising.

Our Staff and Volunteers

We recognise that our most important resource is our staff and volunteers, and we are committed to employee and volunteer engagement and learning and development. We currently have 40 members of staff including 3 bank staff and 244 volunteers.

Our volunteers get involved across the organisation, providing information and advice and telephone befriending. Volunteers also help us to fundraise, sort, prepare and sell donated goods in our charity shops and undertake vital administrative tasks. The success and efficiency of our services rely upon volunteers, many of whom are older people who generously donate their time, expertise and compassion to help others. 251 volunteers donated over 11,820 hours during the year.

The Annual Review for the year ended 31 March 2022 is available on the Age UK Norfolk website www.ageuknorfolk.org.uk.

Financial review

Principal funding sources

Total income for the Charity for the year was £742,490. The main components of this income were service contract income of £274,143 (37.5%); income from grants of £192,974 (26%) and charity shops trading income of £172,363 (23.6%).

Age UK Norfolk received grants and contracts from a number of sources in 2021/22, including:

- Norwich Community Foundation
- POHWER
- Age UK
- NHS West Norfolk CCG
- Norfolk County Council
- The Lord Cozens-Hardy Trust
- RC Snelling Charitable Trust

Other funding sources included:

- Donations and gifts totalling £42,858
- Legacies totalling £2,339
- Goods and services income totalling £7,222
- Fundraising totalling £35,406

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Reserves policy

The Trustees remain committed to a free reserves policy that the charity holds unrestricted funds (excluding those funds represented by fixed assets) sufficient to cover 3 months of current operating expenses, our long-term liabilities and the cost of potential redundancy payments in the event that the charity were to be wound up.

The level of free reserves currently required by this policy is £326,983 (3 months operating costs £120,683, £145,275 long term liability to Norfolk Pension Fund and potential redundancy payments of £61,025). As at 31 March 2022, the charity had unrestricted funds (excluding those funds represented by fixed assets) of £439,689 (2021: £547,783) including designated funds of £1,000 (2021: £1,000) and restricted funds totalled £104,179 (2021: £134,407). The Trustees are aware unrestricted reserves are greater than the required level however expect a reduction in reserves in the 2022/23 financial year as a deficit budget has been set.

Going Concern

The charity continues to hold sufficient operating cash at bank and in hand as unrestricted funds.

Due to the uncertainty surrounding return to pre-pandemic face-to-face activity the charity's financial forecasts for 2022-23 have been reduced accordingly.

In order to assess the appropriateness of the going concern assumption basis, the Trustees have considered the charity's financial position, reserves and revised forecasts for the foreseeable future. They have considered the assumptions underlying those forecasts and the impact of the potential risks affecting them, including the rise in energy prices, a re-emergence of Covid-19 and the inability to meet the shortfall in funding for information, advice advocacy services and the telephone befriending service. Having made those enquiries, the Trustees are confident that the charity will be able to meet its liabilities as they fall due for at least 12 months from the date of signing this report.

Plans for future periods

We will retain our focus on our four strategic priority areas for a further year.

Structure, governance and management

Constitution

The company is limited by guarantee and is a registered charity. The organisation was established in May 1947 and in 1999 became a charitable company. The Memorandum of Association establishes the objects and powers of the charitable company and the organisation is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The object of the charity is to promote the relief of elderly people in any manner which now or hereinafter may be deemed by law to be charitable in and around the county of Norfolk.

In April 2019, members of the Norfolk Council on Ageing (at that time the formal membership body of Age UK Norfolk) were invited to take part in a review of the charity's governance framework with the objective of developing a new framework commensurate with the size and structure of the charity. The review was led by a working group made up of five members of the Norfolk Council on Ageing, including the Chair of Age UK Norfolk and the Chief Executive. The working group, in close consultation with the wider membership developed proposals to change and simplify the constitution to one where Trustees are the only members. Consent from the Charity Commission for changes to the Articles was obtained in January 2020 and the new Articles of Association setting out the new governance framework were subsequently agreed by special resolution at the Norfolk Council on Ageing Meeting January 2020. Revised terms of reference for the Norfolk Council on Ageing were also agreed at the meeting.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Associate Membership

The Trustees are permitted to establish such classes of associate membership as they choose provided that no associate members are made members of the charity for the purposes of the Articles or the Companies Act. Associate members do not have the right to attend or vote at members' meetings.

In accordance with the Articles, a class of associate membership has been established for the Norfolk Council on Ageing. This maintains the strong relationship that has been formed over many years between organisations and individuals with an interest in issues concerning older people.

The Norfolk Council on Ageing promotes and supports the work of Age UK Norfolk; it provides a platform for discussion, debate and campaigning with regard to issues relating to older people and a channel for consultation and feedback and the development of Age UK Norfolk services.

Appointment and Election of Trustees

The management of the charity is the responsibility of the Trustees who are appointed and co-opted under the terms of the governing document. The Trustees who served during the year are shown on page 1.

The Directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Articles of Association no more than nine persons can be appointed as Trustees. Appointed Trustees are permitted to serve two three year terms. Only in exceptional circumstances and by a resolution passed by three-quarters of the Trustees can the maximum term of office requirement for a particular Trustee be amended. Additional Trustees can be co-opted to bring specific skills and experience as required, provided that co-opted Trustees total no more than one third of Trustees at any one time.

In accordance with the Articles, an Annual Retirement Meeting will be held to mark Trustees' terms of office. This is defined in the Articles as being the meeting of Trustees at which the accounts of the charity are adopted.

Induction and Training of Trustees

A Trustee's Information Folder has been put together and includes all relevant documents. These include the latest audited accounts and Annual Report, copies of the Memorandum and Articles of Association, list of the Trustees, Standing Orders (including Trustees Code of Conduct and Agreement, Conflict of Interest Policy and Procedures and Schedule of Delegation of Board Authority), Age UK Norfolk's Risk Register, Equality and Diversity Policy, Financial Management Procedures Policy, organisational structure, authorised signatories, Strategic Plan, information leaflets about the services of the organisation and the CC3 booklet "The Essential Trustee: What you need to know".

An induction programme is provided with visits to all Age UK Norfolk sites and meetings with the Chief Executive and the Chair. An annual meeting of the Board is used to confirm the roles and responsibilities of the Trustees.

Organisation and Management

The Board of Trustees is responsible for the management of the charity. The Board meets regularly throughout the year and can consist of up to 9 elected members including 3 honorary officers. The Board may also co-opt up to three additional Trustees.

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the charity. There is a management team of six including the Chief Executive.

The Board of Trustees receives reports from the Finance Sub-Committee and the Governance Sub-Committee and the Chief Executive and the Head of Operations.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

The Finance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board and meets regularly throughout the year. The Sub-Committee is responsible for establishing, monitoring and reviewing the charity's strategic financial plans and advising the Board of Trustees on progress in achieving financial targets. In addition, the Finance Sub-Committee is responsible for advising the Board of Trustees on budgets, financial management and control, reserves, investments and monitoring of financial risks and is also responsible for advising the Board on IT strategy and expenditure. The Chief Executive and other members of the management team attend as required.

The Governance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board and meets regularly throughout the year. The Sub-Committee is responsible for advising the Board of Trustees on governance of the charity including succession planning ensuring the Board have the right mix of skills, experience, qualities and knowledge, policies and procedures, risk management, human resources, health and safety, quality standards and legal compliance. The Chief Executive and other members of the management team attend as required.

Risk Management

The Governance Sub-Committee leads the development of the risk management process. During the year Trustees monitor and review the risks to which the charity is exposed. The Board and each Sub-Committee are assigned risks from the risk register to monitor throughout the year. Senior Managers review key strategic and operational risks on a regular basis and provide regular monitoring reports to the Board and to the Board's Sub-Committees. Trustees undertake consideration of the monitoring reports, progress on mitigating actions and new and emerging risks deciding upon any mitigating action that is required and agreeing target dates.

Mindful that older people are reliant on our services to help them through the cost of living crisis, the key risk facing the charity is considered to be the inability to be able to secure sufficient independent funding to meet the shortfall for our information, advice and advocacy services and telephone befriending service. In order to mitigate this risk, the charity is increasing applications to grant making institutions, continuing to further develop e-commerce using our eBay shop, reducing expenditure and being alert to opportunities to increase our income wherever possible.

Age UK Norfolk has an organisation-wide business and continuity disaster recovery plan to protect the delivery of services to our beneficiaries.

Pay Policy

Each year the Board of Trustees will examine information regarding cost-of-living increases, Living Wage and demands being placed upon salary expenditure. This takes account of any overspends, reviews of individual salaries and absence costs. Based upon this information the Trustees will make a decision regarding the changes necessary to the salary budgets to ensure all costs can be met.

The remuneration of the Chief Executive and Senior Managers is reviewed by the Board of Trustees.

Related Parties and Co-operation with other organisations

Apart from those transactions mentioned in the related parties note within the accounts, no related party transactions were reported in the current year.

Age UK Norfolk entered into a Brand Partnership Agreement with the national charity Age UK in 2010. The Brand Partnership Agreement is set out in a legal document defining brand partnership arrangements including a licence agreement that sets out the use of the Age UK brand. Age UK Norfolk cooperates with other Brand Partners. The agreement is currently under review and is to be extended to 31 March 2024.

Age UK Norfolk is a member of the Age England Association, an association of autonomous charities comprising all local Age UKs in England and the national charity Age UK. Age UK Norfolk has a nominated Trustee appointed by the Board of Trustees who represents Age UK Norfolk at Age UK Eastern Region Meetings.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

Age UK Norfolk has in place Age UK Friends Agreements with two organisations; Age Connected and Age Concern Fakenham Area Minibus Service. These agreements have also been extended to 31 March 2024. The Friends Agreement establishes a link with Age UKs and local organisations in their area of benefit wishing to work with Age UK.

We are a prominent member of the advice network in Norfolk and are a Steering Group member of the Norfolk Community Advice Network (NCAN). This group is made up of various charities across the region and we work together to ensure advice is available to the right people at the right time, with 'no wrong front door'. We work together to provide a referral system, collaborate on funding bids and promote the wellbeing of older people across Norfolk.

Age UK Norfolk sub-contracts with six Norfolk charities for the provision of information and advice under a contract for information and advice services with Norfolk County Council; Age UK Norwich, Equal Lives, MAP, Norfolk Community Law Service, Norfolk Citizens Advice, and DIAL

Our Approach to Fundraising

We have a Fundraising Policy providing clear guidance for our staff and volunteers. We welcome donations from individual and corporate supporters and provide guidance for supporters wishing to fundraise on our behalf. Due to the nature of our charitable work and objectives, in particular our safeguarding policies and work around protecting older people in their homes, we do not undertake any fundraising door-to-door activity or cold call people for fundraising purposes neither do we ask for direct debit donations on the street. We are registered with the Fundraising Regulator and as such abide by the Code of Fundraising Practice and commit to upholding the Fundraising Promise. During the 12 months review period we received no fundraising complaints.

Trustees' responsibilities statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- 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 operation.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2022

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 27 September 2022 and signed on behalf of the board of trustees by:

Stephen Drake
Chair

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk

Year ended 31 March 2022

Opinion

We have audited the financial statements of Age Concern Norfolk Operating as Age UK Norfolk (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk (continued)

Year ended 31 March 2022

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2022

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- Enquiry of management and those charged with governance;
- Enquiry of entity staff compliance functions to identify any instances of non-compliance with laws and regulations;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, testing of journal entries and other adjustments for appropriateness, evaluation the rational of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2022

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

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

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

7 November 2022

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2022

		Unrestricted funds £	2022 Restricted funds £	Total funds £	2021 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	45,197	–	45,197	298,106
Charitable activities	6	65,561	408,778	474,339	692,459
Other trading activities	7	206,567	1,202	207,769	160,219
Investment income	8	3,685	–	3,685	128
Other income	9	11,500	–	11,500	49,192
Total income		<u>332,510</u>	<u>409,980</u>	<u>742,490</u>	<u>1,200,104</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	10	11,080	–	11,080	22,713
Costs of other trading activities	11	162,627	34,389	197,016	211,436
Charitable activities	12	264,403	405,819	670,222	653,714
Total expenditure		<u>438,110</u>	<u>440,208</u>	<u>878,318</u>	<u>887,863</u>
Net (expenditure)/income and net movements in funds before gains and losses on investments		(105,600)	(30,228)	(135,828)	312,241
Net losses on investments	13	–	–	–	(4)
Net (expenditure)/income and net movement in funds		<u>(105,600)</u>	<u>(30,228)</u>	<u>(135,828)</u>	<u>312,237</u>
Reconciliation of funds					
Total funds brought forward		569,404	134,407	703,811	391,574
Total funds carried forward		<u>463,804</u>	<u>104,179</u>	<u>567,983</u>	<u>703,811</u>

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

The notes on pages 22 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Balance sheet

31 March 2022

	Note	2022 £	£	2021 £	£
Fixed assets					
Tangible fixed assets	17		24,115		21,621
Current assets					
Debtors	18	204,004		242,331	
Cash at bank and in hand		564,533		704,133	
		<u>768,537</u>		<u>946,464</u>	
Creditors: Amounts falling due within one year	19	<u>(109,110)</u>		<u>(121,500)</u>	
Net current assets			659,427		824,964
Total assets less current liabilities			683,542		846,585
Creditors: Amounts falling due after more than one year	20		<u>(115,559)</u>		<u>(142,774)</u>
Net assets			<u>567,983</u>		<u>703,811</u>
Funds of the charity					
Restricted funds			104,179		134,407
Unrestricted funds			<u>463,804</u>		<u>569,404</u>
Total charity funds	23		<u>567,983</u>		<u>703,811</u>

These financial statements were approved by the board of trustees and authorised for issue on 27 September 2022, and are signed on behalf of the board by:

Stephen Drake
Chair

Company registration number: 03783205

The notes on pages 22 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net (expenditure)/income	(135,828)	312,237
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	8,221	9,184
Other interest receivable and similar income	(3,685)	(128)
Interest payable and similar charges	1,887	888
Loss on disposal of tangible fixed assets	1,611	287
Impairment of investments	—	4
<i>Changes in:</i>		
Trade and other debtors	38,327	(31,384)
Trade and other creditors	(12,105)	53,849
Cash generated from operations	(101,572)	344,937
Interest paid	(1,887)	(888)
Interest received	3,685	128
Net cash (used in)/from operating activities	<u>(99,774)</u>	<u>344,177</u>
Cash flows from investing activities		
Purchase of tangible assets	(12,326)	(22,003)
Net cash used in investing activities	<u>(12,326)</u>	<u>(22,003)</u>
Cash flows from financing activities		
Repayments of borrowings	(27,500)	(30,000)
Net cash used in financing activities	<u>(27,500)</u>	<u>(30,000)</u>
Net (decrease)/increase in cash and cash equivalents	(139,600)	292,174
Cash and cash equivalents at beginning of year	704,133	411,959
Cash and cash equivalents at end of year	<u>564,533</u>	<u>704,133</u>

The notes on pages 22 to 35 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Henderson Business Centre, 51 Ivy Road, Norwich, Norfolk, NR5 8BF.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

The Trustees have taken into account the impact of Covid-19 when assessing going concern, as detailed in the Trustee's Report.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Income *(continued)*

- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold improvements	- Depreciated over the lease term
Equipment and fittings	- 33% reducing balance
Computer equipment	- 33% reducing balance

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Investments

Fixed asset investments are initially recorded at cost, and subsequently stated at cost less any accumulated impairment losses.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £1) as may be required in the event of a winding up.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations and gifts	42,858	42,858	41,524	41,524
Legacies				
Legacies	2,339	2,339	256,582	256,582
	<u>45,197</u>	<u>45,197</u>	<u>298,106</u>	<u>298,106</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Goods and Services	7,222	–	7,222
Service contracts	27,422	246,721	274,143
Grants	30,917	162,057	192,974
	<u>65,561</u>	<u>408,778</u>	<u>474,339</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Goods and Services	(3,734)	–	(3,734)
Service contracts	27,713	278,732	306,445
Grants	206,927	182,821	389,748
	<u>230,906</u>	<u>461,553</u>	<u>692,459</u>

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Fundraising	34,204	1,202	35,406
Shop income	172,363	–	172,363
	<u>206,567</u>	<u>1,202</u>	<u>207,769</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Fundraising	56,629	–	56,629
Shop income	103,590	–	103,590
	<u>160,219</u>	<u>–</u>	<u>160,219</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

8. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Interest receivable	3,685	3,685	128	128

9. Other income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Coronavirus job retention scheme claims	–	–	–
Other income	11,500	–	11,500
	<u>11,500</u>	<u>–</u>	<u>11,500</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Coronavirus job retention scheme claims	44,981	4,211	49,192
Other income	–	–	–
	<u>44,981</u>	<u>4,211</u>	<u>49,192</u>

10. Costs of raising donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Other costs	534	534	348	348
Staff costs	10,546	10,546	22,365	22,365
	<u>11,080</u>	<u>11,080</u>	<u>22,713</u>	<u>22,713</u>

11. Costs of other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Shop costs	162,627	34,389	197,016

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Shop costs	211,436	–	211,436

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

12. Expenditure on charitable activities

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2022 £	Total fund 2021 £
Advising and Informing	189,755	–	136,942	326,697	459,679
Supporting and Enabling Listening, Consulting and Involving	80,692	27,993	18,460	127,145	127,372
Maintaining and Developing	21,424	–	530	21,954	50,752
Marketing costs	125,800	–	68,626	194,426	12,739
	–	–	–	–	3,172
	<u>417,671</u>	<u>27,993</u>	<u>224,558</u>	<u>670,222</u>	<u>653,714</u>

Analysis of Support costs

	2022 £	2021 £
Wages and salaries	92,913	87,934
Rent, rates, light and heat	5,390	12,605
Insurance	11,466	10,492
Travel expenses	667	35
Legal and professional	29,823	16,486
Telephone costs	66	10,811
Computer costs	32,156	37,518
Depreciation	9,586	3,967
Interest payable	1,887	888
Other office costs	40,604	43,352
	<u>224,558</u>	<u>224,088</u>

Included in expenditure on charitable activities is restricted fund expenditure of £405,819 (2021: £374,144).

13. Net losses on investments

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Gains/(losses) on investments in group undertakings	–	–	(4)	(4)

14. Net (expenditure)/income

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

	2022 £	2021 £
Depreciation of tangible fixed assets	8,221	9,184
Operating lease costs for land and buildings	48,215	104,744
Operating lease costs for other leases	6,929	6,929
Pension costs	6,952	6,944
Loss on disposal of fixed assets	1,611	287

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	477,632	475,240
Social security costs	26,733	22,334
Employer contributions to pension plans	6,952	6,944
	<u>511,317</u>	<u>504,518</u>

Included within wages and salaries costs are redundancy and termination payments totalling £2,228 (2021: £4,034). These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted above.

The average head count of employees during the year was 37 (2021: 36).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The roles included in key management personnel are the Chief Executive Officer and Head of Operations. The total compensation paid to key management personnel for services provided to the charity was £79,837 (2021: £71,533).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

16. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2021: £Nil).

During the year, no trustee (2021: one) received reimbursement of expenses (2021: £10).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

17. Tangible fixed assets

	Leasehold improvements £	Equipment and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2021	1,736	15,406	31,663	48,805
Additions	–	–	12,326	12,326
Disposals	–	(2,545)	–	(2,545)
At 31 March 2022	<u>1,736</u>	<u>12,861</u>	<u>43,989</u>	<u>58,586</u>
Depreciation				
At 1 April 2021	1,736	12,804	12,644	27,184
Charge for the year	–	389	7,832	8,221
Disposals	–	(934)	–	(934)
At 31 March 2022	<u>1,736</u>	<u>12,259</u>	<u>20,476</u>	<u>34,471</u>
Carrying amount				
At 31 March 2022	<u>–</u>	<u>602</u>	<u>23,513</u>	<u>24,115</u>
At 31 March 2021	<u>–</u>	<u>2,602</u>	<u>19,019</u>	<u>21,621</u>

18. Debtors

	2022 £	2021 £
Trade debtors	25,977	23,857
Prepayments and accrued income	178,027	215,537
Other debtors	–	2,937
	<u>204,004</u>	<u>242,331</u>

The charity has been notified of additional legacies which have not been accrued for within the accounts as there is ongoing uncertainty over the value to be received.

19. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	34,407	58,226
Accruals and deferred income	25,212	26,563
Social security and other taxes	19,853	88
Amount due to Norfolk County Council	29,716	28,114
Other creditors	(78)	8,509
	<u>109,110</u>	<u>121,500</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

20. Creditors: Amounts falling due after more than one year

	2022 £	2021 £
Amount due to Norfolk County Council repayable in instalments:		
1-2 years	26,346	27,216
2-5 years	74,096	76,541
Greater than 5 years	15,117	39,017
	<u>115,559</u>	<u>142,774</u>

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being the administering authority of the pension scheme) on 30 March 2019.

In summary, the total amount due of £1,045,000 will be settled as follows:

- Transfer of the freehold property of the charity, valued at £715,000, on 31 March 2019. This includes 300 St Faiths Road and The Elms Business Space
- One-off payment of £100,000 due on 31 March 2019
- Eight annual payments of £30,000 starting on 1 April 2019
- One final payment of £19,600 on 1 April 2027

The long term loan has been discounted to the net present value and therefore is less than the actual payments due at that time.

21. Deferred income

	2022 £	2021 £
At 1 April 2021	4,915	10,455
Amount released to income	(4,915)	(10,455)
Amount deferred in year	—	4,915
At 31 March 2022	<u>—</u>	<u>4,915</u>

Deferred income includes service contract income which does not relate to the period of these accounts.

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,952 (2021: £6,944).

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

22. Pensions and other post retirement benefits *(continued)*

At the end of the year there were no outstanding or prepaid contributions owed.

Local authority scheme

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being administering authority of the pension scheme) on 30 March 2019. See the creditor note for further details.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

23. Analysis of charitable funds

2022

Designated funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000

General funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted funds	738,404	332,510	(438,110)	(30,000)	602,804
Amount due to NCC	(170,000)	—	—	30,000	(140,000)
	<u>568,404</u>	<u>332,510</u>	<u>(438,110)</u>	<u>—</u>	<u>462,804</u>

Restricted funds

	Balance at 1 April 2021	Income	Expenditure	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Care navigator west	37,041	68,039	(56,898)	—	48,182
Thetford	2,728	—	—	—	2,728
NHS complaints service	877	26,500	(27,318)	—	59
Lottery grant	140	—	—	—	140
Digital inclusion	8,204	18,223	(22,610)	—	3,817
Winter project	14,523	32,361	(29,194)	—	17,690
IAA contract	50,279	264,857	(300,091)	—	15,045
Other restricted funds	20,615	—	(4,097)	—	16,518
	<u>134,407</u>	<u>409,980</u>	<u>(440,208)</u>	<u>—</u>	<u>104,179</u>
Total funds 2022	<u>703,811</u>	<u>742,490</u>	<u>(878,318)</u>	<u>—</u>	<u>567,983</u>

2021

Designated funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000

General funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	547,787	734,340	(513,723)	(30,000)	738,404
Amount due to NCC	(200,000)	—	—	30,000	(170,000)
	<u>347,787</u>	<u>734,340</u>	<u>(513,723)</u>	<u>—</u>	<u>568,404</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

Restricted funds	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
Care navigator west	18,427	68,040	(49,426)	—	37,041
Thetford	2,728	—	—	—	2,728
NHS complaints service	877	—	—	—	877
Lottery grant	140	—	—	—	140
Digital inclusion	—	91,333	(83,129)	—	8,204
Winter project	—	20,177	(5,654)	—	14,523
IAA contract	—	286,214	(235,935)	—	50,279
Other restricted funds	20,615	—	—	—	20,615
	<u>42,787</u>	<u>465,764</u>	<u>(374,144)</u>	<u>—</u>	<u>134,407</u>
 Total funds 2021	 <u>391,574</u>	 <u>1,200,104</u>	 <u>(887,867)</u>	 <u>—</u>	 <u>703,811</u>

Designated funds

North Norfolk Advice

This designated fund relates to a partial legacy which will be spent on North Norfolk Advice provision.

Restricted funds

Care navigator west

West Norfolk Clinical Commissioning Group fund us to provide a care navigation service for people aged over 75 (and/or their carers) who have been identified as either currently having or at significant risk of developing, high health and/ or social care needs. This is a non-clinical service that augments the existing ICO Model in West Norfolk.

Thetford

Following the closure of Age Concern Thetford, the charity took over services. Surplus funds from Age Concern Thetford were also transferred to the charity. These funds are primarily for the provision of information and advice in the Thetford area.

NHS complaints service

In conjunction with POhWER we deliver advocacy on behalf of people aged over 60 in Norfolk who have a dispute regarding the NHS. This can take many forms and we will support older people to have their voices heard and empower them to seek restitution in cases where there has been unfair treatment or negligence.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

Lottery grant

Age UK National provide brand partners with funding from their lottery fund. Age UK Norfolk uses this fund to support the work of our Outreach Benefit Take-Up service. This outreach enables older people to be aware that they can apply for benefits that they are entitled to where they may have previously been unaware and/or unable to complete the complex paperwork.

Digital inclusion

Age UK Norfolk and Age UK Norwich worked in partnership to deliver Digital Inclusion activities provided for by Barclays via Age UK National. This fund will now be used to sustain our new website - engAge in to 2022/23.

Winter project

Age UK Norfolk deliver part of Norfolk Community Foundations Surviving Winter project. This funding is to be used to make direct grants to older people in need of improvements to the home to achieve a sustainable improvement in Winter wellness.

IAA contract

Age UK Norfolk deliver specialist Information, Advice and Advocacy to older people across Norfolk on behalf of NCC. This project facilitates our Advice Line, advisors and advocates who work across Norfolk on a range of issues affecting older people.

Other restricted funds

These represent other amalgamated smaller funds which must be spent on particular projects being undertaken by the charity.

24. Analysis of net assets between funds

Year ended 31 March 2022

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	24,115	24,115
Current assets	104,179	664,358	768,537
Current liabilities	–	(109,110)	(109,110)
Non-current liabilities	–	(115,559)	(115,559)
	<u>104,179</u>	<u>463,804</u>	<u>567,983</u>

Year ended 31 March 2021

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	21,621	21,621
Current assets	134,407	812,057	946,464
Current liabilities	–	(121,500)	(121,500)
Non-current liabilities	–	(142,774)	(142,774)
	<u>134,407</u>	<u>569,404</u>	<u>703,811</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2022

25. Analysis of changes in net debt

	At 1 Apr 2021	Cash flows	At 31 Mar 2022
	£	£	£
Cash at bank and in hand	704,133	(139,600)	564,533

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Not later than 1 year	40,810	54,929
Later than 1 year and not later than 5 years	78,500	119,310
	<u>119,310</u>	<u>174,239</u>

27. Related parties

During the year there were no related party transactions with the charity (2021: £Nil).

During the previous year the charity reduced the value of investments in Age Concern Norfolk (Trading) Limited, Age UK Norfolk Limited and Age Concern Across Norfolk (Trading) Limited to £Nil due to the applications to remove the companies from the register being completed. These companies were removed from the register in the year ended 31 March 2022.

Accounts

COMPANY REGISTRATION NUMBER: 03783205
CHARITY REGISTRATION NUMBER: 1077097

Age Concern Norfolk Operating as Age UK Norfolk
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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Financial statements

Year ended 31 March 2021

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Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Introduction from the Chair and Chief Executive

It has been a very difficult and challenging year for the charity. With such uncertainty surrounding the pandemic we were faced with a range of decisions to safeguard the future sustainability of the charity. We transferred our staff to home working and moved our offices into the Elms, our business space for hire and in December we made the decision to close our furniture and more store in Kings Lynn.

We could not have achieved this without the support of our staff and volunteers. As ever and particularly this year we are immensely proud of our achievements and of our staff and volunteers in maintaining our services to older people in Norfolk. We want to pay tribute to the determination, dedication and generosity displayed by our extraordinary team who have operated undeterred for so many months in such exceptional circumstances. Our sincere thanks go to all.

Our thanks also go to our supporters, including local groups and individuals who fundraised for us understanding the urgency of providing funding to enable us to focus on the needs of our beneficiaries during this unprecedented time.

Whilst, this year has been challenging, it has also been a period of innovation. With funding from the Big Lottery, we were able to bring forward our plans to develop our IT infrastructure and move to cloud based ways of working. We also commenced an e-commerce pilot, to broaden our retail customer base and provide additional income without the need to increase our shop space.

Our core information, advice and advocacy services quickly adapted to new ways of working and have continued to provide vital support to older people.

In direct response to the loneliness experienced by so many older people, we increased the capacity of our telephone befriending service and developed our on-line training to support the many volunteers that came forward to help. By utilising the specialist skills of our staff we were also able to provide bereavement support to those who sadly lost loved ones.

The pandemic has highlighted the advantages of virtual means for staying in touch and has thrown into sharp focus the issue of digital exclusion, particularly the exclusion faced by older people.

In order to assist our beneficiaries to develop their digital skills we launched Let's Get Digital to provide one-to-one remote teaching for people over 50 on how to use a tablet or iPad and the loan of a device for a 12-week period. In addition, with the closure of many attendance-based groups and clubs across the county, we launched a new on-line platform, engAge, in November 2020 in partnership with age UK Norwich. The platform shares details of online activities and resources including social meet ups and physical activities and also offline activities when safe to do so.

Looking to the future we will maintain our focus on our four strategic priority areas; Informing and Advising, Supporting and Enabling, Maintaining and Developing and Listening and Consulting.

We will seek to secure our information, advice and advocacy services, seek funding to maintain and develop our focus on digital inclusion and to resume our plans to develop Age Friendly Communities. We will also endeavour to continue and enhance our income generation opportunities and resume our commitment to campaigning and awareness raising.

Stephen Drake (Chair) & Hilary MacDonald MA (Chief Executive Officer)

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Reference and administrative details

Registered charity name	Age Concern Norfolk Operating as Age UK Norfolk
Charity registration number	1077097
Company registration number	03783205
Principal office and registered office	Henderson Business Centre 51 Ivy Road Norwich Norfolk NR5 8BF

The trustees

The trustees who served during the year and at the date of approval were as follows:

Stephen Drake (Chair from 01 April 2021)
Surjait Singh (Vice Chair)
David Stonehouse (Treasurer - appointed 27 November 2020)
Roy Dickinson
Anni Hartley-Walder
Graham Robinson
Rachel Buxton (appointed 26 March 2021)
Meryl Smith (appointed 26 March 2021)
Jeffrey Prosser (Chair - resigned 31 March 2021)
Maria Brett (Treasurer - resigned 03 November 2020)
Paul Slyfield (resigned 05 November 2020)
Judith Wildig (resigned 08 August 2020)

Finance Sub-Committee David Stonehouse (Chair)
Stephen Drake
Graham Robinson
Meryl Smith

Governance Sub-Committee Stephen Drake (Chair)
Roy Dickinson
Surjait Singh
Anni Hartley-Walder
Rachel Buxton

Senior Management Team Hilary MacDonald MA (Chief Executive Officer)
Victoria Aitken (Head of Operations)

Auditor Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

Solicitor Bates Wells
10 Queens St Place
London
EC4R 1BE

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Objectives and activities

On 16th April 2010 the organisation changed its operating name to Age UK Norfolk whilst retaining its legal name of Age Concern Norfolk. Consequently, all references in the accounts stating the company's operating name also infer the company's legal name.

What we do

We are a local independent Norfolk charity.

We have over 70 years' experience of providing essential services to older people across the county of Norfolk. Our Services include:

- Information and Advice
- Advocacy and Money Matters
- Telephone Befriending
- Care Navigation
- Digital Inclusion

We are a member of the Age UK Network - a strong partnership of independent Age UK charities across the country.

Independence and partnership are important to us:

- Our partnership with other Age UK charities allows us to share knowledge and expertise, to actively promote the well-being of older people through collective local and national campaigning work and through the range of local support services that we provide. Our nearest local partner, Age UK Norwich, provides services to older people in the City of Norwich.
- Our independence allows us to challenge and advocate on behalf of our beneficiaries without constraint and provides the flexibility and autonomy we need to respond to local needs across Norfolk.

With the help and generosity of our supporters we raise our own funds.

Strategic Framework

Each year, Trustees and managers review our strategic framework to ensure that our strategy is relevant for the needs of our beneficiaries and the environment we operate in and that our mission, values and priorities are appropriately aligned.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

The framework brings together our mission and our values that drive our strategic objectives and priorities:

- Our **Mission** guides everything we do
- Our **Values** are what we stand for
- Our **Priorities** set out what and how we will deliver

Our Mission is to make Norfolk a great place to grow older.

Our Values are

- We are **empowering** - we support others to achieve their goals
- We are **listening** - we actively listen to and involve others and spend time to understand
- We are **influencing** - we bring the voices of local people together to make change happen
- We are **people focused** - we strive to ensure that everyone receives an excellent service from us and we place great value in our staff and volunteers and the skills and experience they provide
- We are **respectful** - we treat others as they would want to be treated
- We are **caring** - we are passionate about what we do and care about others
- We are **expert** - we strive to be the best at what we do

Our Strategic Priorities

Our strategic plan identified four priority areas for 2020/21

1. Informing and Advising - Helping older people to make informed choices and remain independent;
2. Supporting and Enabling - Improving the health and wellbeing of older people;
3. Maintaining and Developing - Ensuring our sustainability;
4. Listening and Consulting - Valuing the contribution that older people make.

In identifying our strategic priorities we have considered the following factors:

1 in 5 people in Norfolk are currently aged 65 or over, in 2 years' time this will be closer to 1 in 3

1 in 6 people in Norfolk aged 65 or over are income deprived

1 in 5 people in Norfolk aged 65 or over are estimated to be lonely

3 in 5 people in Norfolk aged 70 or over are estimated to not use the internet

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Public Benefit

In setting our strategic priorities and planning activities for the year, the Trustees have complied with their duty in section 17 of the Charities Act 2011 in paying paid due regard to the Charity Commission's guidance on public benefit in deciding which activities the Charity should undertake.

The public benefit of the Charity is as set out in our objects, to promote the relief of older people and in our mission to make Norfolk a great place to grow older. Our key charitable activities - information, advice and advocacy and telephone befriending benefit thousands of older people and their families and carers across Norfolk each year. All these activities are provided free of charge and are available to all older people in Norfolk.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Achievements and performance

Informing and Advising

Last year we said we would:

- Maximise older people's income.
- Provide information and advice.
- Support older people to exercise their rights and have their voices heard.

We have achieved 966 Benefit appointments, despite the restrictions of the Covid-19 pandemic. This has resulted in us identifying and obtaining £3,666,738 in benefit take-up for older people.

We have received 8,643 calls to our Advice Line with Benefits, Community Care and Covid-19 being the top three enquiry topics.

We received 162 referrals to our Care Navigation service with the majority coming from Community Matrons. This service has seen a sharp rise in complex cases as Covid-19 restrictions have eased.

We received 211 referrals to our Living Well Connector service which formed part of the wider social prescribing service in Norfolk. This service covered the Breckland area, where 87% of the referrals were received from The Breckland Alliance GP practices. Referrals became more complex since Covid-19, with clients needing multiple support channels to enable them to move forward.

Supporting and Enabling

Last year we said we would:

- Reduce social isolation and feelings of loneliness.
- Support and promote opportunities for people to get together.
- Create Age Friendly communities.

We supported 360 people with our Telephone Befriending Service. Our service grew by 32% during the period as a result of increased loneliness during the pandemic.

We supported an average of 91 clients per month with our Money Matters and Advocacy service, receiving 183 referrals during the period. During the pandemic these services have been delivered remotely.

We delivered a joint project with Age UK Norwich to develop a new on-line resource, engAge, that holds details of activities and events of interest to older people across Norfolk. This has mainly been on-line and will become a community resource as face-to-face services re-open.

We launched a new Digital Inclusion project, Let's Get Digital, to support older people to get on-line. This service is aimed at those with no experience providing assistance with the first steps of using a digital device and accessing the internet.

We assisted 28 clients with our NHS complaints service. The demand was low due to the extreme pressures on the NHS and public awareness of these resulting in less appetite for complaints.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Maintaining and Developing

Last year we said we would:

- Increase our independent income.
- Invest in our people.
- Ensure our commitment to quality.

We achieved £103,590 in retail sales income over the periods we were permitted to open our stores. During periods of lockdown we received £84,192 of government funded retail and leisure grants, including the Covid Job Retention Scheme.

We achieved £339,606 in fundraised income in the period, including £256,582 in legacy income. Other significant grants include:

Age UK Emergency Covid monies - £20k
Age UK TAM Exit, Lottery and partner payment - £56k
Significant donor - £12k
General donations, including service recipients - £28k

The health and safety of our staff and volunteers has been of utmost importance throughout the pandemic. We acted quickly to transfer our office-based staff and volunteers to home working, investing in digital and developing our IT infrastructure. As restrictions ease, we continue to consult with our retail and advice line staff teams with regard to returning to face-to-face working.

We have continued our commitment to quality by developing new monitoring and reporting processes and have developed online training sessions for new staff and volunteers.

Consulting and Involving

Last year we said we would:

- Involve older people in the design and delivery of our services.
- Provide opportunities for older people to share their knowledge and experience.
- Invite older people to get involved in our campaigning and awareness raising.

Despite the pandemic hindering the development of our consulting and involving activities, we were able to involve a number of our current service users in the design of our new digital services and we have continued to promote volunteering opportunities with many older people willing to share their knowledge and experience by volunteering for our services. As we emerge from the pandemic our focus will return on involving older people in campaigning and awareness raising.

Our Staff and Volunteers

We recognise that our most important resource is our staff and volunteers, and we are committed to employee and volunteer engagement and learning and development. We have 35 members of staff and 511 volunteers.

Our volunteers get involved across the organisation, providing information and advice and telephone befriending. Volunteers also help us to fundraise, sort, prepare and sell donated goods in our charity shops and undertake vital administrative tasks. The success and efficiency of our services rely upon volunteers, many of whom are older people who generously donate their time, expertise and compassion to help others. We have had 511 volunteers over the year who have donated over 7,541 hours during the year.

The Annual Review for the year ended 31 March 2021 is available on the Age UK Norfolk website www.ageuknorfolk.org.uk.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Financial review

Principal funding sources

Total income for the Charity for the year was £1,200,104. The main components of this income were service contract income of £306,445 (25.1%); income from goods and services of £(3,734) (0.3%) and charity shops trading income of £103,590 (8.5%).

Age UK Norfolk received grants and contracts from a number of sources in 2020/21, including:

- Norwich Community Foundation
- POhWER
- Age UK
- NHS West Norfolk CCG
- Norfolk County Council
- Community Action Norfolk
- The Big Lottery

Other funding sources included:

- Donations and gifts totalling £66,024
- Legacies totalling £273,582
- Grants income totalling £414,440
- Fundraising totalling £56,629

Reserves policy

The Trustees remain committed to a free reserves policy that the charity holds unrestricted funds (excluding those funds represented by fixed assets) sufficient to cover 3 months of current operating expenses, our long-term liabilities and the cost of potential redundancy payments in the event that the charity were to be wound up.

The level of free reserves currently required by this policy is £465,855 (3 months operating costs £221,967, £170,888 long term liability to Norfolk Pension Fund and potential redundancy payments of £73,000). As at 31 March 2021, the charity had unrestricted funds (excluding those funds represented by fixed assets) of £547,783 (2020: £339,694). Designated funds as at 31 March 2020 totalled £1,000 (2020: £1,000) and restricted funds totalled £134,407 (2020: £42,787).

Going Concern

The charity continues to hold sufficient operating cash at bank and in hand as unrestricted funds.

Following the curtailment of planned income generation activities during lockdown and the uncertainty surrounding the pandemic the charity's financial forecasts for 2021-22 have been reduced accordingly. Actions taken by Trustees to mitigate the negative impact of Covid-19 on the charity's finances have included, placing retail and commercial staff on furlough during lockdown, closing a retail outlet, piloting e-commerce, re-negotiating lease arrangements and moving the charity's offices to smaller premises.

In order to assess the appropriateness of the going concern assumption basis, the Trustees have considered the charity's financial position, reserves and revised forecasts for the foreseeable future. They have considered the assumptions underlying those forecasts and the impact of the potential risks affecting them, including Covid-19. Having made those enquiries, the Trustees are confident that the charity will be able to meet its liabilities as they fall due for at least 12 months from the date of signing this report.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Plans for future periods

We will retain our focus on our four strategic priority areas for a further year.

Structure, governance and management

Constitution

The company is limited by guarantee and is a registered charity. The organisation was established in May 1947 and in 1999 became a charitable company. The Memorandum of Association establishes the objects and powers of the charitable company and the organisation is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The object of the charity is to promote the relief of elderly people in any manner which now or hereinafter may be deemed by law to be charitable in and around the county of Norfolk.

In April 2019, members of the Norfolk Council on Ageing (at that time the formal membership body of Age UK Norfolk) were invited to take part in a review of the charity's governance framework with the objective of developing a new framework commensurate with the size and structure of the charity. The review was led by a working group made up of five members of the Norfolk Council on Ageing, including the Chair of Age UK Norfolk and the Chief Executive. The working group, in close consultation with the wider membership developed proposals to change and simplify the constitution to one where Trustees are the only members. Consent from the Charity Commission for changes to the Articles was obtained in January 2020 and the new Articles of Association setting out the new governance framework were subsequently agreed by special resolution at the Norfolk Council on Ageing Meeting January 2020. Revised terms of reference for the Norfolk Council on Ageing were also agreed at the meeting.

Associate Membership

The Trustees are permitted to establish such classes of associate membership as they choose provided that no associate members are made members of the charity for the purposes of the Articles or the Companies Act. Associate members do not have the right to attend or vote at members' meetings.

In accordance with the Articles, a class of associate membership has been established for the Norfolk Council on Ageing. This maintains the strong relationship that has been formed over many years between organisations and individuals with an interest in issues concerning older people.

The Norfolk Council on Ageing promotes and supports the work of Age UK Norfolk; it provides a platform for discussion, debate and campaigning with regard to issues relating to older people and a channel for consultation and feedback and the development of Age UK Norfolk services.

Age Concern Norfolk Operating as Age UK Norfolk

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Appointment and Election of Trustees

The management of the charity is the responsibility of the Trustees who are appointed and co-opted under the terms of the governing document. The Trustees who served during the year are shown on page 1.

The Directors of the company are also charity Trustees for the purposes of charity law. Under the requirements of the Articles of Association no more than nine persons can be appointed as Trustees. Appointed Trustees are permitted to serve two three year terms. Only in exceptional circumstances and by a resolution passed by three-quarters of the Trustees can the maximum term of office requirement for a particular Trustee be amended. Additional Trustees can be co-opted to bring specific skills and experience as required, provided that co-opted Trustees total no more than one third of Trustees at any one time.

In accordance with the Articles, an Annual Retirement Meeting will be held to mark Trustees' terms of office. This is defined in the Articles as being the meeting of Trustees at which the accounts of the charity are adopted.

Induction and Training of Trustees

A Trustee's Information Folder has been put together and includes all relevant documents. These include the latest audited accounts and Annual Report, copies of the Memorandum and Articles of Association, list of the Trustees, Standing Orders (including Trustees Code of Conduct and Agreement, Conflict of Interest Policy and Procedures and Schedule of Delegation of Board Authority), Age UK Norfolk's Risk Register, Equality and Diversity Policy, Financial Management Procedures Policy, organisational structure, authorised signatories, Strategic Plan, information leaflets about the services of the organisation and the CC3 booklet "The Essential Trustee: What you need to know".

An induction programme is provided with visits to all Age UK Norfolk sites and meetings with the Chief Executive and the Chair. An annual meeting of the Board is used to confirm the roles and responsibilities of the Trustees.

Organisation and Management

The Board of Trustees is responsible for the management of the charity. The Board meets regularly throughout the year and can consist of up to 9 elected members including 3 honorary officers. The Board may also co-opt up to three additional Trustees.

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the charity. There is a management team of six including the Chief Executive.

The Board of Trustees receives reports from the Finance Sub-Committee and the Governance Sub-Committee and the Chief Executive and the Head of Operations.

The Finance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board and meets regularly throughout the year. The Sub-Committee is responsible for establishing, monitoring and reviewing the charity's strategic financial plans and advising the Board of Trustees on progress in achieving financial targets. In addition, the Finance Sub-Committee is responsible for advising the Board of Trustees on budgets, financial management and control, reserves, investments and monitoring of financial risks and is also responsible for advising the Board on IT strategy and expenditure. The Chief Executive and other members of the management team attend as required.

The Governance Sub-Committee has specific terms of reference and functions delegated by the Board. It has a Chair appointed by the Board and meets regularly throughout the year. The Sub-Committee is responsible for advising the Board of Trustees on governance of the charity including succession planning ensuring the Board have the right mix of skills, experience, qualities and knowledge, policies and procedures, risk management, human resources, health and safety, quality standards and legal compliance. The Chief Executive and other members of the management team attend as required.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Risk Management

The Governance Sub-Committee leads the development of the risk management process. During the year Trustees monitor and review the risks to which the charity is exposed. The Board and each Sub-Committee are assigned risks from the risk register to monitor throughout the year. Senior Managers review key strategic and operational risks on a regular basis and provide regular monitoring reports to the Board and to the Board's Sub-Committees. Trustees undertake consideration of the monitoring reports, progress on mitigating actions and new and emerging risks deciding upon any mitigating action that is required and agreeing target dates.

The key risk facing the charity is considered to be government cuts to local authority funding and its impact on contracted services. The Trustees are also mindful of the uncertain economic environment brought about by Covid-19 and the unpredictability of voluntary income. In order to mitigate this risk, the charity is continuing to develop independent income streams including the piloting of e-commerce and to maintain applications to grant making institutions.

Age UK Norfolk has an organisation-wide business and continuity disaster recovery plan to protect the delivery of services to our beneficiaries.

Pay Policy

Each year the Board of Trustees will examine information regarding cost-of-living increases, Living Wage and demands being placed upon salary expenditure. This takes account of any overspends, reviews of individual salaries and absence costs. Based upon this information the Trustees will make a decision regarding the changes necessary to the salary budgets to ensure all costs can be met.

The remuneration of the Chief Executive and Senior Managers is reviewed by the Board of Trustees.

Related Parties and Co-operation with other organisations

Apart from those transactions mentioned in the related parties note within the accounts, no related party transactions were reported in the current year.

Age UK Norfolk has one subsidiary, Age UK Norfolk Limited, a dormant company. Age Concern Norfolk (Trading), formerly a dormant company was dissolved Age Concern Across Norfolk (Trading), jointly owned with Age UK Norwich was also dissolved during the year.

Age UK Norfolk entered into a Brand Partnership Agreement with the national charity Age UK in 2010. The Brand Partnership Agreement is set out in a legal document defining brand partnership arrangements including a licence agreement that sets out the use of the Age UK brand. Age UK Norfolk cooperates with other Brand Partners. The agreement is currently under review and is to be renewed as at 1st April 2022.

Age UK Norfolk is a member of the Age England Association, an association of autonomous charities comprising all local Age UKs in England and the national charity Age UK. Age UK Norfolk has a nominated Trustee appointed by the Board of Trustees who represents Age UK Norfolk at Age UK Eastern Region Meetings.

The Chief Executive of Age UK Norfolk is a director of the Age England Association a company incorporated in April 2011 that provides networking and collaboration opportunities between Age UK and Age UK Brand Partners, Age Concerns in the Friends Network and other organisations in associate membership and to provide a mechanism for these organisations to work together for mutual benefit and to carry out or support any other activities intended to further the interests of the Members or Associate Members that are intended to improve later life.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

We are a prominent member of the advice network in Norfolk and are a Steering Group member of the Norfolk Community Advice Network (NCAN). This group is made up of various charities across the region and we work together to ensure advice is available to the right people at the right time, with 'no wrong front door'. We work together to provide a referral system, collaborate on funding bids and this year we reacted to the pandemic by assisting Norfolk County Council with some urgent work for individuals in need.

Our Approach to Fundraising

We have a Fundraising Policy providing clear guidance for our staff and volunteers. We welcome donations from individual and corporate supporters and provide guidance for supporters wishing to fundraise on our behalf. Due to the nature of our charitable work and objectives, in particular our safeguarding policies and work around protecting older people in their homes, we do not undertake any fundraising door-to-door activity or cold call people for fundraising purposes neither do we ask for direct debit donations on the street. We are registered with the Fundraising Regulator and as such abide by the Code of Fundraising Practice and commit to upholding the Fundraising Promise. During the 12 months review period we received no fundraising complaints.

Trustees' responsibilities statement

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- 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 operation.

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 21 September 2021 and signed on behalf of the board of trustees by:

Stephen Drake
Chair

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk

Year ended 31 March 2021

Opinion

We have audited the financial statements of Age Concern Norfolk Operating as Age UK Norfolk (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), balance sheet, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2021

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2021

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2021

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

In addition to discussions with the client regarding the potential areas for irregularities and non compliance the following tests were also performed;

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud
- reading minutes of meetings of those charged with governance and reviewing correspondence with HMRC and other authorities.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and Employment law.

As a result of performing the above, we did not identify any key audit matters related to the potential risk of fraud or non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Independent auditor's report to the members of Age Concern Norfolk Operating as Age UK Norfolk *(continued)*

Year ended 31 March 2021

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

Use of our report

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

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

14 October 2021

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	298,106	–	298,106	178,722
Charitable activities	6	230,906	461,553	692,459	635,294
Other trading activities	7	160,219	–	160,219	310,582
Investment income	8	128	–	128	172
Other income	9	44,981	4,211	49,192	–
Total income		<u>734,340</u>	<u>465,764</u>	<u>1,200,104</u>	<u>1,124,770</u>
Expenditure					
Raising funds					
Costs of raising donations and legacies	10	234,149	–	234,149	296,513
Charitable activities	11,12	279,570	374,144	653,714	755,073
Total expenditure		<u>513,719</u>	<u>374,144</u>	<u>887,863</u>	<u>1,051,586</u>
Net income and net movements in funds before gains and losses on investments		220,621	91,620	312,241	73,184
Net losses on investments	13	(4)	–	(4)	–
Net income and net movement in funds		<u>220,617</u>	<u>91,620</u>	<u>312,237</u>	<u>73,184</u>
Reconciliation of funds					
Total funds brought forward		348,787	42,787	391,574	318,390
Total funds carried forward		<u>569,404</u>	<u>134,407</u>	<u>703,811</u>	<u>391,574</u>

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

The notes on pages 22 to 36 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Balance sheet

31 March 2021

	Note	2021 £	£	2020 £	£
Fixed assets					
Tangible fixed assets	17		21,621		9,089
Investments	18		—		4
			<u>21,621</u>		<u>9,093</u>
Current assets					
Debtors	19	242,331		210,947	
Cash at bank and in hand		704,133		411,959	
		<u>946,464</u>		<u>622,906</u>	
Creditors: Amounts falling due within one year	20	(121,500)		(69,536)	
Net current assets			824,964		553,370
Total assets less current liabilities			846,585		562,463
Creditors: Amounts falling due after more than one year	21		(142,774)		(170,889)
Net assets			<u>703,811</u>		<u>391,574</u>
Funds of the charity					
Restricted funds			134,407		42,787
Unrestricted funds			569,404		348,787
Total charity funds	24		<u>703,811</u>		<u>391,574</u>

These financial statements were approved by the board of trustees and authorised for issue on 21 September 2021, and are signed on behalf of the board by:

Stephen Drake
Chair

Company registration number: 03783205

The notes on pages 22 to 36 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Statement of cash flows

Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income	312,237	73,184
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	9,184	9,815
Other interest receivable and similar income	(128)	(172)
Interest payable and similar charges	888	3,884
Loss on disposal of tangible fixed assets	287	2,098
Impairment of investments	4	–
<i>Changes in:</i>		
Trade and other debtors	(31,384)	18,077
Trade and other creditors	23,849	(283,810)
Cash generated from operations	314,937	(176,924)
Interest paid	(888)	(3,884)
Interest received	128	172
Net cash from/(used in) operating activities	<u>314,181</u>	<u>(180,636)</u>
Cash flows from investing activities		
Purchase of tangible assets	(22,003)	–
Net cash used in investing activities	<u>(22,003)</u>	<u>–</u>
Net increase/(decrease) in cash and cash equivalents	292,174	(180,636)
Cash and cash equivalents at beginning of year	411,959	592,595
Cash and cash equivalents at end of year	<u>704,133</u>	<u>411,959</u>

The notes on pages 22 to 36 form part of these financial statements.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Henderson Business Centre, 51 Ivy Road, Norwich, Norfolk, NR5 8BF.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient for the charity to be able to continue as a going concern.

The Trustees have taken into account the impact of Covid-19 when assessing going concern, as detailed in the Trustee's Report.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Income *(continued)*

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold improvements	-	Depreciated over the lease term
Equipment and fittings	-	33% reducing balance
Computer equipment	-	33% reducing balance

Investments

Fixed asset investments are initially recorded at cost, and subsequently stated at cost less any accumulated impairment losses.

Redundancy

Redundancy and termination costs are recognised as an expense in the Statements of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- Terminate the employment of an employee or group of employees before normal retirement date; or
- Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

4. Limited by guarantee

The charity is a company limited by guarantee and does not have share capital. Every member of the charity undertakes to contribute such amounts (not exceeding £1) as may be required in the event of a winding up.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Donations and gifts	41,524	41,524	58,018	58,018
Legacies				
Legacies	256,582	256,582	120,704	120,704
	<u>298,106</u>	<u>298,106</u>	<u>178,722</u>	<u>178,722</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Goods and Services	(3,734)	–	(3,734)
Service contracts	27,713	278,732	306,445
Grants	206,927	182,821	389,748
	<u>230,906</u>	<u>461,553</u>	<u>692,459</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Goods and Services	82,614	–	82,614
Service contracts	326,374	26,500	352,874
Grants	51,282	148,524	199,806
	<u>460,270</u>	<u>175,024</u>	<u>635,294</u>

7. Other trading activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Fundraising	56,629	56,629	36,977	36,977
Shop income	103,590	103,590	268,236	268,236
Age Concern Across Norfolk (Trading) Limited	–	–	5,369	5,369
	<u>160,219</u>	<u>160,219</u>	<u>310,582</u>	<u>310,582</u>

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

8. Investment income

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020
	£	£	£	£
Interest receivable	128	128	172	172

9. Other income

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Coronavirus job retention scheme claims	44,981	4,211	49,192

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Coronavirus job retention scheme claims	—	—	—

10. Costs of raising donations and legacies

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020
	£	£	£	£
Other costs	1,588	1,588	999	999
Voluntary income staff costs	142,398	142,398	165,143	165,143
Other direct fundraising expenditure	90,163	90,163	130,371	130,371
	234,149	234,149	296,513	296,513

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

11. Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Advising and Informing	4,711	285,361	290,072
Supporting and Enabling	6,724	88,783	95,507
Listening, Consulting and Involving	33,868	—	33,868
Training and Upskilling	9,461	—	9,461
Marketing costs	718	—	718
Support costs	224,088	—	224,088
	<u>279,570</u>	<u>374,144</u>	<u>653,714</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Advising and Informing	199,256	155,646	354,902
Supporting and Enabling	106,992	—	106,992
Listening, Consulting and Involving	(5,018)	32,605	27,587
Training and Upskilling	33,992	—	33,992
Marketing costs	1,513	—	1,513
Support costs	230,087	—	230,087
	<u>566,822</u>	<u>188,251</u>	<u>755,073</u>

Analysis of Support costs

	2021 £	2020 £
Wages and salaries	87,934	91,228
Rent, rates, light and heat	12,605	31,042
Insurance	10,492	5,232
Travel expenses	35	3,658
Legal and professional	16,486	600
Telephone costs	10,811	6,181
Computer costs	37,518	35,849
Depreciation	3,967	748
Interest payable	888	3,884
Other office costs	43,352	51,665
	<u>224,088</u>	<u>230,087</u>

Age Concern Norfolk Operating as Age UK Norfolk

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Notes to the financial statements *(continued)*

Year ended 31 March 2021

12. Expenditure on charitable activities by activity

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2021 £	Total fund 2020 £
Advising and Informing	289,922	150	169,607	459,679	528,065
Supporting and Enabling	91,830	3,677	31,865	127,372	138,673
Listening, Consulting and Involving	33,868	—	16,884	50,752	42,316
Training and Upskilling	9,461	—	3,278	12,739	44,057
Marketing costs	718	—	2,454	3,172	1,962
	<u>425,799</u>	<u>3,827</u>	<u>224,088</u>	<u>653,714</u>	<u>755,073</u>

13. Net losses on investments

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Gains/(losses) on investments in group undertakings	<u>(4)</u>	<u>(4)</u>	<u>—</u>	<u>—</u>

14. Net income

Net income is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	9,184	9,815
Operating lease costs for land and buildings	104,744	95,830
Operating lease costs for other leases	6,929	8,373
Pension costs	6,944	8,690
Loss on disposal of fixed assets	<u>287</u>	<u>2,099</u>

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021 £	2020 £
Wages and salaries	475,240	567,882
Social security costs	22,334	35,064
Employer contributions to pension plans	<u>6,944</u>	<u>8,690</u>
	<u>504,518</u>	<u>611,636</u>

Included within wages and salaries costs are redundancy and termination payments totalling £4,034. These payments were made inline with contractual agreements and have been accounted for inline with the accounting policy noted above.

The average head count of employees during the year was 36 (2020: 50).

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Notes to the financial statements *(continued)*

Year ended 31 March 2021

15. Staff costs *(continued)*

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The roles included in key management personnel are the Chief Executive Officer and Head of Operations. The total compensation paid to key management personnel for services provided to the charity was £71,533 (2020: £59,216).

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

16. Trustee remuneration and expenses

No remuneration or other benefits were received from the charity or a related entity by the trustees during the year (2020: £Nil).

During the year, one trustee (2020: five) received reimbursement of expenses totalling £10 (2020: £2,043).

17. Tangible fixed assets

	Leasehold improvements £	Equipment and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2020	23,614	15,406	16,804	55,824
Additions	—	—	22,003	22,003
Disposals	(21,878)	—	(7,144)	(29,022)
At 31 March 2021	<u>1,736</u>	<u>15,406</u>	<u>31,663</u>	<u>48,805</u>
Depreciation				
At 1 April 2020	19,179	11,523	16,033	46,735
Charge for the year	4,435	1,281	3,468	9,184
Disposals	(21,878)	—	(6,857)	(28,735)
At 31 March 2021	<u>1,736</u>	<u>12,804</u>	<u>12,644</u>	<u>27,184</u>
Carrying amount				
At 31 March 2021	<u>—</u>	<u>2,602</u>	<u>19,019</u>	<u>21,621</u>
At 31 March 2020	<u>4,435</u>	<u>3,883</u>	<u>771</u>	<u>9,089</u>

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Notes to the financial statements *(continued)*

Year ended 31 March 2021

18. Investments

	Shares in group undertakings £
Cost or valuation	
At 1 April 2020 and 31 March 2021	4
Impairment	
At 1 April 2020	—
Disposals	—
Other movements	(4)
At 31 March 2021	(4)
Carrying amount	
At 31 March 2021	—
At 31 March 2020	4

All investments shown above are held at valuation.

Investments above relate to the companies below;

- Age Concern Norfolk (Trading) Limited (03030470) - 100% shareholding
- Age UK Norfolk Limited (07834051) - 100% shareholding
- Age Concern Across Norfolk (Trading) Limited (04305155) - 50% shareholding

During the year Age Concern Norfolk (Trading) Limited and Age Concern Across Norfolk (Trading) Limited were struck off the register at Companies House. At the year end Age UK Norfolk Limited had an active proposal to be struck off the register. As a result the value of the shares held in these companies has been reduced to £Nil. All three companies were dormant throughout the period.

19. Debtors

	2021 £	2020 £
Trade debtors	23,857	60,006
Prepayments and accrued income	215,537	150,826
Other debtors	2,937	115
	<u>242,331</u>	<u>210,947</u>

The charity has been notified of additional legacies which have not been accrued for within the accounts as there is ongoing uncertainty over the value to be received.

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Notes to the financial statements *(continued)*

Year ended 31 March 2021

20. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	58,226	3,934
Accruals and deferred income	26,563	21,540
Social security and other taxes	88	13,704
Amount due to Norfolk County Council	28,114	29,111
Other creditors	8,509	1,247
	<u>121,500</u>	<u>69,536</u>

21. Creditors: Amounts falling due after more than one year

	2021 £	2020 £
Amount due to Norfolk County Council repayable in instalments:		
1-2 years	27,216	28,114
2-5 years	76,541	79,067
Greater than 5 years	39,017	63,708
	<u>142,774</u>	<u>170,889</u>

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being the administering authority of the pension scheme) on 30 March 2019.

In summary, the total amount due of £1,045,000 will be settled as follows:

- Transfer of the freehold property of the charity, valued at £715,000, on 31 March 2019. This includes 300 St Faiths Road and The Elms Business Space
- One-off payment of £100,000 due on 31 March 2019
- Eight annual payments of £30,000 starting on 1 April 2019
- One final payment of £19,600 on 1 April 2027

The long term loan has been discounted to the net present value and therefore is less than the actual payments due at that time.

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Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

22. Deferred income

	2021 £	2020 £
At 1 April 2020	10,455	27,945
Amount released to income	(10,455)	(27,945)
Amount deferred in year	4,915	10,455
At 31 March 2021	4,915	10,455

Deferred income includes service contract income which does not relate to the period of these accounts.

23. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,944 (2020: £8,690).

At the end of the year there were no outstanding or prepaid contributions owed.

Local authority scheme

Age UK Norfolk had a Local Authority Scheme which was a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. On 18 December 2017, the trustees of Age UK Norfolk took the decision to close the scheme and it was closed with effect from 31 December 2017.

Age UK Norfolk entered into a settlement agreement with Norfolk County Council (being administering authority of the pension scheme) on 30 March 2019. See the creditor note for further details.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

24. Analysis of charitable funds

2021

Designated funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000

General funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	547,787	734,340	(513,723)	(30,000)	738,404
Amount due to NCC	(200,000)	—	—	30,000	(170,000)
	<u>347,787</u>	<u>734,340</u>	<u>(513,723)</u>	<u>—</u>	<u>568,404</u>

Restricted funds

	Balance at 1 April 2020	Income	Expenditure	Transfer	Balance at 31 March 2021
	£	£	£	£	£
Care navigator west	18,427	68,040	(49,426)	—	37,041
Thetford	2,728	—	—	—	2,728
NHS complaints service	877	—	—	—	877
Lottery grant	140	—	—	—	140
Digital inclusion	—	91,333	(83,129)	—	8,204
Winter project	—	20,177	(5,654)	—	14,523
IAA contract	—	286,214	(235,935)	—	50,279
Other restricted funds	20,615	—	—	—	20,615
	<u>42,787</u>	<u>465,764</u>	<u>(374,144)</u>	<u>—</u>	<u>134,407</u>
Total funds 2021	<u>391,574</u>	<u>1,200,104</u>	<u>(887,867)</u>	<u>—</u>	<u>703,811</u>

2020

Designated funds

	Balance at 1 April 2019	Income	Expenditure	Transfer	Balance at 31 March 2020
	£	£	£	£	£
North Norfolk Advice	1,000	—	—	—	1,000
	<u>1,000</u>	<u>—</u>	<u>—</u>	<u>—</u>	<u>1,000</u>

General funds

	Balance at 1 April 2019	Income	Expenditure	Transfer	Balance at 31 March 2020
	£	£	£	£	£
Unrestricted funds	594,979	949,746	(863,335)	(133,603)	547,787
Amount due to NCC	(330,000)	—	—	130,000	(200,000)
	<u>264,979</u>	<u>949,746</u>	<u>(863,335)</u>	<u>263,603</u>	<u>347,787</u>

Age Concern Norfolk Operating as Age UK Norfolk

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Notes to the financial statements *(continued)*

Year ended 31 March 2021

Restricted funds	Balance at 1 April 2019 £	Income £	Expenditure £	Transfer £	Balance at 31 March 2020 £
Care navigator west	8,690	68,336	(58,599)	–	18,427
Eon warm home	14,342	–	(14,342)	–	–
Thetford	6,263	–	(3,535)	–	2,728
CAN funding	–	28,000	(31,603)	3,603	–
NHS complaints service	–	26,500	(25,623)	–	877
Lottery grant	–	18,973	(18,833)	–	140
Other restricted funds	23,116	33,215	(35,716)	–	20,615
	<u>52,411</u>	<u>175,024</u>	<u>(188,251)</u>	<u>3,603</u>	<u>42,787</u>
 Total funds 2020	 <u>318,390</u>	 <u>1,124,770</u>	 <u>(1,051,586)</u>	 <u>–</u>	 <u>391,574</u>

Designated funds

North Norfolk Advice

This designated fund relates to a partial legacy which will be spent on North Norfolk Advice provision.

Restricted funds

Care navigator west

West Norfolk Clinical Commissioning Group fund us to provide a care navigation service for people aged over 75 (and/or their carers) who have been identified as either currently having or at significant risk of developing, high health and/ or social care needs. This is a non-clinical service that augments the existing ICO Model in West Norfolk.

Eon warm home

Eon provide funding to deliver benefit advice session to older people who are in or at risk of fuel poverty. This funding is to assess individuals and support them in accessing appropriate benefits and also both Eon and First Utility's Warm Home Discount Scheme.

Thetford

Following the closure of Age Concern Thetford, the charity took over services. Surplus funds from Age Concern Thetford were also transferred to the charity. These funds are primarily for the provision of information and advice in the Thetford area.

CAN Funding

We are working in partnership with organisations across Norfolk on Operation No Cold Shoulder, this is targeting known hotspots for social isolation and loneliness for all ages. Our input involves targeting marketing for our telephone befriending in to these areas and completing surveys on the effectiveness of telephone befriending in improving well-being.

NHS complaints service

In conjunction with POHWER we deliver advocacy on behalf of people aged over 60 in Norfolk who have a dispute regarding the NHS. This can take many forms and we will support older people to have their voices heard and empower them to seek restitution in cases where there has been unfair treatment or negligence.

Age Concern Norfolk Operating as Age UK Norfolk

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

Lottery grant

Age UK National provide brand partners with funding from their lottery fund. Age UK Norfolk uses this fund to support the work of our Outreach Benefit Take-Up service. This outreach enables older people to be aware that they can apply for benefits that they are entitled to where they may have previously been unaware and/or unable to complete the complex paperwork.

Digital inclusion

Age UK Norfolk and Age UK Norwich worked in partnership to deliver Digital Inclusion activities provided for by Barclays via Age UK National. This fund will now be used to sustain our new website - engAge in to 2021/22.

Winter project

Age UK Norfolk deliver part of Norfolk Community Foundations Surviving Winter project. This funding is to be used to make direct grants to older people in need of improvements to the home to achieve a sustainable improvement in Winter wellness.

IAA contract

Age UK Norfolk deliver specialist Information, Advice and Advocacy to older people across Norfolk on behalf of NCC. This project facilitates our Advice Line, advisors and advocates who work across Norfolk on a range of issues affecting older people.

Other restricted funds

These represent other amalgamated smaller funds which must be spent on particular projects being undertaken by the charity.

25. Analysis of net assets between funds

Year ended 31 March 2021

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	21,621	21,621
Current assets	134,407	812,057	946,464
Current liabilities	–	(121,500)	(121,500)
Non-current liabilities	–	(142,774)	(142,774)
	<u>134,407</u>	<u>569,404</u>	<u>703,811</u>

Year ended 31 March 2020

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	–	9,089	9,089
Fixed asset investments	–	4	4
Current assets	42,787	580,119	622,906
Current liabilities	–	(69,536)	(69,536)
Non-current liabilities	–	(170,889)	(170,889)
	<u>42,787</u>	<u>348,787</u>	<u>391,574</u>

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Notes to the financial statements *(continued)*

Year ended 31 March 2021

26. Analysis of changes in net debt

	At 1 Apr 2020	Cash flows	At 31 Mar 2021
	£	£	£
Cash at bank and in hand	<u>411,959</u>	<u>292,174</u>	<u>704,133</u>

27. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021	2020
	£	£
Not later than 1 year	54,929	80,283
Later than 1 year and not later than 5 years	<u>119,310</u>	<u>147,989</u>
	<u>174,239</u>	<u>228,272</u>

28. Related parties

During the year, the charity supplied management services to the value of £Nil (2020: £2,917) and office services to the value of £Nil (2020: £310) to Age Concern Across Norfolk (Trading) Limited, a company with directors in common and in which the charity is a shareholder. At 31 March 2020, Age Concern Across Norfolk (Trading) Limited owed the charity £Nil (2020: £Nil).

During the period, the charity was charged costs in relation to subcontracted charitable services totalling £22,590 (2020: £24,735) by Independence Matters CIC, an entity with directors in common. At 31 March 2020, the charity owed £16,943 (2020: £Nil) to Independence Matters CIC.