

**COMPANY REGISTRATION NUMBER: 03783205**  
**CHARITY REGISTRATION NUMBER: 1077097**

**Age Concern Norfolk Operating as Age UK Norfolk**  
**Company Limited by Guarantee**  
**Financial statements**  
**31 March 2021**

# **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**

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#### **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

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#### Reference and administrative details

<b>Registered charity name</b>	Age Concern Norfolk Operating as Age UK Norfolk
<b>Charity registration number</b>	1077097
<b>Company registration number</b>	03783205
<b>Principal office and registered office</b>	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**

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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

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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**

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#### **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**

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#### **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**

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##### **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](http://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

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#### 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**

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##### **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**

## **Company Limited by Guarantee**

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

**Year ended 31 March 2021**

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#### **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**

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#### **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**

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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**

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##### **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**

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#### **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**

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#### **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**

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#### **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**

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#### **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**

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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](http://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				
<b>Income and endowments</b>					
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	–
<b>Total income</b>		<u>734,340</u>	<u>465,764</u>	<u>1,200,104</u>	<u>1,124,770</u>
<b>Expenditure</b>					
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
<b>Total expenditure</b>		<u>513,719</u>	<u>374,144</u>	<u>887,863</u>	<u>1,051,586</u>
<b>Net income and net movements in funds before gains and losses on investments</b>		220,621	91,620	312,241	73,184
Net losses on investments	13	(4)	–	(4)	–
<b>Net income and net movement in funds</b>		<u>220,617</u>	<u>91,620</u>	<u>312,237</u>	<u>73,184</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		348,787	42,787	391,574	318,390
<b>Total funds carried forward</b>		<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 £	£
<b>Fixed assets</b>					
Tangible fixed assets	17		21,621		9,089
Investments	18		—		4
			<u>21,621</u>		<u>9,093</u>
<b>Current assets</b>					
Debtors	19	242,331		210,947	
Cash at bank and in hand		704,133		411,959	
		<u>946,464</u>		<u>622,906</u>	
<b>Creditors: Amounts falling due within one year</b>	20	(121,500)		(69,536)	
<b>Net current assets</b>			824,964		553,370
<b>Total assets less current liabilities</b>			846,585		562,463
<b>Creditors: Amounts falling due after more than one year</b>	21		(142,774)		(170,889)
<b>Net assets</b>			<u>703,811</u>		<u>391,574</u>
<b>Funds of the charity</b>					
Restricted funds			134,407		42,787
Unrestricted funds			569,404		348,787
<b>Total charity funds</b>	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 £
<b>Cash flows from operating activities</b>		
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>
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(22,003)	–
Net cash used in investing activities	<u>(22,003)</u>	<u>–</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>	292,174	(180,636)
<b>Cash and cash equivalents at beginning of year</b>	411,959	592,595
<b>Cash and cash equivalents at end of year</b>	<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

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#### 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

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#### 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

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#### 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 £
<b>Donations</b>				
Donations and gifts	41,524	41,524	58,018	58,018
<b>Legacies</b>				
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	<b>Total Funds 2021</b>	Unrestricted Funds	Total Funds 2020
	£	£	£	£
Interest receivable	128	128	172	172

#### 9. Other income

	Unrestricted Funds	Restricted Funds	<b>Total Funds 2021</b>
	£	£	£
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	<b>Total Funds 2021</b>	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

## Company Limited by Guarantee

### 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	(4)	(4)	—	—

#### 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	287	2,099

#### 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	6,944	8,690
	<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).

# Age Concern Norfolk Operating as Age UK Norfolk

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2021

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#### 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 £
<b>Cost</b>				
At 1 April 2020	23,614	15,406	16,804	55,824
Additions	–	–	22,003	22,003
Disposals	(21,878)	–	(7,144)	(29,022)
<b>At 31 March 2021</b>	<u>1,736</u>	<u>15,406</u>	<u>31,663</u>	<u>48,805</u>
<b>Depreciation</b>				
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)
<b>At 31 March 2021</b>	<u>1,736</u>	<u>12,804</u>	<u>12,644</u>	<u>27,184</u>
<b>Carrying amount</b>				
<b>At 31 March 2021</b>	<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>

# Age Concern Norfolk Operating as Age UK Norfolk

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2021

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#### 18. Investments

	Shares in group undertakings £
<b>Cost or valuation</b>	
At 1 April 2020 and 31 March 2021	4
<b>Impairment</b>	
At 1 April 2020	—
Disposals	—
Other movements	(4)
<b>At 31 March 2021</b>	<b>(4)</b>
<b>Carrying amount</b>	
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.



# Age Concern Norfolk Operating as Age UK Norfolk

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2021

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##### 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.

# Age Concern Norfolk Operating as Age UK Norfolk

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2021

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#### 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
<b>At 31 March 2021</b>	<b>4,915</b>	<b>10,455</b>

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

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2021

<b>Restricted funds</b>	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>

# Age Concern Norfolk Operating as Age UK Norfolk

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2021

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#### 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.