

Registered number: 03777156  
Charity number: 1078539

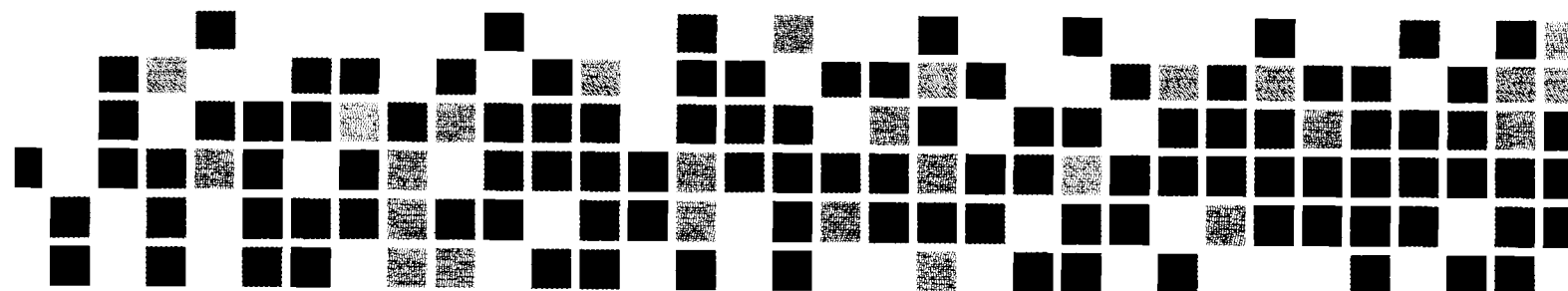
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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
(A Company Limited by Guarantee)

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**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**STREETS<sup>®</sup>**  
CHARTERED ACCOUNTANTS



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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Trustees**                      P Parker  
                                      H Kok (resigned 25 August 2020)  
                                      S Featherby  
                                      Cllr C R Oxby  
                                      C Liggins  
                                      L Millington  
                                      K Redmile

**Company registered  
number**                      03777156

**Charity registered  
number**                      1078539

**Registered office**           36 Park Street  
                                      Lincoln  
                                      LN1 1UQ

**Company secretary**       M Jolly

**Chief executive officer**   M Jolly

**Independent auditors**      Streets Audit LLP  
                                      Tower House  
                                      Lucy Tower Street  
                                      Lincoln  
                                      LN1 1XW

**Bankers**                      Lloyds Bank  
                                      High Street  
                                      Lincoln  
                                      LN5 7AP

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**CHAIRMAN'S STATEMENT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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The chairman presents their statement for the year.

During 2020/21 Age UK Lincoln & South Lincolnshire faced the most uncertain and challenging year in its history due to the COVID Pandemic. The financial uncertainty was particularly acute for Third Sector organisations and Age UK Lincoln & South Lincolnshire was no different.

The added complexity for the Organisation was a significant change in the Board of Trustees with our long-standing Chair, Pat Parker standing down in March 2020 and the new Chair, Carol Liggins taking up post the week prior to 'lock down'.

However, the 'lock down' required the organisation to take radical and far reaching decisions regarding how the teams worked and delivered services; the Trustee team was no exception, moving from three monthly to four weekly meetings to ensure the Executive Team were well supported and we were able to take rapid decisions to mitigate as much of the organisational risk as possible. This required the new Trustee team to very quickly and effectively come together which would normally have taken some considerable time and this way of working is now embedded for the long term.

The whole team at Age UK Lincoln & South Lincolnshire were exceptional in the way they worked together, supported each other, the wider workforce and volunteers during this unprecedented time to:

- Continue working safely where possible. Develop and deliver new services to meet new demands
- Continue to be there for older people, providing advice, guidance, practical support and reassurance.
- Support those members of the team who were 'Furloughed' with regular communication.
- Maximise the national and local financial support available to businesses and charities to minimise the impact of Lock Down
- Ensure that Age UK Lincoln and South Lincolnshire were central to the wider system effort to keep local people safe and cared for during this period. Our Chief Executive, as detailed below, worked tirelessly to this end.
- Continue to deliver essential services to support both new and existing customers

Notwithstanding the exceptional year that 2020/21 has turned out to be Age UK Lincoln and South Lincolnshire finished the year in an exceptionally strong position financially, certainly far better than could have been imagined at the beginning of the year. However, notwithstanding our strong year end position the Board of Trustees and the Executive team recognise that we must not become complacent as the financial risk to Charitable organisations will remain considerable for the foreseeable future and we will remain focused on ensure the Organisation maximises income and contains expenditure during 2021/22.

In order to achieve this some difficult decisions had to be made not least of all having to close two of our three shops and to cease delivery of our Day Care service which operated from Eccleshare Court Care Home and while we were able to redeploy some staff to other areas of our charity, there were sadly, some redundancies although these were kept to a minimum.

The adaptability of our charity has never been demonstrated so well as it has been during this year, where we have not only continued to deliver the many existing services we have provided to older people across our area for many years, during the unprecedented conditions created by the pandemic and associated lockdowns but also to have designed, developed and delivered many more, some of which include:

**Food through Adversity** – working in partnership with a local catering company to deliver meals to older people across our area during the initial lockdown period when older people were unaccustomed to using online food delivery services or facing empty shelves in supermarkets up and down the county. In 12 weeks, we delivered more than 3,300 meals with our furthest caller being from Australia ordering food for her relative living in Lincolnshire.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**CHAIRMAN'S STATEMENT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Community Connectors** – Working in partnership with health and social care colleagues, the Community connectors project was designed to act as a single point of access for patients at Lincolnshire's County Hospitals to help maintain their physical and mental health and wellbeing. Staff provide signposting and referrals into support services, offering information and advice in order to encourage self-care and independence.

Enabling people to make informed choices about their health and wellbeing when their need was not clinical has helped to relieve the pressure on the health and care teams and allowed them to concentrate their efforts on those with a medical need, referring those deemed medically fit to the onsite Community Connector.

**Crisis Response Team** – To provide Lincolnshire County Council with access to a team of trained carers in order to ensure that no adult across Lincolnshire would go without the care they needed should the care providers in the county encounter severe staff absences due to the pandemic.

**Vitals for Veterans** – using funds received from the Armed Forces Covenant this project enabled us to deliver over 1800 wellbeing packages to veterans and their families across Lincoln and South Lincolnshire, ensuring they did not feel forgotten at this challenging time.

**Strengthening Connections** – Funded by the National Lottery Community Fund our strengthening Connections programme enabled us to keep people connected during Lockdowns and beyond. Supporting people to access digital solutions for social activities, financial support and medical appointments to name a few of the achievements. The programme was a huge success.

**Patient Support Service** – Patient Support Service Coordinators provide support to patients on wards within our Community Hospitals enabling clinical staff to concentrate on their roles. Coordinators provide many functions which include, one to one non-clinical support, information and advice, discharge support and alleviate loneliness and isolation while visiting has been restricted or if the patient has no relatives or friends who can visit.

**Pathway Zero** - In April 2020, the government set out guidelines for all NHS trusts to operate a discharge pathway for patients being discharged into community settings with no package of care. This is formally known as Pathway 0. Lincolnshire Community Health Services (LCHS) approached Age UK LSL for support with Pathway 0 patients, providing telephone contact with each, within 48 hours of discharge. Age UK LSL staff check on the person's wellbeing and provide signposting and referrals to community-based services where appropriate.

**Hospital Discharge and Resettlement** – The Hospital Discharge and Resettlement service provided nonregulated support to people being discharged from hospital with activities such as deep cleans and furniture removals to allow people to return home to a suitable and safe environment, pension and shopping collection, housekeeping and post hospital resettlement to name a few. Ensuring people had the support they needed to remain at home following a stay in hospital or admission avoidance support.

**Vaccination Programme** – The Vaccination Programme delivered across the UK is second to none and we are proud of the role that we have played in delivering it in partnership with organisations from across the Voluntary and Community sector and our NHS colleagues locally.

It has been a significant undertaking but one we did gladly as we recognised the importance of supporting the vaccination agenda in order to return to a safe environment for everyone but especially for the older people we serve due to the well documented vulnerability that age and underlying ill health conditions had on those groups. Given the strength of our performance the Trustees felt that as this was only possible due to all the hard work and dedication of the whole Age UK Lincoln and South Lincolnshire team that it should show its appreciation to the workforce and agreed to a 3.75% additional payment which was made in March 2021.

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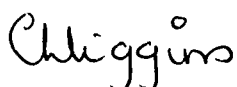
**CHAIRMAN'S STATEMENT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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Finally, I must thank my fellow Trustees, who have proved to be an excellent support to me during my first year as Chair and ensured the Organisation not only survived but flourished during 2021.

Without doubt this situation has only been possible due to exceptional leadership and effort shown by the Executive Team, Michele, Wendy and Amanda, who lead and supported the whole team to adapt to the circumstances they found themselves in, maintained a positive and supportive culture throughout which in turn enabled the team to successfully return to business as usual in line with national guidance.

Whilst my first year as Chair has certainly been challenging, it has been a privilege to have been part of such a great team and we are now looking forward to taking the Organisation forward into 2021/22 with a confidence that the services we offer to older people will flourish and grow.



C Liggins  
Date: 27/08/2021

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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The Trustees present their annual report together with the audited financial statements of the company for the year 1 April 2020 to 31 March 2021. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the group and the company qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**Objectives and activities**

**a. VISION AND MISSION**

Age UK Lincoln & South Lincolnshire's Vision and Mission Statement are supported by the Service Objectives. The Trustees have agreed the Service Objectives in order to enable the charity to achieve its objectives for the public benefit to improve the lives of older people who live in and around the City of Lincoln and across South Lincolnshire.

The main beneficiaries of our Service Objectives are people over 50. However, the families of our service users benefit by having the peace of mind in knowing that we are there to offer support in assisting older people living healthier and independent lives. In addition, those who volunteer with us gain valuable work experience and having a sense of being able to put something back into the Community.

**Vision**

To enable and support people over 50, who live in the Greater Lincoln area and across South Lincolnshire, to lead confident, healthy and independent lives, where they are actively encouraged and able to exercise both choice and control.

This Vision is consistent with our objects in the Memorandum and Articles of Association.

**Mission**

- To promote the well being – healthy and active lifestyles of all older people and to help make later life a fulfilling and enjoyable experience  
This is within the framework of our Service Objectives, which are to:
- Deliver high quality consistent services, tailored individually [personalised] for each person using the services.
- Offer support, advice and guidance to older people and their families, supporting individuals and carers, helping to relieve stress and improving quality of life.
- Ensure that older people are treated with respect and sensitivity, recognising the dignity and value of each person for whom the service and support is provided.
- Ensure that all services delivered are within a framework of confidentiality, respecting people's rights and observing legislation at all times.
- Support the over 50's in exercising self determination, making choices and fostering independence and a sense of well being through service provision which is provided in a stimulating environment
- Offer services which are flexible and adaptable to meet the needs of each person using the services.
- Involve and consult with older people about the support provided by Age UK Lincoln & South Lincolnshire. To ensure that the over 50's have an effective voice in the service design, management, delivery, monitoring and continuous improvement of our services.
- Respect the privacy and personal choice of lifestyles, customs, culture, values and spiritual beliefs of each person for whom a service is provided.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Objectives and activities (continued)**

- Uphold the principle of equal opportunity regardless of race, gender, marital status, sexual orientation, age, ethnic origin, disability or religion, in all aspects of our work.
- Respond to the diverse needs of older people and develop appropriate quality services.

In doing so we develop, with older people and our partners, a joint approach to service design and delivery for the benefit of the community in Greater Lincoln and across South Lincolnshire.

**b. PUBLIC BENEFIT**

The Trustees have had due regard to the Charity Commission's guidance on public benefit in deciding what activities the Charity should undertake.

There follows a description of the significant activities undertaken to further Age UK Lincoln & South Lincolnshire's charitable purposes for the Public Benefit.

**c. SIGNIFICANT ACTIVITIES**

**Lincs Independent Living Partnership (LILP)**

The Lincs Independent Living Partnership is a consortium of which Age UK Lincoln & South Lincolnshire is a founder member, along with St Barnabas Hospice, Lincolnshire Housing Partnership and Lace Housing Association. The consortium was established in order to react to the external changes in commissioning and allow us to position ourselves, in partnership with other local not for profit organisations to take on and provide a wider range of prevention and support services for older people.

**Vaccination Programme**

The Vaccination Programme has been delivered across the UK of which Age UK Lincoln & South Lincolnshire have played a role in delivering it in partnership with organisations from across the Voluntary and Community sector and NHS Lincolnshire. This has been a significant undertaking for Age UK Lincoln & South Lincolnshire but the importance of supporting the vaccination agenda has been recognised in order to return to a safe environment for everyone but especially for the older people Age UK Lincoln & South Lincolnshire serve due to the well documented vulnerability that age and underlying ill health conditions had on those groups.

**Achievements and performance**

**a. KEY ACHIEVEMENTS AND PERFORMANCE AGAINST PRIORITIES IN THE BUSINESS PLAN**

- Effective management and organisational systems.
- Development of strong strategic partnerships with other statutory and voluntary sector organisations.
- Responding to external market conditions and engaging with local commissioners to develop older people's services.
- During the Covid19 Pandemic we have remained committed to supporting older people in our area. We have adapted our services to ensure that they could continue to be delivered safely and also become involved with and created new projects and services to respond to the changing needs within our area. The Board of Trustees have reacted accordingly and as necessary, changing the method and frequency of meetings and provided additional support as needed.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Achievements and performance (continued)**

**Financial review**

**a. GOING CONCERN**

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

**b. RESERVES POLICY**

The Board of Trustees conducts an annual review of the level of unrestricted reserves in the general fund by considering risks associated with the various income streams, expenditure plans and balance sheet items. This enables an estimate to be made of the level of reserves which is appropriate for the organisation.

- To allow time for re organisation in the event of a downturn in income or asset values;
- To protect ongoing work programmes; and
- To allow the Charity to meet its objectives.

Risk and issues in making this judgement on the level of unrestricted reserves include:

- Over dependence on any single source of income;
- Likelihood of a downturn in income streams;
- Period of time required to downsize the Charity operations;
- Whether there is adequate control over budgets;
- Potential decrease in the value of the investment portfolio; and
- Requirements for a reasonable level of working capital.

The Trustees aim to maintain unrestricted free reserves (ie in excess of amounts invested in properties) equal to three months of the Charity's general expenditure budget. The value of the three months general expenditure budget is reviewed on a regular basis.

**Structure, governance and management**

**a. CONSTITUTION**

Age UK Lincoln and South Lincolnshire is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 26 May 1999, which was subsequently updated on 4 March 2019. The registered charity number is 1078539.

The principal object of the company and the group is to promote the health and well being of all older people.

There have been no changes in the objectives since the last annual report.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Structure, governance and management (continued)**

**b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES**

The management of the Group and the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

New Trustees are recruited and appointed using various methods. These methods include advertising, networking and by making a direct approach to people that might be interested and have necessary skills and experience. Age UK Lincoln & South Lincolnshire's Policies and Procedures in respect of Trustee recruitment and development are thorough and include key elements relating to services and activities, legislation, equal opportunities and diversity.

**c. RISK MANAGEMENT**

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal controls across the entire organisation of Age UK Lincoln & South Lincolnshire. 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.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- Assurance to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated and utilised.
- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts, and performance indicators.
- Delegation of authority and segregation of duties.
- Identification and management of risk.

The Trustees have in place a formal risk management process to assess and document risks and implement risk management strategies. This process includes review by Trustees, Chief Executive and the Executive Team. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks. Risk management is embedded in the day to day processes of the Charity.

The Risk Management Plans also aim to safeguard the staff and volunteers, customers and the Charity's reputation. Age UK Lincoln & South Lincolnshire ensures that staff are trained and properly supported, that there is a Safeguarding Policy in place for older people using the services and that adequate personal, public and professional liability insurance is in operation.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**FUNDS HELD AS CUSTODIAN**

**Boston Big Local**

The charity acts as a locally trusted organisation for the Boston Big Local and held a restricted balance of £42,155 on behalf of Boston Big Local at 31 March 2021. The charity acts as custodian trustee and does not have entitlement to the funds and accordingly they have not been included as income in the charity financial statements.

Age UK Lincoln & South Lincolnshire receive an amount equivalent to 5% of Boston Big Locals grant expenditure. This amount has been included in unrestricted donations for the year as this is for general use within the charity.

**INFORMATION ON FUNDRAISING PRACTICES**

- Fundraising practices ensure that fundraising complies with required legislation at all times.
- All data protection requirements are fully implemented.
- Information supplied is both clear and accurate.

**Statement of Trustees' responsibilities**

The Trustees (who are also the directors of the company 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 Group and the company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

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

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Disclosure of information to auditors**

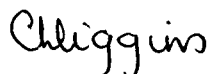
Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditors are aware of that information.

**Auditors**

The auditors, Streets Audit LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on 15 November 2021 and signed on their behalf by:



**C Liggins**



**S Featherby**

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**

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**Opinion**

We have audited the financial statements of Age UK Lincoln and South Lincolnshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Company Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31 March 2021 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

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

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

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LINCOLN AND SOUTH LINCOLNSHIRE (CONTINUED)**

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**Other information**

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

We have nothing to report in this regard.

**Matters on which we are required to report by exception**

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

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

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LINCOLN AND SOUTH LINCOLNSHIRE (CONTINUED)**

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**Auditors' responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the company and sector in which it operates;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, General Data Protection Regulations (GDPR) 2018, compliance with NHS Social Prescribing requirements and safeguarding of adults and children (including passenger assistance), employment and taxation legislation, anti-bribery, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in Note 1 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.
- reviewed Trustee meeting minutes for evidence of appropriate decision-making and management controls.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LINCOLN AND SOUTH LINCOLNSHIRE (CONTINUED)**

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In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC and relevant regulators.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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 Auditors' Report.

**Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

*Streets Audit LLP*

**Streets Audit LLP**

Chartered Accountants & Statutory Auditors

Tower House

Lucy Tower Street

Lincoln

LN1 1XW

Date: *29 November 2021*

Streets Audit LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
(A Company Limited by Guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND  
EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2021**

	<b>Note</b>	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>	<b>Total funds 2020 £</b>
<b>Income from:</b>					
Donations and legacies	3	615,484	1,307,108	1,922,592	563,065
Charitable activities	4	2,016,071	37,279	2,053,350	2,414,937
Other trading activities	5	26,423	-	26,423	225,639
Investments	6	6,618	-	6,618	17,149
<b>Total income</b>		<b>2,664,596</b>	<b>1,344,387</b>	<b>4,008,983</b>	<b>3,220,790</b>
<b>Expenditure on:</b>					
Raising funds		59,387	-	59,387	118,811
Charitable activities	7	2,610,231	868,265	3,478,496	3,436,646
<b>Total expenditure</b>		<b>2,669,618</b>	<b>868,265</b>	<b>3,537,883</b>	<b>3,555,457</b>
<b>Net (expenditure)/income before net gains/(losses) on investments</b>		<b>(5,022)</b>	<b>476,122</b>	<b>471,100</b>	<b>(334,667)</b>
Net gains/(losses) on investments		75,595	-	75,595	(24,273)
<b>Net movement in funds</b>		<b>70,573</b>	<b>476,122</b>	<b>546,695</b>	<b>(358,940)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,781,771	256,528	2,038,299	2,397,239
Net movement in funds		70,573	476,122	546,695	(358,940)
<b>Total funds carried forward</b>		<b>1,852,344</b>	<b>732,650</b>	<b>2,584,994</b>	<b>2,038,299</b>

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 21 to 41 form part of these financial statements.

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 03777156**

**CONSOLIDATED BALANCE SHEET**  
**AS AT 31 MARCH 2021**

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	12	856,980	869,706
Investments	13	334,735	259,140
		<u>1,191,715</u>	<u>1,128,846</u>
<b>Current assets</b>			
Stocks	15	26,467	18,625
Debtors	16	679,010	367,507
Cash at bank and in hand		1,339,956	787,516
		<u>2,045,433</u>	<u>1,173,648</u>
Creditors: amounts falling due within one year	17	(652,154)	(264,195)
<b>Net current assets</b>		<u>1,393,279</u>	<u>909,453</u>
<b>Total assets less current liabilities</b>		<u>2,584,994</u>	<u>2,038,299</u>
<b>Total net assets</b>		<u><u>2,584,994</u></u>	<u><u>2,038,299</u></u>

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 03777156**

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**CONSOLIDATED BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2021**

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	Note	2021 £	2020 £
<b>Charity funds</b>			
Restricted funds	19	<b>732,650</b>	256,528
Unrestricted funds	19	<b>1,852,344</b>	1,781,771
<b>Total funds</b>		<b>2,584,994</b>	<b>2,038,299</b>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.


However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 15 November 2021 and signed on their behalf by:

  
**C Liggins**

  
**S Featherby**

The notes on pages 21 to 41 form part of these financial statements.

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 03777156**

**COMPANY BALANCE SHEET**  
**AS AT 31 MARCH 2021**

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	12	856,980	869,706
Investments	13	334,735	259,143
		<u>1,191,715</u>	<u>1,128,849</u>
<b>Current assets</b>			
Stocks	15	26,467	18,625
Debtors	16	714,656	405,011
Cash at bank and in hand		1,335,403	780,391
		<u>2,076,526</u>	<u>1,204,027</u>
Creditors: amounts falling due within one year	17	<u>(651,527)</u>	<u>(263,423)</u>
<b>Net current assets</b>		<u>1,424,999</u>	<u>940,604</u>
<b>Total assets less current liabilities</b>		<u>2,616,714</u>	<u>2,069,453</u>
<b>Total net assets</b>		<u><u>2,616,714</u></u>	<u><u>2,069,453</u></u>

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 03777156**

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**COMPANY BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2021**

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	Note	2021 £	2020 £
<b>Charity funds</b>			
Restricted funds	19	<b>862,290</b>	256,528
Unrestricted funds	19	<b>1,754,424</b>	1,812,925
<b>Total funds</b>		<b>2,616,714</b>	<b>2,069,453</b>

The company's net movement in funds for the year was £547,261 (2020 - £(357,835)).

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

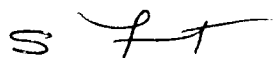
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 15 November 2021 and signed on their behalf by:



**C Liggins**



**S Featherby**

The notes on pages 21 to 41 form part of these financial statements.

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

**CONSOLIDATED STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	<b>559,471</b>	<b>(291,584)</b>
<b>Cash flows from investing activities</b>		
Dividends, interests and rents from investments	<b>2,442</b>	<b>4,040</b>
Purchase of tangible fixed assets	<b>(9,473)</b>	<b>(22,257)</b>
<b>Net cash used in investing activities</b>	<b>(7,031)</b>	<b>(18,217)</b>
<b>Cash flows from financing activities</b>		
<b>Net cash provided by financing activities</b>	<b>-</b>	<b>-</b>
<b>Change in cash and cash equivalents in the year</b>	<b>552,440</b>	<b>(309,801)</b>
Cash and cash equivalents at the beginning of the year	<b>787,516</b>	<b>1,097,317</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>1,339,956</b>	<b>787,516</b>

The notes on pages 21 to 41 form part of these financial statements

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**1. General information**

The company and the group is registered as a charitable company limited by guarantee. The company is registered in England and Wales. The address of the registered office is 36 Park Street, Lincoln, Lincolnshire, LN1 1UQ.

Age UK Lincoln and South Lincolnshire aims to enable and support people over 50, who live in the Greater Lincoln area and across South Lincolnshire, to lead confident, healthy and independent lives, through offering a vast range of wellbeing opportunities.

These financial statements have been prepared in sterling, which is the functional currency of the entity.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Lincoln and South Lincolnshire meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

**2.2 Going concern**

During the year and subsequent to the year end, the UK has experienced a pandemic of the Coronavirus. The potential effects to the charity and its future prospects cannot be fully quantified but the trustees remain committed to the protection of the charity. This is being regularly reviewed by the trustees. In addition, the trustees are mindful of the significant ongoing support offered by the UK Government. Accordingly, the financial statements have been prepared on a going concern basis.

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**2. Accounting policies (continued)**

**2.3 Income**

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

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

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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

**2.4 Expenditure**

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

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.5 Government grants**

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

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**2. Accounting policies (continued)**

**2.6 Tangible fixed assets and depreciation**

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- 1 % straight line
Fixtures and fittings	- 10% - 50% straight line

**2.7 Investments**

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

Investments in subsidiaries are valued at cost less provision for impairment.

**2.8 Stocks**

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

**2.9 Debtors**

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

**2.10 Cash at bank and in hand**

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

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**2. Accounting policies (continued)**

**2.11 Liabilities and provisions**

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

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

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

**2.12 Financial instruments**

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

**2.13 Pensions**

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

**2.14 Fund accounting**

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

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

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

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**3. Income from donations and legacies**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Donations	66,031	-	<b>66,031</b>
Legacies	-	-	-
Grants	196,144	1,307,108	<b>1,503,252</b>
Government grants	353,309	-	<b>353,309</b>
	<u>615,484</u>	<u>1,307,108</u>	<u><b>1,922,592</b></u>

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Donations	90,076	-	90,076
Legacies	1,050	-	1,050
Grants	23,367	448,572	471,939
	<u>114,493</u>	<u>448,572</u>	<u>563,065</u>

**4. Income from charitable activities**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Help in Home	1,027,777	-	<b>1,027,777</b>
Day Centre Services	112,633	-	<b>112,633</b>
Sundry Income	104,539	-	<b>104,539</b>
Care Services	771,122	-	<b>771,122</b>
Community Connectors	-	37,279	<b>37,279</b>
	<u>2,016,071</u>	<u>37,279</u>	<u><b>2,053,350</b></u>

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**4. Income from charitable activities (continued)**

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Help in Home	1,284,423	-	1,284,423
Day Centre Services	356,217	-	356,217
Sundry Income	53,431	-	53,431
Care Services	683,363	-	683,363
Building Better Opportunities	-	37,503	37,503
	<u>2,377,434</u>	<u>37,503</u>	<u>2,414,937</u>

**5. Income from other trading activities**

**Income from fundraising events**

	<b>Total funds 2021 £</b>
Membership subscriptions	<u>-</u>

	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Membership subscriptions	<u>1,556</u>	<u>1,556</u>

**Income from non charitable trading activities**

	<b>Unrestricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Charity Shops	<u>26,423</u>	<u>26,423</u>

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**5. Income from other trading activities (continued)**

**Income from non charitable trading activities (continued)**

	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Charity Shops	106,803	106,803
Insurance	117,280	117,280
<i>Total 2020</i>	<u>224,083</u>	<u>224,083</u>

Age UK Lincoln and South Lincolnshire acquired a further share in Age UK South Lincolnshire Limited on 1 May 2018. Insurance activities of the charity are undertaken through the now wholly owned trading subsidiary. Previously, Insurance was treated as part of charitable activities and was classified as part of the day centre activities. Following the year ended 31 March 2020, Age UK South Lincolnshire Limited was dissolved and as such the insurance activities have been reclassified as part of the day centre activities.

**6. Investment income**

	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Rent receivable	4,176	4,176
Investment income	2,442	2,442
	<u>6,618</u>	<u>6,618</u>

	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Rent receivable	13,109	13,109
Investment income - subsidiaries, associates and connected companies	4,040	4,040
	<u>17,149</u>	<u>17,149</u>

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**7. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Technical	52,440	-	52,440
Help in the Home	1,105,913	-	1,105,913
Day Centre Services	243,397	106,867	350,264
Community support services	149,546	183,657	333,203
Primary Care Navigators	144,428	-	144,428
Care Services	674,484	159,372	833,856
Vaccination Services	98,048	376,662	474,710
Community Connectors	8,123	41,707	49,830
Charity shop	110,099	-	110,099
Governance and Support Costs	23,753	-	23,753
<b>Total 2021</b>	<b>2,610,231</b>	<b>868,265</b>	<b>3,478,496</b>
	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Technical	63,824	-	63,824
Help in the Home	1,310,789	-	1,310,789
Day Centre Services	432,921	105,551	538,472
Community support services	42,413	257,775	300,188
Park Street	138,181	-	138,181
Primary Care Navigators	145,201	-	145,201
Transport	-	8,490	8,490
Care Services	625,531	71,377	696,908
Community Connectors	-	38,122	38,122
Charity shop	164,752	-	164,752
Governance and Support Costs	28,639	3,080	31,719
<b>Total 2020</b>	<b>2,952,251</b>	<b>484,395</b>	<b>3,436,646</b>

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**8. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2021 £</b>	<b>Support costs 2021 £</b>	<b>Total funds 2021 £</b>
Technical	-	52,440	<b>52,440</b>
Help in the Home	1,059,846	46,067	<b>1,105,913</b>
Day Centre Services	343,718	6,546	<b>350,264</b>
Community support services	176,524	156,679	<b>333,203</b>
Primary Care Navigators	102,691	41,737	<b>144,428</b>
Care Services	739,327	94,529	<b>833,856</b>
Vaccination Services	376,662	98,048	<b>474,710</b>
Community Connectors	41,707	8,123	<b>49,830</b>
Charity shop trading	110,099	-	<b>110,099</b>
Support and Governance Costs	-	23,753	<b>23,753</b>
<b>Total 2021</b>	<b>2,950,574</b>	<b>527,922</b>	<b>3,478,496</b>

	<i>Activities undertaken directly 2020 £</i>	<i>Support costs 2020 £</i>	<i>Total funds 2020 £</i>
Technical	-	63,824	63,824
Help in the Home	1,217,758	93,031	1,310,789
Day Centre Services	516,316	22,156	538,472
Community support services	124,571	175,617	300,188
Park Street	-	138,181	138,181
Primary Care Navigators	91,624	53,577	145,201
Transport	8,490	-	8,490
Care Services	696,908	-	696,908
Community Connectors	38,122	-	38,122
Charity shop trading	164,752	-	164,752
Governance and Support Costs	-	31,719	31,719
<b>Total 2020</b>	<b>2,858,541</b>	<b>578,105</b>	<b>3,436,646</b>

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**9. Auditors' remuneration**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Fees payable to the company's auditor for the audit of the company's annual accounts	<b>6,000</b>	<b>6,000</b>

**10. Staff costs**

	<b>Group 2021 £</b>	<i>Group 2020 £</i>	<b>Company 2021 £</b>	<i>Company 2020 £</i>
Wages and salaries	<b>2,731,883</b>	2,582,112	<b>2,731,883</b>	2,535,483
Social security costs	<b>138,970</b>	133,525	<b>138,970</b>	133,525
Contribution to defined contribution pension schemes	<b>58,300</b>	57,529	<b>58,300</b>	57,529
	<b>2,929,153</b>	2,773,166	<b>2,929,153</b>	2,726,537

During the year a job evaluation plan was finalised and as a result the charity made four redundancies. The total amount of the severance payments was £19,053.

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

	<b>Group 2021 No.</b>	<i>Group 2020 No.</i>
LACE Service Delivery	<b>147</b>	148
LACE Support	<b>12</b>	12
Day Centre Services	<b>6</b>	12
Day Centre Support	<b>12</b>	10
Community Support Services	<b>8</b>	8
Management & Support	<b>14</b>	15
Care Delivery	<b>9</b>	9
Wellbeing Response	<b>33</b>	30
Technical Services	<b>5</b>	5
Retail	<b>3</b>	8
Vaccination Centre	<b>23</b>	-
	<b>272</b>	257

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
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**10. Staff costs (continued)**

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the group comprise of the trustees and 3 members of senior staff (2020 - 3 Members). The employee benefits of key management personnel in aggregate and not including employer national insurance contributions was £141,209 (2020 - £141,209).

**11. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

**12. Tangible fixed assets**

**Group and Company**

	Freehold property £	Fixtures and fittings £	Total £
<b>Cost or valuation</b>			
At 1 April 2020	889,157	190,916	1,080,073
Additions	-	9,473	9,473
At 31 March 2021	<u>889,157</u>	<u>200,389</u>	<u>1,089,546</u>
<b>Depreciation</b>			
At 1 April 2020	53,352	157,015	210,367
Charge for the year	8,892	13,307	22,199
At 31 March 2021	<u>62,244</u>	<u>170,322</u>	<u>232,566</u>
<b>Net book value</b>			
At 31 March 2021	<u>826,913</u>	<u>30,067</u>	<u>856,980</u>
At 31 March 2020	<u>835,805</u>	<u>33,901</u>	<u>869,706</u>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**13. Fixed asset investments**

<b>Group</b>	<b>Unlisted investments £</b>
<b>Cost or valuation</b>	
At 1 April 2020	259,140
Revaluations	75,595
At 31 March 2021	<u>334,735</u>
<b>Net book value</b>	
At 31 March 2021	334,735
<i>At 31 March 2020</i>	<u>259,140</u>
<b>company</b>	<b>Unlisted investments £</b>
<b>Cost or valuation</b>	
At 1 April 2020	259,140
Revaluations	75,595
At 31 March 2021	<u>334,735</u>
<b>Net book value</b>	
At 31 March 2021	334,735
<i>At 31 March 2020</i>	<u>259,140</u>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**14. Principal Subsidiaries**

**Age UK Lincoln and South Lincolnshire Retail Limited**

Subsidiary name	Age UK Lincoln and South Lincolnshire Retail Limited
Company registration number	04825584
Basis of control	Operational Control
Equity Shareholding %	100%
Total assets as at 31 March 2021	£4,553
Total liabilities as at 31 March 2021	£(36,273)
Total funds as at 31 March 2021	£(31,720)
Gross income for the year ended 31 March 2021	£Nil
Expenditure for the year ended 31 March 2021	£(568)
Surplus for the year ended 31 March 2021	£(568)

**15. Stocks**

	<b>Group 2021</b>	<i>Group 2020</i>	<b>Company 2021</b>	<i>Company 2020</i>
	£	£	£	£
Raw materials and consumables	<b>26,467</b>	18,625	<b>26,467</b>	18,625

**16. Debtors**

	<b>Group 2021</b>	<i>Group 2020</i>	<b>Company 2021</b>	<i>Company 2020</i>
	£	£	£	£
<b>Due within one year</b>				
Trade debtors	<b>622,114</b>	300,952	<b>657,760</b>	332,957
Prepayments and accrued income	<b>56,896</b>	66,555	<b>56,896</b>	72,054
	<b>679,010</b>	367,507	<b>714,656</b>	405,011

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**17. Creditors: Amounts falling due within one year**

	<b>Group 2021 £</b>	<b>Group 2020 £</b>	<b>Company 2021 £</b>	<b>Company 2020 £</b>
Trade creditors	<b>22,019</b>	51,557	<b>21,392</b>	50,785
Other taxation and social security	<b>189,139</b>	43,581	<b>189,139</b>	43,581
Other creditors	<b>311,802</b>	119,044	<b>311,802</b>	119,044
Accruals and deferred income	<b>129,194</b>	50,013	<b>129,194</b>	50,013
	<b>652,154</b>	264,195	<b>651,527</b>	263,423

The charity administers grants on behalf of Boston Big Local and in doing so held a balance of £42,155 (2020: £30,717) in a bank account in the charity name at 31 March 2021. The charity do not have entitlement to the funds and as a result these have not been recognised in the financial statements as income, and instead have been included in the other creditors balance above.

**18. Financial instruments**

	<b>Group 2021 £</b>	<b>Group 2020 £</b>	<b>Company 2021 £</b>	<b>Company 2020 £</b>
<b>Financial assets</b>				
Financial assets measured at fair value through income and expenditure	<b>1,674,691</b>	1,046,656	<b>1,670,138</b>	1,039,531

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**19. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
General Funds - all funds	1,781,771	2,664,596	(2,669,618)	75,595	1,852,344
<b>Restricted funds</b>					
Bradbury grant	188,000	-	-	-	188,000
Improvement at Park Street	36,448	-	-	-	36,448
Advocacy	-	8,910	(7,414)	-	1,496
Building Better Opportunities (Building Connections)	-	37,279	(31,205)	-	6,074
Community Connectors	-	78,337	(41,710)	-	36,627
Eon Benefits (I&A)	-	5,941	(5,941)	-	-
Eon Warm Homes	-	16,989	(16,989)	-	-
CTSL	32,080	76,874	(33,889)	-	75,065
LHP Response	-	101,000	(101,000)	-	-
Winter Pressures	-	204,475	(83,055)	-	121,420
Patient Support Service	-	126,000	(58,372)	-	67,628
Crisis Response Team	-	131,000	(28,031)	-	102,969
Vaccination Programme	-	379,083	(325,842)	-	53,241
Vaccination Coordination	-	22,954	(22,790)	-	164
Boston Big Local admin fee	-	5,710	(5,710)	-	-
Strengthening Connections	-	92,835	(72,975)	-	19,860
NHS Volunteering	-	25,000	(25,000)	-	-
Vitals for Veterans	-	32,000	(8,342)	-	23,658
	256,528	1,344,387	(868,265)	-	732,650
<b>Total of funds</b>	<b>2,038,299</b>	<b>4,008,983</b>	<b>(3,537,883)</b>	<b>75,595</b>	<b>2,584,994</b>

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**19. Statement of funds (continued)**

**General Funds**

General Funds are those funds not designated towards any project in particular and can be used towards any of the charitable objectives.

**Bradbury grant**

The Bradbury Foundation provided the Charity with a one off capital grant for the sole purpose of the Redevelopment of Park Street. The balance of the fund represents the amortised amount of the grant received. Each year part of the reserve is written back against the depreciation charge.

**Improvements at Park Street**

These funds represent the amortised amount of grants received to enable the Charity to improve Premises at Park Street. Each year part of the reserve is written back against the depreciation charge.

**Advocacy**

To ensure older people particularly those living in residential/nursing home settings, are able to have their voice heard and their views represented.

**Building Better Opportunities**

This service is part of the Building Better Opportunities programme funded by the Big Lottery and the European Social Fund (ESF). The focus is on supporting people over the age of 50 back to work through an in-house training programme.

**Community Connectors**

This service supports people who are taken to or attend A&E for reasons that are not medical. Support is provided via signposting, information and guidance in to other services available in their communities that may be more appropriate and beneficial to them and their well-being, promoting better self-care.

**E.on Handyperson/Warm Homes**

'One-off' grants to provide energy and benefits checks and to run the Winter Warmth campaign E.on Benefits Scheme for people 50+ to promote income maximisation and provide access to warm home discount rebates.

**Connect2Support Lincolnshire (CTSL)**

The CTSL contract is run in partnership with LCC, it is a library of information aimed to signpost individuals. To increase the awareness across the county, groups and organisations are encouraged to sign up to the CTSL and for a focus on mental health services to be included.

**Winter Pressures**

The scheme provides support to individuals who have been discharged from hospital to support their discharge and maintain or regain their independence.

**Patient Support Service**

Patient Support Service Coordinators provide support to patients on wards within Community Hospitals enabling clinical staff to concentrate on their roles. Coordinators provide many functions which include, one to one non-clinical support, information and advice, discharge support and alleviate loneliness and isolation while visiting has been restricted or if the patient has no relatives or friends who can visit.

**Crisis Response Team**

Funds to provide Lincolnshire County Council with access to a team of trained carers in order to ensure that no adult across Lincolnshire would go without the care they needed should the care providers in the county encounter severe staff absences due to the pandemic.

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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

**Vaccination Programme**

Funds received in respect of Vaccination Programme delivered in partnership with organisations from across the Voluntary and Community sector and NHS Lincoln.

**Vaccination Coordination**

Funds received in respect of Vaccination Programme delivered in partnership with organisations from across the Voluntary and Community sector and NHS Lincoln. Funds specifically for the coordination of personnel at sites across Lincoln & South Lincolnshire.

**Boston Big Local**

The charity acts as a locally trusted organisation for the Boston Big Local and held a restricted balance of £42,155 on behalf of Boston Big Local at 31 March 2021. The charity acts as custodian trustee and does not have entitlement to the funds and accordingly they have not been included as income in the charity financial statements.

Income has been recognised in these financial statements alongside the expenditure incurred by Boston Big Local on the basis that the conditions of income have therefore been met. Income and expenditure of £5,710 have each been recognised in the financial statements. Age UK Lincoln & South Lincolnshire receive an amount equivalent to 5% of Boston Big Locals grant expenditure. This amount has been included in unrestricted donations for the year as this is for general use within the charity.

**Strengthening Connections**

Funded by the National Lottery Community Fund the strengthening connections programme enables the charity to keep people connected during Lockdowns and beyond. Supporting people to access digital solutions for social activities, financial support and medical appointments.

**NHS Volunteering**

Provision of Volunteer Coordinator to recruit, train and support reconnectors to add value to existing volunteering programmes.

**Vitals for Veterans**

Funds received from the Armed Forces Covenant to deliver wellbeing packages to veterans and their families across Lincoln and South Lincolnshire throughout the duration of the pandemic.

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**19. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2019</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2020</i>
	£	£	£	£	£	£
<b>Unrestricted funds</b>						
General Funds - all funds	2,144,388	2,734,715	(3,071,062)	(1,997)	(24,273)	1,781,771
<b>Restricted funds</b>						
Bradbury grant	190,000	-	(2,000)	-	-	188,000
Improvement at Park Street	37,528	-	(1,080)	-	-	36,448
Hospital Transport Service	25,323	12,200	(37,523)	-	-	-
Advocacy	-	35,640	(35,640)	-	-	-
Building Better Opportunities (Building Connections)	-	37,503	(37,503)	-	-	-
Community Connectors	-	100,000	(100,000)	-	-	-
Eon Benefits (I&A)	-	24,986	(24,986)	-	-	-
Eon Warm Homes	-	10,800	(10,800)	-	-	-
CTSL	-	55,905	(23,825)	-	-	32,080
LHP Response	-	71,377	(71,377)	-	-	-
Winter Pressures	-	90,941	(90,941)	-	-	-
Lift Funding	-	39,896	(41,893)	1,997	-	-
Boston Big Local admin fee	-	6,827	(6,827)	-	-	-
	252,851	486,075	(484,395)	1,997	-	256,528
<b>Total of funds</b>	<b>2,397,239</b>	<b>486,075</b>	<b>(3,555,457)</b>	<b>-</b>	<b>(24,273)</b>	<b>2,038,299</b>

**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

**20. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
General funds	1,781,771	2,664,596	(2,669,618)	75,595	1,852,344
Restricted funds	256,528	1,344,387	(868,265)	-	732,650
	<u>2,038,299</u>	<u>4,008,983</u>	<u>(3,537,883)</u>	<u>75,595</u>	<u>2,584,994</u>

**Summary of funds - prior year**

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
General funds	2,144,388	2,734,715	(3,071,062)	(1,997)	(24,273)	1,781,771
Restricted funds	252,851	486,075	(484,395)	1,997	-	256,528
	<u>2,397,239</u>	<u>3,220,790</u>	<u>(3,555,457)</u>	<u>-</u>	<u>(24,273)</u>	<u>2,038,299</u>

**21. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	856,980	-	856,980
Fixed asset investments	334,735	-	334,735
Current assets	1,312,783	732,650	2,045,433
Creditors due within one year	(652,154)	-	(652,154)
<b>Total</b>	<u>1,852,344</u>	<u>732,650</u>	<u>2,584,994</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**21. Analysis of net assets between funds (continued)**

**Analysis of net assets between funds - prior year**

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Tangible fixed assets	645,258	224,448	869,706
Fixed asset investments	259,140	-	259,140
Current assets	1,141,568	32,080	1,173,648
Creditors due within one year	(264,195)	-	(264,195)
<b>Total</b>	<b>1,781,771</b>	<b>256,528</b>	<b>2,038,299</b>

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

	<b>Group 2021 £</b>	<b>Group 2020 £</b>
Net income/expenditure for the year (as per Statement of Financial Activities)	<b>546,695</b>	<b>(358,940)</b>
<b>Adjustments for:</b>		
Depreciation charges	<b>22,199</b>	<b>21,321</b>
(Gains)/Losses on investments	<b>(75,595)</b>	<b>24,273</b>
Dividends, interests and rents from investments	<b>(2,442)</b>	<b>(4,040)</b>
(Increase)/Decrease in stocks	<b>(7,842)</b>	<b>10,631</b>
(Increase)/Decrease in debtors	<b>(347,149)</b>	<b>79,574</b>
Increase/(Decrease) in creditors	<b>423,605</b>	<b>(64,403)</b>
<b>Net cash provided by/(used in) operating activities</b>	<b>559,471</b>	<b>(291,584)</b>

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**AGE UK LINCOLN AND SOUTH LINCOLNSHIRE**  
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**NOTES TO THE FINANCIAL STATEMENTS  
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**23. Analysis of cash and cash equivalents**

	<b>Group 2021 £</b>	<i>Group 2020 £</i>
Cash in hand	<b>1,339,956</b>	<i>787,516</i>
<b>Total cash and cash equivalents</b>	<b>1,339,956</b>	<i>787,516</i>

**24. Analysis of changes in net debt**

	<b>At 1 April 2020 £</b>	<b>Cash flows £</b>	<b>At 31 March 2021 £</b>
Cash at bank and in hand	<b>787,516</b>	<b>552,440</b>	<b>1,339,956</b>
	<b>787,516</b>	<b>552,440</b>	<b>1,339,956</b>

**25. Pension commitments**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £58,300 (2020 - £57,529). Contributions totalling £12,531 (2020 - £10,903) were payable to the fund at the balance sheet date and are included in creditors.

**26. Related party transactions**

H Kok, who was a trustee of Age UK Lincoln & South Lincolnshire until 25 August 2020 is also a director of Lindum Group Ltd. Transactions with Lindum Group during the year amounted to £299 (2020: £2,033) and were all on a normal commercial basis.