

**Charity Registration No. 1083242**  
**Company Registration No. 04075099 (England and Wales)**

**AGE CONCERN MANCHESTER  
AND ITS SUBSIDIARIES**

**ANNUAL REPORT AND  
CONSOLIDATED FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 30 MARCH 2025**

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## LEGAL AND ADMINISTRATION

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### Trustees

B. Green BA LLB - Chair  
Dr. S. Lennon BM MSc FRCPsych - Deputy Chair  
R. Zoltie BSc CA - Honorary Treasurer  
C. Fall FRICS  
R. Clarke BA (Hons) Business Law  
K. Cruickshank  
T. Osborn LLB Hons

### Secretary

S. A. Dervan

### Principal and Registered office

First Floor, 20 St. Ann's Square  
Manchester  
M2 7HG

### Charity number

1083242

### Company number

04075099

### Auditors

JS. Audit Limited  
James House  
Stonecross Business Park  
Yew Tree Way  
Warrington  
Cheshire  
WA3 3JD

### Bankers

The Co-Operative Bank  
1 Balloon Street  
Manchester  
M60 4EP

CAF Bank  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

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# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## **TRUSTEES' REPORT FOR THE YEAR ENDED 30 MARCH 2025**

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The Trustees have pleasure in presenting their annual report, which also contains the requirements of a directors' report under the Companies Act 2006, and the audited financial statements for the year ended 30 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 and comply with the Charity's governing document, the 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 ("FRS102") (effective 1 January 2019). Legal and administrative details are provided on a separate information page at the front of these financial statements.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Object of the charity**

Age Concern Manchester was formed in 1976 to "promote the relief of elderly people in any manner that now or hereafter may be deemed by law to be charitable in and around the City of Manchester".

#### **Legal status and governing document**

Age Concern Manchester is a charitable company limited by guarantee, charity registration number 1083242. The Charity is governed by the articles and memorandum of association for the incorporated company as last amended on 3 November 2008. The directors of the charitable company are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees. The governing documents instruct the trustees to act in a way to promote the objects of the Charity. The Trustees have no beneficial interest in the charitable company.

#### **Subsidiaries**

Until October 2000 the activities of Age Concern Manchester were undertaken by an unincorporated charity, registration number 504929. That charity is now a subsidiary charity of Age Concern Manchester and has not traded during the year.

On 28 May 2012, the Pre-Retirement Association of Greater Manchester (PRAGMA) became a subsidiary charity of Age Concern Manchester and was renamed as the Planned Retirement Association of Greater Manchester.

The Charity has one active wholly owned trading subsidiary, Age Concern Manchester (Care) Limited. The group statement of financial activities includes the total income receivable and total expenditure payable by this subsidiary. The Charity also has four wholly owned non-trading subsidiaries; Silver Service Manchester Limited, Age UK Manchester Trading Co. Limited, Age Concern Manchester Trading Co. Ltd and Age UK Manchester. On 11 March 2014, Age Concern Manchester signed a Brand Partner Agreement with Age UK and from 14 July 2014 adopted the working name of Age UK Manchester. The legal status of Age Concern Manchester, the Charity, remains unchanged.

#### **Trustees**

The Trustees, who are also directors for the purpose of company law, who served during the year were:

B. Green BA LLB - Chair  
Dr. S. Lennon BM MSc FRCPsych - Deputy Chair  
R. Zoltie BSc CA - Honorary Treasurer  
C. Fall FRICS  
R. Clarke BA (Hons) Business Law  
K. Cruickshank  
T. Osborn LLB Hons

## **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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### **Appointment, induction and training of the Trustees**

Recruitment to the Board of Trustees is normally by invitation to individuals with the relevant skills and experience to strengthen the governance of the organisation. It is usual for potential new trustees to attend one or more meetings at first as observers, and then to be co-opted prior to subsequent election at the Annual General Meeting.

The induction process includes the provision of relevant background written material as well as visits to the organisation's service locations. Training needs are addressed at a preliminary meeting with the Chief Executive, with appropriate arrangements subsequently being made for personalised training to take place.

### **Organisational structure**

The Annual General Meeting of the Charity elects the Trustees and Honorary Officers, appoints Auditors, and considers and adopts the Annual Report and Consolidated Financial Statements for the preceding year's activities. The Board receives regular reports on risk management, on property management, health and safety and on equal opportunities performance.

### **Financial control**

In accordance with company and charity law applicable to charities in England and Wales, the Trustees have financial statements prepared for each financial year based upon proper accounting records which disclose a true and fair view of the state of affairs of the charity on an on-going basis. In preparing those financial statements, the Trustees have approved suitable accounting policies and require them to be applied consistently, making judgements and estimates that are reasonable and prudent. The Trustees, being also responsible for safeguarding the assets of the Charity, have taken reasonable steps for the prevention and detection of fraud and other irregularities.

Once a year, the auditor attends the Board's meeting to present the draft annual accounts and to discuss the draft annual reports. Budgets are approved at the beginning of the financial year and monitored throughout the year.

### **Reporting requirements**

At the regular meetings of the Board of Trustees cost centre management accounts are considered, showing income and expenditure against budget, along with statements on cash, and reports on trends in service activity and income generation. Staffing and other management issues are regularly reported to the Board, as well as ideas for developing services and for improving income generation. Reports are presented on policy matters of concern to older people locally, regionally and nationally.

Reporting is by the Chief Executive and other members of the management team who attend meetings and contribute according to the matters on the agenda. So far as possible, the Board's focus is on strategic issues, developing the capacity of the team, the suitability of the buildings in use, the quality of systems and the strength of financial reserves that are for future growth. In this context, from time to time the Trustees and senior managers meet for longer periods for business planning purposes.

### **Risk management**

The Trustees acknowledge their continuing responsibility for identifying the major risks faced by the Charity, keeping those risks under review and taking appropriate steps to manage those risks. The Trustees confirm that they are satisfied that the risk management arrangements in force within the Charity are appropriate and effective and conform to the guidelines issued by the Charity Commission. The annual risk management report (that analyses the major risks faced by the Charity and highlights where mitigating actions are required) has been considered and approved by the Board and is being kept under active review.

## **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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### **Delegation**

Subject to their compliance with the above reporting regime, the day to day management of the organisation is delegated to the Chief Executive and Senior Team.

### **Volunteers**

Many of our activities depend heavily on the contribution of around 100 unpaid volunteers, to whom Age Concern Manchester remains greatly indebted. At the very minimum, their giving is worth around £500,000 a year to the organisation. During the year under review, we continue to strengthen our volunteer team. Many new volunteers have joined us, inspired by new and innovative streams of work that offer people a diverse range of opportunities and allow people to really make a difference in their local communities. Each new volunteer brings with them skills and strengths that add value and variety to our work and enrich the nature of the support we can offer to older people in Manchester.

### **AIMS AND OBJECTIVES**

In pursuit of the "relief of elderly people" "in and around the City of Manchester", the organisation aims not only to provide direct assistance through its own service structure, but also seeks to influence the nature, style, client group and location of services provided by others, particularly the statutory agencies with responsibilities for meeting the needs of Manchester's older people. In this context, the Trustees committed the Charity to focus on those organisational objectives that would help to ensure that older people in and around Manchester were able to access the range of information, support and care that they needed as individuals, and in the settings where and when such services were needed. In particular, during 2024/25:

Due to the exceptional circumstances faced by some older people through the pressure brought about by the cost of living crisis:

- To support older people and their carers living in Manchester by offering practical help, emotional support and life enhancing, accessible opportunities that will help to facilitate wellbeing and happiness within local communities. Providing a flexible portfolio of services that can adapt quickly to respond to constantly changing needs and priorities. To offer support in a practical and reassuring manner. To ensure that support is given that allows people to maximise any benefits available to them, leaving them better equipped to cope with the current increase in the cost of living.

And also:

- To promote the charity's offer of a supportive "relationship for life" to those older people who turn to it for assistance.
- To promote ageing well, healthy lifestyles and companionship through events, clubs and activities, using to the full the community facilities currently available to the charity in Openshaw, Brunswick Village, Crossacres and Harpurhey District Centre. Our Ageing Well programme also seeks to enhance the lives of people living in Extra Care Schemes right across the city of Manchester by offering them opportunities to meet their neighbours, socialise and learn new skills.
- To deliver CQC registered home care and residential care, including high quality end-of-life care in either setting.
- To encourage and support the contribution of volunteers to the quality of life of older people, both those who are caring for a specific loved one and otherwise.
- By the fullest possible use of the services listed above and any other practical means available, to assist the efforts of the statutory agencies in seeking to minimise unnecessary days and nights in hospital.

## **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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- Despite the prevailing circumstances, to work towards strengthening the resilience of the organisation, particularly with respect to the organisation's financial reserves, quality control systems, the range and quality of property assets, the senior staff team, and succession planning.
- To recruit to, and thereby further strengthen, the Board of Trustees.

### **ACTIVITIES**

#### **1. Advice and Counselling**

##### **Advice:**

The Information and Advice Service continued to be a central commitment of Age UK Manchester, accepting referrals from Adult Social Care, Community Mental Health Teams, NHS and Housing Associations. The majority of referrals, however, continued to be from individuals, families or their carers. The challenges facing individuals who are trying to live on a limited budget have multiplied over the last few years and the workload of the team has increased to match the rise in demand for support. During the year under review, the pressure for individuals on low incomes has become even greater with huge increases in food and energy bills and changes in government policy in terms of Winter Fuel Payments etc. The team remain committed to providing a high-quality service to older people and their carers in the City of Manchester, providing information and signposting services as well as casework for those experiencing difficulty with problems relating to Welfare Benefits, Social Care and Housing and non-consumer credit debt.

For the financial year under review the service has once again helped to secure additional benefits for older people and their carers, to the value of well over 1 million pounds, (having achieved over £353k of additional annual benefit take up for older people in one quarter of the year alone – July to October 2024). The work of the advice team leaves people better placed to cope with the current cost of living crisis and allows them the opportunity to enjoy greater physical and mental wellbeing in later life. A huge advantage of the service is the variety of locations in which advice may be provided, including home visits to deliver one to one advice, help with form filling etc. We are flexible and accessible in our approach and many people return time and again to obtain support from our advice services on a wide range of issues over a number of years.

So great has been the demand for Advice Services during the period under review, that the Advice team were having to put people on a waiting list for help. We have once again been grateful to Age UK, to Dunelm for the Home Sweet Home project funding and to Age Friendly Manchester for funding provided to increase staffing capacity so that waiting times could be kept to an absolute minimum. The additional funding also allowed us to extend the contract for a bilingual advice worker who has been an enormous help in giving one to one advice to people whose first language is Punjabi.

Household Support Fund grants have been made available during the year under review. These grants, that come via Manchester City Council, have been allocated by our advice team to those in greatest need to help with the cost of living crisis.

Grant funding was again received from the Eon Warm Homes Age UK Partnership to provide Benefit Entitlement Checks and increase awareness of access to benefits to avoid fuel poverty and how to stay warm.

In January 2022, additional funding was awarded from Age UK National to run a Scams Awareness Project for those over 50 and this project has proved to be a great success. Towards the end of the year under review we were informed that this funding will extend to 2027 allowing us to continue to work closely with Greater Manchester Police and Trading Standards. This work can never really be considered complete as new and more sophisticated scams are being developed all of the time but the project seeks to raise awareness of current scams and to give people the information and confidence they need to protect themselves from scams and fraud.

## **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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### **Counselling:**

The Counselling Service continued to help substantial numbers of older people into recovery with the help of either a qualified or an in-training volunteer Counsellor delivering one-to-one Counselling sessions, using either person centred or integrated approaches.

The Age UK Manchester Counselling Service (funded by the NHS as part of a mental health contract that also covers day care provision at our day centres in Openshaw and Brunswick Village) has retained its distinctive focus, using the GAD 7 (screening questionnaire for anxiety) and PHQ 9 (screening questionnaire for depression) alongside CORE 10 (Psychological Outcomes Measure). Clients who would be suitable for IAPT compliant therapies were referred into the relevant services provided by other agencies.

Age UK Manchester Counselling Service is an organisational member of BACP (British Association for Counselling and Psychotherapy).

Referrals to the service have continued to increase with those referred being supported to explore and understand problems such as stress, anxiety, depression, bereavement, trauma, loneliness and ill health. Waiting times for Counselling delivered by the NHS are now so long that those referring individuals for Counselling support are choosing to direct clients aged 60+ to our service. Some of those referred during the period under review were still suffering from the effects of the pandemic and needing support with bereavement and loneliness issues. As a continued response to this dramatic climb in the number of referrals, the team continue to work closely with institutions looking for placement opportunities for student counsellors and this helps to increase the capacity of the service and allowed the team to keep up with the numbers of people requiring support.

The service is flexible and responsive to the needs of its clients and in line with individual preference only a very small percentage of counselling is delivered by telephone (and only where the client has expressed this to be their preferred method of contact). All other sessions are delivered face to face in our Day Centres, in our shops and office accommodation and in client's own homes. Our service is fairly unique in delivering counselling to clients in their own homes and this is of great value to those who are unable to travel or those who have caring responsibilities.

The service has been reviewed this year, and client feedback was very positive indicating that people received significant benefit from the service in terms of their health, wellbeing and happiness.

Towards the end of the year under review a small pot of funding was allocated to us from Age UK as a result of their participation in the Omaze raffle. This funding will allow us to establish a befriending service. As well as accepting general referrals to the service, befriending will also help to keep some people well once their session of therapeutic counselling has ended and prevent unnecessary referrals back into the Counselling Service in situations where companionship, not talking therapies, is required.

### **2. Contract Care**

In the year under review we continued to be a Foundation Living Wage employer across all of our services and activities.

Home Care and Residential Care services are registered with the Care Quality Commission and are subject to CQC regulation and inspection. Day Care (monitored and inspected by NHS and Manchester City Council staff) is managed as if it were subject to the CQC regime.

### **Residential Care at Holmfield**

The Holmfield team are proud to deliver really person-centred care. Everyone who lives at Holmfield is encouraged to get out and about regularly with a member of staff who knows them well, and to keep up with their hobbies and interests whether this means attending the Halle Orchestra, visiting a local library, a trip to the cinema or going to a football match.



### **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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During the year under review the staff team at Holmfield have once again shown a huge commitment to team work. Keeping the safety and wellbeing of the older people who live at Holmfield as their key priority and going the extra mile to make sure that the lives of the people they support are happy and fulfilled. Staff retain the Platinum status on the Gold Standard End of Life Care Framework and are noted for the quality of care they provide to people whose lives are affected by Dementia.

The team at Holmfield have moved over to digital record keeping and the staff report that the new system is a great asset. The new system saves time and produces efficient and accurate record keeping. The expectation is that eventually digital systems in residential care will allow better and more efficient communication directly with GPs and other community health services for the benefit of our residents.

Offering Residential Care in the current financial climate is not easy and this is evident by the number of care homes being lost to the sector. Rising interest rates, wage costs to keep up with the Living Wage, increases in the price of insurance, and every single commodity we use to create a comfortable environment for the people who live with us at Holmfield bring some challenges. The staff are to be commended for being creative with resources, for finding cheaper more local suppliers and for giving some of their own time and efforts in making sure that the comfort and happiness of the residents at Holmfield is never compromised.

Holmfield continues to be a place where people are happy to live and work. Throughout the year under review, bed occupancy at Holmfield has once again remained consistently high. This is testament to the efforts and enthusiasm of the staff who continue to make Holmfield such a happy and welcoming place to be.

The "Shining Moments" leaflet which contains reflections from our care teams on what they enjoy most about providing care continues to be made widely available during the year under review. The leaflet gives a reassurance that staff are well motivated and 100% committed to enhancing the quality of life for everyone in their care. The leaflet is included in the introduction pack for anyone who is considering moving to Holmfield as well as being more widely available across our other services.

#### **Day Care Services**

In the year under review our Day Care Services have continued to thrive.

Demand for these services is greater than ever. Day Care Services have a vital role to play in supporting older people to make new connections and friendships. The value of Day Care in terms of providing respite to Carers cannot be over emphasised. For some people, regular attendance at Day Care means that they are able to continue to live independently in their own home for much longer than would otherwise have been possible. As the cost of living crisis has worsened, the real value of a warm safe, environment, a hot meal and friendly company has been easy to recognise.

During the year under review we have continued to encounter some people, particularly through our Home from Hospital service, who are living with extreme loneliness and isolation. For some of these people, accessing Day Care has been life changing and provides the key to their future happiness and wellbeing.

At each centre, a varied programme of activities takes place each week, friendships are forged, worries and concerns can be allayed, a nutritious meal is provided, trips out are arranged and enjoyed, family carers are supported through the respite Day Care offers them from their caring responsibilities. A watchful eye is kept on physical and mental wellbeing and because of this we are often able to prevent a crisis or a hospital admission.

These services are becoming increasingly expensive to provide as the cost of every resource we use to provide Day Care (food, transport, staffing costs, heat, light and power) has increased. At the end of the year under review there was an obvious shortfall in the funding for these services, and this is being addressed urgently with commissioners.

## **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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### **Home Care Services**

We continue to be "Approved Spot Purchase Providers" for Home Care citywide. We provide home care commissioned by Manchester City Council and the NHS and we also provide home support to private individuals who fund their own care.

In May 2023 we were put on notice that the Home Care work available via Manchester City Council would be up for retender. The tender exercise was launched on 21 December 2023 with a deadline for return by 23 February 2024. After a considerable amount of management time had been spent working on the Tender documents, we were notified on 31 January 2024 that the tender process had been discontinued to allow the Council to "review the specification and service requirements with the intention to re- tender the service in due course".

The retender exercise was relaunched in September 2024, but unfortunately the outcome was still undecided at the end of the year under review, making it difficult for us to do any real strategic planning in relation to Home Care provision.

The growth and development of the Home Care services in certain parts of the city is currently limited only by recruitment difficulties for care positions. For us the difficulty is most pronounced in South and Central Manchester and service provision in those geographical areas has to be limited to what we can safely deliver with the staff available.

We are keen to find solutions that will encourage people to try social care as a career option. During the year under review, we have been talking to Manchester City Council Work and Skills Team and we have been proactive in seeking out funding that we hope will eventually allow us to offer "apprenticeships" with supported placements in our Day Care Centres. We feel this introduction to a career in care would not only be suitable for younger people but also for older adults wanting to get back into the workplace, who maybe can bring skills and life experience to the role but, lack the confidence to apply for a job in care without some initial support.

Towards the end of the year under review it was decided that we would close the Central Manchester Home Care office as we had not bid for any Central Manchester work in the tender process, and it was felt that the potential to grow the service in that area was very limited.

We continue to make a really significant contribution to the delivery of home care in North Manchester, and the services together continue to regularly deliver in excess of 2000 Hours per week of support to people in their own homes. In North Manchester (where recruitment seems to be easier) this work regularly includes the provision of Home Support to people with complex needs and includes support to people receiving End of Life care.

During the year under review the problem with slow payments and historic debt owed by Manchester City Council have been addressed. If we are successful when outcome of the tender is known, we hope that a new payment portal and weekly, rather than monthly payments from the council for Home Care will improve cash flow.

**TRUSTEES' REPORT - continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

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**3. Other Services**

**Ageing Well**

During the year under review our Ageing Well Programme has seen lots of growth and development.

In 22/23 a successful bid to the National Lottery Reaching Communities fund allowed us to develop a number of new Ageing Well groups in Extra Care Housing Schemes. City-wide rapid roll out of the new clubs began in January 2023 and seven new groups were quickly established and thriving. During 2023/24 the number and variety of the clubs and groups available city-wide has continued to increase. The work in Extra Care Schemes includes groups at Westfields, Village 135, Hibiscus Court, Elmswood Park, Gorton Mill House, Dahlia House, The Byron's, Brunswick Village and Whitebeck Court. Two additional groups have been added specifically for people who are living with Parkinsons. We are very grateful to Parkinsons UK who provided the funding for equipment for these specialist groups. The Carpet Bowls Group at Elmswood Park (Whalley Range) has proved particularly popular and has attracted people with Parkinsons (and their carers) from as far away as Oldham.

Our Ageing Well work takes us to the heart of some local communities where we previously had no physical presence (apart from delivering Home Care Services). Because the groups are open to residents of the Extra Care Schemes and to people living locally, we are making a real impact in terms of tackling the huge problem of social isolation. We are also able to raise awareness of our range of services and support in terms of things like Benefits Checks, Counselling, information on Scams etc. with people who we have not previously had any contact with.

The focus of all the Ageing Well work is to encourage older people at every opportunity to be ambitious, focussing on what can still be achieved rather than what is no longer possible. Wherever possible the idea is promoted of older people as the experts, able in a very positive way to demonstrate talent, skill and capability.

The 'Out in the City' group continues to be recognised nationally as an example of an innovative and valuable service for older people from the lesbian, gay, transgender and bisexual communities in and around Manchester. Membership continues to grow rapidly as has local and national recognition of the group's contribution to the wider LGBT community. During the year under review the group held regular weekly meetings and enjoyed around 80 trips out, both locally and further afield. The group is volunteer led and is very proactive in seeking out funding and organising opportunities for the group members to enjoy.

The programme of Ageing Well activities continues to surprise and delight both the people who attend the groups and people who visit our services. We have everything from Craft Groups to Carpet Bowling, Seated Exercise classes to Upcycling Furniture. There really is something for everyone – with friendship as a very important added extra.

Opening new groups in new communities gives us the opportunity to celebrate diversity and to welcome people from a wide range of backgrounds (both as group members and as volunteers), each potentially bringing new skills and value to the groups. Making the most of partnerships with, for example, Manchester Museum, Manchester Aquatics Centre and the School of Robotics at Manchester University allow a really varied and interesting programme of activities that bring enrichment to the lives of the older people who take part in the groups and challenge the traditional image of hobbies and interests enjoyed by people in later life.

The groups also provide great opportunities for intergenerational work. The Ageing Well group at Brunswick Village regularly engage with pupils from local schools and during the year under review they have worked with Manchester University and pupils from Coop Academy Medlock on a banner celebrating the life of Social Activist Ellen Wilkinson.

**TRUSTEES' REPORT - continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

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**Befriending**

The small telephone befriending service for older people with Mental Health needs has continued during the year under review. The clients who benefit from this service have all continued to show a general improvement in their mental wellbeing due to the increased support.

As mentioned under Counselling, we have received a small pot of funding from Age UK to undertake further befriending work for 25/26.

**Home from Hospital Service**

Following a short notice request from commissioners, Age UK Manchester started to provide Home from Hospital Support on 6 December 2021 as part of the additional services commissioned to address the anticipated Winter Pressures on hospital beds.

Since the service started, extensions to funding have been given on a 6 monthly basis.

The service has been staffed as a distinct team with a base at Brunswick Village Extra Care Scheme. The office-based service operates between 10am and 6pm 7 days per week including Bank Holidays.

This service has continued during the year under review with a focus on older people being discharged from Wythenshawe Hospital and Manchester Royal Infirmary and the numbers of referrals have increased as the service we provide has become more established.

Referrals to the service are made either by email or by telephone with all clients receiving a home visit as soon as possible after discharge to make sure they are settled at home and to address any areas of unmet need.

A high percentage of referrals are received at weekends or in the late afternoon (with an actual arrival time at home for the patient being well after 6:00pm). In order to cover late evening discharges, we have added some input from our home care teams (North, South and Central) to make sure that patients having a late discharge did not have to wait until the following day to have any urgent needs met. In such cases, an experienced Home Care Worker (trusted assessor) makes a visit and ensures that any immediate needs for food, heating, etc. are met. They look out for any obvious and immediate problems that might affect the sustainability of that individual remaining safely at home.

The Home Care Management teams are coordinating any late evening visits and providing back up if required to the Home Care Staff. Patients seen in the late evening are then referred back to the Home from Hospital team the following day for further, fuller assessment and they will then address any ongoing practical or emotional support needs.

During the year under review our service has continued to offer a range of specialisms that seem to be really benefitting people who are trying to get safely home after a stay in hospital and freeing up hospital beds by shortening the amount of time people end up staying in hospital after being pronounced medically fit. Our retail team have been heavily involved in this work, supplying essential items to those individuals who are being discharged to temporary accommodation and helping to move furniture to make way for hospital equipment needed at home. We are finding that very simple interventions, made in a timely way are really making a world of difference.

During 2024/25 the team have been involved in MADE (Multi Agency Discharge Events) looking at ways the multidisciplinary teams can work together to facilitate more rapid discharges.

Our Home from Hospital service is well regarded by commissioners. Monthly reporting to Commissioners includes case studies that demonstrate the complexity of the problems the team are faced with and the way they tackle those problems with kindness, empathy and efficiency.

### **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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We take pride in the fact that our service does not have a very clearly defined remit. We take a very flexible and person-centred approach to each and every client referred, and try to find solutions that will bring about a fast, safe and sustainable return home.

The numbers of monthly referrals to the service have almost doubled during the year under review.

The service is up for retender from the Local Care Organisation in 25/26 and will cover all three Manchester Hospitals.

#### **PRAGMA**

The Planned Retirement Association of Greater Manchester (PRAGMA) continued to seek out opportunities to develop and deliver its courses that help to prepare people for a happy, active and fulfilling retirement. A successful course was delivered in March 2025 from St Ann's Square for people from across Greater Manchester.

We continue to seek out new opportunities to further develop the service with plans to hold further courses in 2025/26.

#### **4. Shops**

The charity has benefitted from donations and money raised through our shops during the year under review.

The new till systems we had invested in have allowed us to maximise the income we receive from Gift Aid.

During the year under review the upcycling work we have been doing led to a further successful bid to the Foundational Economy Fund who awarded £56,000 for us to explore further ideas around upcycling, recycling and sustainability.

A number of upcycling workshops have been held at various locations (including Ward Street Workshop) during the year under review and all have been very well received. The upcycling work has also brought about some opportunities for partnership working particularly with Manchester Fashion Institute at Manchester Metropolitan University who have been looking at opportunities for funding with us to run a joint project. We have had excellent support in getting our upcycling work off the ground from the Greater Manchester Business Growth Hub.

At the Greater Manchester Chamber of Commerce Excellence Awards in October 2024 Age UK Manchester were awarded "Sustainable Solution of the Year".

The Northenden and Didsbury Village shops are now well established with Didsbury shop proving to be a good place to make sales of upcycled clothes and furniture. The shops have a good social media presence particularly on Facebook and Instagram and here we are able to highlight new stock and attract new customers and donations. At Northenden a "Santa's Grotto" at Christmas was a highlight for people in the local community.

The "Ward Street Workshop" in Didsbury Village acts as a "Donation Station" for local people to drop off donated goods and as well as providing a home for the upcycling team, a number of pop up events and craft workshops have taken place there during the year under review.

During the year under review we were given the opportunity to be involved in "Remarket" at Piccadilly Gardens in Manchester. This pop-up event utilised a large vacant store and a number of small businesses etc had the opportunity to display and sell their items.

### **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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Our shops at Gorton, Withington, and Harpurhey are well established, bringing Age UK Manchester's presence to the heart of the community. All of our shops and staff act as the face of the charity on the high street, often being the first port of call for those who want to use our services. The Ageing well group at the Harpurhey shop, is popular, with varied weekly groups on offer for the community.

The increasing involvement of the retail team in the Home from Hospital project continues to give them some insight into the reason for their work. Seeing at first hand the problems that some older people are facing, and helping to resolve them, has led to a greater understanding and motivation for the shops to do well, and generate income that will help to support our services.

Our shops intend to continue to find new and creative ways of working over the next year, to further raise the profile and income levels of the charity.

#### **5. Capacity**

The capacity of the Board and the Senior Team was well tested and consolidated during the year under review and efforts were made to recruit new trustees to strengthen the Board.

#### **6. Recognition**

During the year under review we have, once again made a huge commitment to constantly adapting services in response to the issues older people in Manchester are facing. A major influence on our services this year has once again been around supporting people who were hardest hit by the sharp increase in the cost of living. We have seen the effects of this across all of our services and commissioners have recognised and appreciated our efforts to rise to the challenge of supporting people whose circumstances have been most affected by the rising costs of food and energy.

Rising costs have also had a massive impact in our ability to attain full cost recovery for commissioned services. Large increases in the Living Wage along with huge price rises affecting all the commodities we regularly use have seen costs rise well above the level of any uplifts we may have received. Despite the efforts of staff to make savings when ever possible, towards the end of the year under review it had become apparent that some services were running at a deficit, and realistic conversations had been commenced with commissioners to try and find ways to keep services sustainable.

#### **7. Supporters**

Organisations, funders and Businesses who gave us their support in the year under review:

- Eric Wright Charitable trust
- Ecclesiastical Insurance
- Age UK – Scams Prevention Funding, Omaze Funding (Befriending) Dunelm Funding (“Home Sweet Home” for Advice)
- JLL Property Management
- The Sisters of St Joseph of the Apparition
- Wythenshawe Community Housing Group
- GMCA Foundational Economy Innovation Fund
- National Lottery Reaching Communities Fund
- Parkinson's UK
- Manchester City Council Work and Skills team
- Our Manchester Cost of Living Fund
- Our Manchester Grants (supplied Home from Hospital Meals)
- Greater Manchester Combined Authority (Digital Record Keeping funding for Residential care and Business support for Upcycling work)
- Warm Homes
- Guinness Housing
- City Church Manchester

## AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

### **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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- Age Friendly Manchester
- Healthy Me Healthy Communities
- Skelton Trust
- Morrison's Foundation (Brunswick exercise equipment funding)
- B&Q Holmfirth (gardening day at Crossacres)
- Systems and Smiles (Digital Inclusion support)
- Biffa (upcycling funding)
- Sport England (yoga and meditation classes, Brunswick)
- Hobin's Community Fund (Ageing Well)
- Our Manchester Food Partnership (Ageing Well, Gorton Exercise and Nutrition classes)
- Groundwork One Stop Community Grant (key safes for Home from Hospital)
- Manchester Metropolitan University (fundraiser)
- Manchester Neighbourhood Investment Fund (yoga and meditation classes, Brunswick)
- Prateura Ventures (fundraising)
- John Lewis

We thank every individual, business and organisation who supported us. We are also very grateful for the generosity of individuals who help to support our work through donations and bequests. Each and every donation or offer of practical help makes a really significant difference for Manchester's older people and their carers.

#### **PUBLIC BENEFIT STATEMENT**

The Trustees are satisfied that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

#### **Financial Review**

The results for the year and the Charity's financial position at the end of the year, are shown in the attached financial statements.

Principal Funding Sources: Income for the year was £5,320,545, consistent with the previous year. Gifts and grants for the year amounted to £173,242 (2024: £260,793) a decrease of 33.6% on the prior year. £185,741 came from statutory contracts, down from £190,946 in 2023/2024. Of the remainder, £4,497,531 came from clients' fees and payments (mainly for home care, day care and residential care, and small amounts towards Ageing Well and Advice and Advocacy activities), an increase on the prior year. Most of the rest was trading income from the charity shops, which decreased to £456,342 for the year (2023/2024: £522,137).

Principal Expenditure Items: At £5,715,504, expenditure was up 5.0% on the previous year, of which £4,346,641 (76.1%) went on employee costs. Charitable expenditure and its associated support costs constituted 87.3% of total expenditure during the year. The cost of generating funds (12.7%) consisted almost entirely of charity shop costs.

#### **GRANT MAKING POLICY**

Grant making is not a material part of the Charity's activities.

#### **RESERVES POLICY**

Net assets at the end of the financial period amounted to £513,593 equivalent to 9.0% of annual revenue expenditure (16.7% in 2023/24). Readily accessible unrestricted reserves at the end of the financial period were at a level equivalent to five weeks unrestricted expenditure, which is below the three months level that the Board consider to be the minimum target for the organisation. The Board continues to review and prioritise the Charity's operations with a view to achieving a healthier financial position.

**TRUSTEES' REPORT - continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

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**PLANS FOR FUTURE PERIODS**

The performance of our staff teams during the year under review has been excellent, though the financial climate has been very testing. The flexibility and innovation shown by our teams has delivered real results in supporting and improving the lives of people who have faced enormous challenges in terms of their health and wellbeing, financial situation or access to opportunities.

We have again made some successes this year that provide good foundations for the future development of services and we have demonstrated how our range of services can work flexibly together to produce excellent results.

It is vital that we obtain full cost recovery for commissioned services going forward. This will allow us to continue to focus on organisational objectives that will help to ensure that older people and those who care for them in and around Manchester are able to access the range of information, support and care that they need and that we can offer life enhancing opportunities that will contribute to wellbeing, happiness, and healthy ageing.

It is our aim:

- To sustain and further develop the Charity's offer of a supportive 'relationship for life' to those who turn to it for assistance.
- To provide practical support and opportunities to older people and their carers that will sustain them, and help them to maintain their ambition, strength and confidence, particularly when times are challenging.
- To make full use of our Day Care facilities as a means of offering flexible support to older people and their carers at a time when there is a particularly high demand for services that offer this sort of opportunity for socialisation, care and support.
- To find a way to make our Ageing Well work future proof. To continue to promote ageing well, healthy lifestyles and companionship wherever practicable, using to the full the community facilities currently available to the Charity in Openshaw, Brunswick Village, Harpurhey Shop, Crossacres and in Extra Care Schemes city wide as well as to actively seek out opportunities to extend and strengthen the network and range of our work in local communities across Manchester.
- To work proactively with commissioners and funders to further develop links between our portfolio of services and encourage their use in a flexible and responsive way that promotes the independence and wellbeing of older people and their carers and that will ultimately bring about cost savings in Health and Social Care Budgets.
- In conjunction with Age UK's National services, to continue to provide easy access to information relating to the concerns of older people and their carers and, for those in need of it, access to trained advisors (particularly relating to maximising income through the take-up of benefits) and to counselling.
- To deliver CQC registered home care and residential care, including high quality end-of-life care in either setting, through the subsidiary company Age Concern Manchester (Care) Limited.
- To encourage and support the contribution of volunteers to the quality of life of older people and to continue to assist them in a safe and confident return to our services.
- By the fullest possible use of the services listed above and particularly through Home Care and Home from Hospital Services, to assist the efforts of the statutory agencies in seeking to minimise unnecessary days and nights in hospital by offering a flexible, responsive and person-centred approach, tailored to individual needs and circumstances.
- To further strengthen the resilience of the organisation, particularly with respect to the organisation's financial reserves, quality control systems, the range and quality of property assets, and the senior staff team.
- To support and further strengthen the contribution of the Board of Trustees.



# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## **TRUSTEES' REPORT - continued** **FOR THE YEAR ENDED 30 MARCH 2025**

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### **DISCLOSURE OF INFORMATION TO AUDITORS**

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Registered office:                      Signed by the order of the Trustees

First Floor  
20 St Ann's Square  
Manchester  
M2 7HG

  
B. Green  
Chairman

Approved by the Trustees on 28 January 2026

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

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The Trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and the Group and the incoming resources and application of resources, including the net income or expenditure, of the Group for the year. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE CONCERN MANCHESTER

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### Opinion

We have audited the financial statements of Age Concern Manchester for the year ended 30 March 2024 which comprise the consolidated statement of financial activities, the group balance sheet, the company balance sheet, the consolidated statement of cash flows and the notes to the financial statements, 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 the parent charitable company's affairs as at 30 March 2025 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

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 accounts section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts 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 statement 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.

### Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, 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.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE  
CONCERN MANCHESTER-Continued**

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**Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the Trustees' Report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

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

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

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

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

**Responsibilities of the Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charity for the purpose 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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

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

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

## AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE CONCERN MANCHESTER-Continued

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Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related to, but were not limited to, the Companies Act 2006, the Charities Act 2011, employment, pension and health and safety legislation and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities' Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to management bias in accounting estimates and judgements and the risk of fraud in revenue recognition.

Our procedures to respond to risks identified included the following:

- 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;
- enquiring of management about actual and potential litigation and claims, their policies and procedures to prevent and detect fraud as well as whether they have knowledge of any actual, suspected or alleged fraud;
- 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;
- obtaining an understanding of provisions and holding discussions with management to understand the basis of recognition or non-recognition of provisions; and
- in addressing the risk of fraud through management override of controls: testing the appropriateness of journal entries; assessing whether the accounting estimates, judgements and decisions made by management are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

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: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

## AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE CONCERN MANCHESTER-Continued

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#### Use of our report

This report is made solely to the charitable company'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 charitable company's members 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 the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

*JS. Audit Limited*

**Peter Atkinson F.C.A. (Senior Statutory Auditor)**  
**for and on behalf of JS. Audit Limited**

**Chartered Accountants**  
**Statutory Auditor**

28-Jan-2026

.....

James House  
Stonecross Business Park  
Yew Tree Way  
Warrington  
Cheshire  
WA3 3JD

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 MARCH 2025

		Unrestricted Funds	Restricted Funds	Total funds Year to 30 March 2025	Total funds Year to 30 March 2024
	Note	£	£	£	£
<b><u>Incoming Resources</u></b>					
<b>Incoming resources from generated funds:</b>					
Voluntary income	2	20,404	-	20,404	102,955
Activities for generating funds	3	430,252	33,533	463,785	570,074
Investment income	4	246	-	246	1,768
<b>Incoming resources from charitable activities:</b>	<b>5</b>				
Advice and advocacy		73,631	95,533	169,164	155,292
Ageing Well		53,579	137,506	191,085	172,328
Day care		863,152	-	863,152	785,186
Home care		2,453,863	-	2,453,863	2,419,675
Home from hospital		110,482	15,270	125,752	173,609
Residential care		1,032,954	-	1,032,954	927,883
PRAGMA		140	-	140	359
Shop grants		-	-	-	10,000
<b>Total incoming resources</b>		<b>5,038,703</b>	<b>281,842</b>	<b>5,320,545</b>	<b>5,319,129</b>
<b><u>Resources Expended</u></b>					
<b>Costs of generating funds: Costs of generating funds</b>	<b>7</b>	<b>695,101</b>	<b>31,666</b>	<b>726,767</b>	<b>636,768</b>
<b>Net incoming resources available for charitable application</b>		<b>4,343,602</b>	<b>250,176</b>	<b>4,593,778</b>	<b>4,682,361</b>
<b>Costs of charitable activities:</b>	<b>8</b>				
Advice and advocacy		142,820	95,533	238,353	242,253
Ageing Well		46,736	156,793	203,529	202,453
Day care		1,004,507	4,092	1,008,599	1,033,995
Home care		2,289,267	-	2,289,267	2,174,840
Home from hospital		97,259	9,830	107,089	98,891
Residential care		1,120,384	11,032	1,131,416	1,047,018
PRAGMA		10,484	-	10,484	8,578
<b>Total charitable expenditure</b>		<b>4,711,457</b>	<b>277,280</b>	<b>4,988,737</b>	<b>4,808,028</b>
<b>Total resources expended</b>		<b>5,406,558</b>	<b>308,946</b>	<b>5,715,504</b>	<b>5,444,796</b>
<b>Net (outgoing)/incoming resources/ Net movement in funds</b>		<b>(367,855)</b>	<b>(27,104)</b>	<b>(394,959)</b>	<b>(125,667)</b>
Fund balances at 30 March 2024		833,701	74,851	908,552	1,034,219
<b>Fund balances at 30 March 2025</b>	<b>22</b>	<b>465,846</b>	<b>47,747</b>	<b>513,593</b>	<b>908,552</b>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## GROUP BALANCE SHEET AS AT 30 MARCH 2025

	Note	30 March 2025 £	30 March 2024 £
Intangible fixed assets	14	4,815	4,815
Tangible fixed assets	15	1,005,656	1,071,579
		<u>1,010,471</u>	<u>1,076,394</u>
<b>Current assets</b>			
Stock		13,265	13,262
Debtors, prepayments and accrued income	17	371,234	646,868
Cash at bank and in hand		27,839	33,726
		<u>412,338</u>	<u>693,856</u>
<b>Creditors: amounts falling due within one year</b>	18	<u>(496,467)</u>	<u>(432,144)</u>
<b>Net current (liabilities)/assets</b>		<u>(84,129)</u>	<u>261,712</u>
<b>Total assets less current liabilities</b>		926,342	1,338,106
<b>Creditors: amounts falling due in greater than one year</b>	19	<u>(412,749)</u>	<u>(429,554)</u>
<b>Net assets</b>		<u>513,593</u>	<u>908,552</u>
<b>Funds employed</b>			
Unrestricted	22	465,846	833,701
Restricted	22	47,747	74,851
		<u>513,593</u>	<u>908,552</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved for issue on 28 January 2026

*RZ*

R. Zoltie  
Honorary Treasurer

Company Registration No.04075099

*B Green*

B.Green  
Chair



# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## COMPANY BALANCE SHEET AS AT 30 MARCH 2025

	Note	£	30 March 2025 £	£	30 March 2024 £
Intangible fixed assets	14		4,815		4,815
Tangible fixed assets	15		1,005,656		1,071,579
Fixed asset investments	16		5		5
<b>Current assets</b>			<u>1,010,476</u>		<u>1,076,399</u>
Stock		13,265		13,262	
Debtors, prepayments and accrued income	17	371,229		646,863	
Cash at bank and in hand		<u>27,839</u>		<u>33,726</u>	
		412,333		693,851	
<b>Creditors: amounts falling due within one year:</b>	18	<u>(496,467)</u>		<u>(432,144)</u>	
<b>Net current (liabilities)/assets</b>			<u>(84,134)</u>		<u>261,707</u>
<b>Total assets less current liabilities</b>			926,342		1,338,106
<b>Creditors: amounts falling due in greater than one year:</b>	19		<u>(412,749)</u>		<u>(429,554)</u>
<b>Net assets</b>			<u>513,593</u>		<u>908,552</u>
<b>Funds employed</b>					
Unrestricted	22		465,846		833,701
Restricted	22		47,747		74,851
			<u>513,593</u>		<u>908,552</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved for issue on 28 January 2026

*R. Zoltie*

R. Zoltie  
Honorary Treasurer  
Company Registration No. 04075099

*B. Green*

B. Green  
Chair

AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES  
**CONSOLIDATED STATEMENT OF CASH FLOWS**  
**AS AT 30 MARCH 2025**

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	Note	2025 £	£	2024 £	£
<b>Cash flows from operating activities</b>					
Cash (absorbed)/generated from operations	27		(38,672)		(13,373)
<b>Investing activities</b>					
Purchase of tangible fixed assets		-	(104,315)		
Proceeds on disposal of fixed assets		<u>-</u>	<u>-</u>		
<b>Net cash used in investing activities</b>			-		(104,315)
<b>Financing activities</b>					
Repayment of bank loans		<u>(16,152)</u>	<u>(51,038)</u>		
<b>Net cash used in financing activities</b>			<u>(16,152)</u>		<u>(51,038)</u>
<b>Net (decrease)/increase in cash and cash equivalents</b>			(54,824)		(168,726)
Cash and cash equivalents at beginning of year			<u>33,726</u>		<u>202,452</u>
<b>Cash and cash equivalents at end of year</b>			<u>(21,098)</u>		<u>33,726</u>
Relating to:					
Cash at bank in hand			27,839		33,726
Bank overdrafts included in creditors payable within one year			<u>(48,937)</u>		<u>-</u>
			<u>(21,098)</u>		<u>33,726</u>

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 MARCH 2025

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### 1 Accounting policies

#### Charity Information

Age Concern Manchester is a private company limited by guarantee incorporated in England and Wales. The registered office is First Floor, 20 St Ann's Square, Manchester, M2 7HG.

#### 1.1 Accounting Convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the 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 (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The accounts are prepared in sterling, which is functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below:

#### 1.2 Going Concern

The Charity's trading activities, together with the factors likely to affect its future development, performance and financial position are set out in the Trustees' report on pages 1 to 14. The Charity meets its day-to-day working capital requirements through its overdraft facility.

The Charity recorded a deficit for the year of £394,959 (2024: deficit of £125,667) and the Charity's funds had fallen to £513,393 as a result. The Charity also recorded net current liabilities of £84,129 at 30 March 2025. The Charity had re-tendered for its main Home Care contracts, on improved terms, and post year-end this has been successful and the Charity has updated its forecasts and projections to reflect this improved trading performance. These improved cash flows, taking account of reasonably possible changes in trading performance, show that the Charity is able to operate within the level of its current facilities.

The Trustees therefore have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future and therefore continue to adopt the going concern basis of accounting in preparing the financial statements.

#### 1.3 Basis for consolidation

The consolidated financial statements comprise Age Concern Manchester, its subsidiary charity PRAGMA, and its trading subsidiary, Age Concern Manchester (Care) Limited, along with the non-trading subsidiaries, Age UK Manchester Trading Co. Limited, Age UK Manchester, Age Concern Manchester Trading Co. Ltd and Silver Service Manchester Limited. The results of the subsidiaries are consolidated on a line by line basis.

The summarised Profit and Loss Account for the year ended 30 March 2025 and Balance Sheet as at 30 March 2025 for Age Concern Manchester (Care) Limited are given in the notes to these accounts.

The charity has availed itself of the provisions of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006 and Paragraph 397 of the SORP.

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

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### 1.4 Charitable Funds

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

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

All income and expenditure is shown in the Statement of Financial Activities (SOFA).

Investment income and gains are allocated to the appropriate fund.

### 1.5 Incoming resources

All incoming resources are included within the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received.

Grants receivable which are not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant.

Grants receivable that do relate to the delivery of a specific performance by the charity are recognised when the charity earns the right to such consideration by its performance.

No amounts are included in the financial statements for services donated by volunteers.

### 1.6 Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources. General overheads have been allocated on the basis of direct staff wage costs.

### 1.7 Trademarks

Trademarks are valued at cost less accumulated amortisation. Amortisation is calculated to write off the cost less estimated residual value in equal annual instalments over their estimated useful lives.

### 1.8 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at the following annual rates in order to write off each asset, with the exception of land, over its estimated useful life:

Freehold and leasehold buildings	2% per annum straight line basis
Fixtures and fittings	15% per annum straight line basis
Motor vehicles	25% per annum straight line basis
Office equipment	15 - 25% per annum straight line basis

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

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### 1.9 Impairment of Fixed Assets

At each reporting end date, the charity reviews the carrying amounts of its intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

### 1.10 Investments

Investments represent the Charity's cost in its subsidiary undertakings and are stated at cost less any provision for diminution in value.

### 1.11 Stocks

Stocks are valued at the lower of cost and net realisable value.

### 1.12 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

### 1.13 Pension costs

The charitable group operates a defined contribution scheme for the benefit of its employees. Contributions payable are included in the SOFA in the year they are payable.

### 1.14 Finance and operating leases

Rentals payable under operating leases are charged to the SOFA against income on a straight line basis

## 2 Voluntary income

	Unrestricted Funds £	Restricted funds £	Total 2025 £	Total 2024 £
Donations and legacies	20,404	-	20,404	102,955
	<hr/>	<hr/>	<hr/>	<hr/>

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

### 3 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Fundraising events	7,386	-	7,386	47,355
Shop sales	422,809	33,533	456,342	522,137
Rent, service charges and room hire	57	-	57	582
	<u>430,252</u>	<u>33,533</u>	<u>463,785</u>	<u>570,074</u>

### 4 Investment income

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Interest receivable	246	-	246	1,768
	<u>246</u>	<u>-</u>	<u>246</u>	<u>1,768</u>

### 5 Incoming resources from the charitable activities

	Charitable Grants £	Statutory Grants and payments £	Service fees £	Total 2025 £	Total 2024 £
Advice and advocacy	91,310	5,795	72,059	169,164	155,292
Ageing Well	58,648	87,364	45,073	191,085	172,328
Day care	-	-	863,152	863,152	785,186
Home care	-	30,000	2,423,863	2,453,863	2,419,675
Home from hospital	2,880	44,000	78,872	125,752	173,609
Residential care fees	-	18,582	1,014,372	1,032,954	927,883
PRAGMA	-	-	140	140	359
Shop grants	-	-	-	-	10,000
	<u>152,838</u>	<u>185,741</u>	<u>4,497,531</u>	<u>4,836,110</u>	<u>4,644,332</u>

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

<b>6 Support costs</b>	<b>Note</b>	Total 2025 £	Total 2024 £
Premises costs		7,790	5,169
Employee costs		42,530	42,290
Vehicle costs		137	85
Depreciation		1,393	1,370
Charges and fees		54,270	49,748
Office costs		18,178	17,150
Other costs		7,507	7,905
	<b>8</b>	<b>131,805</b>	<b>123,717</b>
<b>7 Analysis of costs of generating funds</b>		Total 2025 £	Total 2024 £
Premises costs		183,492	139,795
Employee costs		420,125	360,165
Volunteers' expenses		10,948	2,550
Insurance		10,815	2,508
Depreciation		3,209	3,650
Office costs		22,288	23,172
Other costs		38,564	68,160
Charges and fees		9,002	7,504
Auditor's remuneration		8,755	8,706
Vehicle costs		19,569	20,558
		<b>726,767</b>	<b>636,768</b>

AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES  
**NOTES TO THE FINANCIAL STATEMENTS – continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

**8. Analysis of costs of charitable activities**

	<b>Note</b>	<b>Advice &amp; advocacy</b>	<b>Ageing Well</b>	<b>Day Care</b>	<b>Home Care</b>	<b>Residential care</b>	<b>PRAGMA</b>	<b>Home from hospital</b>	<b>Total 2025</b>	<b>Total 2024</b>
		£	£	£	£	£	£	£	£	£
Activities undertaken directly:										
Premises		3,762	16,015	137,263	-	139,802	-	396	297,238	249,046
Loan interest		-	-	-	-	25,838	-	-	25,838	32,641
Employee costs		216,347	171,104	580,023	2,111,188	712,435	9,833	83,056	3,883,986	3,680,195
Volunteer expenses		1,726	-	765	-	-	-	-	2,491	4,278
Vehicle costs		2,121	5,512	52,441	2,164	-	-	3,330	65,568	69,900
Depreciation		-	-	14,984	-	46,337	-	-	61,321	68,013
Charges and fees		417	-	3,988	13,435	7,821	-	-	25,661	30,570
Office costs		2,018	597	57,307	61,413	45,621	194	7,075	174,225	202,727
Other costs		2,672	2,893	133,774	-	118,347	41	9,589	267,316	296,611
Insurance		1,894	1,605	8,357	29,469	11,054	83	826	53,288	50,330
Support costs	<b>6</b>	7,396	5,803	19,697	71,598	24,161	333	2,817	131,805	123,717
		<u>238,353</u>	<u>203,529</u>	<u>1,008,599</u>	<u>2,289,267</u>	<u>1,131,416</u>	<u>10,484</u>	<u>107,089</u>	<u>4,988,737</u>	<u>4,808,028</u>



# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

### 9 Movement in total funds for the year

This is stated after charging/(crediting):

	Note	Total 2025 £	Total 2024 £
Auditors' remuneration		8,755	8,706
Depreciation	15	65,923	73,034

### 10 Staff costs

	Total 2025 £	Total 2024 £
Wages and salaries	3,927,046	3,704,776
Social security costs	338,773	304,441
Pension costs	80,822	73,433
	<u>4,346,641</u>	<u>4,082,650</u>

The average number of full-time equivalent employees, analysed by function was:

	Total 2025	Total 2024
Charitable activities	178	179
Management and administration of the charity	7	7
	<u>185</u>	<u>186</u>

The number of employees whose annual emoluments were £60,000 or more totalled 1 (2024: 1).

### 11 Pension costs

The charity operates a company pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £80,822 (2024 - £73,433).

### 12 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year (2024 - £Nil).

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

### 13 (Deficit)/surplus for the financial year

As permitted by Section 408 of the Companies Act 2006 and Paragraph 397 of the SORP, no separate SOFA has been presented for the Charity alone. Relevant information is as follows:

	2025 £	2024 £
Holding Charity's gross income	2,866,682	2,899,454
Holding Charity's deficit for the financial year	(394,959)	(125,667)

### 14 Intangible fixed assets – Group and charity

	Trademarks £
Cost at 31 March 2024	4,815
Additions	-
	<hr/>
Cost at 30 March 2025	4,815
	<hr/>
Amortisation at 31 March 2024	-
Charge for the year	-
	<hr/>
Amortisation at 30 March 2025	-
	<hr/>
<b>Net book value</b>	
At 30 March 2025	<u>4,815</u>
At 30 March 2024	<u>4,815</u>

AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

**15 Tangible fixed assets - Group and charity**

	Land & buildings £	Fixtures & fittings £	Motor vehicles £	Office equipment £	Total £
Cost at 31 March 2024	1,883,700	232,504	170,434	114,766	2,401,404
Additions	-	-	-	-	-
Disposals	-	-	-	-	-
Cost at 30 March 2025	1,883,700	232,504	170,434	114,766	2,401,404
Accumulated depreciation at 31 March 2024	952,318	132,922	134,860	109,725	1,329,825
Charge for the year	29,737	19,922	16,264	-	65,923
Eliminated on disposal	-	-	-	-	-
Accumulated depreciation at 30 March 2025	982,055	152,844	151,124	109,725	1,395,748
<b>Net book value</b> At 30 March 2025	901,645	79,660	19,310	5,041	1,005,656
At 30 March 2024	931,382	99,582	35,574	5,041	1,071,579

The net book value of land and buildings as at 30 March 2025 comprise of:

	£
Freehold	822,700
Long term leasehold	78,945
	<u>901,645</u>

Included in land and buildings is £381,193 (2024: £381,193) of land which is not depreciated.

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

### 16 Fixed asset investments - Charity

	2025 £	2024 £
Cost as at 30 March 2025	<u>5</u>	<u>5</u>
Cost as at 30 March 2024	<u>5</u>	<u>5</u>

The investments held by the company represent the investment in the subsidiary companies as follows:

Company	Country of incorporation	Shares held	
		Class	%
<u>Subsidiary undertakings</u>			
Age Concern Manchester Trading Co. Ltd	England & Wales	Ordinary	100
Age Concern Manchester (Care) Limited	England & Wales	Ordinary	100
Silver Service Manchester Limited	England & Wales	Ordinary	100
Age UK Manchester Trading Co. Limited	England & Wales	Ordinary	100
Age UK Manchester	England & Wales		
Planned Retirement Association of Greater Manchester	England & Wales		

Age UK Manchester is a company limited by guarantee and therefore has no share capital. The principal activity of these undertakings for the last relevant financial period was as follows:

	Principal activity
Age Concern Manchester Trading Co. Ltd	Non-trading
Age Concern Manchester (Care) Limited	Care provision and home care provision
Silver Service Manchester Limited	Non-trading
Age UK Manchester Trading Co. Limited	Non-trading
Age UK Manchester	Non-trading
Planned Retirement Association of Greater Manchester	Non-trading

### 17 Debtors

	2025 Group £	2025 Company £	2024 Group £	2024 Company £
Trade debtors	342,956	25,131	592,861	159,343
Prepayments and accrued income	22,593	22,593	48,688	48,684
Balance due from subsidiaries	-	317,820	-	433,517
Other debtors	5,685	5,685	5,319	5,319
	<u>371,234</u>	<u>371,229</u>	<u>646,868</u>	<u>646,863</u>

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

### 18 Creditors: amounts falling due within one year

	2025		2024	
	Group £	Company £	Group £	Company £
Bank loans and overdrafts	64,343	64,343	14,753	14,753
Trade creditors	141,433	141,433	161,511	161,511
Taxation and social security	87,041	87,041	77,119	77,119
Accruals and deferred income	98,541	98,541	92,145	92,145
Other creditors	105,109	105,109	86,616	86,616
	<u>496,467</u>	<u>496,467</u>	<u>432,144</u>	<u>432,144</u>

The bank loans are secured by way of a fixed charge over the freehold properties owned by the Charity.

### 19 Creditors: amounts falling due in greater than one year

	2025		2024	
	Group £	Company £	Group £	Company £
Bank loans	<u>412,749</u>	<u>412,749</u>	<u>429,554</u>	<u>429,554</u>

#### Analysis of loans

Wholly repayable within five years by instalments

Repayable within one year	15,406	15,406	14,753	14,753
Repayable between two and five years	21,735	21,735	46,576	46,576
Repayable after five years	391,014	391,014	382,978	382,978
	<u>428,155</u>	<u>428,155</u>	<u>444,307</u>	<u>444,307</u>

The bank loans are secured by way of a fixed charge over the freehold properties owned by the Charity.

### 20 Taxation

The group is exempt from corporation tax on its charitable activities.

# AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

### 21 Financial commitments

At 30 March 2025 the group has annual commitments under non-cancellable leases as follows:

	2025		2024	
	Land and buildings £	Other £	Land and buildings £	Other £
<b>Expiry date:</b>				
Within one year	34,512	35,502	34,512	35,502
Two to five years	169,024	103,549	103,536	139,051
	<u>203,536</u>	<u>139,051</u>	<u>138,048</u>	<u>174,553</u>

### 22 Statement of funds

	At 30 March 2024 £	Income £	Expenditure £	At 30 March 2025 £
<b>General reserve</b>				
Unrestricted funds	833,701	5,038,703	(5,406,558)	465,846
<b>Restricted funds</b>				
Ageing Well grant	58,916	137,506	(156,793)	39,629
Awards for All – Holmfield Kitchen	7,050	-	(7,050)	-
Information & Advice worker	-	26,630	(26,630)	-
Scams Prevention grant	-	40,600	(40,600)	-
GMCA shop grant	-	33,533	(31,666)	1,867
Film Club grant	811	-	-	811
Eon Warm Homes grant	-	20,803	(20,803)	-
The Mark Benevolent Fund	4,092	-	(4,092)	-
Home from Hospital grants	-	15,270	(9,830)	5,440
Cost of Living Response Fund	-	7,500	(7,500)	-
Digital Social Care Adoption grant	3,982	-	(3,982)	-
	<u>74,851</u>	<u>281,842</u>	<u>(308,946)</u>	<u>47,747</u>
	<u>908,552</u>	<u>5,320,545</u>	<u>(5,715,504)</u>	<u>513,593</u>

The general reserve represents the free funds of the charity which are not designated for particular purposes.

The Ageing Well Grant carried forward balance at 30 March 2025 represents specific funding from the National Lottery Fund towards the provision of the Ageing Well extra care activities.

## AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

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#### 22 Statement of funds (continued)

The 'Awards for All' fund expenditure during the year reflects a proportionate release of depreciation charged on assets previously bought for kitchen improvements carried out at the charity's residential home.

The Information and Advice Worker grant relates to funding received to fund an advice worker.

The Scams Prevention grant relates to funding received from Age UK with the purpose of putting on educational events to protect service users against scams.

The Film Club grant relates to funding received in a previous year to be spent on a film club at one of the day centres.

The Eon Warm Homes funding relates to grants received from Age UK to help service users cover the cost of energy bills.

The Mark Benevolent Fund was received in a prior year and represented funding received for a new minibus. The expenditure seen during the period relates to a proportionate release of this against depreciation charged on this asset.

The Home from Hospital grants relate to funding from Manchester City Council to fund home from hospital workers.

The GMCA shop grant relates to funding received from Greater Manchester Combined Authority to assist in the start-up of two new shops.

The Cost of Living Response fund relates to funding received from Age UK to support the provision of advice on how to tackle the rising cost of living.

The Digital Social Care Adoption grant relates to funding received in the prior year from Greater Manchester Combined Authority to support the adoption of digital record keeping at Holmfield.

#### 23 Analysis of group net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2025 £
<b>Fund balances as at 30 March 2025 are represented by:</b>			
Intangible fixed assets	4,815	-	4,815
Tangible fixed assets	1,004,845	811	1,005,656
Current assets	365,402	46,936	412,338
Current liabilities	(496,467)	-	(496,467)
Long term liabilities	(412,749)	-	(412,749)
	<u>465,846</u>	<u>47,747</u>	<u>513,593</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

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**24 Share capital**

The charity has no share capital being a company limited by guarantee. Members guarantee to contribute an amount not exceeding £1 each in the event of a winding up situation.

**25 Control**

The charity is controlled by the trustees.



## AGE CONCERN MANCHESTER AND ITS SUBSIDIARIES

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 30 MARCH 2025

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#### 26 Net income from trading

The company owns 100% of the shares in Age Concern Manchester (Care) Limited (ACMC), which is incorporated in the United Kingdom and registered in England (Company Registration No: 07450714). The subsidiary provides home care services.

All income and expenditure for the above subsidiary has been consolidated on a line by line basis in the SOFA. The total net profit is gifted to the charity.

The accounts for the year ended 30 March 2025 have been audited and will be filed at Companies House.

A summary of the financial position for the year ended 30 March 2025 is given below:

<b>Profit and loss account</b>	<b>2025 ACMC £</b>	<b>2024 ACMC £</b>
Turnover – home care services	2,453,863	2,419,675
Administrative expenses – home care services	(2,059,751)	(1,963,099)
	<hr/>	<hr/>
Operating profit	393,996	456,576
Other income	-	-
	<hr/>	<hr/>
Profit on ordinary activities	393,996	456,576
Profits donated to Age Concern Manchester	(393,996)	(456,576)
	<hr/>	<hr/>
Retained result for the year	-	-
	<hr/> <hr/>	<hr/> <hr/>
<b>Balance sheet</b>	<b>2025 £</b>	<b>2024 £</b>
Current assets	317,821	433,518
Creditors – falling due within one year	(317,820)	(433,517)
	<hr/>	<hr/>
Net assets	1	1
	<hr/> <hr/>	<hr/> <hr/>
Called up share capital and reserves	1	1
	<hr/> <hr/>	<hr/> <hr/>

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 30 MARCH 2025**

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**26 Net income from trading - continued**

The Age Concern Manchester (Care) Limited figures as shown above relating to the provision of home care services have been included as home care income and expenditure in the Statement of Financial Activities and the related notes rather than commercial trading operations, to better reflect the nature of the Charity's activities.

<b>27 Cash generated from operations</b>	<b>2025 £</b>	<b>2024 £</b>
(Deficit)/surplus for the year	(394,959)	(125,667)
Adjustments for:		
Depreciation and impairment of tangible fixed assets	65,923	73,034
Profit on disposal of tangible fixed assets	-	-
Movements in working capital:		
Decrease/(increase) in stock	(3)	4
Decrease/(increase) in debtors	275,634	(1,491)
Increase in creditors (excluding finance activities)	<u>14,733</u>	<u>40,747</u>
<b>Cash (absorbed)/generated from operations</b>	<u>(38,672)</u>	<u>(13,373)</u>