



**Age UK Torbay
(A Company limited by guarantee)**

Trustees' Report and Financial Statements

Year Ended 31 March 2021

**Registered number: 04046684
Charity number: 1084684**

**Age UK Torbay
(A Company Limited by Guarantee)**

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Age UK Torbay
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Reference and administrative details

Registered charity number	1084684
Registered company number	04046684
Principal and Registered Office	12 Dendy Road Paignton Devon TQ4 5DB
Chair and Trustee Trustees	Jacqueline Lyttle Samantha Stewart (resigned 15 October 2020) Kevin Shaw (appointed 15 October 2020) Faye Roebuck Rachael Howourth
Company Secretary/Chief Officer:	Helen Harman
Accountants	Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF
Bankers	Charities Aid Foundation Kings Hill West Malling Kent ME19 4TA Bank of Scotland Business Banking PO Box 1984 Andover SP10 9GZ Barclaycard Commercial Teesdale Business Park Stockton on Tees TS17 6YG

Age UK Torbay (A Company Limited by Guarantee)

Trustees' Report For the Year Ended 31 March 2021

Structure, Governance and Management

Age UK Torbay is a company limited by guarantee. Incorporated on 3rd August 2000, it has no share capital and is a registered charity. The organisation is governed by its Memorandum and Articles of Association, which establish its objects and powers. The principal object of Age UK Torbay is to promote the relief of elderly people in any manner, which now, or hereafter, may be deemed by law to be charitable in and around Torbay.

Recruitment and Appointment of Trustees

The body responsible for the management of Age UK Torbay is the Board of Trustees. The Board meets bi-monthly.

The full complement of trustees is 9 and the Articles of Association require that there shall never be less than 3. Trustees serve for a term of 3 years and there are no restrictions on the number of terms that a Trustee may serve.

The Chair and Officers are appointed by the trustees from among their number. The Chair serves for a term of 3 years and is restricted to a maximum of 6 consecutive years in that capacity.

Prior to inviting nominations, the trustees review the skills profile of the board, and then try to attract candidates with relevant and appropriate experience and skills. Prospective trustees are interviewed by one of the trustee's and the Chief Officer and invited to attend Board meetings on a trial basis before being nominated and elected as trustees.

New Trustees are presented with a welcome pack, which includes:

- Responsibilities of and Code of Practice for trustees;
- Legal documentation of the organisation, including the Memorandum and Articles of Association;
- Details of the Age UK Brand and Age England Association;
- Job Descriptions of trustees and key staff;
- Policies and Procedures of the organisation;
- Financing of the organisation and explanation of the accounts;
- Strategy and Business Plan, including future plans and objectives.

New trustees meet with the Chief Officer and key staff and are invited to take part in the induction process of Age UK Torbay. Our trustees have also attended training courses and conferences relevant to the requirements and responsibilities of their respective roles as trustees.

The trustees have delegated management of Age UK Torbay to the Chief Officer who, along with the senior management team, is responsible for ensuring that the charity delivers the services required and for reporting on the performance and financial position of the organisation.

The Chief Officer attends all meetings of the Board.

Related Parties and Networks

Age UK Torbay is a Brand Partner of Age UK, and a member of the Age England Association. All Age UK Brand Partners sign a Brand Partner Agreement.

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Age UK Torbay is a member of the Age England Association. The Association is a corporate body that acts as the representative body for Brand Partners and Friends of Age UK. Members of the Association agree to observe and be bound by the Articles of Association and to support the objects of the Age England Association.

Risk Management

The Board of Trustees has undertaken an assessment of the risks to which the charity is exposed, including operational, financial, and external risks, and are introducing procedures and reporting regimes to manage and mitigate the risks. In particular the Trustees have instructed management to prepare and maintain contingency plans to cover all identified areas of risk, and to maintain a risk register to formalise the risk management process.

Internal controls and policies and procedures are in place to manage risk, and these are reviewed and amended regularly to ensure that they meet current requirements.

Our Aims and Objectives

The mission of the charity is to promote the well being of all older people in Torbay, and to help make later life a fulfilling and enjoyable experience.

To achieve this, the key objectives and strategies in 2020 - 2021 were:

- Promoting positive attitudes to older people and ageing
- Promoting wellbeing in older people
- Tackling loneliness and isolation in older people
- Influencing and developing public policies that affect older people
- Encouraging choice and opportunity for older people
- Working with all appropriate agencies and partners to secure the widest range of services that best matches the needs of the client population
- Providing support to older people through direct service provision
- Providing and promoting accessible information to older people to enable them to make informed choices
- Maintaining the independence and autonomy of the organisation
- Treating all older people, staff and volunteers as equal with equal respect
- Generating independent income through services and other activities, and maintaining financial controls

Additional Notes - Covid-19 Pandemic

The pandemic, and subsequent lockdowns significantly changed how Age UK Torbay operated and delivered services.

A decision was made early on to continue to provide our Home Support service to our clients, this was made challenging with sourcing PPE for staff, and protecting both them, and our clients. Priorities shifted to ensure that all clients could receive both essential food, and medication. Some clients ceased their service as they did not want staff in their homes, but most returned over the course of a few months.

Staff were enabled to work from home, providing information and advice, and wellbeing by telephone, and other electronic platforms. Two staff were furloughed during this year.

Age UK Torbay partnered with other voluntary sector organisations to provide the Torbay Community Helpline – one contact for all people affected by the pandemic.

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Trustees' Report
For the Year Ended 31 March 2021

Activities for achieving our Aims and Objectives

We review our aims, objectives and activities each year. This report looks at what we achieved and the outcomes of our work in the last 12 months. The report looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The report also helps us ensure our aims and objectives remained focused on our stated purposes. We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives; in particular the trustees consider how planned activities will contribute to our aims and objectives.

How our activities delivered public benefit

Information and Advice

We received 5,618 enquiries (12% increase from 2019/20), at our Information and Advice service and we assisted older people to claim £1,127,947 (46% decrease on last year) of benefits they were entitled to. Our Information and Advice service plays a vital role in tackling poverty and promoting dignity and older peoples' rights.

Additionally, we are working with Wellbeing clients who are presenting with both wellbeing and money issues such as rent arrears, poor housing, care needs and budgeting. Debt issues are referred through to Citizens Advice as we are not registered with the FCA.

The provision of this service also gives health and social service professionals the option of signposting older people to an independent service designed especially for them. The timely information and advice that we provide often reduces the need for other services.

Advocacy/Case Work

Our Advocacy service assisted 480 (decrease of 43% on last year) clients with a diverse range of problems and issues, some of them complex and requiring the intervention of a third-party.

Advocacy services take action to help people say what they want, secure their rights, and represent their interests and obtain services they need. Our advocates work in partnership with the older people they support and "take their side". An effective Advocacy service promotes social inclusion, equality and social justice.

During 2020/21, Covid-19 significantly altered the complexity of enquiries and support that we could provide, home visits were reduced to the absolute minimum, and assistance with form completion conducted by telephone and returned to clients to read, sign, and submit.

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Trustees' Report
For the Year Ended 31 March 2021

Benefits	Claims 19/20	Claims 20/21	£ Benefits Achieved 19/20	£ Benefits Achieved 20/21
AA	324	180	£1,354,446.60	£808,098.38
DLA	7	2	£31,904.60	£9,360.75
PIP	96	32	£328,543.80	£96,991.12
Pension Credit	75	35	£166,766.08	£74,407.20
Housing Benefit	23	12	£96,177.04	£52,293.15
Council Tax Benefit	66	35	£71,608.20	£41,120.63
Universal Credit	2	6	£20,346.04	£31,627.05
ESA	1	1	£5,805.80	£3,514.87
Carers Allowance	5	3	£17,199.00	£10,534.13
Total	599	306	£2,092,797.16	£1,127,947.28

FAIR (Financial Advice Information Resilience)

We are one of eleven partners funded by Ageing Well (National Lottery Community Fund), to make advice and financial information services more accessible for people over 50.

It provides support and advice ranging from form filling, accessing information online, understanding benefits, including how to apply, and how to get the best consumer deals such as utilities.

During 2021/21, we received 58 referrals via the FAIR project, which involved 293 individual contacts with clients

The key objectives of the FAIR project are to:

- Allow accessible advice and financial information services for people over 50
- More people over 50 helping to deliver advice and information services
- More people over 50 getting financial advice
- More people over 50 feeling more financially resilient
- Better knowledge of entitlement
- Reduce barriers to getting advice

Staying Put

A partnership of six voluntary sector organisations and formed in 2019 after people in Torbay indicated most wish to remain independent and stay in their homes for as long as possible.

Many feel their talents, skills and knowledge are going unrecognised and undervalued and Staying Put aims to acknowledge and appreciate one of Torbay's biggest unrecognised resources by enabling over 50-year-olds to retain their independence by assisting one another with tasks many take for granted.

Our role has been to train both staff and volunteers in what and how to carry out a guided conversation, both in community venues and in people's homes. Mostly as a way to increase volunteer confidence to identify additional needs, providing signposting support to the right organisation.

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Trustees' Report For the Year Ended 31 March 2021

Covid-19 affected the aims of this project, with volunteers and staff diverted towards supporting the community through the Torbay Community Helpline, with the funders agreement.

This project ended for Age UK Torbay in 2020.

Traders Register

We maintain a register of 22 traders who have undergone background checks on their insurance and their reputation on dealing with older people and have agreed to sign up to a code of practice. The register includes a wide variety of trades, among them gas registered plumbers, electricians and gardeners. We carry out annual checks on their insurances and membership of professional trade associations.

The Traders Register provides older people with access to effective solutions to a wide range of home maintenance problems. Jobs are carried out by carefully vetted and appropriately skilled traders.

We refer basic handyperson requests through to Yes Brixham who provide a low cost service through the Staying Put (funded through Ageing Well) across Torbay.

The work provided through Traders Register is preventative in nature and enables older people to continue living independent lives in their own homes for longer. Our service facilitates access to trusted traders for some of the most vulnerable in our communities who might be reluctant to seek help independently.

Throughout the year 636 people requested details of traders through this scheme.

Befriending

Our Befriending service switched to become a telephone support service due to Covid-19.

Befrienders provide emotional support, which can lead to improvements in mood and confidence;

- Improving communication skills – talking to someone else who has time to listen, respond and share;
- Offering a different type of support to that provided by relatives or health and social care staff – 'chatting man to man or woman to woman';
- Giving our clients something to look forward to.

The high profile for isolation and loneliness, which was exacerbated by lockdowns, and the work being done by Wellbeing Torbay, led to a significant increase in the need for befriending. However, it has become evident that people also presented with significant mental health issues due to the pandemic. Our response was to set up a Specialist Befriending service through the Torbay Community Helpline, supporting 122 people over the year, and recruiting 63 Volunteer Specialist Befrienders with backgrounds in mental health support, counselling and clinical backgrounds.

We are also taking advantage of the Age UK "Call in Time" telephone befriending scheme, referring older people who might benefit from regular telephone contact.

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Trustees' Report For the Year Ended 31 March 2021

Wellbeing Torbay (incorporating Specialist Wellbeing)

Launched in July 2016 and funded through Ageing Well (Big Lottery Fund) and Torbay and South Devon NHS Foundation Trust, this service works with lonely and isolated older people, enabling them to re-engage with their communities, set and achieve their own goals and provide support to prevent ill health.

Wellbeing Co-ordinators have a guided conversation that encourages individual own goals and can support people to live their lives the way they want to. This can include an introduction to local community activities – coffee mornings, exercise classes, volunteering etc.

We received additional funding for three specialist posts, for two years, from the Improved Better Care Fund. These cover Housing, Dementia, and End of Life support.

Since the start of this year, we have worked with 442 lonely and isolated people over 50s living in Torbay.

Location	Number of Referrals 20/21	Number of Referrals 19/20
Torquay	110	222
Paignton	93	199
Brixham (subcontracted to Brixham Does Care)	40	83
TOTAL	243	504
Dementia	8	108
EOL	13	63
Housing *	178	161 *
TOTAL	199	332
FINAL TOTAL	442	836

* Housing is from September 19 – March 2020.

Covid-19 significantly changed the role of the Wellbeing Co-ordinators as they were unable to carry out home visits or connect people into community activities. Staff resource was re-directed into supporting people with vital supplies, including shopping, prescription collection, and delivering food parcels. Isolated and lonely clients were supported with telephone calls to 'check in' and provide a listening ear.

It is worth acknowledging that there was a notable fall in people's wellbeing during this time, and subsequently we have seen a rise in other issues, including housing suitability, and availability, rent increases, access to statutory mental health support, decreased support for dementia, and a rise in domestic and sexual abuse.

Home Support

We provided 10,422 hours (a 9% decrease compared to the previous year) of service to 180 (7% decrease from 19/20) older people this year. This service helps older people retain their independence by assisting them with tasks such as cleaning, shopping, ironing, cooking, and collecting prescriptions and pensions. Home Support includes trips out, companionship support and a sitting service (suspended throughout most of this year).

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The older people we help through this service value the continuity of their relationships with staff who 'look out for them', and often benefit from being introduced to our other services where this is appropriate.

Client numbers reduced dramatically in March 2020 due to Covid-19 and the first lockdown, when many clients cancelled the service, as they did not want people in their home.

The service continued to support the community through this time, with many challenges along the way, including supply of PPE, and ensuring staff and clients were safe. We are thankful to all our clients for their continued understanding, and our staff for the resilience and professionalism they have shown throughout the pandemic.

iPad Courses

These face-to-face courses were suspended throughout the year due to Covid-19 restrictions.

Volunteers

Age UK Torbay is grateful for the unstinting efforts of its volunteers who are involved in supporting the charity in achieving its aims and objectives. We have over 45 volunteers who regularly support us on a day-to-day basis.

Our volunteers continued to provide support throughout the pandemic with befriending, completing forms by telephone, and working with the Torbay Community Helpline.

Representation and Campaigning

Age UK Torbay reacted to local community need over the last year.

Other Activities

- Provided support to those older people most in need
- Adapted to emerging and everchanging restrictions and need
- Developed the Specialist Befriending service
- Ensured that specialist staff provided mental health support to over 600 people
- Diverted staff and volunteers to the Helpline to take over 17500 calls for assistance
- Provided Safeguarding support to the Helpline
- Operated doorstep checks on vulnerable people
- Worked with local food banks
- Were part of a network of both statutory and voluntary sector to provide local support
- Became key partners in the following steering groups:
 - Frailty and Healthy Ageing
 - Systemwide Dementia Group
 - Information and Advice Steering Group
 - Digital Inclusion
 - Health and Wellbeing VCSE Network (incorporating the Helpline)
 - Standing Tall – domestic and sexual advice

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Trustees' Report
For the Year Ended 31 March 2021

Future Developments

- Work with partners to develop and implement projects and services that enhance our offerings to older people and create sustainable income streams to sustain our charitable activities.
- Take positive and pro-active steps to ensure involvement with and recognition by agencies forming new models of care.
- Be actively involved with Age UK national initiatives, campaigning and service development.
- Continue to build on our strategy to ensure that all appropriate services are financially self-sustaining and contribute to funding for charitable activities.
- Continue to initiate and participate in appropriate consortia and collaboration and cooperation arrangements with other organisations and agencies to meet service requirements and satisfy funder aspirations, and to develop new services and opportunities for older people.
- Seek actively to identify and to maximise sources of funding to achieve a higher degree of diversity and security of funding.
- Continue to promote and develop membership and volunteering as an integrated access pathway to the organisation, providing enhanced benefits for Age UK Torbay and users alike.

Funders

Age UK Torbay would like to thank our funders, particularly this year, where they have allowed us to divert resources to support the entire community.

These include:

- Torbay and South Devon NHS Foundation Trust
- Torbay Council
- The National Lottery Community Fund
- Ageing Well

Financial Review

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Statement of Financial Activities (SOFA) shows the gross income from all sources and the split of activity between restricted and unrestricted funds.

Income for Information and Advice remains stable from Torbay and South Devon NHS Foundation Trust.

Legacy income was boosted with a gift of £5,000 for which we are very grateful.

Resources expended in the year reduced in line with the reductions in service income, though it was not possible to compensate fully for the loss of some grant income. Other costs, particularly in Overheads, Support and Central Office costs continue to be controlled by careful management.

The outlook from a local and national grant perspective, has changed with a focus on mental health, and with the advent of the pandemic, and increased awareness of loneliness and isolation. Inevitably, the pandemic has placed ever greater demands on our services. Age UK Torbay will adapt as necessary and seek to work actively with funders and partners to develop new ways of working that enhance services and ensure sustainability, and where possible bring in new funding sources for the benefit of older people in Torbay.

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Trustees' Report
For the Year Ended 31 March 2021

Reserves Policy

Age UK Torbay unrestricted reserves represent the funds that are freely available to spend, arising from past operating results, legacies and donations.

Restricted funds fall outside the definition of reserves as these are funds that are given to Age UK Torbay for a specific purpose and as such are not to be used freely.

Age UK Torbay will invest its reserves appropriately in order to maintain current or future levels of income and protection of capital.

The Trustees aim to maintain free reserves to cover a minimum of six months running costs, together with a contingency fund to cover statutory and legal commitments. The current level of reserves required is therefore approximately £320,000. Free reserves at 31st March 2021 amount to approximately £399,320.

The free reserves figure does not include the value of our owned property at Dendy Road.

The Reserves policy is reviewed in line with other policies by the Board of Trustees.

Investment Policy

All funds surplus to short-term working capital needs are placed on deposit with the Charity's bankers.

In so far as the trustees are aware:

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

In preparing this report the Trustees have taken advantage of the small companies exemption provided by section 415A of the Companies Act 2006.

Going Concern

Despite Covid-19 impacting donations to Age UK Torbay, our contracts have been unaffected by the pandemic. The trustees are assured (have a reasonable expectation) that the charitable company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in our policies.

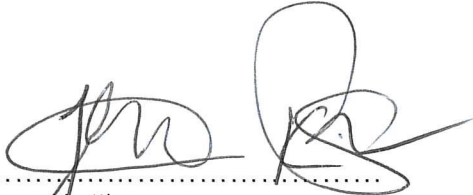
The trustees continue to monitor the finances for the organisation extremely closely through the management accounts, budget, and cashflow. In addition, we have secured new funding for innovative partnership working over the year.

We received funding from other sources during this time, including funding through Age UK, and government business support initiatives, which has more than compensated for the reduction in Home Support clients, and donations.

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Trustees' Report
For the Year Ended 31 March 2021

Signed on behalf of the Trustees

A handwritten signature in black ink, appearing to be 'Jacquie Lyttle', written over a dotted line.

Jacquie Lyttle
Chair of Trustees
Date:

Age UK Torbay
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Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Charity's Statement of Recommended Practice: SORP (FRS102) and in accordance with the special provisions of part 16 of the Companies Act 2006 relating to smaller entities.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

**Age UK Torbay
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Independent Examiner's Statement

I report to the charity trustees on my examination of the accounts for the year ended 31 March 2021, which are set out on pages 13 to 28.

Responsibilities and basis of report

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

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

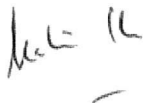
Independent examiner's statement

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

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

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

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



Martin Hobbs BSc ACA
Francis Clark LLP
Chartered Accountants
Sigma House
Oak View Close
Edginswell Park
Torquay
TQ2 7FF

.21 December 2021

Age UK Torbay
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Statement of Financial Activities

Year Ended 31 March 2021

		Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
	Note				
Income from:					
Donations and capital grants	2	368,359	144,187	512,546	522,902
Charitable activities	3	180,359	-	180,359	191,992
Other trading activities	4	1,739	-	1,739	16,810
Interest received		112	-	112	178
Other income		-	-	-	3,640
Total		550,569	144,187	694,756	735,522
Expenditure on:					
Charitable activities	5	521,719	116,707	638,426	640,680
Total		521,719	116,707	638,426	640,680
Net income and net movement in funds		28,850	27,480	56,330	94,842
Reconciliation of funds:					
Total funds brought forward		529,195	11,362	540,557	445,715
Total funds carried forward		558,045	38,842	596,887	540,557

The notes on pages 18 to 30 form part of these financial statements.

Age UK Torbay
(A Company Limited by Guarantee)
Registered Number: 02764633

Balance Sheet

31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets					
Tangible assets	8		158,725		171,269
Current assets					
Stocks		120		239	
Debtors	9	84,699		50,125	
Cash at bank and in hand		387,000		340,064	
		471,819		390,428	
Creditors: amounts falling due within one year	10	(33,657)		(21,140)	
Net current assets			438,162		369,288
Net assets			596,887		540,557
Charity Funds					
Restricted funds	11		38,842		11,362
Unrestricted funds	11		558,045		529,195
Total funds			596,887		540,557

The notes on pages 18 to 30 form part of these financial statements.

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Balance Sheet (continued)


31 March 2021

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006 ('the Act') and members have not required the company to obtain an audit for the year in question in accordance with s.476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2021 and of its net income or expenditure for the year in accordance with the requirements of Sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Trustees on 25.11.2021 and signed on their behalf by:


.....
Jacqueline Lyttle
Trustee

Company Registration Number: 04046684

The notes on pages 18 to 30 form part of these financial statements.

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Cash Flow Statement

Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities	13	49,408	133,161
		<hr/>	<hr/>
Cash flows from investing activities:			
Purchase of tangible fixed assets		(2,472)	(7,859)
		<hr/>	<hr/>
Net cash used in investing activities		(2,472)	(7,859)
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		46,936	125,302
Cash and cash equivalents brought forward		340,064	214,762
		<hr/>	<hr/>
Cash and cash equivalents carried forward		387,000	340,064
		<hr/> <hr/>	<hr/> <hr/>

The notes on pages 18 to 30 form part of these financial statements.

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Notes to the Financial Statements
For the Year ended 31 March 2021

1. Accounting policies

a) Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006. The address of the registered office is given in the reference and administrative details on page 1. The nature of the charity's operations and its principal activities are set out in the Trustees' report.

Age UK Torbay meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The functional and presentational currency of these financial statements is sterling.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. Please refer to the 'Covid-19' section of page 10 of the Trustees' Report for more details of the implications of the Covid-19 pandemic on the going concern status of the charity.

b) Company Status

The company is a company limited by guarantee incorporated in England and Wales. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

c) Fund Accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

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

**Age UK Torbay
(A Company Limited by Guarantee)**

**Notes to the Financial Statements
For the Year ended 31 March 2021**

1. Accounting policies (continued)

d) Income

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

For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met and the amount can be measured reliably.

Income from charges to clients is recognised in the period to which it relates.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably.

The charity receives a high level of support from volunteers, without which considerable expense would be incurred. It is not considered meaningful or practicable to put a monetary value on this support; nonetheless the trustees are grateful to those who provide it.

Other income is recognised in the period in which it is receivable and to the extent the goods or services have been provided.

e) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measure reliably.

f) Tangible Fixed Assets and Depreciation

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis.

Freehold property	—	4% straight line
Fixtures and fittings	—	20% straight line
Office equipment	—	25% reducing balance
Computer equipment	—	33% straight line

**Age UK Torbay
(A Company Limited by Guarantee)**

**Notes to the Financial Statements
For the Year ended 31 March 2021**

1. Accounting policies (continued)

g) Operating leases

Rentals under operating leases are charged to the SOFA as they are paid.

h) Debtors

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

i) Liabilities and provisions

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

j) Financial Instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities. The company holds the following financial instruments, all of which are considered to be basic:

- Short term debtors and creditors
- Cash and bank balances

k) Pensions

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

l) VAT

The charity is not registered for VAT. All expenditure is therefore stated inclusive of VAT where applicable.

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2021

2. Donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations	9,086	-	9,086	11,549
Legacies	5,000	-	5,000	88,472
Grants	354,273	144,187	498,460	422,881
Total	<u>368,359</u>	<u>144,187</u>	<u>512,546</u>	<u>522,902</u>

Income from donations and legacies in 2020 included unrestricted income of £382,018 and restricted income of £140,884.

Analysis of grants

	2021 £	2020 £
Torbay and South Devon NHS Foundation Trust	83,061	96,804
Age UK	15,000	16,396
Age UK/Eon	12,710	32,984
Age UK Covid support	48,759	-
Torbay Community Development Trust	290,305	270,847
Citizens Advice Torbay	8,385	5,850
Lottery Covid Support	16,975	-
Torbay Council Covid support	20,500	-
CJRS Scheme	2,165	-
Miscellaneous	600	-
Total	<u>498,460</u>	<u>422,881</u>

Age UK Torbay
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the Year ended 31 March 2021

3. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Charges to clients	179,885	-	179,885	186,922
Miscellaneous income	474	-	474	5,070
	<u>180,359</u>	<u>-</u>	<u>180,359</u>	<u>191,992</u>

All 2020 income from charitable activities related to unrestricted funds.

4. Income from other trading activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Events	-	-	-	1,132
Other fundraising income	1,739	-	1,739	15,678
	<u>1,739</u>	<u>-</u>	<u>1,739</u>	<u>16,810</u>

All 2020 income from other trading activities related to unrestricted funds

Age UK Torbay
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the Year ended 31 March 2021

5. Analysis of Charitable activities

	Unrestricted £	Restricted £	2021 £	2020 £
Cost of supplies and services	640	-	640	3,608
Grants to other organisations	27,938	-	27,938	27,438
Travel costs	2,613	250	2,863	9,126
Office expenses	32,361	8,281	40,642	32,071
Wages and salaries	374,286	100,170	474,456	466,261
National insurance	24,239	3,228	27,467	23,347
Pension cost	11,699	2,085	13,784	13,020
Training	-	1,150	1,150	1,006
Equipment costs	1,492	-	1,492	2,584
Trustees meetings and recruitment	60	-	60	1,296
Subscriptions	333	-	333	1,712
Legal and professional	8,302	-	8,302	10,557
Accountancy	3,840	-	3,840	3,840
Bank charges	1,735	-	1,735	1,205
Sundry expenses	805	20	825	2,934
Premises costs	13,268	1,523	14,791	18,354
Insurance	3,092	-	3,092	3,494
Depreciation	15,016	-	15,016	18,827
	<u>521,719</u>	<u>116,707</u>	<u>638,426</u>	<u>640,680</u>

Total expenditure in 2020 included unrestricted expenditure of £511,158 and restricted expenditure of £129,522.

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2021

6. Net income/expenditure

This is stated after charging:

	2021	2020
	£	£
Depreciation of tangible fixed assets	15,016	18,827
Independent examiner's fees	1,800	1,800
	<u>16,816</u>	<u>20,627</u>

7. Staff costs

Staff costs were as follows:

	2021	2020
	£	£
Wages and salaries	474,456	466,261
Social security costs	27,467	23,347
Other pension costs	13,784	13,020
	<u>515,707</u>	<u>502,628</u>

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

	2021	2020
	No.	No.
Headcount	43	42
Full time equivalent	21	22
	<u>21</u>	<u>22</u>

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

The aggregate employee benefits payable to key management personnel for the year was £52,209 (2020: £50,913).

During the year, no Trustees received any remuneration (2020: £nil) or benefits in kind (2020: £nil)

No Trustees received any reimbursement of expenses in the year (2020: £nil).

There were no related party transactions during the year (2020: £nil).

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2021

8. Tangible Fixed Assets

	Freehold Property	Fixtures & fittings	Computer equipment	Office equipment	Total
Cost or valuation					
At 1 April 2020	265,929	8,213	54,085	52,163	380,390
Additions	-	-	2,472	-	2,472
At 31 March 2021	265,929	8,213	56,557	52,163	382,862
Depreciation					
At 1 April 2020	101,472	8,213	48,014	51,422	209,121
Charge for year	10,637	-	4,194	185	15,016
At 31 March 2021	112,109	8,213	52,208	51,607	224,137
Net book value					
At 31 March 2021	153,820	-	4,349	556	158,725
At 31 March 2020	164,457	-	6,071	741	171,269

9. Debtors

	2021 £	2020 £
Trade debtors	78,662	44,840
Prepayments and accrued income	5,881	5,285
Other debtors	156	-
	<u>84,699</u>	<u>50,125</u>

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2021

10. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	4,835	4,140
Accruals and deferred income	28,822	17,000
	<u>33,657</u>	<u>21,140</u>

Deferred income

	£
Deferred income at 1 April 2020	1,957
Resources deferred during the year	9,603
	<u>11,560</u>

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2021

11. Funds

	1 April 2020 £	Income £	Expenditure £	Transfers in/out £	31 March 2021 £
Designated Funds					
Property and Fixed Assets	171,269	-	-	(12,544)	158,725
General Funds					
General funds	357,926	550,569	(521,719)	12,544	399,320
Total unrestricted funds	529,195	550,569	(521,719)	-	558,045
Restricted Funds					
Improved better care fund – End of life	9,240	76,917	(59,588)	-	26,569
Improved better care fund - Housing	2,122	30,000	(25,181)	-	6,941
Lottery Grant	-	16,975	(15,375)	-	1,600
Age UK Covid Grant	-	20,295	(16,563)	-	3,732
	11,362	144,187	(116,707)	-	38,842
Total funds	540,557	694,756	(638,426)	-	596,887

Comparative information in respect of the preceding period is as follows:

	1 April 2019 £	Income £	Expenditure £	Transfers in/out £	31 March 2020 £
Designated Funds					
Property and Fixed Assets	182,237	-	-	(10,968)	171,269
General Funds					
General funds	263,478	594,638	(511,158)	10,968	357,926
Total unrestricted funds	445,715	594,638	(511,158)	-	529,195
Restricted Funds					
E.on Benefits Take Up Programme – Age UK	-	32,984	(32,984)	-	-
Improved better care fund – End of life	-	73,000	(63,760)	-	9,240
Improved better care fund - Housing	-	17,960	(15,838)	-	2,122
Packages of Care	-	16,940	(16,940)	-	-
	-	140,884	(129,522)	-	11,362
Total funds	445,715	735,522	(640,680)	-	540,557

**Age UK Torbay
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**Notes to the Financial Statements
For the Year ended 31 March 2021**

Information and Advice – Torbay and South Devon NHS Foundation Trust (T&SDNHSFT), and Warm Homes (Age UK), and National Lottery Community Fund

Provision delivers free and confidential advice and information to anyone living in Torbay, and over the age of 50.

Wellbeing Torbay – Ageing Well and T&SDNHSFT

Starting in 2016, this project works with anyone over the age of 50 that considers themselves to be lonely and isolated, enabling them to re-connect with their communities.

The current funding is in place until 2022.

Specialised Wellbeing – improved Better Care Fund Adult Precept Fund

Our Wellbeing work has highlighted a need for more specialised support around End of Life, Dementia, and Housing.

This funding was initially for two years, but has been extended until 2022.
Torbay ICO Project – Wellbeing

Staying Put – Ageing Well

Partnership approach to enabling people to stay in their own homes for as long as possible. Age UK Torbay's role has been to train staff and volunteers in how to use a guided conversation when talking to people.

This project has now ceased.

Age UK Covid Funds

Throughout the year we have received a number of grants from Age UK national to assist us financially throughout the year. This funding has helped us continue with Befriending, purchase of new equipment, and provide additional support for clients.

Designated Fund

The balance of the designated fund represents the carrying value of Property and other Fixed Assets.

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2021

12. Analysis of Net Assets Between Funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Tangible fixed assets	158,725	-	158,725	171,269
Current assets	432,977	38,842	471,819	390,428
Creditors due within one year	(33,657)	-	(33,657)	(21,140)
	<u>558,045</u>	<u>38,842</u>	<u>596,887</u>	<u>540,557</u>

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Tangible fixed assets	171,269	-	171,269	182,237
Current assets	379,066	11,362	390,428	319,656
Creditors due within one year	(21,140)	-	(21,140)	(56,178)
	<u>529,195</u>	<u>11,362</u>	<u>540,557</u>	<u>445,715</u>

Age UK Torbay
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the Year ended 31 March 2021

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

	2021	2020
	£	£
Net income/expenditure for the year (as per Statement of Financial Activities)	56,330	94,842
Adjustment for:		
Depreciation charges	15,016	18,827
Decrease / (increase) in stocks	119	(179)
(Increase) / decrease in debtors	(34,574)	54,709
Increase / (decrease) in creditors	12,517	(35,038)
	<hr/>	<hr/>
Net cash provided by operating activities	49,408	133,161
	<hr/> <hr/>	<hr/> <hr/>