



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

**Trustees' Report and Financial Statements**

**Year Ended 31 March 2023**

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

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

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

**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 Kevin Shaw Faye Roebuck Catherine Pinnegar (appointed 12 April 2023) Rachael Howourth (resigned 1 December 2022)
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 2023**  
**Structure, Governance and Management**

Age UK Torbay is a company limited by guarantee. Incorporated on 3<sup>rd</sup> 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 objective 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 quarterly.

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 there are no restrictions on the number of terms.

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.

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.

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**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 2022- 2023 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**

Despite having key objectives, the charity has had to adapt to an ever-changing environment which is out of our control. Staff have had to respond appropriately in challenging times. We have 'lurched' from Covid-19, to the cost-of-living crisis.

Age UK Torbay partners with other local voluntary sector organisations to provide the Torbay Community Helpline – a 'one call' access point to support from the VCSE. The types of support include:

- Benefits, debt and finance
- Access to food parcels
- Domestic and Sexual advice
- Mental Health Support (lead organisation)
- Specialist Befriending (lead organisation)
- Housing (lead organisation)
- Wellbeing
- Caring for someone
- Triage for Adult Social Care

The helpline receives hundreds of calls a week.

# Age UK Torbay (A Company Limited by Guarantee)

## Trustees' Report

### For the Year Ended 31 March 2023

#### 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 12953 enquiries during 22/23 to our Information and Advice service, where we assisted older people to claim £3,946,698.00 (94% increase on last year), of benefits they were entitled to. Our Information and Advice service plays a vital role in tackling poverty, digital prejudice, promoting dignity, and ensuring our older people receive the enablement to continue to thrive.

We have assisted our Wellbeing Team, whose clients are increasingly presenting with complex additional needs during the year - mental health, homelessness, fraud, debt, addiction, abuse, rent arrears, poor housing, care needs, and advice around cost-of-living support.

Debt issues are referred to StepChange (our Age UK national provider) or The Salvation Army (local).

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

During 22/23 we developed a partnership agreement with Exeter Community Energy advisers. (ECoE) Who run a drop-in morning and receive referrals from us to support clients with issues related to energy suppliers, including debt/grants/supplier problems.

#### Torbay Community Helpline

The Helpline service referred 333 clients (increase of 173% on 21/22). Age UK Torbay was able to secure funding for an additional support worker to meet this increased demand - protecting our preferred level of timely support to meet client expectations.

Age UK Torbay I&A Traffic & Benefits Summary 2022/23						
Benefits	Claims 20/21	Claims 21/22	Claims 22/23	£ Benefits Achieved 20/21	£ Benefits Achieved 21/22	£ Benefits Achieved 22/23
Attendance Allowance	180	275	314	£808,098	£1,202,035	£2,043,556
Disability Living Allowance	2	8	5	£9,361	£36,212	£16,046
Personal Independence Payment	32	37	58	£96,991	£290,493	£355,172
SRP/Pension Credit	35	63	175	£74,407	£120,708	£417,445
Housing Benefit	12	31	56	£52,293	£169,750	£325,373
Council Tax Benefit	35	68	181	£41,121	£71,328	£253,628
Universal Credit	6	14	42	£31,627	£116,505	£386,545
Employment Support Allowance	1	2	9	£3,515	£16,417	£70,126
Carers Allowance	3	6	16	£10,534	£9,476	£33,224
Other/COL/Grants/DHP/WSF	-	-	114	-	-	£45,582
<b>Total</b>	<b>306</b>	<b>504</b>	<b>970</b>	<b>£1,127,947</b>	<b>£2,032,923</b>	<b>£3,946,698</b>

Referrals from Helpline	21/22	22/23
Finance / I&A client contacts	1094	1513

I&A Traffic	21/22	22/23
Reach / Individual Clients	3446	3496
Volume / Total	12432	12953



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

### Trustees' Report For the Year Ended 31 March 2023

#### Traders Register

We maintain a register of local 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.

Throughout the year 611 people requested details of traders through this scheme.

#### Wellbeing Torbay (incorporating Specialist Wellbeing)

Launched in July 2016, and now funded by 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 funding for three specialist posts, initially from the Improved Better Care Fund, and subsequently from Adult Social Care (via the Helpline). These cover Housing and Dementia.

Location	April 2022 – March 2023	April 2021- March 2022	April 2020 – March 2021
<b>Generic</b>			
Torquay	146	137	110
Paignton	132	148	093
Brixham (BDC)	76	55	40
<b>TOTAL</b>	<b>354</b>	<b>340</b>	<b>243</b>
<b>Specialist</b>			
EOL	17	40	13
Dementia	69	68	8
Housing	183	185	178
<b>TOTAL</b>	<b>269</b>	<b>293</b>	<b>199</b>
<b>Helpline</b>			
Long Covid	27	N/A	N/A
ASC /Housing	412	44	N/A
<b>TOTAL</b>	<b>439</b>	<b>44</b>	<b>00</b>
<b>OVERALL TOTAL</b>	<b>1062</b>	<b>677</b>	<b>442</b>

It is worth acknowledging that there was a notable fall in people's wellbeing during Covid-19 lockdowns, and subsequently we have seen a rise in other issues. This has now become a Cost-of-Living Crisis, 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, (historic and ongoing.)

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**Trustees' Report  
For the Year Ended 31 March 2023**

People are presenting with multiple/complex issues, and just dealing with social inclusion as a barrier in itself, is no longer the case, requiring more input, time, knowledge, and skills. In many cases, we work across internal teams – Information and Advice, Home Support and Mental Health. We also work alongside local statutory services, including Adult Social Care, Safeguarding, Police, Drug & Alcohol, Housing, and the Mental Health Team, in order to support people holistically, and practically. We are spending time completing referrals for grants and one-off payments from both the Council, and charities to help with the increased cost-of-living.

Housing is a complex issue, compounded by the cost of living. Landlords are now finding things difficult and having to sell their properties, convert to Airbnb's, or increase the rent.

Shelter support us around more complex work especially when it becomes a legal matter. We now have monthly training sessions with Shelter, alongside Citizens Advice Torbay to help understand the law, and how to challenge decision makers effectively.

We have developed working relationships with Housing Options, Housing Standards, and Community Safety Teams.

Support for people with Dementia seems to be decreasing, and focused on diagnosis. We offer support, and also help Carers to understand more about the condition. We work alongside Safeguarding, Court of Protection, and Chadwell.

Our Wellbeing groups connect people with others, and hold a monthly Long Covid support group.

Through our work with the Torbay Community Helpline, we have employed two Co-ordinators who 'triage' referrals. Their main role is to concentrate on gathering information, and refer appropriately.

**Home Support**

We provided just over 11500 hours (a slight decrease in hours compared to the previous year), but we are still providing the service to 200 older people this year.

We are still seeing the fallout from the pandemic, with any of our clients still not having the confidence to go out alone. We provide this confidence and assistance and take them for coffee, a walk, or shopping.

A recent comment from a neighbour of a client - 'I was in my garden, and I could hear the support worker talking to my neighbour. The manner of her conversation was so lovely but professional. She engaged with her so well, and I haven't heard her laugh and giggle like that for a long time. Not only did she chat away to my neighbour, but she treated her with full respect, and included her in every decision she was making to help. She didn't seem in a rush, and you could tell it was natural, as she didn't know I was pottering around in the sun'.

Our service helps older people retain their independence by assisting them with tasks such as cleaning, shopping, ironing, cooking, and collecting prescriptions and pensions, and we have seen steady growth in the companionship and social visits we offer.

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.



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**Trustees' Report**  
**For the Year Ended 31 March 2023**

**Mental Health and Specialist Befriending**

Formed in 2020 as a response to the first Pandemic Lockdown to support people with their Mental Health. This is part of the Torbay Helpline.

RAG	22/23	21/22	Specialist Befriending Referrals 22/23	Counselling Referrals 22/23
Green	8 (2%)	0		
Amber	171 (34%)	102 (40%)		
Red	310 (62%)	121 (47%)		
Immediate	9 (2%)	33 (13%)		
Total	498	256	12	43

The data above relates to people who have called Torbay Helpline.

This number is not representative of the number of supporting calls made by the mental health team, a few people only required a single call, many more required multiple calls over a number of months. We do not 'discharge' anyone who accesses the service, but the time between calls maybe decreased, or people may get 'as required calls'. There is always the opportunity to call back if further support is required.

We 'hold' people who are waiting for another support service. This maybe for one of our own Specialist Befrienders, or an Age UK Torbay counsellor. We feel it is important that people are not left feeling forgotten or disregarded, particularly at a time when they may be feeling vulnerable and alone.

In July 2022 we partnered with Shekinah to provide support to under 50s and provide additional triage and support. This has vastly increased the capacity to offer both face-to-face appointments, follow up calls, and has speeded up processing referrals, most people are called on the same day or within 24 hours of their initial call or referral. In the previous quarter, prior to July, no face-to-face appointments were possible and very few were offered in previous months, in July – September, 40 face-to-face appointments were offered, and the demand for appointments continues to be high.

The Specialist Befriender Co-ordinator has strengthened the trainee counsellor partnership between Age UK Torbay, and local counselling colleges. We have extended our counselling offer by partnering with three colleges.

There has been time to develop supportive and meaningful relationships, which improves the experience for everyone, and promotes the services in such a way that others are encouraged to work alongside us.

We have linked in with the 'Hub' at Paignton Library to provide in person counselling, and one-to-one support.

**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 30 volunteers who regularly support us on a day-to-day basis.

Our volunteers continued to provided support through Specialist Befriending, form filling, home visits, and providing Information and Advice drop ins.

**Age UK Torbay  
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**Trustees' Report  
For the Year Ended 31 March 2023**

**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 ever-changing needs
- Ensured that specialist staff provided support to over 600 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

**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 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 – Adult Social Care Precept Fund and Public Health
- AUK National
- Aviva

**Age UK Torbay**  
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**Trustees' Report**  
**For the Year Ended 31 March 2023**

**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.

Costs, particularly in Overheads, Support and Central Office, continue to be controlled by careful management.

The outlook from a local and national grant perspective, has changed with a focus on the Cost-of-Living crisis. Inevitably, the pandemic placed greater demands on our services, and this has not let up. 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.

**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 £422,000. Free reserves at 31<sup>st</sup> March 2023 amount to approximately £379,000

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.

**Age UK Torbay  
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**Trustees' Report  
For the Year Ended 31 March 2023**

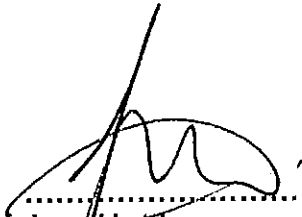
**Going Concern**

Our longer-term contracts were unaffected by the pandemic, and our Home Support numbers are back to pre 2020 levels. Donations are notably less than before.

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.

**Signed on behalf of the Trustees**



.....  
Jacqui Lyttle  
Chair of Trustees  
Date: 1 / 12 / 2023 .

**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 2023, which are set out on pages 13 to 29.

**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

13 Dec 2023



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

**Statement of Financial Activities**

**Year Ended 31 March 2023**

	<b>Note</b>	<b>Unrestricted Funds 2023 £</b>	<b>Restricted Funds 2023 £</b>	<b>Total Funds 2023 £</b>	<b>Total Funds 2022 £</b>
<b>Income from:</b>					
Donations and capital grants	2	371,861	140,750	512,611	520,640
Charitable activities	3	218,025	-	218,025	216,240
Other trading activities	4	3,909	-	3,909	3,632
Interest received		2,358	-	2,358	45
<b>Total</b>		<b>596,153</b>	<b>140,750</b>	<b>736,903</b>	<b>740,557</b>
<b>Expenditure on:</b>					
Charitable activities	5	656,868	188,383	845,251	663,206
<b>Total</b>		<b>656,868</b>	<b>188,383</b>	<b>845,251</b>	<b>663,206</b>
<b>Net (expenditure)/ income before transfers</b>		<b>(60,715)</b>	<b>(47,633)</b>	<b>(108,348)</b>	<b>77,351</b>
Transfers between funds		16,312	(16,312)	-	-
<b>Net movements in funds</b>		<b>(44,403)</b>	<b>(63,945)</b>	<b>(108,348)</b>	<b>77,351</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		560,075	114,163	674,238	596,887
<b>Total funds carried forward</b>		<b>515,672</b>	<b>50,218</b>	<b>565,890</b>	<b>674,238</b>

The notes on pages 17 to 29 form part of these financial statements.

**Age UK Torbay**  
**(A Company Limited by Guarantee)**  
**Registered Number: 04046684**

**Balance Sheet**

**31 March 2023**

	Note	£	2023 £	£	2022 £
<b>Fixed assets</b>					
Tangible assets	8		<u>136,933</u>		<u>149,401</u>
<b>Current assets</b>					
Debtors	9	36,121		43,705	
Cash at bank and in hand		<u>447,147</u>		<u>576,138</u>	
		483,268		619,843	
<b>Creditors: amounts falling due within one year</b>	10	<u>(54,311)</u>		<u>(95,006)</u>	
<b>Net current assets</b>			<u>428,957</u>		<u>524,837</u>
<b>Net assets</b>			<u>565,890</u>		<u>674,238</u>
<b>Charity Funds</b>					
Restricted funds	11		50,218		114,163
Unrestricted funds	11		<u>515,672</u>		<u>560,075</u>
<b>Total funds</b>			<u>565,890</u>		<u>674,238</u>

The notes on pages 17 to 29 form part of these financial statements.

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

**Balance Sheet (continued)**

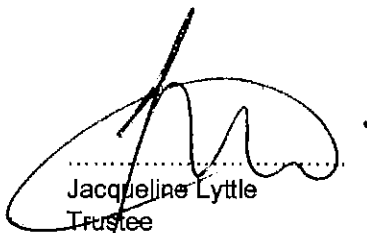
**31 March 2023**

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 2023 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 1/12/2023 and signed on their behalf by:



.....  
Jacqueline Lytle  
Trustee

Company Registration Number: 04046684

The notes on pages 17 to 29 form part of these financial statements.

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

**Cash Flow Statement**

**Year Ended 31 March 2023**

	<b>Note</b>	<b>2023 £</b>	<b>2022 £</b>
<b>Cash flows from operating activities</b>			
Net cash provided by operating activities	13	<u>(126,644)</u>	<u>196,425</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		<u>(2,347)</u>	<u>(7,287)</u>
<b>Net cash used in investing activities</b>		<u>(2,347)</u>	<u>(7,287)</u>
<b>Change in cash and cash equivalents in the year</b>		<b>(128,991)</b>	<b>189,138</b>
Cash and cash equivalents brought forward		<u>576,138</u>	<u>387,000</u>
<b>Cash and cash equivalents carried forward</b>		<u><b>447,147</b></u>	<u><b>576,138</b></u>

The notes on pages 17 to 29 form part of these financial statements.

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

**Notes to the Financial Statements  
For the Year ended 31 March 2023**

**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.

**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 2023**

**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 2023**

**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**  
**(A Company Limited by Guarantee)**

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**2. Donations and legacies**

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	12,159	-	12,159	14,925
Grants	359,702	140,750	500,452	505,715
Total	<u>371,861</u>	<u>140,750</u>	<u>512,611</u>	<u>520,640</u>

Income from donations and legacies in 2022 included unrestricted income of £329,170 and restricted income of £191,470.

**Analysis of grants**

	2023 £	2022 £
Torbay and South Devon NHS Foundation Trust	89,805	84,722
Age UK	10,000	10,000
Age UK/Eon	2,923	12,772
Teignbridge CVS Wellbeing project	189,213	-
Torbay Community Development Trust	97,766	270,331
Torbay Development Mental Health COMF	-	15,220
Citizens Advice Torbay	-	9,864
Torbay Council Mental Health Project	100,750	96,250
Torbay Carers End of Life and Dementia Support	9,995	-
Aviva	-	2,500
CJRS Scheme	-	3,453
Miscellaneous	-	603
Total	<u>500,452</u>	<u>505,715</u>

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**3. Income from charitable activities**

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Charges to clients	217,930	-	217,930	215,945
Miscellaneous income	95	-	95	295
	<u>218,025</u>	<u>-</u>	<u>218,025</u>	<u>216,240</u>

All 2022 income from charitable activities related to unrestricted funds.

**4. Income from other trading activities**

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Other fundraising income	3,909	-	3,909	3,632
	<u>3,909</u>	<u>-</u>	<u>3,909</u>	<u>3,632</u>

All 2022 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 2023**

**5. Analysis of Charitable activities**

	Unrestricted £	Restricted £	2023 £	2022 £
Cost of supplies and services	-	-	-	331
Grants to other organisations	29,614	31,754	61,368	37,238
Travel costs	3,590	1,685	5,275	4,181
Office expenses	36,582	1,711	38,293	33,200
Wages and salaries	482,061	111,842	593,903	495,058
National insurance	25,242	9,766	35,008	21,658
Pension cost	13,726	3,375	17,101	13,924
Training	3,736	100	3,836	1,564
Equipment costs	550	-	550	1,443
Trustees meetings and recruitment	1,865	87	1,952	-
Subscriptions	606	-	606	434
Legal and professional	17,884	27,821	45,705	10,628
Accountancy	4,200	-	4,200	3,840
Bank charges	2,895	-	2,895	2,460
Sundry expenses	7,411	92	7,503	6,165
Premises costs	8,926	150	9,076	11,263
Insurance	3,165	-	3,165	3,208
Depreciation	14,815	-	14,815	16,611
	<u>656,868</u>	<u>188,383</u>	<u>845,251</u>	<u>663,206</u>

Total expenditure in 2022 included unrestricted expenditure of £549,479 and restricted expenditure of £113,727.

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**6. Net Income/expenditure**

This is stated after charging:

	2023 £	2022 £
Depreciation of tangible fixed assets	14,815	16,611
Independent examiner's fees	1,800	1,800
	<u>16,615</u>	<u>18,411</u>

**7. Staff costs**

Staff costs were as follows:

	2023 £	2022 £
Wages and salaries	593,903	493,048
Social security costs	35,008	21,658
Other pension costs	17,101	13,924
	<u>646,012</u>	<u>528,630</u>

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

	2023 No.	2022 No.
Headcount	45	41

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 £51,257 (2022: £46,483).

During the year, no Trustees received any remuneration (2022: £nil) or benefits in kind (2022: £nil)

No Trustees received any reimbursement of expenses in the year (2022: £nil).

There were no related party transactions during the year (2022: none).

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**8. Tangible Fixed Assets**

	Freehold Property	Fixtures & fittings	Computer equipment	Office equipment	Total
<b>Cost or valuation</b>					
At 1 April 2022	265,929	8,213	63,844	52,163	390,149
Additions	-	-	2,347	-	2,347
At 31 March 2023	265,929	8,213	66,191	52,163	392,496
<b>Depreciation</b>					
At 1 April 2022	122,746	8,213	58,043	51,746	240,748
Charge for year	10,637	-	4,074	104	14,815
At 31 March 2023	133,383	8,213	62,117	51,850	255,563
<b>Net book value</b>					
At 31 March 2023	132,546	-	4,074	313	136,933
At 31 March 2022	143,183	-	5,801	417	149,401

**9. Debtors**

	2023 £	2022 £
Trade debtors	29,440	2,899
Prepayments and accrued income	6,681	40,806
	<b>36,121</b>	<b>43,705</b>



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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Trade creditors	<b>7,680</b>	10,824
Accruals and deferred income	<b>46,631</b>	84,182
	<u><b>54,311</b></u>	<u>95,006</u>

**Deferred Income**

	<b>£</b>
Deferred income at 1 April 2022	55,147
Resources deferred during the year	(46,114)
	<u><b>9,033</b></u>

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**11. Funds**

	<b>1 April 2022 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers in/out £</b>	<b>31 March 2023 £</b>
<b>Designated Funds</b>					
Property and Fixed Assets	149,401	-	-	(12,468)	136,933
<b>General Funds</b>					
General funds	410,674	596,153	(656,868)	28,780	378,739
<b>Total unrestricted funds</b>	<b>560,075</b>	<b>596,153</b>	<b>(656,868)</b>	<b>16,312</b>	<b>515,672</b>
<b>Restricted Funds</b>					
Improved better care fund - End of life & Housing	52,627	40,000	(50,099)	(6,000)	36,528
Aviva funding	2,084	-	(1,271)	-	813
GLA Funding Mental Health	48,420	100,750	(129,629)	(10,312)	9,229
Mental Health COMF	11,032	-	(7,384)	-	3,648
<b>Total restricted funds</b>	<b>114,163</b>	<b>140,750</b>	<b>(188,383)</b>	<b>(16,312)</b>	<b>50,218</b>
<b>Total funds</b>	<b>674,238</b>	<b>736,903</b>	<b>(845,251)</b>	<b>-</b>	<b>565,890</b>

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

	<b>1 April 2021 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Transfers In/out £</b>	<b>31 March 2022 £</b>
<b>Designated Funds</b>					
Property and Fixed Assets	158,725	-	-	(9,324)	149,401
<b>General Funds</b>					
General funds	399,320	549,087	(549,479)	11,746	410,674
<b>Total unrestricted funds</b>	<b>558,045</b>	<b>549,087</b>	<b>(549,479)</b>	<b>2,422</b>	<b>560,075</b>
<b>Restricted Funds</b>					
Improved better care fund – End of life	26,569	65,000	(41,474)	2,532	52,627
Improved better care fund - Housing	6,941	12,500	(16,909)	(2,532)	-
Aviva funding	-	2,500	(416)	-	2,084
GLA Funding Mental Health	-	96,250	(45,408)	(2,422)	48,420
Mental Health COMF	-	15,220	(4,188)	-	11,032
Lottery Grant	1,600	-	(1,600)	-	-
Age UK Covid Grant	3,732	-	(3,732)	-	-
<b>Total restricted funds</b>	<b>38,842</b>	<b>191,470</b>	<b>(113,727)</b>	<b>(2,422)</b>	<b>114,163</b>
<b>Total funds</b>	<b>596,887</b>	<b>740,557</b>	<b>(663,206)</b>	<b>-</b>	<b>674,238</b>

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**Information and Advice** - T&SDNHSFT and Age UK Eon

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

**Wellbeing Torbay** – Ageing Well (National Lottery Community Fund through Torbay Community Development Trust) 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 2023.

**Specialist Wellbeing**

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

Additional funding has also been received for two additional Wellbeing Co-ordinators to support the Torbay Community Helpline.

This funding was initially for two years, but has been extended until 2023.

**FAIR (Financial Advice Information Resilience)** – Citizens Advice Torbay (National Lottery Community Fund)

Provided support and advice in the community.

This project has now ceased.

**Mental Health and Specialist Wellbeing** – Public Health (Torbay Council MHP and COMF)  
Supporting mental health and emotional wellbeing through the Torbay Community Helpline.

Under 50s post sub-contracted to Eat That Frog.

Long Covid Wellbeing post funded for one year.

Funded until 2022.

**Age UK Partner Annual Grant** – Age UK

Contribution from Age UK national to partner organisations.

**Miscellaneous**

**Supporting Older People Fund** – Aviva/CJRS

Small grant to purchase equipment to keep people warm in their homes.  
One off grant.

**Designated Fund**

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

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

**12. Analysis of Net Assets Between Funds**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>	<b>Total funds 2022 £</b>
Tangible fixed assets	136,933	-	136,933	149,401
Current assets	433,050	50,218	483,268	619,843
Creditors due within one year	(54,311)	-	(54,311)	(95,006)
	<b>515,672</b>	<b>50,218</b>	<b>565,890</b>	<b>674,238</b>

**Comparative Information in respect of the preceding period is as follows:**

	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<b>Total funds 2022 £</b>
Tangible fixed assets	149,401	-	149,401	158,725
Current assets	505,680	114,163	619,843	471,819
Creditors due within one year	(95,006)	-	(95,006)	(33,657)
	<b>560,075</b>	<b>114,163</b>	<b>674,238</b>	<b>596,887</b>

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

**Notes to the Financial Statements**  
**For the Year ended 31 March 2023**

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Net income for the year (as per Statement of Financial Activities)	<b>(108,348)</b>	77,351
<b>Adjustment for:</b>		
Depreciation charges	<b>14,815</b>	16,611
Decrease/ (increase in stocks	-	120
Decrease / (increase) in debtors	<b>7,584</b>	40,994
(Decrease) / Increase in creditors	<b>(40,695)</b>	61,349
<b>Net cash provided by operating activities</b>	<b><u>(126,644)</u></b>	<b><u>196,425</u></b>

