



Age UK Torbay
(A Company limited by guarantee)

Trustees' Report and Financial Statements

Year Ended 31 March 2024

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 (Resigned 25 April 2024) Faye Roebuck (elected Chair 25 April 2024) Kevin Shaw Catherine Pinnegar (appointed 12 May 2023) Scarlett Baker (appointed 25 April 2024) Christina Barnard (appointed 25 April 2024) Drew Perry (appointed 25 April 2024)
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 2024

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 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 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 Articles of Association require that there shall never be less than five. Trustees serve for a term of two years and may be reappointed for up to three further terms of three years.

The Chair is appointed by the Trustees from amongst their number. The Chair serves for an initial term of two years, and may be reappointed for up to three terms of three years.

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 Trustees 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:

- Essential Trustee CC3
- Legal documentation of the organisation, including the Memorandum and Articles of Association
- Agenda and Minutes template
- Job Descriptions of trustees
- Access to the Policies and Procedures of the organisation
- Financing of the organisation and explanation of the accounts
- Strategy and Business Plan, including future plans and objectives
- Declaration of Interest form
- Board Skills Audit
- Trustee Eligibility Declaration

New Trustees attend an Induction session with the Chief Officer, meet key staff, and complete relevant checks – DBS, Fit and Proper Persons etc. Our Trustees also attend training (Safeguarding etc) relevant to the requirements and responsibilities of their respective roles as trustees.

The Trustees delegate 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.

Age UK Torbay (A Company Limited by Guarantee)

Trustees' Report (continued) For the Year Ended 31 March 2024

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 have introduced 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 2023 - 2024 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 (including Torbay Community Helpline), 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
- 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 the pandemic to the cost-of-living crisis, both have hit older people with their wellbeing, and everyday living costs.

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.

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Trustees' Report (continued)
For the Year Ended 31 March 2024

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.

Our strategy and business plan has just been updated for 2024.

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 10,140 enquiries during 23/24 to our Information and Advice service, and assisted older people to claim £2,927,931 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 23/24 we progressed our partnership 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 directly referred 365 clients 50+ years of age, resulting in 1,620 individual contacts to reach an adequate outcome. Age UK Torbay continues to adapt our working practices to meet this increased demand protecting our preferred level of timely support to meet client expectations.

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Trustees' Report (continued)
For the Year Ended 31 March 2024

Age UK Torbay I&A Traffic & Benefits Summary - Annual Trend

Benefits	Claims 21/22	Claims 22/23	Claims 23/24	£ Benefits Achieved 21/22	£ Benefits Achieved 22/23	£ Benefits Achieved 23/24
Attendance Allowance	275	314	315	£1,202,035	£2,043,556	£1,783,392
Disability Living Allowance	8	5	9	£36,212	£16,046	£43,452
Personal Independence Payment	37	58	61	£290,493	£355,172	£263,141
SRP/Pension Credit	63	175	62	£120,708	£417,445	£188,925
Housing Benefit	31	56	55	£169,750	£325,373	£274,129
Council Tax Benefit	68	181	96	£71,328	£253,628	£115,092
Universal Credit	14	42	12	£116,505	£386,545	£95,111
Employment Support Allowance	2	9	14	£16,417	£70,126	£93,654
Carers Allowance	6	16	4	£9,476	£33,224	£8,059
Other/COL/Grants/DHP/WSF/HSF	-	114	105	-	£45,582	£62,976
Total	504	970	733	£2,032,923	£3,946,698	£2,927,931

Direct Referrals from Helpline	21/22	22/23	23/24
Over 50's Finance / Information / Advice	155	345	365

I&A Traffic	21/22	22/23	23/24
Reach / Individual Clients	3446	3496	3926
Volume / Total	12432	12953	10140

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.

The Traders Register provides older people with access to effective solutions to a wide range of home maintenance problems.

Throughout the year 434 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. We have now ceased working with End of Life clients.

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Trustees' Report (continued)
For the Year Ended 31 March 2024

	April 2023 – March 2024	April 2022 – March 2023	April 2021- March 2022
Generic			
Torquay	105	146	137
Paignton	110	132	148
Brixham	16	76	055
Total	231	354	340
Specialist			
EOL	0	17	40
Dementia	60	69	68
Housing	171	183	185
TOTAL	231	269	293
Helpline			
Long Covid	7	27	N/A
ASC /Housing	233	412	44
Total	240	439	44
Overall Total	702	1062	677

Referrals to Wellbeing have fallen this year, however people are presenting with multiple issues, managing social inclusion as a barrier in itself, is no longer the case. This complexity requires more input, time, knowledge and skills. In many cases, we work across internal teams – Information and Advice, Home Support, and Mental Health. We also source grants for people from both other charities and the Household Support Fund

We work alongside the statutory sector, Adult Social Care, Safeguarding, Police, Drug & Alcohol, Housing and the Mental Health Team in order to support people holistically and practically.

Housing is complex, compounded by the Cost-of-Living crisis. Landlords selling properties, or increasing the rent are notable issues. Torbay also struggles with a high number of uninhabitable, and unsuitable properties. Additionally, a huge rise in ASB, and drug issues in local communities has not helped.

We have a good working relationship with Shelter, who support us around more complex legal housing issues. Monthly training sessions with Shelter, and colleagues from Citizens Advice Torbay help us understand the law, and how to challenge council decision making and illegal evictions.

Timely support is required to assist older vulnerable people to move house. We can provide 'a man with a van', and support on move day, as many people are overwhelmed with the whole situation.

Good working relationships with Housing Options, Housing Standards, and Community Safety Teams help with progressing, and resolving people's housing issues.

Our Dementia Wellbeing Co-ordinator supports the person living with Dementia, carers, and families. Dementia support in this area is limited, and only accessible at diagnosis and crisis points. Educating family and carers on the condition is a key part of the role. Knowledge and liaison with Safeguarding, Court of Protection and the Community Mental Health team are pivotal points of contact.

Our generic Wellbeing Co-ordinators support people in the community, but this is becoming increasingly demanding due to other service waiting times, lack of face-to-face support in some services, and financial restraints. Group activities continue to work well, connecting people with others with like-minded groups.

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Trustees' Report (continued)
For the Year Ended 31 March 2024

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

Home Support

We provided just over 11,500 hours and we are still providing the service to 200 older people this year. 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.

Some of our feedback:

'Thank you for all your help and support over the last few years, it has been wonderful to have such reliable, friendly and trustworthy cleaners, and it has made a great difference to Mum's quality of life; you have been so helpful in sorting out all the chopping and changing... patience of saints'

'I am so grateful for all you do for me. You totally understand the needs of the person and what they may be going through, you are all very patient and kind. I have dealt with other agencies, but you are so easy to talk to – I can pick up the phone and not worry.'

'I think we need to clone my support worker because she is so good at what she does, as are the office staff 'working behind the scenes'. Thank you'

'Such a lovely Home Support person, she does an excellent job. Thank you'

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	21/22	22/23	23/24
Immediate	33 13%	9 2%	22 3%
Red	121 47%	310 62%	430 64%
Amber	102 40%	171 34%	215 32%
Green	0	8 2%	0
Total	256	498	667

Onwards Referral	22/23	23/24
Specialist Befrienders	12	9
Age UK Torbay counselling	43	57

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

The demand for mental health support continues to increase. Many people are experiencing multiple challenges, and as support services are stretched, people's distress increases.

People asking for support are, and have, experiencing layers of trauma, including bereavement, domestic abuse, homelessness and childhood trauma.

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Trustees' Report (continued)
For the Year Ended 31 March 2024

At the start of Covid-19 we offered support to people who were mainly lonely and isolated. The nature of calls has sadly changed and people are now looking for support with thoughts of suicide, significant loss, bereavement, and unresolved trauma.

The number of new callers is not representative of the number of supporting calls made by the mental health team, a few people only require a single call, many more require multiple calls over months. The flexibility that we can offer to meet people's individual needs appears to be a lifeline.

The service assesses the level of distress and plans the frequency of calls accordingly. One person whose thoughts of suicide were becoming more difficult to manage had the frequency of calls increased.

We do not 'discharge' anyone who uses the service, but the time between calls maybe decreased, or people may receive '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 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.

The Specialist Befriender Co-ordinator continues to strengthen the trainee counsellor partnership between Age UK Torbay, and local counselling colleges.

We have extended our counselling offer by partnering with five colleges. There has been an increased demand for face-to-face counselling and this is now a regular offer at Paignton Library. We also continue to refer to the Windmill Centre and Centrepeace.

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 continue to have a regular presence at the Hub at Paignton Library and have regular dedicated time at Endeavour house.

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.

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
- Are key partners in the following steering groups:
 - Frailty and Healthy Ageing
 - Systemwide Dementia Group
 - Information and Advice Steering Group

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Trustees' Report (continued) For the Year Ended 31 March 2024

- Torbay Older Citizens Forum
- 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.
- Actively seek 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 including:

- Torbay and South Devon NHS Foundation Trust
- Torbay Council
- Housing Support Fund

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.

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.

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Trustees' Report (continued)
For the Year Ended 31 March 2024

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 £447,000. Free reserves at 31st March 2024 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.

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



.....
Faye Roebuck
Chair of Trustees

Date: 09/12/2024

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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.

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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 2024, 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

9 April 2024

Age UK Torbay
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Statement of Financial Activities

Year Ended 31 March 2024

		Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
	Note				
Income from:					
Donations and capital grants	2	450,557	220,426	670,983	512,611
Charitable activities	3	233,301	-	233,301	218,025
Other trading activities	4	20	-	20	3,909
Interest received		6,007	-	6,007	2,358
Total		689,885	220,426	910,311	736,903
Expenditure on:					
Charitable activities	5	734,399	210,109	944,508	845,251
Total		734,399	210,109	944,508	845,251
Net (expenditure)/ income before transfers		(44,514)	10,317	(34,197)	(108,348)
Transfers between funds		28,543	(28,543)	-	-
Net movements in funds		(15,971)	(18,226)	(34,197)	(108,348)
Reconciliation of funds:					
Total funds brought forward		515,672	50,218	565,890	674,238
Total funds carried forward		499,701	31,992	531,693	565,890

The notes on pages 17 to 28 form part of these financial statements.

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

Balance Sheet

31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets					
Tangible assets	8		<u>123,014</u>		<u>136,933</u>
Current assets					
Debtors	9	46,653		36,121	
Cash at bank and in hand		<u>402,987</u>		<u>447,147</u>	
		449,640		483,268	
Creditors: amounts falling due within one year	10	<u>(40,961)</u>		<u>(54,311)</u>	
Net current assets			<u>408,679</u>		<u>428,957</u>
Net assets			<u><u>531,693</u></u>		<u><u>565,890</u></u>
Charity Funds					
Restricted funds	11		31,992		50,218
Unrestricted funds	11		<u>499,701</u>		<u>515,672</u>
Total funds			<u><u>531,693</u></u>		<u><u>565,890</u></u>

The notes on pages 17 to 28 form part of these financial statements.

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Balance Sheet (continued)

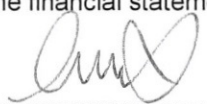
31 March 2024

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 2024 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 09/12/2024 and signed on their behalf by:


.....

Faye Roebuck
Chair of Trustees

Company Registration Number: 04046684

The notes on pages 17 to 28 form part of these financial statements.

Age UK Torbay
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Cash Flow Statement

Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by operating activities	13	<u>(44,160)</u>	<u>(126,644)</u>
Cash flows from investing activities:			
Purchase of tangible fixed assets		<u>-</u>	<u>(2,347)</u>
Net cash used in investing activities		<u>-</u>	<u>(2,347)</u>
Change in cash and cash equivalents in the year		(44,160)	(128,991)
Cash and cash equivalents brought forward		<u>447,147</u>	<u>576,138</u>
Cash and cash equivalents carried forward		<u>402,987</u>	<u>447,147</u>

The notes on pages 17 to 28 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 2024**

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 2024

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 2024

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 2024

2. Donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Donations	12,703	-	12,703	12,159
Legacies	1,000	-	1,000	-
Grants	436,854	220,426	657,280	500,452
Total	<u>450,557</u>	<u>220,426</u>	<u>670,983</u>	<u>512,611</u>

Income from donations and legacies in 2023 included unrestricted income of £371,861 and restricted income of £140,750.

Analysis of grants

	2024 £	2023 £
Torbay and South Devon NHS Foundation Trust	95,193	89,805
Age UK	10,000	10,000
Age UK / Wellbeing coordinator	28,313	2,923
Teignbridge CVS Wellbeing project	184,213	189,213
Torbay Council - Dementia Wellbeing Coordinator	34,000	-
Torbay Council Mental Health Project	163,676	100,750
Torbay Community Development Trust	62,178	97,766
Torbay Council - cost of living crisis funding	21,000	-
Torbay Council – Household support fund	56,750	-
Carers End of Life and Dementia Support	-	9,995
Other grants	1,957	-
Total	<u>657,280</u>	<u>500,452</u>

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2024

3. Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Charges to clients	233,156	-	233,156	217,930
Miscellaneous income	145	-	145	95
	<u>233,301</u>	<u>-</u>	<u>233,301</u>	<u>218,025</u>

All 2023 income from charitable activities related to unrestricted funds.

4. Income from other trading activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Other fundraising income	20	-	20	3,909
	<u>20</u>	<u>-</u>	<u>20</u>	<u>3,909</u>

All 2023 income from other trading activities related to unrestricted funds.

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2024

5. Analysis of Charitable activities

	Unrestricted £	Restricted £	2024 £	2023 £
Cost of supplies and services	444	-	444	-
Grants to other organisations	22,903	28,375	51,278	61,368
Travel costs	4,154	2,173	6,327	5,275
Office expenses	46,342	1,749	48,091	38,293
Wages and salaries	547,207	101,288	648,495	593,903
National insurance	30,266	8,957	39,223	35,008
Pension cost	15,751	3,039	18,790	17,101
Training	386	548	934	3,836
Equipment costs	-	-	-	550
Trustees meetings and recruitment	1,755	39	1,794	1,952
Subscriptions	1,097	-	1,097	606
Legal and professional	15,425	63,820	79,245	45,705
Accountancy	4,440	-	4,440	4,200
Bank charges	3,113	-	3,113	2,895
Sundry expenses	4,266	121	4,387	7,503
Premises costs	15,930	-	15,930	9,076
Insurance	7,001	-	7,001	3,165
Depreciation	13,919	-	13,919	14,815
	<u>734,399</u>	<u>210,109</u>	<u>944,508</u>	<u>845,251</u>

Total expenditure in 2023 included unrestricted expenditure of £656,868 and restricted expenditure of £188,383.

Age UK Torbay
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the Year ended 31 March 2024

6. Net income/expenditure

This is stated after charging:

	2024 £	2023 £
Depreciation of tangible fixed assets	13,919	14,815
Independent examiner's fees	1,800	1,800
	<u>15,719</u>	<u>16,615</u>

7. Staff costs

Staff costs were as follows:

	2024 £	2023 £
Wages and salaries	640,722	593,903
Social security costs	39,223	35,008
Other pension costs	18,790	17,101
	<u>698,735</u>	<u>646,012</u>

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

	2024 No.	2023 No.
Headcount	44	45

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 £67,228 (2023: £57,466).

During the year, no Trustees received any remuneration (2023: £nil) or benefits in kind (2023: £nil)

No Trustees received any reimbursement of expenses in the year (2023: £nil).

There were no related party transactions during the year (2023: none).

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2024

8. Tangible Fixed Assets

	Freehold Property	Fixtures & fittings	Computer equipment	Office equipment	Total
Cost or valuation					
At 1 April 2023	265,929	8,213	66,191	52,163	392,496
At 31 March 2024	265,929	8,213	66,191	52,163	392,496
Depreciation					
At 1 April 2023	133,383	8,213	62,117	51,850	255,563
Charge for year	10,637	-	3,204	78	13,919
At 31 March 2024	144,020	8,213	65,321	51,928	269,482
Net book value					
At 31 March 2024	121,909	-	870	235	123,014
At 31 March 2023	132,546	-	4,074	313	136,933

9. Debtors

	2024 £	2023 £
Trade debtors	36,370	29,440
Prepayments and accrued income	10,283	6,681
	<u>46,653</u>	<u>36,121</u>

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2024

10. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	6,684	7,680
Accruals and deferred income	34,277	46,631
	<u>40,961</u>	<u>54,311</u>
Deferred income		
		£
Deferred income at 1 April 2023		9,033
Resources deferred during the year		(9,033)
		<u>-</u>
Deferred income at 31 March 2024		<u>-</u>

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2024

11. Funds

	1 April 2023 £	Income £	Expenditure £	Transfers in/out £	31 March 2024 £
Designated Funds					
Property and Fixed Assets	136,933	-	-	(13,919)	123,014
General Funds					
General funds	378,739	689,885	(734,399)	42,462	376,687
Total unrestricted funds	515,672	689,885	(734,399)	28,543	499,701
Restricted Funds					
Improved better care fund - End of life & Housing	36,528	56,750	(57,843)	(4,256)	31,179
Aviva funding	813	-	-	-	813
GLA Funding Mental Health	9,229	163,676	(148,618)	(24,287)	-
Mental Health COMF	3,648	-	(3,648)	-	-
Total restricted funds	50,218	220,426	(210,109)	(28,543)	31,992
Total funds	565,890	910,311	(944,508)	-	531,693

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

	1 April 2022 £	Income £	Expenditure £	Transfers in/out £	31 March 2023 £
Designated Funds					
Property and Fixed Assets	149,401	-	-	(12,468)	136,933
General Funds					
General funds	410,674	596,153	(656,868)	28,780	378,739
Total unrestricted funds	560,075	596,153	(656,868)	16,312	515,672
Restricted Funds					
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
Total restricted funds	114,163	140,750	(188,383)	(16,312)	50,218
Total funds	674,238	736,903	(845,251)	-	565,890

Age UK Torbay
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Notes to the Financial Statements
For the Year ended 31 March 2024

Information and Advice – T&SDNHSFT and Cost of Living Crisis Funding (Torbay Council)
Delivering free and confidential advice to over 50s living in Torbay.

Wellbeing Torbay – T&SDNHSFT (Teignbridge CVS)
Providing emotional and practical support to lonely and isolated people, enabling people to be part of their community, develop support networks, and improve their wellbeing.

Housing Wellbeing Co-ordinator – Household Support Fund (Torbay Council)
Assisting people with a variety of housing issues, including eviction, homelessness, environmental, and unsuitable living conditions.

Dementia – Age UK and Public Health (Torbay Council)
Supporting both people with Dementia and their families and carers.

Torbay Community Helpline Wellbeing Co-ordinators – Torbay Council via Torbay Communities
Providing triage, fact finding, and initial intensive support through Torbay Community Helpline

Mental Health and Specialist Befriending – Torbay Council via Public Health
Providing mental health and emotional support through Torbay Community Helpline.
Includes onwards referrals for counselling, and signposting.

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 2024

12. Analysis of Net Assets Between Funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Tangible fixed assets	123,014	-	123,014	136,933
Current assets	417,648	31,992	449,640	483,268
Creditors due within one year	(40,961)	-	(40,961)	(54,311)
	<u>499,701</u>	<u>31,992</u>	<u>531,693</u>	<u>565,890</u>

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

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
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)
	<u>515,672</u>	<u>50,218</u>	<u>565,890</u>	<u>674,238</u>

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

	2024 £	2023 £
Net income for the year (as per Statement of Financial Activities)	(34,197)	(108,348)
Adjustment for:		
Depreciation charges	13,919	14,815
(Increase) / Decrease in debtors	(10,532)	7,584
(Decrease) / Increase in creditors	(13,350)	(40,695)
Net cash provided by operating activities	<u>(44,160)</u>	<u>(126,644)</u>