

**Local services, local people, local organisation**







## Signing up with SAND

We signed up to Safe Ageing No Discrimination's Covenant

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# Introduction

We usually end this foreword by giving thanks to our volunteers and staff. However, this year we felt we should start by saying a huge thank you to all of our volunteers and staff, who have shown enormous commitment and resilience in continuing to support so many older people, through some very difficult times.

Whilst many older people are now vaccinated, and are able to go about their lives as they did prior to the pandemic, there are still very many older people whose health and wellbeing have been negatively impacted and who need our support. In addition, as the year progressed, the impact of the cost of living crisis grew and, as a result, demand continued to rise, especially for our benefits advice and befriending services.

We also know that the pandemic affected some older people more than others, as will the cost of living crisis and we have continued to work towards ensuring that our organisation is supporting and reaching out to diverse communities. Our outreach work has continued, and we are going to as many community events and groups as we are able to.

We have worked with SAND (Safe Ageing No Discrimination) and Age UK Herefordshire & Worcestershire to develop Reach, a befriending service for older and old LGBT+ people. We signed up to the SAND covenant to embrace a culture of inclusion and our Equality, Diversity & Inclusion group considered training and reviewed our EDI action plan to give us more focus on diversity. We have continued to work as part of the Hardship & Poverty group to provide support and help to older people who are struggling financially and we are involved in a number of other groups such as the Dementia Action Alliance, the Mental Health Forum, Digital Inclusion Network and the Domestic Abuse Forum.

As you will see from our report, we continued to bring back services post pandemic, and our activity levels have gone up across all areas. Unfortunately, one impact of the current times has been a significant reduction in the number of our volunteers, which has decreased since the start of the pandemic, and continues due to the impact of the cost of living crisis. This has put an added pressure on our ability to meet the rising demand and, sadly, we have waiting lists for some services, which is something we try hard to avoid.

This has also been a more challenging year for fundraising and income generation. During the first year of the pandemic, there were a number of COVID related grants that we were able to apply for to help us meet demand, but by 2021/22, these had mostly dried up. Nevertheless, our Income Generation team has worked hard to find and bring in alternative grants, donations and funding streams, and our Wellington shop has continued to create additional surplus to help us meet some of the service pressures. We would like to say a big thank you to all those donors and funders who have supported us during the year; we need your support more than ever during these difficult years.

On a positive note our Digital Inclusion Project really took off and we have had some fantastic results with those older people we have been able to support to get online. Sadly, we also found a number of cases of older people being scammed or upsold IT packages and, where we have found these, we have been able to help the older person to sort it out and raised issues with the providers. We continue to lobby and campaign about the digital exclusion of older people, both locally and at a national level. Our Chair sits on the national Age UK Influencing Committee and they have raised our concerns about digital exclusion for older people. In turn, Age UK have raised this with ministers, as a national issue.

In July, we moved to our fantastic new offices at Bellstone in Shrewsbury. This was a major undertaking after twenty years at Mardol Gardens, and all the staff worked hard to make the transition smooth for our beneficiaries. Post-pandemic, the ability to work from home meant that we could move to more suitable, smaller premises. We have been delighted with the new space, and its openness, high street presence, and accessibility (next to disabled parking and bus stops) all mean our footfall is increasing weekly. Our windows give us a great opportunity to publicise and promote



events, services and volunteering opportunities.

Moving forward for the coming year we have a number of challenges that we are facing and we expect it will be a tough year. The reduction in volunteers is one of our biggest challenges as most of our activities are provided by, or supported by, volunteers. This is a national issue affecting most charities, not just ours, and we are working with all our local partners to boost volunteer recruitment.

The increasing demand for services continues to challenge and we anticipate longer waiting lists. This is not just the result of COVID or the cost of living, it is also because Shropshire, and particularly Telford, have an older population that is growing much more rapidly than the national, or regional average. This puts added pressure on our already stretched services.

Finally, our third big challenge will be financial: increased energy, running costs and national minimum wage also have an impact on our expenditure and funding income is not keeping pace with these increases. We have always worked hard to balance our budgets but, in the current climate, this is becoming increasingly difficult to do.

Nevertheless, with the support of our trustees, staff, volunteers and funders, we will rise to the challenge and keep helping our local older people.

Sue Robson, Chair of Trustee Board  
&  
Heather Osborne, Chief Executive





## **Wellbeing services**

We teamed up with Shropshire Hills  
Discovery Centre for nature walks





**£3m**

in additional  
benefits raised  
for local older  
people.

**9,000**

attendances at our  
wellbeing and  
activity groups.



**140** people called  
by our telephone  
buddies every week.

**26,000**

website visitors seeking  
information and advice.







Our trusted assessor fitted **477** pieces of equipment.

Our Telford staff responded with in-depth casework advice to **405** enquiries.

**957** new advocacy cases dealt with.



**68,262**

hours of support provided by Help at Home.

**289**

attendances at our dementia support respite sessions.

# Our strategic outcomes

Age UK Shropshire Telford & Wrekin is a charity that is proud to be local, diverse and empowering. Our staff and volunteers strive to achieve our mission to **work with and for older people to improve the quality of later life**, and actively seek the views of older

## **We reduce the risk of isolation and loneliness to older people** by:

- Supporting older people through local and global crises;
- Developing and supporting physical and digital activities which encourage and help older people to have better mental health, be active in their communities and keep in touch with family and friends;
- Maintaining our friendship support services and actively seeking ways to broaden our reach, especially to minority groups;
- Raising awareness and campaigning about loneliness and isolation for older people;
- Encouraging people to volunteer and discover its benefits; and
- Working closely with other local organisations, businesses and partners to provide activities for lonely older people especially within the Wellbeing & Independence Partnerships.

## **We help older people maintain and optimise their independence** by:

- Continually reviewing our practical Help at Home service to meet need and demand;
- Supplying additional support for older people made more vulnerable during the winter;
- Securing services through the Wellbeing & Independence Partnerships and the Shropshire Lead Partners Group to deliver a wider range of services;
- Developing our service to provide respite care for people with dementia;
- Continuing to provide supported signposting within GP surgeries;
- Working with statutory bodies to help older people access assistive technology;
- Delivering an IT Help service to assist older people with technology; and
- Increasing our wellbeing pursuits and working with others to provide activities that keep older people independent, fit and active.

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing





people, their families and carers about the issues that affect them. Recovering from the pandemic has not been easy, but we will not fail to be driven by the needs of older people and our desire for older people in Shropshire to flourish and enjoy later life.

**We keep older people informed and support them to assert their rights effectively to access the services they need** by:

- Providing a free information and advice service to older people, their families and carers;
- Offering independent and trustworthy advocacy support to enable older people to make decisions which affect their lives;
- Maximising older people's income through benefits advice;
- Working with older people across our rural county to highlight their needs when accessing services and transport;
- Being inclusive and seeking to engage with people not accessing our services;
- Challenging service decisions that negatively affect our beneficiaries; and
- Continuing to generate income through fundraising, donations and sponsorship to support the free services we offer.

**We ensure the voices of older people are heard** by:

- Actively seeking and listening to the views of older people about the services they access to shape future provision;
- Campaigning locally for older people and supporting nationwide campaigns such as We Can't Wait For Care and It Doesn't Add Up;
- Broadening our outreach work and engagement with older people;
- Participating within the Age UK family to create a stronger voice and learn from other Age UKs across the country;
- Continuing our Equality, Diversity & Inclusion work;
- Working closely with our partners, businesses, local authorities and the health service; and
- Influencing local decisions in an effort to make our county an Age Friendly place.

Well informed older people can assert their rights



Older people's voices heard on services and issues



# Campaigning

‘I would never have considered claiming without your help; **this will make a vast difference to ourselves.**’

Client feedback

This year we campaigned hard to ensure older people’s voices are heard when it comes to digital inclusion.

The popularity of our digital inclusion service demonstrates the importance of supporting older people to help them engage in online technology. We commented on many issues that are driving a digital society: bank closures, online blue badge applications, car-parking apps and Shropshire Council’s ‘digital by default’ strategy, which resulted in a discussion at their scrutiny committee.

Having reviewed the representation on our Sounding Board, we felt we needed to reach out more to gauge older people’s views on a number of issues, so concentrated on attending various events across the county. This gave us the opportunity to speak to older people in their own community.

## Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



Well informed older people can assert their rights



Older people’s voices heard on services and issues





# Campaigning

We were honoured to have Californian filmmakers Stu Maddux and Joe Applebaum premiere their film, *All the Lonely People*, at the Old Market Hall in Shrewsbury. The film shines a spotlight on loneliness and isolation, with some of the older people we support and our volunteers in front of the camera, sharing their experiences.

Supporting national campaigns such as Dementia Action Week helped us raise awareness of the challenges older people face living with dementia, and their carers. Volunteers Week, Carers Week and Scam Awareness Week were just some of the other campaigns we took part in this year.

As we moved out of the pandemic into a cost of living crisis, it was even more important to convey the concerns of local older people. Engaging with the Social Impact Task Force, the NHS and local authorities enabled us to influence their priorities in supporting the most vulnerable.

Our new office is now situated in a prominent position in the centre of Shrewsbury affording greater visibility to campaigns on local and national issues; we will build on this in the coming year.

# Our services

‘I can now ask people for help **without worrying about the cost.**’

Client feedback

2022/23 saw older people facing a new set of challenges to previous years. With the COVID pandemic still casting a long shadow, especially at the beginning of the year, we have also had to deal with the consequences of some other major world and domestic events.

The invasion of Ukraine had far-reaching consequences in ways that were unimaginable before last February. A cost of living crisis driven by rampant fuel inflation and exacerbated by domestic, political upheaval has had real impacts on people locally, not least those that were already most vulnerable. This manifested itself in a number of different ways: volunteering (see next section), the affordability of services, and enquiries to our Information & Advice services from people struggling to make ends meet.

## Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



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Older people's voices heard on services and issues





# Our services

Nevertheless, the charity responded as it always does. Our staff and volunteers rolled up their sleeves and got on with providing a huge range of services for local older people.

Our **Wellbeing** services gave older people the opportunity to stay connected with each other whilst engaging in a wide range of pastimes. Despite having lost a number of our day centres due to the pandemic, we still averaged about 270 regular members enjoying the activities and companionship that these groups provide.

**Dementia support** services saw 1,600 attendances over the year and we provided nearly 150 hours of support through our Let's Talk project.

Our activity groups went from strength to strength this year. Whether it was walking groups, reading groups, exercise classes or just lunch clubs, we offered older people a massive range of opportunities to socialise, keep active and stay physically and mentally fit. We had in excess of 9,000 attendances at these groups!

Particular successes were our Line Dancing classes in Telford, which really captured people's imaginations and attracted nearly 2,000 attendances on their own. Meanwhile Shrewsbury Walking Football Club continued to offer camaraderie and exercise with 1,600 attendances. Excitingly, in March we saw the start of a brand new Women's Walking Football group, inspired by the success of England's national team, the Lionesses.

As usual, our **Information & Advice** services were in huge demand. We were thrilled to note that the **Advocacy** service not only dealt with its 20,000th case last year but also achieved the Advocacy Quality Performance Mark (QPM), an immense achievement on both counts.

## Our services (continued)

Once again, the **Benefits advice** team acquired over £3million in age-related benefits for local older people and we successfully trained-up a new benefits advisor in the team.

As mentioned elsewhere, we relocated last year to our new offices in Bellstone. This coincided with the appointment of a whole new Reception team who were kept incredibly busy with the increased footfall that our new, high-profile offices attracted.

We were also able to provide support to older people with their IT and devices: our **Digital Inclusion** project established a knowledgeable team of volunteers and a set of learning materials which, it is hoped, will be able to support older people for years to come. Over 40 older people became digitally active over the past year thanks to the help of our team.

One final point to note last year was the re-organisation of the team to include our **Care Navigators**, who, between them, dealt with over 1,100 referrals in Telford & Wrekin.

The **Friendship Support** services (consisting of Befriending and Telephone buddies) provided a lifeline for isolated older people. Nearly 200 volunteers give their time in this service, supporting almost 300

clients. They provided over 7,000 hours of support, either face to face or on the telephone.

2022 was, of course, Platinum Jubilee year and to mark the occasion the Befriending team asked their volunteers to share reminiscences of 1953, the year the late Queen Elizabeth II was crowned. The result was a lovely memory booklet that the volunteers used to engage in conversations with their clients and, at the same time, provided a nice memento of the occasion.

Finally, our **Help at Home** service again delivered almost 70,000 hours of support to around 1,300 clients. Whilst this is typical of the levels of activity this service delivers year on year it must be noted that last year was a massively challenging year for the team, requiring as it did a raft of preparation for the introduction of new employment contracts for our Home Support Workers, the scale of which cannot be exaggerated. That we were able to maintain the service at these sorts of levels is testament to the dedication and skills of our back office team.



## **Dementia respite service**

Providing support for people  
with dementia and their carers



# Our volunteers

‘Because of this kind man **I have got my blue badge.**’

Client feedback about an Advocacy volunteer

Most of the services we deliver rely, to some extent, on volunteering. Whether it's running day opportunities, providing friendship support or helping people with Blue Badge applications, we need a constant supply of volunteers.

The past year has seen a crisis in volunteer recruitment across the voluntary sector and Age UK Shropshire Telford & Wrekin has not been immune. The first half of the year saw a significant reduction in volunteering enquiries; up to 60% fewer compared with similar periods pre-pandemic. The lingering effect of COVID, coupled with the aforementioned economic crisis meant people faced difficult choices:

- “If I have any spare time should I find a part-time job to supplement my income?”
- “Should I do more child care to allow my adult children to work more hours and reduce their monthly expenditure?”
- “Can I afford to run my car in order to visit clients for a charity?”

## Strategic outcome

Reducing the risk of loneliness and isolation



Optimising independence and wellbeing



Well informed older people can assert their rights



Older people's voices heard on services and issues



# Our volunteers

Whatever the specific reasons there was clearly a perfect storm of residual COVID fears and cost of living anxiety that led to volunteer numbers dropping.

However, the good news is that we have seen signs of recovery as the year has progressed and, thanks to a huge amount of work delivered by the team to generate volunteering interest, our numbers are beginning to improve. We appointed a new Volunteer Recruitment Officer and Assistant this year and, along with our Communications Officer, we have been able to stimulate renewed interest in volunteering for us.

As we say every year, our volunteers are the lifeblood of this charity and it is impossible to find a sufficient way of recognising all they do. Nevertheless, we never take it for granted and once again we extend a huge thank you for an amazing team of people.

# Fundraising

**377**

one off donations  
received

**£50,000**

raised over 10 years  
by North Shropshire  
Supporters Group

**31%**

increase in income  
from regular donors

Age UK Shropshire Telford & Wrekin is a local, independent, registered charity, with donations used locally, to support local older people.

We saw individual donations rise on previous years; thanks to our regular donors, we can run vital services for the most vulnerable older people in our communities.

The organisation is registered with the Fundraising Regulator and our Income Generation team always adhere to their standards of fundraising. We have a robust Income Generation strategy, which is reviewed annually by the trustees and overseen by our Income & Communications committee. Income generation activities are overseen by our own Income Generation team, and we have not used any outside fundraisers in this year, other than our supporters' groups.

## Strategic outcome

Reducing the risk of loneliness  
and isolation



Optimising independence  
and wellbeing



Well informed older people  
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Older people's voices heard  
on services and issues





# Fundraising

We have had no complaints or concerns about our fundraising activities in the last year and our GDPR consent forms ensure that we only contact those who agree that we can, about fundraising and campaigning. Given that our clientele are mostly older people, we are careful about not putting pressure on individuals to donate unless they wish to do so.

Digital fundraising is becoming an important income stream, so we have been keeping up to date with new innovative donation platforms, including digital donation points introduced in our reception and at fundraising events.

The volunteers at the North Shropshire Supporters Group run fundraising events which are always fun and raise much needed income. This year was an important milestone for them, reaching £50,000 raised during the ten years they have been fundraising on behalf of Age UK Shropshire Telford & Wrekin. We are hugely grateful for their continued support.

Thanks also to Shrewsbury Walking Football Club for their monthly donations to support others to get active in later life. We launched a Women's Walking Football Club this year thanks to a grant we helped secure towards set up, pitch fees and football kit.

Our charity shop in Wellington had its most successful year to date, raising a healthy surplus thanks to the staff and volunteers who put in so much of their time to make it such a great shop. Thank you to those who donate unwanted furniture, you are not only helping others but also the environment.

# Fundraising (continued)

We were successful with an Age UK grant to support people during the cost of living crisis; this funding enabled us to put more resource into our Benefits team to help people maximise their income. Due to the success of the E.ON grant last year, we received it again this year and used it to deliver more Benefits team appointments and Home Energy Checks (with our partner Marches Energy Agency).

We are thrilled to see more Wellbeing projects coming to fruition, thanks to The Millichope Foundation, Arnold Clark Community Fund, Co-op Community Fund and, in its second year, the Masonic Charitable Foundation.

Small grants from Town and Parish Councils have given us the opportunity to support the most vulnerable older people in their communities. We also received a lot of support from businesses donating raffle prizes this year. Shrewsbury School hosted a Jubilee afternoon tea party, opening their doors to our day centre members and fundraising too.

Thanks go to the members of Bridgnorth Golf Club for hosting a number of fundraising events and producing a cookery book to raise money to support local older people. We also had support from individuals

doing their own fundraising challenges this year, including our trustee Gurbax Kaur, who not only ran the London Marathon, but did lots of other fundraising to raise an amazing £4,000.

Thank you to you all.



## Wellbeing

Our line dancing classes went from strength to strength



# Corporate governance

## How we are run

Age UK Shropshire Telford & Wrekin is a charity constituted as a company limited by guarantee (registered charity number: 1090445, registered company number: 04292896).

Age UK Shropshire Telford & Wrekin is a brand partner of the national Age UK charity. Age UK supports Age UK Shropshire Telford & Wrekin through its marketing and campaigning activities, and offers advice and support, including information and advice resources. Our brand partnership agreement with Age UK is under review at present and we are taking part in conversations and consultation about what the future agreement will look like.

Our co-opted trustee Nicola Crosby became a full trustee in November 2022 and a new trustee, David Coull, joined us in March 2023 as a co-optee.

The board meets a minimum of four times a year. There are three formal committees: Finance & Audit, Services and Income & Communications. Each committee is chaired by a trustee who reports directly to the full board of trustees at every meeting.

We currently have 60 members. There is no membership fee; members guarantee to contribute an

amount not exceeding £1 to the assets of the company in the event of winding up.

Trustees serve Age UK Shropshire Telford & Wrekin as volunteers and receive no remuneration. They come from a variety of backgrounds and bring a wide range of skills and experience to the board including understanding the needs of older people, and essential business and management expertise. The trustees have ultimate responsibility for directing the affairs of the charity and ensuring that it is solvent, well run, delivering public benefit and meeting the charitable objects for which it has been established.

Day to day operational decisions are taken by the Chief Executive and the staff of the organisation, within the delegated authority conferred by the board. The board has a clear scheme of delegation, to clarify those authorities, in line with good practice.

A skills audit and full induction process is in place for all new trustees and further ongoing training on the wider aspects of the organisation and trusteeship is offered on a regular basis to develop trustees' skills and knowledge.

Our objects are set out in our Articles of Association. They exist to assist

older people who live in Shropshire and Telford & Wrekin who are in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage.

Our key activities are also set out in our Articles. They are:

a) to encourage, promote and organise direct services appropriate to the needs of individual older people or groups of older people and if thought fit to make reasonable charges for any services provided hereunder;

b) to promote and organise co-operation in the achievement of the objects and to that end to support, join in with and co-operate with other charities, voluntary bodies, statutory authorities and other organisations operating in furtherance of the objects or of similar charitable purposes and to exchange information and advice with them;

c) to establish, support, undertake or execute any charitable trusts, organisations or institutions formed for all or any of the objects;

d) to establish or acquire subsidiary companies to assist or act as agents for the charity;

e) to promote and carry out, or assist in promoting and carrying out, surveys, investigations and research;

f) to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes and training courses.

### **Public benefit**

In setting plans and priorities for areas of work, the trustees of Age UK Shropshire Telford & Wrekin have had due regard to guidance from the Charity Commission on the provision of public benefit. Charities are required to examine their objects and activities to ensure that they meet the public benefit requirement and that their activities demonstrate and can measure how they have done this. The board review this annually at their June meeting and are satisfied that our activities still meet the public benefit requirements. In particular, trustees feel our ongoing pandemic response met this need robustly.

### **Risk assessment**

It is the policy of Age UK Shropshire Telford & Wrekin that trustees regularly review all risks faced by the charity, and have robust business continuity plans in place. This is an ongoing process which is overseen by the Finance & Audit Committee. Policies and systems are in place to

# Trustees and Principal Officers

mitigate or lessen any identified major risk and the business continuity plan is regularly reviewed. Following the pandemic and the current cost of living crisis, trustees have identified ongoing cost pressures and the reduction in volunteer numbers as key risks and are monitoring the impact of these closely at every board meeting.

## **Age UK STW Trading Ltd**

Our trading company has remained dormant again this year but we have not closed it in case we have activity which would require such a subsidiary. Trustees have agreed to review the company later in 2023 and decide if it is to remain or be wound up.

## **President**

Anne Wignall

## **Chair**

Sue Robson

## **Deputy Chair**

David Bell

## **Treasurer**

Emma Dickenson

## **Board Members**

Zara Oliver

Gurbax Kaur

Dave Robson

Natalie Headley

Nicola Crosby <sup>1</sup>

Raj Shori

David Coull <sup>2</sup>

Daniel Bebbington <sup>3</sup>

## **Principal Officers**

### **Chief Executive**

Heather Osborne

### **Director of Finance**

Gina Spencer

### **Director of Operations**

Kevin Moore

## **Life Vice President**

Christine Greenhalgh

## **Ambassador**

Martin Brookes MBE

<sup>1</sup> elected 10 November 2022

<sup>2</sup> co-opted 14 March 2023

<sup>3</sup> resigned 17 May 2022





## **We've moved**

Our charity enters a new era  
in our new premises

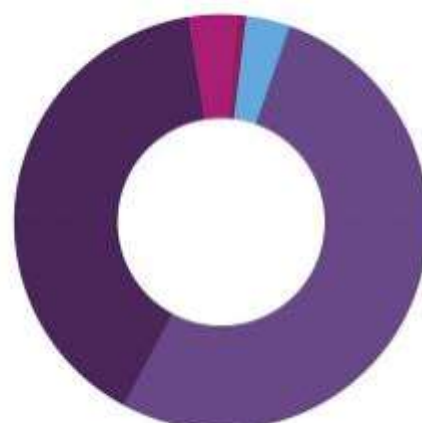


# Financial summary

## Accounts 2022/23

Total Incoming Resources £2,869,217

- Income from Donations, Gifts and Legacies £96,793 (3%)
- Income from Fundraising and Events £5,025 (0%)
- Income from Grants £1,501,234 (52%)
- Income from Client Fees £1,137,423 (40%)
- Income from Retail £108,677 (4%)
- Investment Income £20,065 (1%)



This year, for the first time in many years, the organisation closed the financial period with an in-year deficit of £206,559. However, this was offset with the Local Government Pension Scheme (LGPS) liability turning round from a prior year liability of £377,000 to a £59,000 gain, in effect creating a £436,000 addition in funds on the balance sheet. This surprising actuary result of the pension significantly affected our strategic plans to reduce our reserves for allocated expenditure.

The balance sheet gain of the LGPS has created a carry forward surplus of £229,401, increasing funds to £1,738,682. Net assets saw an increase of 15%, mainly due to the premises relocation and investment of new offices ensuring we are fit for purpose for our staff and clients.

We invested funds into the refurbishment and relocation to our new premises in Bellstone, Shrewsbury in the financial year. Over the next three years, in line with our depreciation policy, the

designated premises reserve will reduce in line with this policy and accounting rules relating to this premises expenditure. At the end of the three years the remaining balance in this reserve will be £27,000, designated for building maintenance and redecoration.

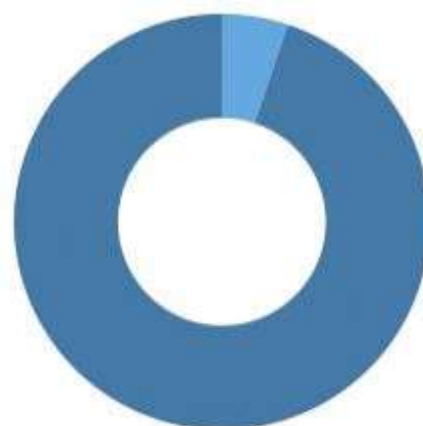
This has resulted in a higher in year deficit but also higher reserves than planned, in effect one has cancelled the other out. The trustees are confident that we have exercised prudent financial management to manage our reserves and fund our objectives in the future.

Income increased by 2% to £2,869,217 (2022: £2,812,397) reflecting the gradual return to pre pandemic service levels; donations increased by 16%, retail by 9% and client fees by 5%. Investments made a loss of £16,933 (2022: £33,999 gain).

Total expenditure increased by 10% to £3,058,883 represented by service recovery and associated increases in costs due to National Minimum

## Total Expenditure £3,058,883

- Costs of Raising Funds and Retail £158,437 (5%)
- Charitable Activities £2,900,446 (95%)



Wage increases, inflation and premises costs.

Our annual review of reserves (page 48) has occurred and we have put aside further funds for service development. Increased costs are not at present being reflected in inflationary increases to our grant and contract funding which is having a detrimental effect on the overall budget, and this year we will have to use some reserves to sustain in year services. The trustees are working hard with the CEO to reduce these deficits but, if inflationary rises continue to increase costs, without respective increases in grants, reserves will inevitably be depleted.

### Plans for 2023/24

We have two tender processes to complete in 2023/24 to enable current services to continue in their current format and work is underway to prepare for these tenders.

### Finances for the future

Our strategic financial plan for the future is to ensure we have enough reserves available to compensate for

the loss of, or reduction in funding, to sustain and further develop our core services whilst ensuring we have enough free reserves to cover the fluctuating LGPS liability that may be forthcoming in 2024/25.

### Auditors

A resolution will be proposed at the Annual General Meeting that Dyke Yaxley Limited be re-appointed as auditors for the ensuing year.

### Statement of trustees' responsibilities

The trustees (who are also directors of Age UK Shropshire Telford & Wrekin for the purposes of company law) are responsible for preparing the trustees' report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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 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 Statement of Recommended Practice (SORP);
- make judgements and accounting 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, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for maintaining proper accounting records which 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. They 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on  
12 September 2023 and signed on  
their behalf by:



Sue Robson  
Chair of Trustee Board



A full set of accounts can be  
obtained from:  
Gina Spencer, Director of Finance  
**t** 01743 233 123  
**e** gina.spencer@ageukstw.org.uk

### **Our patrons**

Sir Algernon Heber-Percy KCVO  
David Stacey Esq DL

### **Our quality marks**



### **Day centres**

Our day centres continued  
to reopen



# Auditor's Report

Independent auditor's report on the financial statements to the members of Age UK Shropshire Telford & Wrekin

## Opinion

We have audited the financial statements of Age UK Shropshire Telford & Wrekin (the 'Charitable Company') for the year ended 31 March 2023 which comprise of the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International

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

## Conclusions relating to going concern

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

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

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

### **Other information**

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material

misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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

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

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

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

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors' report and take advantage of the small companies exemption from the requirement to prepare a strategic report.

### **Responsibilities of the trustees**

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

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

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

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

The extent to which our procedures are capable of detecting



irregularities, including fraud is detailed below.

### **Irregularities including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the industry in which it operates, and considered the risk of acts by the charitable company that were contrary to applicable laws and regulations, including fraud.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We focussed on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006

and UK tax legislation. Our tests included agreeing the financial statement disclosures to underlying supporting documentation and enquiries with management.

There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it.

We did not identify any key audit matters relating to irregularities, including fraud.

As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:

**[frc.org.uk/auditorsresponsibilities](https://www.frc.org.uk/auditorsresponsibilities)**  
This description forms part of our auditor's report.

## Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr Ian Walsh  
Senior Statutory Auditor  
For and on behalf of  
Dyke Yaxley Limited  
Chartered Accountants  
Statutory Auditor

1 Brassey Road  
Old Potts Way  
Shrewsbury

Dated 23 October 2023



## Dementia support

We held afternoon tea at  
the Shrewsbury Museum

## **Thanks to all our funders and donors**

Age UK  
Anthony's Hair Studio  
Arnold Clark Community Fund  
Bridgnorth Golf Club  
Bridgnorth Older People's Welfare Group  
Castlefields Day Centre  
Cheshire Pitt Club  
Cleobury Mortimer Lunch Club  
Co-op Community Fund  
Craven Arms Thursday Centre  
E.On  
Ellesmere College  
ICS Shropshire, Telford & Wrekin  
Julie Kaur and Jules Convenience  
Masonic Charitable Foundation  
Meole Brace Lunch Club  
Millichope Foundation  
North Shropshire Supporters Group  
Oakengates Ladies Club  
Pontesbury WI  
Rea Valley Day Centre  
Safer & Stronger Communities Fund, Telford  
Shrewsbury Supporters Group  
Shrewsbury Walking Football Club  
Shropshire Council  
St. Alkmund's Parish Church  
Supreme Home Care  
Telford & Wrekin Council  
Telford & Wrekin Singers

The Lady Forester Trust  
The Priorslee  
Topaz Dancing School  
TSB Local Charity Partnership  
University Centre Shrewsbury  
Waitrose Ltd  
Various local Town and Parish Councils

Thanks also to the many individual donors and fundraisers who make our work possible. We thank you all so much!

## **Fundraising policy and practice**

Our approach is to be legal, open, honest and respectful in all our fundraising activities. We do not engage in fundraising that might involve unreasonable intrusion on a person's privacy or is unreasonably persistent. Funds raised for a particular activity are used for that activity and our accounting system is designed to provide for this through a system of accounts for restricted funds. Age UK Shropshire Telford & Wrekin does not share its contact database with third parties and does not use freelance fundraisers.



**AGE UK SHROPSHIRE TELFORD & WREKIN**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
<b><u>Income</u></b>					
Donations, Gifts & Legacies		52,716	44,077	96,793	83,384
Fundraising and Events		4,475	550	5,025	34,027
<b><u>Income from charitable activities</u></b>					
Grants		585,036	916,198	1,501,234	1,487,226
Client Fees (Living Well, Diamond Dementia & Help @ Home)		1,076,298	61,125	1,137,423	1,077,112
<b><u>Income from other trading activities</u></b>					
Retail Income		108,677	-	108,677	99,980
Other Income		-	-	-	16,381
<b><u>Investment</u></b>	12	20,065	-	20,065	14,287
<hr/>					
<b><u>Total Income</u></b>	8	<b>1,847,267</b>	<b>1,021,950</b>	<b>2,869,217</b>	<b>2,812,397</b>
<hr/>					
<b><u>Expenditure</u></b>					
Fundraising trading: costs of fundraising and retail		158,437	-	158,437	131,586
Charitable activities		1,823,788	1,076,658	2,900,446	2,644,423
<b><u>Total expenditure</u></b>	2	<b>1,982,225</b>	<b>1,076,658</b>	<b>3,058,883</b>	<b>2,776,009</b>
<hr/>					
Gains / (losses) on investment assets	5	(16,933)	-	(16,933)	33,999
<hr/>					
Net income/(expenditure) before other recognised gains and losses		<b>(151,891)</b>	<b>(54,708)</b>	<b>(206,599)</b>	<b>70,387</b>
<hr/>					
Transfers between funds	8	14,056	(14,056)	-	-
Actuarial gains/(losses) on defined benefit pension scheme		436,000	-	436,000	85,000
<b><u>Net movement in funds</u></b>		<b>298,165</b>	<b>(68,764)</b>	<b>229,401</b>	<b>155,387</b>
<hr/>					
Total funds brought forward	8	1,095,653	413,628	1,509,281	1,353,894
<b><u>Total funds carried forward</u></b>	8	<b>1,393,818</b>	<b>344,864</b>	<b>1,738,682</b>	<b>1,509,281</b>

The statement of financial activities includes all gains and losses recognised in the year.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**BALANCE SHEET AS AT 31 MARCH 2023**

	NOTES	£	2023 £	£	2022 £
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	4		99,147		34,107
Investments	5		419,320		436,253
<b><u>TOTAL FIXED ASSETS</u></b>			<b>518,467</b>		<b>470,360</b>
<b><u>CURRENT ASSETS</u></b>					
Stocks		15,705		17,424	
Debtors	6	82,881		229,000	
Cash at Bank and in Hand		1,230,531		1,386,506	
<b><u>TOTAL CURRENT ASSETS</u></b>		<b>1,329,117</b>		<b>1,632,930</b>	
<b><u>LIABILITIES</u></b>					
Creditors Amounts Falling Due Within One Year	7	167,902		217,009	
<b><u>NET CURRENT ASSETS</u></b>	9		<b>1,161,215</b>		<b>1,415,921</b>
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>			<b>1,679,682</b>		<b>1,886,281</b>
Defined Benefit Pension Asset/Liability	17		(59,000)		377,000
<b><u>TOTAL NET ASSETS</u></b>			<b>1,738,682</b>		<b>1,509,281</b>
<b><u>THE FUNDS OF THE CHARITY</u></b>					
Designated Funds	8		718,974		812,268
Unrestricted Funds	8		674,844		283,385
Total Unrestricted Funds			1,393,818		1,095,653
Restricted Funds	8		344,864		413,628
<b><u>Total Funds</u></b>			<b>1,738,682</b>		<b>1,509,281</b>

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

The Financial Statements were approved by the Board of Trustees on 12th September 2023 and signed on their behalf by :



Sue Robson  
Chair

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Cash flows from operating activities:	16 <u>(65,845)</u>	<u>38,466</u>
<b>Cash flows from investing activities</b>		
Interest Income	20,065	14,288
Purchase of tangible fixed assets	(112,723)	(16,512)
<b>Net cash provided by (used in) investing activities</b>	<u>(92,658)</u>	<u>(2,224)</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>	<u><b>(158,503)</b></u>	<u><b>36,242</b></u>
Cash and cash equivalents at the beginning of the year	1,386,506	1,350,264
<b>Cash and cash equivalents at the end of the year</b>	<u><u><b>1,230,531</b></u></u>	<u><u><b>1,386,506</b></u></u>

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023**

**1 ACCOUNTING POLICIES**

**a Basis of preparation**

The accounts have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The Charity 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 note.

**b Income recognition policies**

Items of income are recognised and included in the accounts when all of the following criteria are met:

- The charity has entitlement to the funds:
- any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity:
- there is sufficient certainty that receipt of the income is considered probable: and
- the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of:

- the date on which the charity is aware that probate has been granted:
- the estate has been finalised and notification has been made by the executor(s) to the charity 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 charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity 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 is deferred where it relates to future periods.

**c Donated services and facilities**

Donated services or facilities are recognised as income when the charity 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 charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

No amount is included with the Financial Statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees Annual Report.



**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- d Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they relate.
- e Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund.
- f Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.
- g Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- h Staff costs are allocated to activities on the basis of time spent on those activities.
- i Support Costs of the charity relate to the costs of running the charity and include any costs which cannot be specifically identified to another expenditure classification. These have been allocated to the relevant activity they support on a per capita basis.
- j Costs of raising funds include the employee costs of the Head of Income Generation, Fundraising Assistant as well as the direct costs of staging events, volunteers expenses, retail managers and an allocation of overheads.
- k Investments held as fixed assets are re-valued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities.
- l Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at the following

Furniture and Fittings	33 % straight line
Office Equipment	33 % straight line
Motor Vehicles	25 % reducing balance

**Impairment of fixed assets**

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

- m Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised on receipt at fair value which is the amount the charity would have been willing to pay for the items on an open market.
- n Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis.
- o The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value.

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**1 ACCOUNTING POLICIES (CONTINUED)**

- p Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.
- q Cash at bank and cash in hand include cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.
- r Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discount due.

**2 TOTAL EXPENDITURE**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Charitable Activities		
Restricted Funds		
Staff Costs	582,713	559,830
Travel	33,729	13,056
Grants	191,259	185,753
Premises Costs	57,632	33,586
Support costs	106,927	111,973
Overheads and project running costs	104,398	90,107
	<u>1,076,658</u>	<u>994,305</u>
Unrestricted Funds		
Staff Costs	1,466,308	1,369,858
Travel	81,387	88,967
Premises Costs	136,563	82,512
Support costs	(122,756)	(120,014)
Overheads and project running costs	250,508	217,311
	<u>1,812,010</u>	<u>1,638,634</u>
Total Charitable Activities excluding Governance Costs	2,888,668	2,632,939
Costs of raising funds		
Retail Costs		
Staffing	43,601	44,600
Premises and overhead costs	46,601	28,245
Travel	4,205	2,242
Support costs	8,529	8,040
Income Generation Team (including support costs)	55,501	48,459
	<u>158,437</u>	<u>131,586</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

<b><u>2 TOTAL EXPENDITURE (CONTINUED)</u></b>	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b><u>£</u></b>	<b><u>£</u></b>
Governance		
Travel	-	-
Audit	11,778	11,484
Total Expenditure	<u>3,058,883</u>	<u>2,776,009</u>
Expenditure includes:		
Audit fees	11,778	11,484
Depreciation on tangible fixed assets	<u>45,155</u>	<u>24,540</u>



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**3 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total 2022 £
<b><u>Income</u></b>			
Donations, Gifts & Legacies	46,858	36,526	83,384
Fundraising and Events	34,027		34,027
<b><u>Income from charitable activities</u></b>			
Grants	551,637	935,589	1,487,226
Client Fees (Living Well, Diamond Dementia & Help @ Home)	1,054,399	22,713	1,077,112
<b><u>Income from other trading activities</u></b>			
Retail Income	99,980		99,980
Other Income	6,027	10,354	16,381
<b><u>Investment</u></b>	14,287	-	14,287
<b>Total Income</b>	<b>1,807,215</b>	<b>1,005,182</b>	<b>2,812,397</b>
<b><u>Expenditure</u></b>			
Fundraising trading: costs of fundraising and retail	131,586	-	131,586
Charitable activities	1,650,118	994,305	2,644,423
<b>Total expenditure</b>	<b>1,781,704</b>	<b>994,305</b>	<b>2,776,009</b>
Gains / (losses) on investment assets	33,999	-	33,999
Net income/(expenditure) before other recognised gains and losses	<b>59,510</b>	<b>10,877</b>	<b>70,387</b>
Transfers between funds	(31,911)	31,911	-
Actuarial gains/(losses) on defined benefit pension scheme	85,000	-	85,000
Net movement in funds	<b>112,599</b>	<b>42,788</b>	<b>155,387</b>
Total funds brought forward	983,054	370,840	1,353,894
Total funds carried forward	<b>1,095,653</b>	<b>413,628</b>	<b>1,509,281</b>

# AGE UK SHROPSHIRE TELFORD & WREKIN

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED

### 4 TANGIBLE FIXED ASSETS

	Office Equipment £	Furniture and Fixtures £	Motor Vehicles £	Total £
<b>Cost</b>				
As at 1 April 2022	89,889	20,344	66,000	176,233
Additions	3,966	108,757	-	112,723
Disposals	(5,675)	(7,254)	(10,000)	(22,929)
As at 31 March 2023	88,180	121,847	56,000	266,027
<b>Depreciation</b>				
As at 1 April 2022	64,034	19,151	58,941	142,126
Depreciation for Year	13,736	29,988	1,431	45,155
Disposals	(5,675)	(6,061)	(8,665)	(20,401)
As at 31 March 2023	72,095	43,078	51,707	166,880
<b>Net Book Value at 31 March 2023</b>	16,085	78,769	4,293	99,147
<b>Net Book Value at 31 March 2022</b>	25,855	1,193	7,059	34,107

### 5 INVESTMENTS

<b>Quoted Investments:-</b>	<b>2023</b>	<b>2022</b>
Market Value at 1 April 2022	436,252	402,253
Increase (decrease) in market value	(16,933)	33,999
<b>Market Value as at 31 March 2023</b>	<b>419,319</b>	<b>436,252</b>
Investments at cost	244,000	244,000
<b>Unlisted Investments:-</b>	<b>2023</b>	<b>2022</b>
	£	£
Age UK STW Trading Ltd	1	1
<b>TOTAL</b>	<b>419,320</b>	<b>436,253</b>

The charity holds more than 20% of the share capital of the following companies:

Subsidiary undertakings	Country of registration or incorporation	Class	Shares held %
Age UK STW Trading Ltd (10069079)	England and Wales	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**5 INVESTMENTS (CONTINUED)**

	<b>Principal activity</b>	<b>Capital and reserves 2023</b>	<b>Profit/ (loss) for the year 2023</b>
Age UK STW Trading Ltd (10069079)	Insurance commission	<u>1</u>	<u>-</u>

**The financial performance of the subsidiary is as follows:**

	<b><u>2023</u> £</b>	<b><u>2022</u> £</b>
Summary profit and loss account	-	-
Turnover	<u>-</u>	<u>-</u>
Gross Profit	-	-
Administrative expenses	-	-
Profit for the year	<u>-</u>	<u>-</u>
Aggregate amount of capital and reserves	<u>1</u>	<u>1</u>

The subsidiary company had ceased to trade as at 31 March 2018.

**6 DEBTORS**

	<b><u>2023</u> £</b>	<b><u>2022</u> £</b>
Help @ Home Client Fees Outstanding	7,150	5,465
Other Debtors	75,731	223,535
	<u>82,881</u>	<u>229,000</u>

**7 CREDITORS (Amounts Falling Due Within One Year)**

	<b><u>2023</u> £</b>	<b><u>2022</u> £</b>
Trade creditors	15,127	7,623
Staff Costs	120,377	98,455
Other Creditors and Accruals	19,698	20,289
Deferred income	12,700	90,642
	<u>167,902</u>	<u>217,009</u>

Deferred income comprises of grants received in advance to the period that they relate to:

Balance as at 1 April 2022	90,642
Amounts released to income in the year	(90,642)
Amounts deferred in the year	12,700
Balance as at 31 March 2023	<u>12,700</u>



## AGE UK SHROPSHIRE TELFORD &amp; WREKIN

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED

## 8 FUNDS

Pension Reserve In accordance with FRS102 – Retirement benefits, the liability attributable to the pension schemes is shown as a reduction of total funds. No designation of funds to meet future pension commitments at the balance sheet date is in place as Age UK Shropshire Telford & Wrekin anticipates that these commitments will be met through future cash flows and this is subject to regular review in conjunction with actuarial valuations and related professional advice.

	Balance 01.04.22	Income	Expenditure	Transfers	Gains & losses	Balance 31.03.23
	£	£	£	£	£	£
<b>Restricted Funds</b>						
Information and Advice Shropshire	47,772	182,263	185,047	-	-	44,988
Living Well Project Shropshire	11,487	47,771	55,129	-	-	4,129
Day Centre Infrastructure Support Shropshire	63,911	58,905	81,194	-	-	41,622
Volunteer recruitment	10,178	11,660	20,488	-	-	1,350
Living Well Project Telford	12,042	40,209	46,100	-	-	6,151
Day Centre Infrastructure Support Telford	44,407	40,943	27,146	-	-	58,204
Advice & Supported Guidance Telford	-	41,115	51,147	10,032	-	-
Home from Hospital South Shropshire	10,709	36,044	35,971	-	-	10,782
Community Care Co-ordinators	15,771	16,517	22,672	-	-	9,616
Care Navigator (Telford)	18,630	113,386	104,060	-	-	27,956
NESIT Project	9,346	29,814	3,403	-	-	35,757
Llandudno Holiday	22,570	182	1,677	(21,075)	-	-
Dementia Respite Service	-	16,857	28,851	11,994	-	-
Dementia Development Support	86,364	46,360	49,168	(11,994)	-	71,562
Lasting Power Of Attorney	2,780	10,275	7,753	(5,302)	-	-
Volunteer Befriending Service	24,431	52,010	64,312	-	-	12,129
WIPS	-	189,740	189,740	-	-	-
Benefits Advice Telford	-	29,042	25,000	-	-	4,042
Befriending Telford	5,258	31,697	32,522	-	-	4,431
Living Well Ludlow	8,751	26,940	23,548	-	-	12,145
Digital Inclusion Project	19,223	220	21,732	2,289	-	-
<b>Total Restricted Funds</b>	<b>413,628</b>	<b>1,021,950</b>	<b>1,076,658</b>	<b>14,056</b>	<b>-</b>	<b>344,864</b>
<b>Unrestricted Funds</b>						
Designated funds						
6 Months Core Service Costs	352,265	-	-	-	-	352,265
Lease Obligation Reserve	15,000	-	-	-	-	15,000
Mini Bus Reserve	68,872	-	-	68,872	-	-
Redundancy Reserve	52,000	-	-	-	-	52,000
IT Development Strategy	30,000	-	-	-	-	30,000
Delapidations	60,000	-	-	60,000	-	-
Premises Strategy	140,000	-	-	31,005	-	108,995
Service Development	51,019	-	-	66,583	-	117,602
Platinum Appeal Retail Development	43,112	-	-	-	-	43,112
<b>Total Designated funds</b>	<b>812,268</b>			<b>(93,294)</b>		<b>718,974</b>
Material funds						
Charity Shops	14,989	121,845	75,357	(61,477)	-	-
Help @ Home Project	94,330	1,647,888	1,580,654	(96,564)	-	65,000
General purpose funds	551,066	77,534	326,214	265,391	(16,933)	550,844
<b>Total Unrestricted funds (excluding pension liability)</b>	<b>1,472,653</b>	<b>1,847,267</b>	<b>1,982,225</b>	<b>14,056</b>	<b>(16,933)</b>	<b>1,334,818</b>
Pension Reserve	(377,000)			-	436,000	59,000
<b>Total Unrestricted Funds</b>	<b>1,095,653</b>	<b>1,847,267</b>	<b>1,982,225</b>	<b>14,056</b>	<b>419,067</b>	<b>1,393,818</b>
<b>Total Funds</b>	<b>1,509,281</b>	<b>2,869,217</b>	<b>3,058,883</b>	<b>-</b>	<b>419,067</b>	<b>1,738,682</b>

Further details as to the purpose of the funds can be found in the annual report.

The following income was received in total from government funding, over the various projects shown above:

	2023 £	2022 £
Shropshire Council	1,024,658	875,500
Telford and Wrekin Council	324,733	277,190
Clinical Commissioning Groups	102,036	88,873
	<u>1,451,427</u>	<u>1,241,563</u>
	2023 £	2022 £
Unrestricted funds include unrealised revaluation surplus / (deficit) of	<u>175,319</u>	<u>192,252</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**9 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Tangible Fixed Assets</b>	<b>Quoted Investments</b>	<b>Net Current Assets</b>	<b>Provisions</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Restricted Funds	-	-	344,864	-	344,864
Unrestricted Funds	99,147	419,320	816,351	59,000	1,393,818
	<u>99,147</u>	<u>419,320</u>	<u>1,161,215</u>	<u>59,000</u>	<u>1,738,682</u>

**10 TRUSTEES REMUNERATION AND EXPENSES**

The Trustees are not remunerated. During the year 0 (2022: 0) trustees were reimbursed travel expenses of £Nil (2022: £Nil). Also an additional £Nil was repaid to trustees for expenses occurred during their volunteer advocate role (2022: £Nil).

**11 STAFF**

The average monthly headcount was 193 staff (2022: 234) and the number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<b><u>2023</u></b>	<b><u>2022</u></b>
Chief Officer	1	1
Administration Staff	9	7
Project Staff - includes core staff	31	42
Home Support Workers	29	36
	<u>70</u>	<u>86</u>
	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Salaries and Wages	1,928,429	1,834,832
Social Security Costs	77,654	63,499
Employers Pension Costs	118,230	109,583
Staff training	23,965	14,953
	<u>2,148,278</u>	<u>2,022,867</u>

One (2022: NIL) member of staff received in excess of £60,000 in emoluments during the year.

The key management personnel comprise of the Chief Executive Officer, Director of Operations and Director of Finance whose total employee benefits were £150,739 (2022: £140,265).

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

<b>12</b>	<b><u>INVESTMENT INCOME</u></b>	<b><u>2023</u></b> <b>£</b>	<b><u>2022</u></b> <b>£</b>
	Dividends and Interest on Listed Investments	12,162	11,995
	Interest on Cash Deposits	7,903	2,292
		<u>20,065</u>	<u>14,287</u>

**13** **LEGAL STATUS OF CHARITY**

The Charity is a Company Limited by Guarantee and has no Share Capital. The liability of each member, in the event of winding up, is limited to £1.

**14** **FINANCIAL COMMITMENTS**

At 31 March 2023, the charity had total commitments under non cancelable operating leases as detailed below:

	<b><u>2023</u></b> <b>£</b>	<b><u>2022</u></b> <b>£</b>
Operating leases which expire:		
Within one year	59,796	30,715
Between two and five years	231,940	37,785
Over 5 years	196,000	-
	<u>487,736</u>	<u>68,500</u>

A new lease effective from 1 April 2022 has been signed in relation to the new Bellstone property.

**15** **CORPORATION TAX**

The charity is exempt from corporation tax on income and gains to the extent that these are applied to its charitable objects, in accordance with Part 11 of the Corporation Taxes Act 2010.

**16** **RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b><u>2023</u></b>	<b><u>2022</u></b>
Net movement in funds	229,401	155,387
Add back depreciation charge	45,155	24,539
(Profit)/loss on disposal of fixed assets	-	-
Deduct interest income shown in investing activities	(20,065)	(14,287)
Deduct gains/ Add losses on investment	16,933	(33,999)
Decrease/(increase) in stock	1,719	8,696
Decrease/(increase) in debtors	146,119	(94,791)
Increase/(decrease) in creditors	(49,107)	47,921
Increase/(decrease) in pension fund deficit	(436,000)	(55,000)
<b>Net cash provided by operating activities</b>	<u>(65,845)</u>	<u>38,466</u>



**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**17 PENSIONS**

The charity operates a defined benefit pension scheme. The most recent actuarial valuation was 31 March 2023.

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Employer's contributions	4,376	4,876
Employees' contributions	3,401	3,766
Total contributions	<u>7,777</u>	<u>8,642</u>
<b>Principal actuarial assumptions</b>	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>%</b>	<b>%</b>
Rate of increase in salaries	3.95	4.75
Rate of increase for pensions in payment	2.80	3.60
Discount rate for scheme liabilities	4.90	2.80
Inflation assumptions	2.70	3.50

The current mortality assumptions include sufficient allowance for future improvements in mortality rates.

The assumed life expectations on retirement age 65 are:

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>Years</b>	<b>Years</b>
Retiring today		
-Males	22.2	22.9
-Females	24.5	25.1
Retiring in 20 years		
-Males	23.5	24.1
-Females	26.3	26.7

The charity's share of the assets and liabilities in the scheme and the expected rates of return were:

	<b><u>2023</u></b>	<b><u>2023</u></b>	<b><u>2022</u></b>	<b><u>2022</u></b>
	<b>Expected</b>	<b>Fair Value</b>	<b>Expected</b>	<b>Fair Value</b>
	<b>return</b>	<b>£</b>	<b>return</b>	<b>£</b>
	<b>%</b>		<b>%</b>	
Equities	51.1	1,037,000	50.6	1,134,000
Other bonds	18.8	381,000	18.9	423,000
Property	3.3	67,000	3.7	83,000
Cash/liquidity	0.5	10,000	1.7	38,000
Other	26.3	<u>533,000</u>	25.1	<u>562,000</u>
Total market value of assets		2,028,000		2,240,000
Present value of benefit obligations		<u>(1,969,000)</u>		<u>(2,617,000)</u>
Net pension asset / (liability)		<u>59,000</u>		<u>(377,000)</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**17 PENSIONS (CONTINUED)**

**Operating costs and income recognised in the statement of financial activities**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
<b>Financial expenditure/(income)</b>		
Interest on pension liabilities	73,000	53,000
Interest on plan assets	<u>(62,000)</u>	<u>(45,000)</u>
	<u>11,000</u>	<u>8,000</u>
<b>Other expenditure/(income)</b>		
Current service cost	<u>24,000</u>	<u>27,000</u>
<b>Total operating charge/(income)</b>	<u>35,000</u>	<u>35,000</u>

**Actuarial gains and losses included in the statement of other comprehensive income**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
<b>Remeasurements</b>		
-Assets	202,000	(105,000)
-Liabilities	<u>(669,000)</u>	<u>20,000</u>
	<u>(467,000)</u>	<u>(85,000)</u>

**Movements in the present value of defined benefit obligations:**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Opening defined benefit obligations	(2,617,000)	(2,620,000)
Current service cost	(24,000)	(27,000)
Interest cost	(73,000)	(53,000)
Contributions by employees	(3,000)	(4,000)
Remeasurement (gain)/loss on assumptions	799,000	(13,000)
Remeasurement experience gain/(loss)	(130,000)	(7,000)
Benefits paid	<u>79,000</u>	<u>107,000</u>
	<u>(1,969,000)</u>	<u>(2,617,000)</u>

**AGE UK SHROPSHIRE TELFORD & WREKIN**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 CONTINUED**

**17 PENSIONS (CONTINUED)**

**Movements in the fair value of the charity's share of scheme assets:**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Opening fair value of scheme assets	2,240,000	2,188,000
Interest on plan assets	62,000	45,000
Remeasurements	(202,000)	105,000
Contributions by employers	4,000	5,000
Contributions by employees	3,000	4,000
Benefits paid	<u>(79,000)</u>	<u>(107,000)</u>
	<u><u>2,028,000</u></u>	<u><u>2,240,000</u></u>

**History of experience gains and losses:**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Present value of defined benefit obligations	(1,969,000)	(2,617,000)
Fair value of share of scheme assets	<u>2,028,000</u>	<u>2,240,000</u>
Surplus/ (deficit)	<u><u>59,000</u></u>	<u><u>(377,000)</u></u>

**18 RELATED PARTY TRANSACTIONS**

During the year Shropshire Partners in Care Ltd, of which Susan Robson (Chair) is a director provided services to Age UK Shropshire Telford & Wrekin of £333 (2022: £1,151). Outstanding as at 31 March 2023 was £NIL (2022: £75) due to Shropshire Partners in Care Ltd.

During the year Wace Morgan Ltd, of which Zara Oliver is a director provided services relating to the completion statement for the lease of Age UK Shropshire Telford & Wrekin's property of £116 (2022: £NIL). Outstanding as at 31 March 2023 was £NIL (2022: £NIL) due to Wace Morgan Ltd.

During the year £2,000 (2022: £NIL) was received from Julie Kaur (Trustee) from fundraising over the past two years.

There were no other transactions or outstanding balances with related parties as at 31 March 2023.





## **Our new office**

Relocating to Bellstone  
has brought many benefits



# Our offices

## Shrewsbury Office

Bellstone  
Shrewsbury  
SY1 1HX  
t 01743 233 123

## Home from Hospital, South Shropshire

Room 50 Helena Lane House  
20 Hamlet Road  
Ludlow  
SY8 2NP  
t 01584 878 046

[www.ageukstw.org.uk](http://www.ageukstw.org.uk)

## Our professional advisors

### Bankers

Barclays Bank plc, Shrewsbury

### Auditors

Dyke Yaxley Limited, Shrewsbury

### Solicitors

Wace Morgan, Shrewsbury



## Celebrating the Jubilee

We marked the occasion  
with Shrewsbury School

‘To work with and for older people  
to **improve the quality of later life**’

Age UK Shropshire Telford & Wrekin  
Bellstone  
Shrewsbury SY1 1HX

**01743 233 123**

**[www.ageukstw.org.uk](http://www.ageukstw.org.uk)**

Age UK Shropshire Telford & Wrekin is a charitable company limited by guarantee and registered in England and Wales  
Registered Charity Number: 1090445  
Company Number: 04292896  
Registered office is: Bellstone, Shrewsbury, Shropshire SY1 1HX