AGE UK OXFORDSHIRE

England & Wales · Charity number 1091529

Details

Other names	AGE CONCERN OXFORDSHIRE, CITY & COUNTY
Status	Registered
Legal form	Charitable company
Company number	04328143
Registered	2002-04-05
Register	View on the Charity Commission register

Contact

Address	10 Napier Court Barton Lane Abingdon Oxfordshire OX14 3YT
Phone	03454501276
Email	contactus@ageukoxfordshire.org.uk
Website	www.ageuk.org.uk/oxfordshire

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND OXFORDSHIRE.

Activities: Age UK Oxfordshire provides a range of services, activities and opportunities for older people in response to locally identified needs. These activities include Day Care, Flexible Care, Mental Health Care, Information & Advice, Support Brokerage, Footcare, Exercise and Preventative Care. Support and Training for carers is provided through Action for Carers (Oxfordshire).

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Arts/culture/heritage/science, Amateur Sport, Economic/community Development/employment
- **Who:** Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** ELDERLY PEOPLE IN AND AROUND OXFORDSHIRE.
- Oxfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£6,530,707	£5,967,475	£2,592,907	198
2024-03-31	£6,433,192	£5,777,331	£2,057,585	191
2023-03-31	£4,947,172	£5,002,450	£1,334,827	186
2022-03-31	£4,435,347	£4,317,219	£1,419,009	166
2021-03-31	£4,445,379	£4,160,719	£1,266,602	152

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Trustees

Name	Role	Appointed
Andrew Lane	Chair	2023-01-20
Alison Allen		2026-03-27
Alison Murray		2026-03-27
Andrew Judt		2024-05-17
Darren Evans		2024-05-17
Jane Marriott		2024-05-17
Jodie Buckingham		2020-11-06
Michele Dennison		2026-03-27
STEPHEN ELLIOTT		2023-02-06
Sally Foulsham		2026-03-27
Tom Childs		2024-06-10
Tracy Lanes		2026-03-27

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AGE UK OXFORDSHIRE

England & Wales - Charity number 1091529

Accounts



AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

REGISTERED CHARITY NUMBER 1091529
COMPANY NUMBER 4328143

AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

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AGE UK OXFORDSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	
Ms T V Ajmal	(resigned 22nd March 2025)
Ms J Buckingham	
Mr T Childs	(appointed 10th June 2024)
Mr S G Elliott	
Mr D Evans	(appointed 17th May 2024)
Mr J Heywood	
Ms J Hunter	(resigned 25th March 2025)
Mr J Jackson	(resigned 18th February 2025)
Mr A Judt	(appointed 17th May 2024)
Mr A Lane	
Mrs J Marriott	(appointed 17th May 2024)
Miss A Pavey	(resigned 17th May 2024)
Mrs R Robson	(appointed 17th May 2024 and resigned 31st March 2025)
Mrs K C Rogers	(resigned 21st September 2024)
CEO	Mr P Ringer
Secretary	Ms J Elliott
Charity number	1091529
Company number	4328143
Registered office	10 Napier Court Barton Lane Abingdon OX14 3YT
Auditors	Wenn Townsend 30 St Giles' Oxford OX1 3LE
Bankers	Lloyds Bank 1 High St Oxford OX1 4AA

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2025

CHARITABLE PURPOSE

The objects of the Charity are to promote the following purposes for the benefit of the public and/or older people within the Area of Benefit:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- assisting older people in need by reason of ill-health, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Charity Trustees from time to time decide;

the outcome of this being the promotion of the well-being of older people.

CHAIR & CEO REPORT

Now more than a year into our joint leadership, we remain inspired by the difference Age UK Oxfordshire continues to make—especially during times of change and challenge. This has been particularly evident as we navigate inflationary pressures, alongside changes to the National Living Wage and adjustments to Employer's National Insurance rates and thresholds.

Our commitment remains steadfast: to deliver meaningful, lasting benefit for older people and unpaid carers across the county. What drives us is unchanged: the belief in the power of positive impact, and the exciting potential that lies ahead.

As we close the final chapter of *Our Plan 2022–25*, we do so with immense pride and gratitude. This past year has been one of focus, collaboration, and meaningful progress anchored in our shared commitment to public benefit and driven by the values that define us.

We set out to work as one team. Across staff, volunteers, and trustees, we saw a renewed sense of shared purpose. Roles and responsibilities were clarified, communication strengthened, and a culture of professional curiosity has begun to flourish. We asked better questions, listened more deeply, and made decisions grounded in data and evidence.

To everyone who has been part of this journey, we thank you. Your dedication, insight, and belief in our mission have made this a foundational year, which included being brave about making delicate and difficult decisions.

Thank you to all our individual funders and supporters who believe in us and back us all the way, those who choose to donate, fundraise, or remember us in their wills. And to our corporate

partners, trusts, foundations, and public sector bodies, most notably Oxfordshire County Council and the NHS, and the people who work for them: you enable us to do great work, scale our impact, and offer your skills and expertise in kind. We deeply appreciate your trust, your enthusiasm, and your support. To our campaigners who stand up, speak out, and are counted, thank you.

It is still a vital and energising time to be leading this charity. We have never been more needed. The conversation around ageing and ageism in Oxfordshire is evolving in the face of unrelenting demand, and we are proud to be part of that shift. We know we must continue to play a leading role, and we are determined to raise the volume, amplify voices, and champion change.

The main challenge facing Age UK Oxfordshire is how to effectively respond to a rapidly growing, increasingly diverse, and more unequal older population—within a context of rising need, widening health and income inequalities, and in a climate where public investment in the voluntary sector is becoming more constrained, there is a growing opportunity to demonstrate our value and build new, innovative partnerships that can sustain and strengthen our reach and impact.

As we turn our attention to our new Strategy to 2030, we do so with confidence and clarity. The past year has shown what's possible when we align around purpose, empower our people, and stay curious and courageous in the face of complexity.

Everything we do is with the best interests of older people, unpaid carers, and the long-term sustainability of Age UK Oxfordshire in mind. We look forward to building on this momentum in the year ahead. Here's to the next chapter, together.

STRATEGIC REPORT

Our new Strategy to 2030, approved by the Board in March 2025, which will be publicly launched in September is summarised as follows:

Our Vision:	An Age Friendly Oxfordshire where every older person and unpaid carer is seen, heard, included, and valued; *every day matters for everyone.*
Our Mission:	To provide community-based support, seeking to increase people's independence, and looking to drive change where it is needed most.
Methods:	By tackling inequality, focussing on reaching older people and unpaid carers, especially those affected by poverty, loneliness, and illness/ disability.
Values:	Our Values are our 'North Star', how we want to feel and what shapes us as we deliver our mission. As chosen by our staff, our values are… *Listen, Compassion, Empower.*

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2025

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and believe that the activities of Age UK Oxfordshire, which are designed to promote the welfare of older people, are in line with that guidance.

We work with all older people across the county but focus most resource on tackling inequality and reaching older people who face a struggle, whether through low income, poor health, isolation, and loneliness and / or the 'digital divide'.

Achievements and performance

Looking back – Our agreed objectives for 2024-25 were:

- Impact – *To apply what works, demonstrate impact, keep learning*
- People – *To have safe, skilled, and supported staff & volunteers*
- Enablers – *To be responsive, adaptable, and be fit for the future*
- Finance – *To work towards financial sustainability, plan investment to 'grow'*

Impact
To apply what works, demonstrate impact, keep learning

Building on our work last year, we have formalised our approach to *Service-User Voice and Engagement* through a new policy, setting our commitment to ensuring meaningful participation, particularly from groups and communities we have historically been less good at hearing from. The policy sets out core principles which within the year have guided our approach to public engagement with development of our new strategy. It lays the foundation for the key pieces of work we plan to move forward in the coming year to bring those ambitions and principles to life; enhancing our feedback processes, building our use of storytelling, growing opportunities to work with Ambassadors and making the best of collaboration with existing networks.

As part of the journey of strategy development we undertook a desktop "*State of Ageing in Oxfordshire*" exercise which provided rich insights into the challenges facing older people in the County. We now plan to build on that work and complete a similar exercise every year to help inform and shape service developments, provide insights for influencing and advocacy of the wider system and to understand our impact.

Work to enhance our ability to measure and articulate that impact has continued through further investment in the development of our service databases. This has improved both the quality and ease of reporting, supported in identification of trends and opportunities for improvement, and laid the foundation for a more data-informed approach. Fully realising the potential of that data, building on it and aligning it to the voices of the people we support is a key priority.

People
To have safe, skilled, and supported staff & volunteers

Over the past year, the CEO has placed a strong focus on how the charity supports its staff and volunteers raising expectations and laying a foundation for how people are valued, heard, and developed across the organisation.

This commitment has led to several key initiatives, including improvements to employee diversity data collection, refreshed all-staff communications, the creation of a Staff Forum, and the delivery of Winter Get Togethers. They also led the Staff Survey project, which provided a vital opportunity to reinforce a culture of listening and open dialogue around what's working well and where we can improve.

The survey achieved an 83% response rate, giving us confidence in the findings. Using the Engage for Success model, we recorded an Employee Engagement Score of 85%, classified as 'very good', indicating that most staff feel motivated, committed, and likely to recommend the organisation to others.

We also saw a marked improvement in early-stage retention, with staff departures in the first six months falling from around 30% to just 3%, thanks to more tailored inductions and early support. Overall turnover dropped to 19%, though many staff still left for reasons of career progression highlighting the need to think about both recruitment pipeline and career journey as well our employee value proposition and internal development pathways.

Looking ahead, we are bringing together all people-related support functions to boost engagement and improve efficiency. By aligning our people practices with strategic goals, we aim to foster a culture of learning, inclusion, and innovation delivering measurable impact on performance, retention, and long-term growth.

Enablers
To be responsive, adaptable, and be fit for the future

There has been investment in data during the year. Work on removing duplicates from the database, data field standardisation and other data cleansing housekeeping has occurred. More key characteristic data is being captured and recorded about our clients and staff. With richer and more accurate data we have been able to expand our analysis and compare to population trends. Statistical and unbiased analysis has been used to gain key insights into stakeholder consultation on the new strategy. This has enabled us to feel more confident in the strategy as we launch it this coming year.

Continued development of the services database has occurred. The various services databases now sync with each other ensuring that updates to client data are visible across all services in order to better inform the advisors and ultimately better customer service. Enhancement of the dashboards ensures live data is available and means easier reporting back to funders.

A new phone system has been installed with less reliance on physical handsets enabling flexible working whilst retaining the ability to support our clients. Two new Multi-Function printers have been installed at the head office to improve efficiency. In addition, the entire office network infrastructure was upgraded to improve reliability, security and speed.

During the year, significant work has been done on policies, processes, and procedures to ensure compliance with appropriate legislation. We started looking at ways to optimise efficiency in order to make the best use of resources. This work will continue into the coming year. The charity was awarded CQS compliance which is the Age UK Charity Quality Standard.

Finance
To work towards financial sustainability, plan investment to 'grow'

Two significant contracts were awarded during the financial year: a contract with Oxfordshire County Council to provide specialist information and advice, and a partnership with SGN to help alleviate fuel poverty, increase energy efficiency and safety awareness.

Thanks to the generosity of individuals, gifts in wills to both Age UK Oxfordshire and Action for Carers (Oxfordshire) Ltd, contributed to £292k of income that enabled us to support older people and unpaid carers beyond contracted services such as digital services and bereavement support. The charity also benefited from numbers of grants from trusts and foundations as well as donations from individuals.

Additional fundraising potential was assessed as the charity is looking to diversify its income. Two new posts will be created, a Trust and Foundations Manager and a Legacy Marketing Officer. These will be funded for 12 months from the Strategic Development Fund, a designated fund established in the prior year. Recruitment will happen in 2025.

The charity was initially budgeted to make a deficit in this financial year, so work was done to reduce costs, especially within overheads. During the year we consolidated the head office units from two to one. The charity remains based in Napier Court, Abingdon and the remaining unit has been reorganised with more meeting rooms and a hotdesk system. The reduction in units will lead to some overhead savings from April 2025. Additional cost savings have been achieved from changes such as new printers and new phone system.

Looking back – the year in numbers (2024-25)

Who we are
- 473 people made up of 167 staff (118 FTE) and 306 volunteers inc. 11 trustees

What we did
- We worked on 15,455 cases with **11,850** different people including:
    - *8,694 cases with Community Link Workers / Social Prescribers*
    - *3,834 Dementia Adviser cases*
    - *2,314 Welfare Benefits cases*
    - *159 1:1 Scams cases*

- *We supported 2,087 discharges from hospitals*
- *34,260 attendances at community groups and events including 19,554 at exercise classes.*
- *18,639 telephone befriending calls.*
- *16,850 hours of **practical support at home***
- *3,734 **footcare** sessions*
- Reaching people through our **communications** across all our work, including:
    - *Website/s – 51,000 users spending on average 1min 21 sec per visit*
    - *Social Media – 736,000 impressions with 1.9% average engagement rate*
    - *Distributed – 44,000 EngAGE magazines sharing inspiring stories, information and advice. 69,500 leaflets, posters and booklets sharing information about our activities and services. 23,000 email updates sent.*
    - *Live Well Oxfordshire – 102,127 unique users with 380,335 page views*
- The people we helped were predominantly older with a mean average age of 78 and a median average of 81. 36% of people were aged over 85.
- Our work was split across all of Oxfordshire's 5 districts similarly to the over-65 population of each: Cherwell (24%), South (22%), Vale of White Horse (20%), West Oxfordshire (18%), Oxford (16%).

How well we did it

- 91% of people said our Community Links service had been helpful to them (response from 324 people across the year)
- Whilst our work is countywide, and financial insecurity, ill-health and isolation can affect all socio-economic groups, we do give special attention to tackling inequality. **1 in 10 of all the people we worked with live** in one of Oxfordshire's 10 most deprived wards.
- In the year we achieved the *Advice Quality Standard* from the Advice Services Alliance. We also completed the Age UK *Quality of Information and Signposting Standard*.
- We received consistently positive feedback both from the people we supported and from other agencies. There were 7 complaints received in the year.

The difference it made in people's lives

- The annual (recurring) value of benefits claimed with the support of our Information and Advice team, was £4,331,294. The majority of benefits claimed are to support with the costs of care, of living with a disability and to pay for essentials like heating and food.
- Outcome measures used with 4,867 people indicate 97% of outcomes were either partially (14%) or completely (83%) achieved.
- Our falls prevention service demonstrated a **reduction in falls** resulting in attendance at A&E from 11% pre-programme to just 1% after.
- In the course of our work we had cause to identify and raise safeguarding concerns in relation to 15 adults at risk of harm. Working in partnership with Adult Social Care, and the Police to ensure service users safety and wellbeing.

Plans for future periods

Looking forwards (2025-26)

In the first year of our new five-year strategy, we're laying the groundwork for a stronger, more inclusive future for older people and unpaid carers across Oxfordshire. We're focusing on listening more deeply, building partnerships, and investing in the people who power our work - staff, volunteers, and communities. This year is about setting clear priorities, strengthening our foundations, and beginning bold new initiatives that reflect the changing needs of our population. With optimism and purpose, we're taking the first steps in a journey to grow our impact, reduce inequalities, and ensure everyone can age with dignity and connection.

Financial review

In the year to 31 March 2025 the group saw income of £6,531k which was an increase from 2024 £6,433k.

The main source of income for Age UK Oxfordshire as well as Action for Carers (Oxfordshire) Ltd and Ethical Legal Services Ltd is from contracts. This funding stream is primarily from local government.

The work of Age UK Oxfordshire Group continues to benefit from gifts in wills with £294k of income in the year.

Group expenditure in the year was £5,967k (2024: £5,777k). £4,545k (2024: £4,106k) of expenditure is employment costs. The majority of staff are based across Oxfordshire, serving beneficiaries in their local communities.

Investments including policy

At the year end, group investments were valued at £677k (2024: £704k). An unrealised loss of £(28)k was recognised (2024: unrealised gain £67k).

Investment Policy – Age UK Oxfordshire

Age UK Oxfordshire is the sole owner of two companies, Ethical Legal Services Ltd and Age UK Oxfordshire Trading Ltd. The subsidiaries are recognised at cost less impairment at a value of £1 at 31 March 2025.

The listed investments are held on a long term basis. There is a mixed objective of growth and income. Investment performance is measured on a total return basis.

At 31 March 2025 the value of listed investments was £342k (2024: £352k). The majority of listed investments are held with CCLA. The remaining two listed investments £38k (2024: £31k) are held directly. The charity invests in four different funds within CCLA to diversify risk. CCLA actively manage the funds in which the charity is invested.

The charity's ethical policy precludes direct of indirect investment in companies that generate more than 10% of revenue from alcohol, firearms, or tobacco. At the year end 18% of the investments are held in ethical funds.

Short-term reserves are kept on short-term deposit and in bank accounts and treated as cash.

Investments are regularly reviewed by the Finance Review Group. Changes in investment strategy are approved by the Trustees.

Investment Policy - Action for Carers (Oxfordshire) Ltd

The listed investments are held on a long term basis. There is a mixed objective of growth and income. Investment performance is measured on a total return basis.

All investments are held with CCLA. The charity invests in three different funds within CCLA to diversify risk. CCLA actively manage the funds in which the charity is invested.

The charity's ethical policy precludes direct of indirect investment in companies that generate more than 10% of revenue from alcohol, firearms, or tobacco. At the year end 24% of the investments are held in ethical funds.

Short-term reserves are kept on short-term deposit and in bank accounts and treated as cash.

Investments are regularly reviewed by the Finance Review Group. Changes in investment strategy are approved by the Trustees.

Fundraising

Grants and donations are sought for charitable activities not covered by contract income.

All Fundraising activity in the year was in-house, using the Fundraising Code as a guide and no third parties were involved. No fundraising complaints were received during the year.

The charity is aware that some donors or potential donors may be vulnerable. The charity has guidance for staff to identify vulnerable donors and how to work with them, ensuring that no undue pressure is placed on a person to donate.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2025

Age UK Oxfordshire is registered with the Fundraising Regulator. Action for Carers (Oxfordshire) Ltd is not currently registered with the Fundraising Regulator due to the low level of Fundraising activity.

Reserves Policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows £1,260k for Age UK Oxfordshire and £311k for Action for Carers (Oxfordshire) Ltd. The calculated free reserves at 31 March 2025 were £1,420k for Age UK Oxfordshire, and £582k for Action for Carers (Oxfordshire) Ltd.

At the year end reserves for the group were:

£2,117k general reserves
£403k designated reserves
£73k restricted reserves

The Trustees have designated certain funds for specific future expenditure projects. In year to 31 March 2024 a £350k strategic development designated fund was established. Two small designated funds were set up for upcoming projects in the coming year with balances of £21k and £24k for Age UK Oxfordshire and Action for Carers (Oxfordshire) Ltd. During the year to 31 March 2025 no expenditure was incurred, but the fund will start to be utilised in the coming year aligned with the start of the new strategy. The IT development project has continued in the year and balance of £nil and £8k remained at 31 March 2025 for Age UK Oxfordshire and Action for Carers (Oxfordshire) Ltd respectively.

Restricted funds in Age UK Oxfordshire Ltd arise where the donor has imposed restrictions on the use of the funds.

The trustees are satisfied that on this basis both charities have reserves within the desired range but will continue to monitor the situation closely.

Risk Management

The Trustees of Age UK Oxfordshire/ Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks at least once a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The following are identified as key risks to the organisation along with the mitigations and any future actions

Risk	Mitigations and actions
Dependence on a small number of income streams and /or preoccupation with public service contract delivery	Income diversification with fundraising investment. Strong funder relationships and contract term budgeting
Fee earning services failing to be viable.	Market analysis. Pricing decisions based on cost plus including alternative funding models.
Increases in income not matching inflation / cost of living rises	Annual requests for contract price rises. Being clear on who the charity most seeks to help.
Reputational damage, caused by actions of staff, volunteers or trustees.	Staff and volunteer handbooks combined with regular training.
Poor investment performance	Policies and regular review of performance

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately. Trustees and management periodically undertake “deep dive” reviews to better understand the risks affecting the business, and the mitigations that are in place to counteract them.

Structure, governance and management

Age UK Oxfordshire is a registered Charity, Number 1091529 (previously 268017). It was incorporated as a company limited by guarantee on 23rd November 2001 Company Number 4328143, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

The board adopted revised articles of association on 27 March 2020.

Members guarantee to contribute an amount not exceeding £1 each, to the assets of the Charitable Company in the event of winding up. The total amount of such guarantees at 31 March 2025 was 8.

Organisational Structure

A Board of at least five Trustees, governs the Charity. Full meetings are held four times a year.

Trustees may delegate any of their functions to committees consisting of two or more individuals appointed by them (but at least one member of every committee must be a Charity Trustee and all proceedings of committees must be reported promptly to the Charity Trustees).

They have exercised this power and set up the Finance Review Group to monitor financial performance in a smaller, focused group inviting other Trustees as and when appropriate. This role has been delegated to the Finance Review Group by the Board under Article 8, and reports to the Board through a Chairperson appointed by the Board.

The Board has also delegated powers to a Nominations and Remuneration Committee to determine on its behalf its policy on Executive recruitment, remuneration and specific remuneration packages for each of the Executive Directors.

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a leadership team.

Method of Recruitment and Appointment of Trustees

Trustees are appointed to the Board of Age UK Oxfordshire under Article 5 of its Articles of Association:

- Any person who is willing to act as a Charity Trustee of the Charity and is permitted to be so appointed by the law and the Articles, may be appointed to be a Charity Trustee by a decision of the Charity Trustees.
- Charity Trustees shall hold office for an initial term of three years and may be reappointed for up to two further terms of three years each. Provided the Charity Trustees are satisfied there are exceptional circumstances, Charity Trustees may be reappointed for a fourth and final term of up to three years.
- As an integral part of the recruitment process the Board continually reviews the mix and skills base of the Trustees.

On appointment the Trustees are provided with a full welcome pack, which includes:

- CC3 – The Essential Trustee: what you need to know
- Copy of the Memorandum & Articles of Association
- Copies of the last 3 years Audited Accounts
- Trustees Code of Conduct / Confidential Policy
- Copies of the minutes of the last 6 Trustees' meetings
- As part of the ongoing commitment to Trustee involvement we actively encourage the shadowing of projects.

Connected Charities

Age UK Oxfordshire is a Local Partner of the Age UK Network of organisations.

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1st November 2012). It was incorporated as a company limited by guarantee on 29th June 2012 Company Number 08125002, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association. Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1st January 2013. Age UK Oxfordshire has control of the board and the accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and as part of these consolidated accounts.

Executive team

Mr Paul Ringer	Chief Executive Officer
Mr James Voller	Director of Services and Development
Ms Jay Elliott	Director of Finance and Resources

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior leadership team comprise the key management personnel of the charity in charge of directing, running and operating Age UK Oxfordshire on a day to day basis. All directors give of their time freely and none received remuneration in the year.

The Nomination and Remuneration Committee reviews the pay of staff on an annual basis, with reference to similar organisations of a comparable size.

Age UK Oxfordshire Trading Ltd

Age UK Oxfordshire Trading Ltd (AUKOT) is a wholly owned subsidiary undertaking of Age UK Oxfordshire (the charity). The principal activities are the sale of advertising space and training consultancy.

Ethical Legal Services Ltd

Ethical Legal Services Ltd (trading as Beacon) is a wholly owned undertaking of Age UK Oxfordshire. The principal activity is the expansion of its highly successful NHS Continuing Healthcare (CHC) advice, support, advocacy and active casework service, and the operation of the NHS England national free CHC advice line.

Action for Carers (Oxfordshire) Ltd

Action for Carers (Oxfordshire) Ltd is a registered Charity and a company limited by guarantee. Age UK Oxfordshire has control of the Action for Carers (Oxfordshire) Ltd Board. It receives funding from Oxfordshire County Council and provides support and guidance for adult carers across Oxfordshire.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2025

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK Oxfordshire for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, 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 accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

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

The trustees' report was approved by the Board of Trustees.

Mr A Lane (Chair)
Trustee
Dated: 22nd September 2025

AGE UK OXFORDSHIRE

INDEPENDENT AUDITORS REPORT TO THE MEMBERS

Opinion

We have audited the financial statements of Age UK Oxfordshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the Group Statement of Financial Activities, the Company Statement of Financial Activities the Group Balance Sheet, the Company Balance Sheet, the Group Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

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

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial 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 group and parent 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.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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. 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 course of 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 themselves. 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 group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

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

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

In preparing the financial statements, the Trustees are responsible for assessing the 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 group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.

2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.

3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:

    a. Reviewing the controls set in place by management
    b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist
    c. Challenging management assumptions with regard to accounting estimates
    d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Benjamin Hayes BSc FCA (Senior Statutory Auditor)
For and on behalf of Wenn Townsend
Chartered Certified Accountants
Statutory Auditor

22nd September 2025

AGE UK OXFORDSHIRE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	Total 2025 £	Unrestricted funds £	Restricted funds £	Total 2024 £
Income:							
Voluntary income	**3**	420,969	302,502	723,471	799,920	366,017	1,165,937
Charitable activities	**4**	4,631,017	32,730	4,663,747	4,380,557	44,957	4,425,514
Investment income	**5**	52,573	-	52,573	42,356	-	42,356
Trading activities for generating funds		1,090,916	-	1,090,916	799,385	-	799,385
Total income and endowments		**6,195,475**	**335,232**	**6,530,707**	**6,022,218**	**410,974**	**6,433,192**
Expenditure:							
Raising funds							
Costs of generating voluntary income		10,626	-	10,626	20,417	-	20,417
Costs of trading subsidiaries		959,783	-	959,783	729,441	-	729,441
Charitable activities							
Cost of charitable activities		4,677,138	319,928	4,997,066	4,654,045	373,428	5,027,473
Total Resources expended	**6**	**5,647,547**	**319,928**	**5,967,475**	**5,403,903**	**373,428**	**5,777,331**
Net gain/(loss) on investments	**11**	(27,910)	-	(27,910)	66,897	-	66,897
Net incoming/(outgoing) resources		520,018	15,304	535,322	685,212	37,546	722,758
Net movement in funds		**520,018**	**15,304**	**535,322**	**685,212**	**37,546**	**722,758**
Fund balances at 1 April 2024		2,000,052	57,533	2,057,585	1,314,840	19,987	1,334,827
Fund balances at 31 March 2025		**2,520,070**	**72,837**	**2,592,907**	**2,000,052**	**57,533**	**2,057,585**

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

AGE UK OXFORDSHIRE

CHARITY STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	Total 2025 £	Unrestricted funds £	Restricted funds £	Total 2024 £
Income:							
Voluntary income	**3**	417,996	302,502	720,498	789,220	366,017	1,155,237
Charitable activities	**4**	3,807,878	32,730	3,840,608	3,581,899	44,957	3,626,856
Investment income	**5**	32,461	-	32,461	20,723	-	20,723
Total income and endowments		**4,258,335**	**335,232**	**4,593,567**	**4,391,842**	**410,974**	**4,802,816**
Expenditure:							
Raising funds							
Cost of generating voluntary income		10,626	-	10,626	10,225	-	10,225
Charitable activities							
Cost of charitable activities		3,977,094	319,928	4,297,022	3,741,523	373,428	4,114,951
Total Resources expended	**6**	**3,987,720**	**319,928**	**4,307,648**	**3,751,748**	**373,428**	**4,125,176**
Net gain/(loss) on investments	**11**	(9,605)	-	(9,605)	29,425	-	29,425
Net incoming/(outgoing) resources		261,010	15,304	276,314	669,519	37,546	707,065
Net movement in funds		**261,010**	**15,304**	**276,314**	**669,519**	**37,546**	**707,065**
Fund balance at 1 April 2024		1,567,063	57,533	1,624,596	897,544	19,987	917,531
Fund balances at 31 March 2025		**1,828,073**	**72,837**	**1,900,910**	**1,567,063**	**57,533**	**1,624,596**

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006. All of the above results are derived from continuous activities. There are no other gains and losses other than those stated above.

AGE UK OXFORDSHIRE

CONSOLIDATED BALANCE SHEET AS AT 31 MARCH 2025

	Notes	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Fixed assets					
Tangible assets	**10**	58,762	50,601	36,488	33,979
Investments	**11**	676,551	704,461	342,070	351,675
		735,313	755,062	378,558	385,654
Current Assets					
Debtors	**13**	860,705	837,148	914,228	847,511
Short Term Deposits		925,597	483,316	682,689	290,052
Cash at bank and in hand		1,008,068	750,465	574,910	566,273
		2,794,370	2,070,929	2,171,827	1,703,836
Creditors: amounts falling due within one year	**14**	(936,776)	(757,897)	(649,475)	(454,385)
Net current assets		1,857,594	1,313,032	1,522,352	1,249,451
Total assets less current liabilities		2,592,907	2,068,094	1,900,910	1,635,105
Creditors: amounts falling due after more than one year	**15**	-	(10,509)	-	(10,509)
Net assets		**2,592,907**	**2,057,585**	**1,900,910**	**1,624,596**
Income funds	**18**				
Restricted funds		72,837	57,533	72,837	57,533
Unrestricted funds:					
Designated		403,275	402,784	371,122	390,384
General		2,116,795	1,597,268	1,456,951	1,176,679
Total Charity funds		**2,592,907**	**2,057,585**	**1,900,910**	**1,624,596**

These accounts have been prepared in accordance with provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the board of directors and authorised for issue on 22nd September 2025 and are signed on its behalf by:

Mr A Lane (Chair)
Trustee

Mr S G Elliott
Trustee

Company Registration no. 4328143

AGE UK OXFORDSHIRE

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash (absorbed)/generated from operations	**21**		738,744		383,017
Investing activities					
Purchase of tangible fixed assets	**10**	(38,860)		(40,630)	
Proceeds from sale of investments		-		19,515	
Net cash used in investing activities			(38,860)		(21,115)
Net (decrease)/increase in cash and cash equivalents			699,884		361,902
Cash and cash equivalents at beginning of year			1,233,781		871,879
Cash and cash equivalents at end of year			1,933,665		1,233,781

1 Accounting policies

1.1 General information and basis of preparation

Age UK Oxfordshire is a charitable company limited by guarantee incorporated in England / Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Report.

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound sterling.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line-by-line basis and are shown in note 12. The company has taken advantage of the exception in FRS 102 section 33A and has not disclosed transactions or balances with its subsidiaries.

1.2 Charitable funds

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

1.2 Charitable funds (continued)

Designated Funds are funds set aside out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted Funds are represented by income received for specific purposes as laid down by the donors. Expenditure meeting the criteria of the specified purposes is charged against the funds, together with a fair allocation of Overheads and Support Costs.

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example, the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds;
- Expenditure on charitable activities; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold Property Over the term of the lease
- Office and IT Equipment Over 3-5 years

1.7 Fixed asset investments

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA if the shares are publicly traded or their fair value can otherwise be measured reliably. Other investments are measured at cost less impairment.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.9 Retirement benefits

The Charity participates in the Age Concern Pension and Life Scheme which was opened with effect from 1st December 2008; this is a defined contribution scheme. The Charity participates in the Age Concern Retirement Benefits Scheme, which with effect from 1st October 2001 had a defined contribution section and a defined benefit section. The Scheme closed to future accrual on 30th November 2008.

Please see Note 17 for further information. The assets of both schemes are held separately from those of the Charity, in a fund administered by Age UK.

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

1.11 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

During the current and prior period, an estimate was required for lease-related charges, including back-dated rent, services charges, and dilapidations costs. The trustees considered information from ongoing negotiations with the landlord, professional advice, and carried out a desktop appraisal in making their estimate of probable costs. In total, the amount included in the group accounts at 31 March 2025 for these provisions was £185,444 (2024: £275,162).

3.1 Voluntary income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations and gifts	126,659	11,363	138,022	72,464
Legacies receivable	294,310	-	294,310	699,872
Grants receivable for core activities	-	291,139	291,139	393,601
For the year ended 31 March 2025	**420,969**	**302,502**	**723,471**	**1,165,937**
For the year ended 31 March 2024	799,920	366,017		1,165,937

3.2 Voluntary income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations and gifts	125,686	11,363	137,049	71,764
Legacies receivable	292,310	-	292,310	699,872
Grants receivable for core activities	-	291,139	291,139	383,601
For the year ended 31 March 2025	**417,996**	**302,502**	**720,498**	1,155,237
For the year ended 31 March 2024	789,220	366,017		1,155,237

4.1 Charitable income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Contract income	3,937,032	32,730	3,969,762	3,886,579
Client fees	615,146	-	615,146	468,441
Sundry income	78,839	-	78,839	70,494
For the year ended 31 March 2025	**4,631,017**	**32,730**	**4,663,747**	4,425,514
For the year ended 31 March 2024	4,380,557	44,957		4,425,514

4.2 Charitable income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Contract income	2,969,730	32,730	3,002,460	2,949,277
Client fees	615,146	-	615,146	468,441
Intergroup recharges	138,374	-	138,374	164,065
Sundry income	84,628	-	84,628	45,073
For the year ended 31 March 2025	**3,807,878**	**32,730**	**3,840,608**	3,626,856
For the year ended 31 March 2024	3,581,899	44,957		3,626,856

5.1 Investment income – consolidated

	2025	2024
	£	£
Income from listed investments	1,208	1,198
Interest receivable	51,365	41,158
	52,573	**42,356**

5.2 Investment income – Charity

	2025	2024
	£	£
Income from listed investments	1,208	1,198
Interest receivable	31,253	19,525
	32,461	**20,723**

6.1 Total resources expended – Consolidated

	Staff Costs	Dep'n	Other Costs	Total 2025	Total 2024
	£	£	£	£	£
Raising funds					
Costs of generating voluntary income	10,557	-	69	10,626	20,417
Costs of trading subsidiaries	778,410	3,782	177,591	959,783	729,441
	788,967	3,782	177,660	970,409	749,858
Charitable activities					
Activities undertaken directly	3,037,555	2,416	761,425	3,801,396	3,686,189
Support costs	718,592	21,557	455,521	1,195,670	1,341,284
	3,756,147	23,973	1,216,946	4,997,066	5,027,473
For the year ended 31 March 2025	**4,545,114**	**27,755**	**1,394,606**	**5,967,475**	
For the year ended 31 March 2024	4,105,547	21,712	1,650,072		5,777,331

Totals for the year are shown net of intra-group charges of £138,374 (2024: £164,065).

6.2 Total Resources expended – Charity

	Staff Costs	Dep'n	Other Costs	Total 2025	Total 2024
	£	£	£	£	£
Raising funds					
Costs of generating voluntary income	10,557	-	69	10,626	10,225
	10,557	-	69	10,626	10,225
Charitable activities					
Activities undertaken directly	2,655,457	-	584,269	3,239,726	2,933,141
Support costs	635,868	21,557	399,871	1,057,296	1,181,810
	3,291,325	21,557	984,140	4,297,022	4,114,951
For the year ended 31 March 2025	**3,301,882**	**21,557**	**984,209**	**4,307,648**	
For the year ended 31 March 2024	3,026,180	16,717	1,082,279		4,125,176

7 Net incoming resources are stated after charging:

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Depreciation	27,755	21,712	21,557	16,717
Auditor's remuneration	26,770	23,648	18,720	15,600
Trustee/director indemnity	2,501	2,234	2,001	1,787

8 Employees

Number of employees

The average monthly number of employees during the year was:

	Group		Charity	
	2025 Number	2024 Number	2025 Number	2024 Number
Direct charitable	180	166	138	129
Administration and support	18	25	16	22
	198	**191**	**154**	**151**

	Group		Charity	
	2025 £	2024 £	2025 £	2024 £
Wages and salaries	3,971,064	3,611,143	2,914,788	2,679,921
Social security costs	304,143	262,393	215,001	186,066
Pension contribution	167,970	135,546	92,859	74,684
Recruitment, retention and training	72,260	62,302	49,557	51,346
Redundancy pay	3,168	-	3,168	-
Temporary staff	26,509	34,163	26,509	34,163
	4,545,114	**4,105,547**	**3,301,882**	**3,026,180**

One employee earned between £80,001 and £90,000. In the prior year there were no employees whose annual remuneration was in excess of £60,000.

9 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2024: £Nil).

The total amount of employee benefits received by key management personnel is £226,065 (2024: £202,586). The Trust considers its key management personnel compromise the Chief Executive, Director of Finance and Resources, and Director of Services.

No trustees are accruing pension arrangements.

One trustee received £284 (2024: £108) in relation to travel expenses during the financial year.

10.1 Tangible Fixed Assets – Consolidated

	Leasehold property £	Office and IT Equipment £	Total £
Cost			
At 1 April 2024	79,709	191,984	271,693
Additions	-	38,860	38,860
Disposals	(67,366)	(114,622)	(181,988)
At 31 March 2025	12,343	116,222	128,565
Depreciation and impairment			
At 1 April 2024	69,093	151,999	221,092
Depreciation charged for the year	10,485	17,270	27,755
Eliminated on disposal	(67,235)	(111,809)	(179,044)
At 31 March 2025	12,343	57,460	69,803
Carrying amount			
At 31 March 2025	**-**	**58,762**	**58,762**
At 31 March 2024	10,616	39,985	50,601

10.2 Tangible Fixed Assets – Charity

	Leasehold property £	Office and IT Equipment £	Total £
Cost			
At 1 April 2024	75,598	148,998	224,596
Additions	-	24,197	24,197
Disposals	(63,255)	(97,627)	(160,882)
At 31 March 2025	12,343	75,568	87,911
Depreciation and impairment			
At 1 April 2024	65,495	125,122	190,617
Depreciation charged for the year	9,972	11,585	21,557
Eliminated on disposal	(63,124)	(97,627)	(160,751)
At 31 March 2025	12,343	39,080	51,423
Carrying amount			
At 31 March 2025	**-**	**36,488**	**36,488**
At 31 March 2024	10,103	23,876	33,979

11.1 Fixed asset investments – Consolidated

	Listed Investments	Shares in Subsidiaries	Total
	£	£	£
At 1 April 2024	704,461	-	704,461
Additions	-	-	-
Disposals	-	-	-
Change in value in the year	(27,910)	-	(27,910)
At 31 March 2025	**676,551**	**-**	**676,551**

11.2 Fixed asset investments – Charity

	Listed Investments	Shares in Subsidiaries	Total
	£	£	£
At 1 April 2024	351,674	1	351,675
Additions	-	-	-
Disposals	-	-	-
Change in value in the year	(9,605)	-	(9,605)
At 31 March 2025	**342,069**	**1**	**342,070**

Share in subsidiary companies at cost:

	2025	2024
	£	£
Age UK Oxfordshire Trading Limited	25,000	25,000
Less: provision	(25,000)	(25,000)
Ethical Legal Service Limited	1	1
	1	**1**

12.1 Subsidiary Company – Age UK Oxfordshire Trading Limited

The Charity owns the whole of the issued ordinary shares of Age UK Oxfordshire Trading Ltd, a company registered in England & Wales No. 05929408. The subsidiary is used for primary and non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2025**	**2024**
	£	£
Turnover	158,545	5,149
Gross profit	**158,545**	**5,149**
Administrative expenses	(14,833)	(832)
Corporation tax	(5,912)	-
Net profit/(loss)	**137,800**	**4,317**
The aggregate of the assets, liabilities and funds was:		
Assets	214,893	23,595
Liabilities	(102,615)	(49,117)
Surplus/(Deficiency) of funds	112,278	(25,522)

12.2 Subsidiary Company – Ethical Legal Services Limited

The Charity owns the sole issued ordinary share of Ethical Legal Services Ltd which trades under the name of Beacon, a company registered in England & Wales No. 08649926. The subsidiary was incorporated on 14th August 2013 and commenced trading activities under the trading name Beacon on 1st September 2013.The subsidiary is used for non-primary purpose trading activities.

All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2025**	**2024**
	£	£
Turnover	932,371	794,236
Direct expenses	-	(3,560)
Gross profit	**932,371**	**790,676**
Administrative expenses and interest payable	(945,484)	(725,049)
Net Profit/ (Loss)	**(13,113)**	**65,627**
The aggregate of the assets, liabilities and funds was:		
Assets	171,163	219,191
Liabilities	(259,268)	(294,183)
Deficiency of funds	(88,105)	(74,992)

12.3 Subsidiary Charity – Action for Carers (Oxfordshire) Ltd

The Charity is a member of Action for Carers (Oxfordshire) Ltd, a charitable company limited by guarantee registered in England and Wales No 08125002 and with Charities Commission No 1149577. The subsidiary was incorporated on 29th June 2012 and commenced charitable activities on 1st January 2013.

All activities have been consolidated on a line by line basis in the SOFA. A summary of the results of the subsidiary is shown below.

Summary of Results of the Subsidiary	**2025**	**2024**
	£	**£**
Incoming resources	1,006,688	1,001,087
Resources expended	(838,630)	(1,108,197)
Gains/(losses)	(18,305)	37,472
Net Movement in funds	**149,753**	**(69,638)**
The aggregate of the assets, liabilities and funds was:		
Assets	753,963	671,525
Liabilities	(134,620)	(201,935)
Surplus of funds	**619,343**	**469,590**

13 Debtors

	Group		**Charity**	
	2025	**2024**	**2025**	**2024**
Amounts falling due within one year:	**£**	**£**	**£**	**£**
Trade debtors	100,239	177,348	65,620	60,445
Amounts owed by group undertakings	-	-	151,117	160,252
Other debtors	30,020	18,961	-	-
Prepayments and accrued income	730,446	634,927	697,491	626,814
	860,705	**831,236**	**914,228**	**847,511**
Deferred Tax	-	5,912	-	-
	860,705	**837,148**	**914,228**	**847,511**

A total of £69k (2024: £nil) included in the above relating to amounts owed by group undertakings is due after more than one year.

14 Creditors: amounts falling due within one year

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Taxation and social security	130,494	123,522	47,897	43,609
Trade creditors	277,560	39,725	248,046	36,844
Other creditors	19,636	21,027	19,636	18,640
Amount owed to group company	-	-	9,603	104
Accruals and deferred income	509,086	573,623	324,293	355,188
	936,776	**757,897**	**649,475**	**454,385**

Reconciliation of deferred income:

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
At 1 April	97,677	62,379	42,701	46,654
Additions during the year	69,457	81,010	13,500	26,034
Amounts released to income	(97,677)	(45,712)	(42,701)	(29,987)
At 31 March	**69,457**	**97,677**	**13,500**	**42,701**

Deferred income is for amounts received in advance for services that have not yet been delivered at the year end. These amounts are recognised as revenue in the year in which the services are provided.

15 Creditors: amounts falling due after more than one year

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Defined benefit pension (see also note 17)	**-**	**10,509**	**-**	**10,509**

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Within one year	1,246	90,901	677	49,386
Between two and five years	-	7,575	-	4,116
	1,246	**98,476**	**677**	**53,502**
Lease payments recognised as an expense	90,900	90,900	49,386	49,386

On 5th April 2025, the building lease ceased. The charity has entered into a new lease, but this had not been signed at the year end.

17 Pension Scheme

Defined Contribution Plan

Up until September 2018 Age UK Oxfordshire, Age UK Oxfordshire Trading Ltd and Action for Carers (Oxfordshire) Ltd were members of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme. In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost to Age UK Oxfordshire Group for the year was £167,970 (2024: £135,546). This includes £20,232 of contributions to the defined benefit pension scheme detailed below.

The total pension cost to Age UK Oxfordshire, the charity, for the year was £92,859 (2024: £74,684). This includes £20,232 of contributions to the defined benefit pension scheme detailed below.

Contributions of £19,626 (2024: £18,616) were outstanding at the balance sheet date for Age UK Oxfordshire. For Age UK Oxfordshire Group contributions of £19,626 were outstanding at the balance sheet date (2024: £21,004).

17 Pension Scheme (continued)

Defined Benefits Plan

The Charity is also a participating employer in Age Concern section of the Age UK Retirement Benefits Scheme ("the scheme"). The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme as at 31 March 2022 was carried out and the results of this valuation have been updated to 31 March 2025 by a qualified independent actuary. The expected Employer contributions for the year ending 31 March 2025 are £20k. These contributions include an allowance for administration expenses and PPF levies.

The initial results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Under FRS 102 the scheme surplus was £8,596k, and Age UK Oxfordshire's share of this surplus was £61k. At 31 March 2025 the accounts showed a provision of £nil (2024: £10,509). As the charity is not anticipating either a reduction in contributions nor a refund from the plan, none of the surplus has been recognised as at 31 March 2025.

18 Funds

Unrestricted Funds

The unrestricted funds of both Charities consist of freely available General Reserves and Designated Funds, where the Trustees have imposed restrictions on the use of the funds.

Restricted Funds

The restricted funds of the Charities are those where the Donor has imposed restrictions on the use of the funds. These funds consist solely of Grants received for specific purposes.

Grants and donations

We would like to extend our heartfelt thanks to all our donors, customers, volunteers and supporters for their valued contributions. Without the astonishing levels of support we have received we would have been much less effective at a time when our services were much needed. The following is a list of receipts over £2,000; we do not have sufficient space to acknowledge all contributions except to say that we appreciate every sum received and are grateful for each one.

Donors and Partners

Age UK
NHS Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board
Cherwell District Council
Dementia UK
Doris Field Charitable Trust
Esmée Fairbairn Foundation
Historic England
Oxford Health NHS Foundation Trust
Oxford University Hospitals NHS Foundation Trust
Oxfordshire Community Foundation
Oxfordshire County Council
P F Charitable Trust
Pye Charitable Settlement
Rayne Foundation
Sanctuary Housing
SGN
Sky Cares
Thames Valley PCC Community Fund
The National Lottery Community Fund
West Oxfordshire District Council

Legacies

A Roberts
B H Colman
C R Reed
D & A Newton
D M Voss
E Snelson
F M Bedford
J E Humphreys
J M Bridgman
J Neville
P Baigrie
R Lewis

18 Funds (continued)

Funds Movement – Consolidated

	Balance at 1 April 2024	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2025
	£	£	£	£	£	£
Unrestricted - General						
Charity	1,176,679	4,258,335	(3,947,336)	(9,605)	(21,122)	1,456,951
Action for Carers	457,190	1,006,688	(834,130)	(18,305)	(24,253)	587,190
Age UK Trading	(25,522)	158,545	(20,745)	-	-	112,278
Ethical Legal Services	(74,992)	932,371	(945,484)	-	-	(88,105)
*Consolidation adjustment	63,913	(160,464)	145,032	-	-	48,481
Total unrestricted - general	1,597,268	6,195,475	(5,602,663)	(27,910)	(45,375)	2,116,795
Unrestricted - Designated						
Development of digital systems	52,784	-	(44,884)	-	-	7,900
Strategic development fund	350,000	-	-	-	-	350,000
Dementia Service	-	-	-	-	21,122	21,122
Pilot Project	-	-	-	-	24,253	24,253
	402,784	-	(44,884)	-	45,375	403,275
Total Unrestricted	2,000,052	6,195,475	(5,647,547)	(27,910)	-	2,520,070

*Elimination of transactions between group companies

18 Funds (continued)

Funds Movement – Consolidated (continued)

	Balance at 1 April 2024	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2025
Restricted						
Arts Partnership (Esmée Fairbairn)	44,869	45,322	(80,191)	-	-	10,000
Dementia Support	-	11,363	(1,749)	-	-	9,614
Helpline	-	121,207	(105,930)	-	-	15,277
Phone Friends	-	9,000	(9,000)	-	-	-
Head Office	-	7,500	(7,500)	-	-	-
Age Friendly Banbury	12,664	15,000	(12,664)	-	-	15,000
West Oxfordshire	-	17,000	(7,970)	-	-	9,030
Digital Help	-	10,000	(10,000)	-	-	-
Information and Advice	-	3,000	(3,000)	-	-	-
Age UK Scam Prevention	-	40,600	(26,684)	-	-	13,916
City, South, & Vale	-	14,782	(14,782)	-	-	-
Cherwell District Council	-	40,458	(40,458)	-	-	-
	57,533	335,232	(319,928)	-	-	72,837
Total	**2,057,585**	**6,530,707**	**(5,967,475)**	**(27,910)**	**-**	**2,592,907**

18 Funds (continued)

Funds Movement – Consolidated Prior Year

	Balance at 1 April 2023	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2024
	£	£	£	£	£	£
Unrestricted - General						
Charity	797,544	4,391,842	(3,692,132)	29,425	(350,000)	1,176,679
Action for Carers	464,228	1,001,087	(1,095,597)	37,472	50,000	457,190
Age UK Trading	(29,839)	5,149	(832)	-	-	(25,522)
Ethical Legal Services	(140,619)	794,236	(728,609)	-	-	(74,992)
*Consolidation adjustment	48,526	(170,096)	185,483	-	-	63,913
Total unrestricted - general	1,139,840	6,022,218	(5,331,687)	66,897	(300,000)	1,597,268
Unrestricted - Designated						
Development of digital systems	125,000	-	(72,216)	-	-	52,784
Strategic development fund	-	-	-	-	350,000	350,000
Action for Carers – planned deficit	50,000	-	-	-	(50,000)	-
	175,000	-	(72,216)	-	300,000	402,784
Total Unrestricted	1,314,840	6,022,218	(5,403,903)	66,897	-	2,000,052

*Elimination of transactions between group companies

18 Funds (continued)

Funds Movement – Consolidated Prior Year (continued)

	Balance at 1 April 2023	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2024
Restricted						
Arts Partnership (Esmée Fairbairn)	19,987	127,420	(102,538)	-	-	44,869
Dementia Support	-	45,000	(45,000)	-	-	-
Helpline	-	24,434	(24,434)	-	-	-
Phone Friends	-	8,000	(8,000)	-	-	-
Bereavement Support	-	4,000	(4,000)	-	-	-
Age Friendly Banbury	-	26,500	(13,836)	-	-	12,664
West Oxfordshire	-	5,000	(5,000)	-	-	-
Christmas Community	-	15,000	(15,000)	-	-	-
Age UK Digital Champion	-	36,000	(36,000)	-	-	-
Age UK Scam Prevention	-	40,000	(40,000)	-	-	-
Age UK Cost of Living Response	-	39,663	(39,663)	-	-	-
Cherwell District Council	-	39,957	(39,957)	-	-	-
	19,987	410,974	(373,428)	-	-	57,533
Total	**1,334,827**	**6,433,192**	**(5,777,331)**	**66,897**	**-**	**2,057,585**

18 Funds (continued)

Funds Movement – Charity

	Balance at 1 April 2024 £	Income £	Expenses £	Gains/ (losses) £	Transfers £	Balance at 31 March 2025 £
Unrestricted						
General	1,176,679	4,258,335	(3,947,336)	(9,605)	(21,122)	1,456,951
Unrestricted - Designated						
Development of digital systems	40,384	-	(40,384)	-	-	-
Strategic development fund	350,000	-	-	-	-	350,000
Dementia Service	-	-	-	-	21,122	21,122
	390,384	-	(40,384)	-	21,122	371,122
Total unrestricted	1,567,063	4,258,335	(3,987,720)	(9,605)	-	1,828,073
Restricted						
Arts Partnership (Esmée Fairbairn)	44,869	45,322	(80,191)	-	-	10,000
Dementia Support	-	11,363	(1,749)	-	-	9,614
Helpline	-	121,207	(105,930)	-	-	15,277
Phone Friends	-	9,000	(9,000)	-	-	-
Head Office	-	7,500	(7,500)	-	-	-
Age Friendly Banbury	12,664	15,000	(12,664)	-	-	15,000
West Oxfordshire	-	17,000	(7,970)	-	-	9,030
Digital Help	-	10,000	(10,000)	-	-	-
Information and Advice	-	3,000	(3,000)	-	-	-
Age UK Scam Prevention	-	40,600	(26,684)	-	-	13,916
City, South, & Vale	-	14,782	(14,782)	-	-	-
Cherwell District Council	-	40,458	(40,458)	-	-	-
	57,533	335,232	(319,928)	-	-	72,837
Total	**1,624,596**	**4,593,567**	**(4,307,648)**	**(9,605)**	**-**	**1,900,910**

18 Funds (continued)

Funds Movement – Charity Prior Year

	Balance at 1 April 2023 £	Income £	Expenses £	Gains/ (losses) £	Transfers £	Balance at 31 March 2024 £
Unrestricted						
General	797,544	4,391,842	(3,692,132)	29,425	(350,000)	1,176,679
Unrestricted - Designated						
Development of digital systems	100,000	-	(59,616)	-	-	40,384
Strategic development fund	-	-	-	-	350,000	350,000
	100,000	-	(59,616)	-	350,000	390,384
Total unrestricted	897,544	4,391,842	(3,751,748)	29,425	-	1,567,063
Restricted						
Arts Partnership (Esmée Fairbairn)	19,987	127,420	(102,538)	-	-	44,869
Dementia Support	-	45,000	(45,000)	-	-	-
Helpline	-	24,434	(24,434)	-	-	-
Phone friends	-	8,000	(8,000)	-	-	-
Bereavement Support	-	4,000	(4,000)	-	-	-
Age Friendly Banbury	-	26,500	(13,836)	-	-	12,664
West Oxfordshire	-	5,000	(5,000)	-	-	-
Christmas Community	-	15,000	(15,000)	-	-	-
Age UK Digital Champion	-	36,000	(36,000)	-	-	-
Age UK Scam Prevention	-	40,000	(40,000)	-	-	-
Age UK Cost of Living Programme	-	39,663	(39,663)	-	-	-
Cherwell District Council	-	39,957	(39,957)	-	-	-
	19,987	410,974	(373,428)	-	-	57,533
Total	**917,531**	**4,802,816**	**(4,125,176)**	**29,425**	**-**	**1,624,596**

19.1 Analysis of net assets between funds – Consolidated

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2025 are represented by:			
Tangible fixed assets	58,762	-	58,762
Investments	676,551	-	676,551
Current assets	2,709,033	85,337	2,794,370
Creditors: amounts falling due within one year	(924,276)	(12,500)	(936,776)
Creditors: amounts falling due after more than one year	-	-	-
	2,520,070	**72,837**	**2,592,907**

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	50,601	-	50,601
Investments	704,461	-	704,461
Current assets	2,013,396	57,533	2,070,929
Creditors: amounts falling due within one year	(757,897)	-	(757,897)
Creditors: amounts falling due after more than one year	(10,509)	-	(10,509)
	2,000,052	**57,533**	**2,057,585**

19.2 Analysis of net assets between funds – Charity

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2025 are represented by:			
Tangible fixed assets	36,488	-	36,488
Investments	342,070	-	342,070
Current assets	2,086,490	85,337	2,171,827
Creditors: amounts falling due within one year	(636,975)	(12,500)	(649,475)
Creditors: amounts falling due after more than one year	-	-	-
	1,828,073	**72,837**	**1,900,910**

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	33,979	-	33,979
Investments	351,675	-	351,675
Current assets	1,646,303	57,533	1,703,836
Creditors: amounts falling due within one year	(454,385)	-	(454,385)
Creditors: amounts falling due after more than one year	(10,509)	-	(10,509)
	1,567,063	**57,533**	**1,624,596**

20 Related party transactions

There were no disclosable related party transactions during the year (2024 – none).

21 Cash generated from operations – Consolidated

	2025 £	2024 £
Surplus for the year	535,322	722,758
Adjustments for:		
Fair value (gains) and losses on investments	27,910	(66,897)
Depreciation and impairment of tangible fixed assets	27,755	21,712
(Profit)/loss on disposal of tangible fixed assets	2,944	-
Movements in working capital:		
(Increase)/decrease in debtors	(23,557)	(530,617)
Increase/(decrease) in creditors	168,370	236,061
Cash (absorbed by)/generated from operations	**738,744**	**383,017**

22 Contingent assets

There are no contingent assets to note in the current year (2024: none).

AGE UK OXFORDSHIRE

INCOME AND EXPENDITURE

FOR THE YEAR ENDED 31 MARCH 2025

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Total Income	**6,530,707**	**6,433,192**	**4,593,567**	**4,802,816**
Expenditure				
Staff costs	4,472,854	4,043,245	3,252,325	2,974,834
Other staff costs	702,729	667,022	468,897	435,079
Volunteer costs	566	708	501	691
Activity costs	85,474	97,207	67,263	93,191
Premises costs	148,032	330,368	156,688	199,172
Office running costs	188,427	249,674	108,367	135,307
IT costs	180,932	216,133	150,758	177,429
Marketing costs	23,744	12,010	19,043	7,881
Legal and professional costs	102,460	105,628	52,617	57,828
Bank charges	10,886	3,404	2,502	646
Miscellaneous	13,155	13,270	6,128	9,845
Depreciation	27,755	21,712	21,557	16,719
(Profit)/loss on disposal	2,118	-	-	-
Bad debts	1,111	16,950	1,002	16,554
Interest	1,320	-	-	-
Total Expenditure	**5,961,563**	**5,777,331**	**4,307,648**	**4,125,176**
Unrealised (losses)/gains on investments	**(27,910)**	**66,897**	**(9,605)**	**29,425**
Deferred tax adjustment	**(5,912)**			
Net result for the year	**535,322**	**722,758**	**276,314**	**707,065**

AGE UK OXFORDSHIRE

England & Wales - Charity number 1091529

Accounts



AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

REGISTERED CHARITY NUMBER 1091529
COMPANY NUMBER 4328143

AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

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AGE UK OXFORDSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Ms T V Ajmal	
Dr G J Bartholomew	(resigned 12th April 2023)
Ms J Buckingham	
Mr T Childs	(appointed 10th June 2024)
Mr S G Elliott	(appointed 6th February 2023)
Mr D Evans	(appointed 17th May 2024)
Mr N C Greenhalf	(resigned 2nd April 2023)
Mr J Heywood	
Ms J Hunter	
Mr J Jackson	
Mr A Judt	(appointed 17th May 2024)
Mr A Lane	
Dr J Marriott	(appointed 17th May 2024)
Miss A Pavey	(resigned 17th May 2024)
Mrs R Robson	(appointed 17th May 2024)
Mrs K C Rogers	

CEO	Mr P Ringer
Secretary	Ms J Elliott
Charity number	1091529
Company number	4328143
Registered office	9 Napier Court Barton Lane Abingdon OX14 3YT
Auditors	Wenn Townsend 30 St Giles Oxford OX1 3LE
Bankers	Lloyds Bank 1 High St Oxford OX1 4AA

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2024

CHARITABLE PURPOSE

The objects of the Charity are to promote the following purposes for the benefit of the public and/or older people within the Area of Benefit:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- assisting older people in need by reason of ill-health, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Charity Trustees from time to time decide;

the outcome of this being the promotion of the well-being of older people.

CHAIR & CEO REPORT

At Age UK Oxfordshire we exist to make life better for older people. We do not do this alone. We have an amazing community who support us and work with us to thank.

Let us begin with the people at the heart of our work. The thousands of older people we supported this year, who have in turn provided us inspiration, motivation, and insights from which we continue to learn; and to our colleagues and volunteers, including our Board of Trustees, who put older people at the heart of their work, we couldn't have the impact we have had without their efforts, determination, and compassion.

Thank you to our individual funders and supporters who believe in us and back us all the way. Those who choose to donate to us, fundraise for us, or remember us in their wills. And to our corporate partners, trusts, foundations, and public sector bodies, most notably Oxfordshire County Council and the NHS, and the people who work for them. You enable us to do great work, scale our impact and offer your skills and expertise in kind to that end, thank you. We deeply appreciate your trust, your enthusiasm, and your support. To our campaigners who stand up, speak out, and are counted. Thank you. You are a powerful voice amplifying what matters most on the side of older people, through initiatives like the Age Friendly Banbury partnership project, funded by Oxfordshire Community Foundation, that we proudly continue to host.

2023-24 was a year of both change and challenge. We thank the outgoing CEO, Penny Thewlis, who after a considerable tenure of 23 years, including 7 years as CEO, stepped down in September with a plan to put the charities mission of living life to the full into practice herself. While this report talks about our work last year, we cannot but reflect on these challenging times – the crisis in health and social care, the relentless impact of the cost-of-living increases, the lingering aftereffects of the coronavirus pandemic has had on older people's lives, and the consequences of that for us at Age UK Oxfordshire.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2024

This is our first joint Annual Report as Chair and CEO. We have both taken on our roles with a very clear recognition of the impact that Age UK Oxfordshire can have through changing and challenging times. Delivering positive impact for older people is what drives us both, as does the exciting potential we see ahead. Our support for older people and our workforce must adapt to weather the seasons. It is an important and exciting time to be leading this charity, and the changing conversation about ageing and ageism in Oxfordshire. Together, we must play a key role in that and need to ramp up the volume for both.

We are optimistic about our future and are now on a good financial footing to be able to plan wisely yet ambitiously. We take that responsibility seriously and always with the knowledge that every penny matters in terms of the support that we can offer to the older people in the county that need us most.

STRATEGIC REPORT

The current strategy (titled 'Our Plan 2022-25') is summarised as follows:

Our Vision: We are working for a world where all older people are living their best lives.

Our Mission: Enabling and empowering individuals and communities to support older people to stay independent and live life to the full.

Methods: We work to ensure that wherever people live in the county, and whatever their financial situation, they can live life to the full.
We focus most resource on tackling inequality, reaching older people affected by low income, poor health, or isolation and loneliness.

Values: Caring
Listening and amplifying people's voices
Enabling and empowering, working alongside people to identify solutions
Passionate for better
Collaborative

The strategic objectives set out in our organisational strategy 2022-25 are available on our website.

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and believe that the activities of Age UK Oxfordshire, which are designed to promote the welfare of older people, are in line with that guidance.

We work with all older people across the county but focus most resource on tackling inequality and reaching older people who face a struggle, whether through low income, poor health, isolation, and loneliness and / or the 'digital divide'.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Looking back – Our achievements against our agreed objectives for 2023-24 were:

Implementing new Community Links Oxfordshire contracts, in **partnership** with Oxfordshire Community and Voluntary Action (OCVA) and Volunteer Link Up.
Danielle Beaumont Orr, Head of Community Development, writes:

The Community Links Oxfordshire and Urgent Community Link contracts commenced on 01 April 2023 after a period of implementation. Over the year we have provided one-to-one support to over 5,200 people and provided brief information or signposting to over 7,000. Our team in the hospitals supported over 2,500 discharges. We implemented the new phone and email contact lines for LiveWell Oxfordshire and have received over 2,500 enquiries. Our partnership with Volunteer Link Up has supported 48 Good Neighbour Schemes to provide practical and emotional assistance to over 3,800 people.

51% of people referred by Adult Social Care (ASC) teams did not require ongoing input from ASC following referral. We have developed the recording of the impact of our work on people's self-set goals. 94% of goals were either achieved or had made progress. An improved feedback collection tool has evidenced c.90% of people feel the service has helped them.

Growing our educational offer for people living with dementia and **developing a new support service** for people without a dementia diagnosis.
Peter Johnson, Head of Dementia Services, writes:

Our education offer has been developed drawing on feedback from participants and Experts by Experience groups resulting in the development of a 'Post Diagnostic' session and 'Understanding Dementia for Informal Carers'. The number of people supported by our educational offer has grown by 57%. We have also produced our own education publication "A straightforward guide to dementia".

Developing our pre-diagnosis support offer has been challenging as has been characterised by testing and learning. We have developed a 2-pronged approach: 'Memory Support Cases' for people with memory concerns or a diagnosis of Mild cognitive impairment and GP Clinics. We have supported 58 people through memory support cases and whilst the numbers are low, 25% of those have subsequently converted to Dementia Adviser cases (following diagnosis) which means we have had some success in reaching and supporting people earlier. We will be further embedding this model through 2024.

Fundraising to support our unfunded services.
Mel Paterson, Head of Marketing and Fundraising, writes:

Voluntary income this year has been vital in giving us the flexibility to respond with support for those that need us the most in later life. Somewhat unpredictable income from legacies was our

highest source of voluntary income with an unprecedented £699,872 gifted to the charity by kind individuals through their wills. Great thanks goes to the trusts and foundations who gave through grants which were our next largest source of fundraised income. This year operating under very competitive conditions, we secured £393,667 from the National Lottery Community Fund towards a four-year project funding our core specialist information and advice.

Other grant highlights were receiving a 2-year extension for our Scams Prevention Programme of £80,440 through Age UK, and £54,468 from Historic England for a Heritage project. Despite the rising cost of living, our individual donors continued to generously respond to our Share Your Warmth campaign with £4,925 raised to support our Phone Friends project. Many thanks go to our wider supporters who chose to give through their organisations, churches, local lotteries, funeral collections, and community fundraising initiatives like 'Strictly Banbury'.

Enhancing our listening and co-design mechanisms for older people.

James Voller, Director of Services and Development, writes:

Whilst there is progress against this priority, it is best characterised as a collection of initiatives rather than a coordinated programme of work. Within our Dementia Oxfordshire service, we have developed 'Dementia Ambassadors' and we have a similar project within our creative and cultural work with 'Age Friendly Creative Ambassadors' (AFCAs). Between the 2 we have 43 people acting as Ambassadors, using their lived experience to help shape services.

Through development of our database we have enhanced our ability to routinely and proactively seek feedback from the people who have used our Community Links services. We have made the process simpler and more consistent which is improving our ability to review and analyse what people think about our work. In just 2 months trialling in one department, we have seen a response rate of c. 15%. We have more to do to formalise our approach to service user voice, including the best use of existing representative groups and local forums.

Maintaining **strong leadership and governance** through transition in senior leadership.

Paul Ringer, Chief Executive, writes:

New CEO visits took place during the 2 months preceding their start (September) followed by an intensive 2-week handover with the outgoing CEO. Preparing for the new Director of Finance & Resources arrival (February) we brought in an interim (December) to support the transition and bridge a short gap after the outgoing Directors departure.

A new risk register was formulated with input from key senior staff and trustees (January) reviewing existing controls and putting in place further mitigation measures. We began the process of being independently assessed (February) to ensure compliance with the Charity Quality Standard that will certify us as well-governed, effective, committed to the well-being of older people, staff, and volunteers, and working in partnership. We embarked on a concerted recruitment campaign for trustees, to be appointed in 2024-25.

During the transition the board and committees have by exception held additional meetings when needed to maintain good governance oversight.

Conducting a salary benchmarking exercise for all roles.

Sarah Jackson, HR Manager, writes:

From July 2023 to October 2023 we conducted a salary benchmarking exercise. We used a third-party salary search tool to identify national, local and charitable salary data for all roles. In addition, we used salary guides available for applicable roles and live vacancies at the time. During the period we worked with two other similar size Age UK's. This enabled us to compare our ranks of role and an element of salary comparison, although geography wouldn't enable a direct comparison.

This exercise concluded that, with a couple of exceptions, all roles are paid within pay range of Oxfordshire and charities from the data gathered. Salaries identified as outside of the market rate have been addressed. The information fed into the decision-making process for the annual pay review for the charity. We have committed to conducting a full review every 3 years and as market trends and movements require.

Improving our ability to measure the difference we are making.

James Voller, Director of Services and Development, writes:

This is an area in which database development is supporting progress. We have developed tools to record individuals' goals and to track the achievement / progress towards those. We have also implemented a new feedback mechanism which is also helping us to understand and articulate the difference. This work is still in its relatively early stages but ultimately will allow us to identify and quantify difference.

We have also made progress in using third party data to measure/understand impact. For example, joint-work with colleagues in ASC allowed us to show that of people referred to us after contacting the Front Door, 84% required no further input or support from ASC. We are actively exploring other opportunities for this type of data sharing. We have also completed some Storytelling projects to understand and articulate impact, particularly on the impact of social prescribing. We will be continuing to enhance our use of this methodology to support meaningful impact measurement.

Creating an action plan to **reduce wastage, carbon emissions & pollution** and adopt greener ways of working.

James Voller, Director of Services and Development, writes:

This is an area in which we have had some activity, but progress has been limited. We convened a small group from among senior managers and completed some initial scoping in terms of useful tools/models for action planning (including baselining against the "business carbon calculator"). We identified 4 key action areas: Building, Suppliers, Activity and People along with some high-level thoughts about improvement areas (e.g. efficient use of space, staff/volunteer travel habits, 'green' supply chain) and garnered views from the wider staff team, including asking for interested staff to form part of a wider working group. Unfortunately unexpected work in the later stages of the year unavoidably diverted senior attention so further action has stalled. However, the early

work done in 2023/24 will continue to be of use as this area remains a priority for our 2024/25 workplan.

Enhancing our use of volunteers to help extend the activities and opportunities we offer and reach more people.

Kerry Tuson, Executive Assistant & Office Manager (responsible for the recruitment, retention, and support of volunteers), writes:

The opportunity to enhance the use of our volunteers remained high on each service's radar. While organisational pressures meant that there was a slow start to this ambition, one area of real gain was the successful recruitment of a new Volunteer Co-ordinator for Community Links Oxfordshire. While the benefits of this post will really begin to tell in the coming months, the incumbent is making great strides getting to know the current volunteers and finding out their strengths.

There is a current focus on our current befriending volunteers, finding out their interests and working with the Community Links and Social Prescribing teams to match them successfully with individual requests. This continues apace with successful results. Other areas of success include encouraging and developing the skills of our 'meeter and greeter' into someone who is confident enough to gather feedback for our services. Of our current volunteers, 15 have a secondary volunteer role. I expect this to increase as the Volunteer Co-ordinator settles into their role.

Looking back – the year in numbers (2023-24)

Who we are

- 532 people made up of 177 staff (120 FTE) and 355 volunteers inc. 9 trustees

What we did

- The people we helped were predominantly older, with 75% over the age of 75 and 38% over 85.
- Our work was split across all of Oxfordshire's 5 districts similarly to the over-65 population of each: Cherwell (25%), South (23%), Vale of White Horse (20%), West Oxfordshire (17%), Oxford (16%).
- We worked on 12,598 cases with 11,800 people including:
    - *8,274 cases with Community Link Workers / Social Prescribers*
    - *3,665 Dementia Adviser cases*
    - *553 Specialist Welfare Benefits cases*
    - *106 1:1 Scams cases*
- *7,228 one-off information/signposting interventions including through our Helpline (1,489), Community Links (1,307), 'LiveWell' phone and email (2,720) and Dementia Support Line (1,712).*
- *23,229 attendances at community groups and events including 15,426 at exercise classes.*
- *15,608 hours of practical support at home, 2,053 footcare sessions and 17,680 telephone befriending calls.*
- Provided (with the support of generous partners):
    - 171 Christmas packs for isolated older people

  - 150 Practical bags for clients (flask, blanket, hat, gloves, socks, shower gels, small treat
  - 40 mobile phones
  - 100 bereavement support packs
- Reaching people through our communications across all our work, including:
  - *Website/s – 37,000 users spending on average 1min 51 sec per visit*
  - *Social Media – 382,404 impressions with 5.51% average engagement rate*
  - *Distributed – 46,000 EngAGE magazines sharing inspiring stories, information and advice. 60,000 leaflets, posters and booklets sharing information about our activities and services. 24,300 email updates sent.*
  - *Live Well Oxfordshire – 24,194 unique users with 93,862 page views*

How well we did it

- 94% of people said our service had been helpful to them (recent sample of 210 people)
- We had only 2 complaints in the year and received consistently positive feedback both from the people we supported and from other agencies.
- Whilst our work is countywide, and dementia and isolation affect all socio-economic groups, we do give special attention to tackling inequality. To that end we worked with higher proportions of older people resident in Oxfordshire's 10 most deprived wards, using the Income Deprivation Affecting Older People Index (IDAOPI) measure.
- In the year we achieved the *Advice Quality Standard* from the Advice Services Alliance. We also completed the Age UK *Quality of Information and Signposting Standard*.

The difference it made in people's lives

- The annual (recurring) value of benefits claimed with the support of our Information and Advice team, was £3,562,403. 93% of people said that without this they would have struggled to pay for essentials like food, bills and the costs of care as well as transport so they get out and about.
- Outcome measures used with 2264 people indicate 94% of outcomes were either partially (21%) or completely (73%) achieved.
- In the course of our work we had cause to identify and raise safeguarding concerns in relation to 13 adults at risk of harm. Working in partnership with Adult Social Care, and the Police to ensure service users safety and wellbeing.

Plans for future periods

Looking forwards (2024-25)

In the context of this being the last year of our current strategy ('Our Plan 2022-25') the emphasis for the year ahead will be on: compliance and quality improvement, baselining our impact in terms of the public benefit we achieve, developing our next strategy, and working towards financial sustainability. The underpinning principles of how we want to go about that work together are: to work as one team (with shared purpose), with clarity over assigned responsibilities, using data & evidence to make and then take informed decisions, and encouraging professional curiosity. The programmes, projects, and initiatives we have agreed are grouped under four performance areas with overarching objectives, put simply, as:

Impact	To apply what works, demonstrate impact, keep learning.
People	To have safe, skilled, and supported staff & volunteers.
Enablers	To be responsive, adaptable, and be fit for the future.
Finance	To work towards financial sustainability, plan investment to 'grow'.

Financial review

In the year to 31 March 2024 the group saw income of £6,433k which was an increase from £4,947k in 2023.

The main source of income for Age UK Oxfordshire as well as for Action for Carers (Oxfordshire) Ltd and Ethical Legal Services Ltd is from contracts. This funding stream is primarily from local government.

Nearly £700k of legacy income was received in the year thanks to the generous gifts left by those no longer with us.

Group expenditure in the year was £5,783k (2023: £5,002k). £4,106k (2023: £3,777k) of expenditure is employment costs. The majority of staff are based across Oxfordshire, serving beneficiaries in their local communities.

Investments including policy

At the year end, group investments were valued at £704k (2023: £657k). An unrealised gain of £67k was recognised (2023: unrealised loss £(29k).

Investment Policy – Age UK Oxfordshire

Age UK Oxfordshire is the sole owner of two companies, Ethical Legal Services Ltd and Age UK Oxfordshire Trading Ltd. The subsidiaries are recognised at cost less impairment at a value of £1 at 31 March 2024.

The listed investments are held on a long-term basis. There is a mixed objective of growth and income. Investment performance is measured on a total return basis.

At 31 March 2024 the value of listed investments was £352k (2023: £342k). The majority of listed investments are held with CCLA. The remaining two listed investments £31k (2023: £34k) are held directly. The charity invests in four different funds within CCLA to diversify risk. CCLA actively manage the funds in which the charity is invested.

The charity's ethical policy precludes direct or indirect investment in companies that generate more than 10% of revenue from alcohol, firearms, or tabaco. At the year end 18% of the listed investments were held in ethical funds.

Short-term reserves are kept on short-term deposit and in bank accounts and treated as cash.

Investments are regularly reviewed by the Finance Review Group. Changes in investment strategy are approved by the Trustees.

Investment Policy - Action for Carers (Oxfordshire) Ltd

The listed investments are held on a long-term basis. There is a mixed objective of growth and income. Investment performance is measured on a total return basis.

All investments are held with CCLA. The charity invests in three different funds within CCLA to diversify risk. CCLA actively manage the funds in which the charity is invested.

The charity's ethical policy precludes direct or indirect investment in companies that generate more than 10% of revenue from alcohol, firearms, or tabaco. At the year end 24% of the investments are held in ethical funds.

Short-term reserves are kept on short-term deposit and in bank accounts and treated as cash.

Investments are regularly reviewed by the Finance Review Group. Changes in investment strategy are approved by the trustees.

Fundraising
Grants and donations are sought for charitable activities not covered by contract income.

All Fundraising activity in the year was in-house, using the Fundraising Code as a guide and no third parties were involved. No fundraising complaints were received during the year.

The charity is aware that some donors or potential donors may be vulnerable. The charity has guidance for staff to identify vulnerable donors and how to work with them, ensuring that no undue pressure is placed on a person to donate.

Age UK Oxfordshire is registered with the Fundraising Regulator. Action for Carers (Oxfordshire) Ltd is not currently registered with the Fundraising Regulator due to the low level of Fundraising activity.

Reserves Policy
The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and

- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows £1,197k for AUKO, and £365k for Carers. The calculated free reserves at 31 March 2024 were £1,143k for Age UK Oxfordshire, and £452k for Action for Carers (Oxfordshire) Ltd.

At the year end reserves for the group were:

£1,597,268 general reserves
£402,784 designated reserves
£57,533 restricted reserves

The Trustees have designated certain funds for specific future expenditure projects. The IT development project has continued in the year and balance of £40k and £12k remained at 31 March 2024 for Age UK Oxfordshire and Action for Carers (Oxfordshire) Ltd respectively. For the year to 31 March 2024 the Trustees designated £350k within Age UK Oxfordshire to establish a strategic development fund.

Restricted funds in Age UK Oxfordshire Ltd arise where the donor has imposed restrictions on the use of the funds.

The trustees are satisfied that on this basis both charities have reserves within the desired range but will continue to monitor the situation closely.

Risk Management

The Trustees of Age UK Oxfordshire/ Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.
They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The following are identified as key risks to the organisation along with the mitigations and any future actions.

Risk	Mitigations and actions
System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data	Antivirus protection, daily back ups and cyber insurance
Dependence on a small number of income streams / public service contracts	Strong funder relationships, looking to assess fundraising potential and income diversification.
Reputational damage, caused by actions of staff, volunteers or trustees.	Staff and volunteer handbooks combined with regular training.
Failure to meet contracted client service levels	Quality spot checks, staff training

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately. Trustees and management periodically undertake “deep dive” reviews to better understand the risks affecting the business, and the mitigations that are in place to counteract them.

Structure, governance and management

Age UK Oxfordshire is a registered Charity, Number 1091529 (previously 268017). It was incorporated as a company limited by guarantee on 23rd November 2001 Company Number 4328143, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

The board adopted revised articles of association on 27 March 2020.

Members guarantee to contribute an amount not exceeding £1 each, to the assets of the Charitable Company in the event of winding up. The total amount of such guarantees at 31 March 2024 was 8.

Organisational Structure

A Board of at least five Trustees, governs the Charity. Full meetings are held six times a year.

Trustees may delegate any of their functions to committees consisting of two or more individuals appointed by them (but at least one member of every committee must be a Charity Trustee and all proceedings of committees must be reported promptly to the Charity Trustees).
They have exercised this power and set up the Finance Review Group to monitor financial performance in a smaller, focused group inviting other Trustees as and when appropriate. This role

has been delegated to the Finance Review Group by the Board under Article 8, and reports to the Board through a Chairperson appointed by the Board.

The Board has also delegated powers to a Nominations and Remuneration Committee to determine on its behalf its policy on Executive recruitment, remuneration and specific remuneration packages for each of the Executive Directors

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of Recruitment and Appointment of Trustees

Trustees are appointed to the Board of Age UK Oxfordshire under Article 5 of its Articles of Association:

- Any person who is willing to act as a Charity Trustee of the Charity and is permitted to be so appointed by the law and the Articles, may be appointed to be a Charity Trustee by a decision of the Charity Trustees.
- Charity Trustees shall hold office for an initial term of three years and may be reappointed for up to two further terms of three years each. Provided the Charity Trustees are satisfied there are exceptional circumstances, Charity Trustees may be reappointed for a fourth and final term of up to three years.
- As an integral part of the recruitment process the Board continually reviews the mix and skills base of the Trustees.

On appointment the Trustees are provided with a full welcome pack, which includes:

- CC3 – The Essential Trustee: what you need to know
- Copy of the Memorandum & Articles of Association
- Copies of the last 3 years Audited Accounts
- Trustees Code of Conduct / Confidential Policy
- Copies of the minutes of the last 6 Trustees' meetings
- As part of the ongoing commitment to Trustee involvement we actively encourage the shadowing of projects.

Connected Charities

Age UK Oxfordshire is a Brand Partner of Age UK and belongs to the Age England Association.

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1st November 2012). It was incorporated as a company limited by guarantee on 29th June 2012 Company Number 08125002, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association. Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1st January 2013. Age UK Oxfordshire has control of the board and the accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and as part of these consolidated accounts.

Executive team

Mr Paul Ringer - Chief Executive Officer (appointed 4 September 2023)
Mr James Voller - Director of Services and Development
Ms Jay Elliott - Director of Finance and Resources (appointed 12 February 2024)

Ms P J Thewlis - Chief Executive Officer (resigned 15 September 2023)
Mr N P Gowing - Director of Finance and Enterprise (resigned 26 January 2024)

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior leadership team comprise the key management personnel of the charity in charge of directing, running and operating Age UK Oxfordshire on a day to day basis. All directors give of their time freely and none received remuneration in the year.

The Nomination and Remuneration Committee reviews the pay of staff on an annual basis, with reference to similar organisations of a comparable size.

Age UK Oxfordshire Trading Ltd

Age UK Oxfordshire Trading Ltd (AUKOT) is a wholly owned subsidiary undertaking of Age UK Oxfordshire (the charity). The principal activities are the sale of advertising space and training consultancy.

Ethical Legal Services Ltd

Ethical Legal Services Ltd (trading as Beacon) is a wholly owned undertaking of Age UK Oxfordshire. The principal activity is the expansion of its highly successful NHS Continuing Healthcare (CHC) advice, support, advocacy and active casework service, and the operation of the NHS England national free CHC advice line.

Action for Carers (Oxfordshire) Ltd

Action for Carers (Oxfordshire) Ltd is a registered Charity and a company limited by guarantee. Age UK Oxfordshire has control of the Action for Carers (Oxfordshire) Ltd Board. It receives funding from Oxfordshire County Council and provides support and guidance for adult carers across Oxfordshire.

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK Oxfordshire for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2024

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

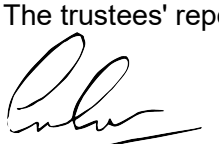
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

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

The trustees' report was approved by the Board of Trustees.



Mr A Lane (Chair)
Trustee
Dated: 20th September 2024

AGE UK OXFORDSHIRE

INDEPENDENT AUDITORS REPORT TO THE MEMBERS

Opinion

We have audited the financial statements of Age UK Oxfordshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the Group Statement of Financial Activities, the Company Statement of Financial Activities the Group Balance Sheet, the Company Balance Sheet, the Group Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

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

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial 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 group and parent 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.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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. 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 course of 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 themselves. 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 group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

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

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

In preparing the financial statements, the Trustees are responsible for assessing the 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 group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.

2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.

3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:

    a. Reviewing the controls set in place by management
    b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist
    c. Challenging management assumptions with regard to accounting estimates
    d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Benjamin Hayes BSc FCA (Senior Statutory Auditor)
For and on behalf of Wenn Townsend
Chartered Certified Accountants
Statutory Auditor

20th September **2024**

AGE UK OXFORDSHIRE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
Income:							
Voluntary income	**3**	799,920	366,017	1,165,937	287,138	146,895	434,033
Charitable activities	**4**	4,380,557	44,957	4,425,514	3,883,328	-	3,883,328
Investment income	**5**	42,356	-	42,356	20,650	-	20,650
Trading activities for generating funds		799,385	-	799,385	609,161	-	609,161
Total income and endowments		**6,022,218**	**410,974**	**6,433,192**	**4,800,277**	**146,895**	**4,947,172**
Expenditure:							
Raising funds							
Costs of generating voluntary income		20,417	-	20,417	53,304	-	53,304
Costs of trading subsidiaries		729,441	-	729,441	642,949	-	642,949
Investment management		-	-	-	1,290	-	1,290
Charitable activities							
Cost of charitable activities		4,654,045	373,428	5,027,473	4,176,747	128,158	4,304,905
Total Resources expended	**6**	**5,403,903**	**373,428**	**5,777,331**	**4,874,290**	**128,158**	**5,002,448**
Net gain/(loss) on investments	**11**	66,897	-	66,897	(28,905)	-	(28,905)
Net incoming/(outgoing) resources		685,212	37,546	722,758	(102,918)	18,737	(84,181)
Net movement in funds		**685,212**	**37,546**	**722,758**	**(102,918)**	**18,737**	**(84,181)**
Fund balances at 1 April 2023		1,314,840	19,987	1,334,827	1,417,758	1,250	1,419,008
Fund balances at 31 March 2024		**2,000,052**	**57,533**	**2,057,585**	**1,314,840**	**19,987**	**1,334,827**

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

AGE UK OXFORDSHIRE

CHARITY STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
Income:							
Voluntary income	**3**	789,220	366,017	1,155,237	284,519	146,895	431,414
Charitable activities	**4**	3,581,899	44,957	3,626,856	3,033,275	-	3,033,275
Investment income	**5**	20,723	-	20,723	13,834	-	13,834
Total income and endowments		**4,391,842**	**410,974**	**4,802,816**	**3,331,628**	**146,895**	**3,478,523**
Expenditure:							
Raising funds							
Cost of generating voluntary income		10,225	-	10,225	27,942	-	27,942
Investment management		-	-	-	897	-	897
Charitable activities							
Cost of charitable activities		3,741,523	373,428	4,114,951	3,384,030	128,158	3,512,188
Total Resources expended	**6**	**3,751,748**	**373,428**	**4,125,176**	**3,412,869**	**128,158**	**3,541,027**
Net gain/(loss) on investments	**11**	29,425	-	29,425	(10,822)	-	(10,822)
Net incoming/(outgoing) resources		669,519	37,546	707,065	(92,063)	18,737	(73,326)
Net movement in funds		**669,519**	**37,546**	**707,065**	**(92,063)**	**18,737**	**(73,326)**
Fund balance at 1 April 2023		897,544	19,987	917,531	989,607	1,250	990,857
Fund balances at 31 March 2024		**1,567,063**	**57,533**	**1,624,596**	**897,544**	**19,987**	**917,531**

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006. All of the above results are derived from continuous activities. There are no other gains and losses other than those stated above.

AGE UK OXFORDSHIRE

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2024

		Group		Charity	
		2024	2023	2024	2023
	Notes	£	£	£	£
Fixed assets					
Tangible assets	**10**	50,601	31,683	33,979	20,075
Investments	**11**	704,461	657,079	351,675	341,765
		755,062	688,762	385,654	361,840
Current Assets					
Debtors	**13**	837,148	306,531	847,511	372,050
Cash at bank and in hand		1,233,781	871,879	856,325	559,260
		2,070,929	1,178,410	1,703,836	931,310
Creditors: amounts falling due within one year	**14**	(757,897)	(501,454)	(454,385)	(344,728)
Net current assets		1,313,032	676,956	1,249,451	586,582
Total assets less current liabilities		2,068,094	1,365,718	1,635,105	948,422
Creditors: amounts falling due after more than one year	**15**	(10,509)	(30,891)	(10,509)	(30,891)
Net assets		**2,057,585**	**1,334,827**	**1,624,596**	**917,531**
Income funds	**18**				
Restricted funds		57,533	19,987	57,533	19,987
Unrestricted funds:					
Designated		402,784	175,000	390,384	100,000
General		1,597,268	1,139,840	1,176,679	797,544
Total Charity funds		**2,057,585**	**1,334,827**	**1,624,596**	**917,531**

The financial statements were approved by the board of directors and authorised for issue on 20th September 2024 and are signed on its behalf by:

Mr A Lane (Chair)
Trustee

Mr S G Elliott
Trustee

Company Registration no. 4328143

AGE UK OXFORDSHIRE

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash (absorbed)/generated from operations	**21**		383,017		(39,036)
Investing activities					
Purchase of tangible fixed assets	**10**	(40,630)		(3,474)	
Proceeds from sale of investments		19,515		-	
Net cash used in investing activities			(21,115)		(3,474)
Net (decrease)/increase in cash and cash equivalents			361,902		(42,510)
Cash and cash equivalents at beginning of year			871,879		914,389
Cash and cash equivalents at end of year			1,233,781		871,879

1 Accounting policies

1.1 General information and basis of preparation

Age UK Oxfordshire is a charitable company limited by guarantee incorporated in England / Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Report.

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound sterling.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line-by-line basis and are shown in notes 14, 15 and 16. The company has taken advantage of the exception in FRS 102 section 33A and has not disclosed transactions or balances with its subsidiaries.

1.2 Charitable funds

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

1.2 Charitable funds (continued)

Designated Funds are funds set aside out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted Funds are represented by income received for specific purposes as laid down by the donors. Expenditure meeting the criteria of the specified purposes is charged against the funds, together with a fair allocation of Overheads and Support Costs.

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example, the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds;
- Expenditure on charitable activities; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold Property Over the term of the lease
- Office and IT Equipment Over 3-5 years

1.7 Fixed asset investments

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA if the shares are publicly traded or their fair value can otherwise be measured reliably. Other investments are measured at cost less impairment.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.9 Retirement benefits

The Charity participates in the Age Concern Pension and Life Scheme which was opened with effect from 1st December 2008; this is a defined contribution scheme. The Charity participates in the Age Concern Retirement Benefits Scheme, which with effect from 1st October 2001 had a defined contribution section and a defined benefit section. The Scheme closed to future accrual on 30th November 2008.

Please see Note 21 for further information. The assets of both schemes are held separately from those of the Charity, in a fund administered by Age UK.

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

1.11 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3.1 Voluntary income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations and gifts	72,464	-	72,464	75,417
Legacies receivable	699,872	-	699,872	53,403
Grants receivable for core activities	27,584	366,017	393,601	305,213
For the year ended 31 March 2024	**799,920**	**366,017**	**1,165,937**	434,033
For the year ended 31 March 2023	287,138	146,895		434,033

3.2 Voluntary income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations and gifts	71,764	-	71,764	73,298
Legacies receivable	699,872	-	699,872	53,403
Grants receivable for core activities	17,584	366,017	383,601	304,713
For the year ended 31 March 2024	**789,220**	**366,017**	**1,155,237**	431,414
For the year ended 31 March 2023	284,519	146,895		431,414

4.1 Charitable income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Contract income	3,841,622	44,957	3,886,579	3,484,698
Client fees	468,441	-	468,441	363,629
Sundry income	70,494	-	70,494	35,001
For the year ended 31 March 2024	**4,380,557**	**44,957**	**4,425,514**	3,883,328
For the year ended 31 March 2023	3,883,328	-		3,883,328

4.2 Charitable income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Contract income	2,904,320	44,957	2,949,277	2,471,364
Client fees	468,441	-	468,441	363,629
Intergroup recharges	164,065	-	164,065	168,766
Sundry income	45,073	-	45,073	29,516
For the year ended 31 March 2024	**3,581,899**	**44,957**	**3,626,856**	3,033,275
For the year ended 31 March 2023	3,033,275	-		3,033,275

5.1 Investment income – consolidated

	2024	2023
	£	£
Income from listed investments	1,198	1,211
Interest receivable	41,158	19,439
	42,356	**20,650**

5.2 Investment income – Charity

	2024	2023
	£	£
Income from listed investments	1,198	1,211
Interest receivable	19,525	12,623
	20,723	**13,834**

6.1 Total resources expended – Consolidated

	Staff Costs	Dep'n	Other Costs	Total 2024	Total 2023
	£	£	£	£	£
Raising funds					
Costs of generating voluntary income	20,384	-	33	20,417	53,304
Costs of trading subsidiaries	601,619	3,150	124,672	729,441	642,949
Investment management	-	-	-	-	1,290
	622,003	3,150	124,705	749,858	697,543
Charitable activities					
Activities undertaken directly	2,795,886	2,175	888,128	3,686,189	3,279,042
Support costs	687,658	16,387	637,239	1,341,284	1,025,863
	3,483,544	18,562	1,525,367	5,027,473	4,304,905
For the year ended 31 March 2024	**4,105,547**	**21,712**	**1,650,072**	**5,777,331**	
For the year ended 31 March 2023	3,776,856	14,896	1,210,696		5,002,448

Totals for the year are shown net of intra-group charges of £164,065 (2023: £168,766).

6.2 Total Resources expended – Charity

	Staff Costs £	Dep'n £	Other Costs £	Total 2024 £	Total 2023 £
Raising funds					
Costs of generating voluntary income	10,192	-	33	10,225	27,942
Investment management	-	-	-	-	897
	10,192	-	33	10,225	28,839
Charitable activities					
Activities undertaken directly	2,412,475	330	520,336	2,933,141	2,644,274
Support costs	603,513	16,387	561,910	1,181,810	856,312
	3,015,988	16,717	1,082,246	4,114,951	3,512,188
For the year ended 31 March 2024	**3,026,180**	**16,717**	**1,082,279**	**4,125,176**	
For the year ended 31 March 2023	2,752,876	11,668	776,483		3,541,027

7 Net incoming resources are stated after charging:

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Depreciation	21,712	14,896	16,717	11,668
Auditor's remuneration	23,648	16,648	15,600	10,140
Trustee/director indemnity	2,234	1,433	1,787	1,146

8 Employees

Number of employees

The average monthly number of employees during the year was:

	Group		Charity	
	2024 Number	2023 Number	2024 Number	2023 Number
Direct charitable	166	160	129	123
Administration and support	25	26	22	22
	191	**186**	**151**	**145**

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Wages and salaries	3,611,143	3,357,003	2,679,921	2,473,016
Social security costs	262,393	232,559	186,066	160,294
Pension contribution	135,546	125,878	74,684	68,370
Recruitment, retention and training	62,302	49,990	51,346	39,770
Redundancy pay	-	3,152	-	3,152
Temporary staff	34,163	8,274	34,163	8,274
	4,105,547	**3,776,856**	**3,026,180**	**2,752,876**

There were no employees whose annual remuneration was in excess of £60,000 (2023 – nil).

9 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2023: £Nil).

The total amount of employee benefits received by key management personnel is £202,586 (2023: £169,162). The Trust considers its key management personnel compromise the Chief Executive, Director of Finance and Resources, and Director of Services.

No trustees are accruing pension arrangements.

One trustee received £108 (2023: £nil) in relation to travel expenses during the financial year.

10.1 Tangible Fixed Assets – Consolidated

	Leasehold property £	Office and IT Equipment £	Total £
Cost			
At 1 April 2023	79,709	151,354	231,063
Additions	-	40,630	40,630
At 31 March 2023	79,709	191,984	271,693
Depreciation and impairment			
At 1 April 2023	58,606	140,774	199,380
Depreciation charged for the year	10,487	11,225	21,712
At 31 March 2024	69,093	151,999	221,092
Carrying amount			
At 31 March 2024	**10,616**	**39,985**	**50,601**
At 31 March 2023	21,103	10,580	31,683

10.2 Tangible Fixed Assets – Charity

	Leasehold property £	Office and IT Equipment £	Total £
Cost			
At 1 April 2023	75,598	118,377	193,975
Additions	-	30,621	30,621
At 31 March 2024	75,598	148,998	224,596
Depreciation and impairment			
At 1 April 2023	55,523	118,377	173,900
Depreciation charged for the year	9,972	6,745	16,717
At 31 March 2024	65,495	125,122	190,617
Carrying amount			
At 31 March 2024	**10,103**	**23,876**	**33,979**
At 31 March 2023	20,075	-	20,075

11.1 Fixed asset investments – Consolidated

	Listed Investments	Shares in Subsidiaries	Total
	£	£	£
At 1 April 2023	657,079	-	657,079
Additions	-	-	-
Disposals	(19,515)	-	(19,515)
Change in value in the year	66,897	-	66,897
At 31 March 2024	**704,461**	**-**	**704,461**

11.2 Fixed asset investments – Charity

	Listed Investments	Shares in Subsidiaries	Total
	£	£	£
At 1 April 2023	341,764	1	341,765
Additions	-	-	-
Disposals	(19,515)	-	(19,515)
Change in value in the year	29,425	-	29,425
At 31 March 2024	**351,674**	**1**	**351,675**

Share in subsidiary companies at cost:

	2024	2023
	£	£
Age UK Oxfordshire Trading Limited	25,000	25,000
Less: provision	(25,000)	(25,000)
Ethical Legal Service Limited	1	1
	1	**1**

12.1 Subsidiary Company – Age UK Oxfordshire Trading Limited

The Charity owns the whole of the issued ordinary shares of Age UK Oxfordshire Trading Ltd, a company registered in England & Wales No. 05929408. The subsidiary is used for primary and non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2024**	**2023**
	£	£
Turnover	5,149	3,623
Gross profit	**5,149**	**3,196**
Administrative expenses	(832)	(427)
Corporation tax	-	-
Net profit/(loss)	**4,317**	**3,196**
The aggregate of the assets, liabilities and funds was:		
Assets	23,595	25,761
Liabilities	(49,117)	(55,600)
Deficiency of funds	(25,522)	(29,839)

In January 2019, the two charity shops operated by Age UK Oxfordshire Trading Ltd were transferred to Age UK Trading CIC, a subsidiary of the national charity. In recognition of the discontinuation of the main line of business, and the debit balance on the retained earnings account, the trustees made a provision against the investment in subsidiary in the year ended 31 March 2020. The company has continued to trade, but at a lower level of activity.

12.2 Subsidiary Company – Ethical Legal Services Limited

The Charity owns the sole issued ordinary share of Ethical Legal Services Ltd which trades under the name of Beacon, a company registered in England & Wales No. 08649926. The subsidiary was incorporated on 14th August 2013 and commenced trading activities under the trading name Beacon on 1st September 2013.The subsidiary is used for non-primary purpose trading activities.

All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2024**	**2023**
	£	£
Turnover	794,236	605,538
Direct expenses	(3,560)	(6,643)
Gross profit	**790,676**	**598,895**
Administrative expenses and interest payable	(725,049)	(638,620)
Net Profit/ (Loss)	**65,627**	**(39,725)**
The aggregate of the assets, liabilities and funds was:		
Assets	219,191	63,677
Liabilities	(294,183)	(204,296)
Deficiency of funds	(74,992)	(140,619)

12.3 Subsidiary Charity –Action for Carers (Oxfordshire) Ltd

The Charity is a member of Action for Carers (Oxfordshire) Ltd, a charitable company limited by guarantee registered in England and Wales No 08125002 and with Charities Commission No 1149577. The subsidiary was incorporated on 29th June 2012 and commenced charitable activities on 1st January 2013.

All activities have been consolidated on a line by line basis in the SOFA. A summary of the results of the subsidiary is shown below.

Summary of Results of the Subsidiary	**2024**	**2023**
	£	**£**
Incoming resources	1,001,087	1,030,994
Resources expended	(1,108,197)	(987,238)
Gains/(losses)	37,472	(18,083)
Net Movement in funds	**(69,638)**	**25,673**
The aggregate of the assets, liabilities and funds was:		
Assets	671,525	641,043
Liabilities	(201,935)	(101,815)
Surplus of funds	**469,590**	**539,228**

13 Debtors

	Group		**Charity**	
	2024	**2023**	**2024**	**2023**
Amounts falling due within one year:	**£**	**£**	**£**	**£**
Trade debtors	177,348	144,601	60,445	94,362
Amounts owed by group undertakings	-	-	160,252	148,978
Taxes and social security	-	3,138	-	-
Other debtors	18,961	22,541	-	-
Prepayments and accrued income	634,927	136,251	626,814	128,710
	831,236	**306,531**	**847,511**	**372,050**
Deferred Tax	5,912	-	-	-
	837,148	**306,531**	**847,511**	**372,050**

14 Creditors: amounts falling due within one year

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Taxation and social security	123,522	103,629	43,609	39,382
Trade creditors	39,725	90,253	36,844	99,037
Other creditors	21,027	35,040	18,640	25,873
Amount owed to group company	-	-	104	-
Accruals and deferred income	573,623	272,532	355,188	180,436
	757,897	**501,454**	**454,385**	**344,728**

15 Creditors: amounts falling due after more than one year

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Defined benefit pension (see also note 17)	**10,509**	**30,891**	**10,509**	**30,891**

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Within one year	90,901	90,901	49,386	49,386
Between two and five years	7,575	90,901	4,116	49,386
	98,476	**181,802**	**53,502**	**98,772**

17 Pension Scheme

Defined Contribution Plan

Up until September 2018 Age UK Oxfordshire, Age UK Oxfordshire Trading Ltd and Action for Carers (Oxfordshire) Ltd were members of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme. In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost to Age UK Oxfordshire Group for the year was £135,546 (2023: £125,878). This includes £20,232 of contributions to the defined benefit pension scheme detailed below.

The total pension cost to Age UK Oxfordshire, the charity, for the year was £74,684 (2023: £68,370). This includes £20,232 of contributions to the defined benefit pension scheme detailed below.

Contributions of £18,616 (2023: £17,049) were outstanding at the balance sheet date.

Defined Benefits Plan

The Charity is also a participating employer in Age Concern section of the Age UK Retirement Benefits Scheme ("the scheme"). The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme as at 31 March 2022 is in progress and the initial results of this valuation have been updated to 31 March 2023 by a qualified independent actuary. The expected Employer contributions for the year ending 31 March 2025 are £20k. These contributions include an allowance for administration expenses and PPF levies.

The initial results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Under FRS 102 the scheme surplus was £3,658, and Age UK Oxfordshire's share of this surplus was £26k. At 31 March 2024 the accounts showed a provision of £10,509 (2023: £30,891). The trustees want to take a prudent view on releasing any more of this provision, recognising the volatility of the balance sheet calculation from year to year under FRS102, and the unsettled trading conditions in the wake of the Ukraine conflict and related cost of living challenges. They have therefore decided to continue their recent policy of reducing it by the annual employer contributions, until such time as the provision matches the FRS 102 calculation.

18 Funds

Unrestricted Funds

The unrestricted funds of both Charities consist of freely available General Reserves and Designated Funds, where the Trustees have imposed restrictions on the use of the funds.

Restricted Funds

The restricted funds of the Charities are those where the Donor has imposed restrictions on the use of the funds. These funds consist solely of Grants received for specific purposes.

Grants and donations

We would like to extend our heartfelt thanks to all our donors, customers, volunteers and supporters for their valued contributions. Without the astonishing levels of support we have received we would have been much less effective at a time when our services were much needed. The following is a list of receipts over £2,000; we do not have sufficient space to acknowledge all contributions except to say that we appreciate every sum received and are grateful for each one.

Donors and Partners

Age UK
Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board
Cherwell District Council
Dementia UK
Doris Field Charitable Trust
Esmée Fairbairn Foundation
Historic England
John Lewis Oxford
Oxford Health NHS Foundation Trust
Oxford University Hospitals NHS Foundation Trust
Oxfordshire Community Foundation
Oxfordshire County Council
P F Charitable Trust
Pye Charitable Settlement
Sanctuary Housing
Sky Cares
Souldern Charitable Trust
Tesco
Thames Valley PCC Community Fund
The National Lottery Community Fund
West Oxfordshire District Council

Legacies

F Bedford
C Reed
B Colman
J Hewitt
E Scott-Denness
E Snelson

18 Funds (continued)

Funds Movement – Consolidated

	Balance at 1 April 2023	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2024
	£	£	£	£	£	£
Unrestricted - General						
Charity	797,544	4,391,842	(3,692,132)	29,425	(350,000)	1,176,679
Action for Carers	464,228	1,001,087	(1,095,597)	37,472	50,000	457,190
Age UK Trading	(29,839)	5,149	(832)	-	-	(25,522)
Ethical Legal Services	(140,619)	794,236	(728,609)	-	-	(74,992)
*Consolidation adjustment	48,526	(170,096)	185,483	-	-	63,913
Total unrestricted - general	1,139,840	6,022,218	(5,331,687)	66,897	(300,000)	1,597,268
Unrestricted - Designated						
Development of digital systems	125,000	-	(72,216)	-	-	52,784
Strategic development fund	-	-	-	-	350,000	350,000
Action for Carers – planned deficit	50,000	-	-	-	(50,000)	-
	175,000	-	(72,216)	-	300,000	402,784
Total Unrestricted	1,314,840	6,022,218	(5,403,903)	66,897	-	2,000,052

*Elimination of transactions between group companies

18 Funds (continued)

Funds Movement – Consolidated (continued)

	Balance at 1 April 2023	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2024
Restricted						
Arts Partnership (Esmée Fairbairn)	19,987	127,420	(102,538)	-	-	44,869
Dementia Support	-	45,000	(45,000)	-	-	-
Helpline	-	24,434	(24,434)	-	-	-
Phone Friends	-	8,000	(8,000)	-	-	-
Bereavement Support	-	4,000	(4,000)	-	-	-
Age Friendly Banbury	-	26,500	(13,836)	-	-	12,664
West Oxfordshire	-	5,000	(5,000)	-	-	-
Christmas Community	-	15,000	(15,000)	-	-	-
Age UK Digital Champion	-	36,000	(36,000)	-	-	-
Age UK Scam Prevention	-	40,000	(40,000)	-	-	-
Age UK Cost of Living Response	-	39,663	(39,663)	-	-	-
Cherwell District Council	-	39,957	(39,957)	-	-	-
	19,987	410,974	(373,428)	-	-	57,533
Total	**1,334,827**	**6,433,192**	**(5,783,362)**	**66,897**	**-**	**2,057,585**

18 Funds (continued) – Consolidated Prior Year

	Balance at 1 April 2022	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£
Unrestricted - General						
Charity	839,607	3,320,806	(3,402,047)	(10,822)	50,000	797,544
Action for Carers	463,555	1,030,994	(987,238)	(18,083)	(25,000)	464,228
Age UK Trading	(33,036)	3,623	(426)	-	-	(29,839)
Ethical Legal Services	(100,894)	605,538	(645,263)	-	-	(140,619)
*Consolidation adjustment	48,527	(189,589)	189,589	-	-	48,526
Total unrestricted - general	1,217,759	4,771,372	(4,845,385)	(28,905)	25,000	1,139,840
Unrestricted - designated	200,000	-	-	-	(25,000)	175,000
Total Unrestricted	1,417,759	4,771,372	4,845,385	(28,905)	-	1,314,840

*Elimination of transactions between group companies

Restricted						
Arts Partnership (Esmée Fairbairn)	-	119,923	(99,936)	-	-	19,987
WODC (Community Revenue Grant)	-	10,000	(10,000)	-	-	-
Shanly Foundation	-	2,000	(2,000)	-	-	-
OCF (Jubilee Fund)	-	9,972	(9,972)	-	-	-
Pye Charitable Trust	-	5,000	(5,000)	-	-	-
Bookfeast	1,250	-	(1,250)	-	-	-
	1,250	146,895	(128,158)	-	-	19,987
Total	**1,419,009**	**4,918,267**	**5,002,449**	**-**	**-**	**1,334,827**

18 Funds (continued)

Funds Movement – Charity

	Balance at 1 April 2023	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2024
	£	£	£	£	£	£
Unrestricted						
General	797,544	4,391,842	(3,692,132)	29,425	(350,000)	1,176,679
Unrestricted - Designated						
Development of digital systems	100,000	-	(59,616)	-	-	40,384
Strategic development fund	-	-	-	-	350,000	350,000
	100,000	-	(59,616)	-	350,000	390,384
Total unrestricted	897,544	4,391,842	(3,751,748)	29,425	-	1,567,063
Restricted						
Arts Partnership (Esmée Fairbairn)	19,987	127,420	(102,538)	-	-	44,869
Dementia Support	-	45,000	(45,000)	-	-	-
Helpline	-	24,434	(24,434)	-	-	-
Phone friends	-	8,000	(8,000)	-	-	-
Bereavement Support	-	4,000	(4,000)	-	-	-
Age Friendly Banbury	-	26,500	(13,836)	-	-	12,664
West Oxfordshire	-	5,000	(5,000)	-	-	-
Christmas Community	-	15,000	(15,000)	-	-	-
Age UK Digital Champion	-	36,000	(36,000)	-	-	-
Age UK Scam Prevention	-	40,000	(40,000)	-	-	-
Age UK Cost of Living Programme	-	39,663	(39,663)	-	-	-
Cherwell District Council	-	39,957	(39,957)	-	-	-
	19,987	410,974	(373,428)	-	-	57,533
Total	**917,531**	**4,802,816**	**(4,125,176)**	**29,425**	**-**	**1,624,596**

18 Funds (continued)

Funds Movement – Charity Prior Year

	Balance at 1 April 2022	Income	Expenses	Gains/ (losses)	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£
Unrestricted						
General	839,607	3,320,806	(3,402,047)	(10,822)	50,000	797,544
Designated	150,000	-	-	-	(50,000)	100,000
Total unrestricted	989,607	3,320,806	(3,402,047)	(10,822)	-	897,544
Restricted						
Arts Partnership (Esmée Fairbairn)	-	119,923	(99,936)	-	-	19,987
WODC (Community Revenue Grant)	-	10,000	(10,000)	-	-	-
Shanly Foundation	-	2,000	(2,000)	-	-	-
OCF (Jubilee Fund)	-	9,972	(9,972)		-	-
Pye Charitable Trust	-	5,000	(5,000)	-	-	-
Bookfeast	1,250	-	(1,250)	-	-	-
	1,250	146,895	(128,158)	-	-	19,987
Total	**990,857**	**3,467,701**	**(3,541,027)**	**-**	**-**	**917,531**

19.1 Analysis of net assets between funds – Consolidated

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	50,601	-	50,601
Investments	704,461	-	704,461
Current assets	2,013,396	57,533	2,070,929
Creditors: amounts falling due within one year	(757,897)	-	(757,897)
Creditors: amounts falling due after more than one year	(10,509)	-	(10,509)
	2,000,052	**57,533**	**2,057,585**

19.2 Analysis of net assets between funds – Charity

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	33,979	-	33,979
Investments	351,675	-	351,675
Current assets	1,646,303	57,533	1,703,836
Creditors: amounts falling due within one year	(454,385)	-	(454,385)
Creditors: amounts falling due after more than one year	(10,509)	-	(10,509)
	1,567,063	**57,533**	**1,624,596**

20 Related party transactions

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

21 Cash generated from operations – Consolidated

	2024 £	2023 £
Surplus for the year	722,758	(84,181)
Adjustments for:		
Fair value (gains) and losses on investments	(66,897)	28,905
Depreciation and impairment of tangible fixed assets	21,712	14,896
Movements in working capital:		
(Increase)/decrease in debtors	(530,617)	247,536
Increase/(decrease) in creditors	236,061	(246,192)
Cash (absorbed by)/generated from operations	**383,017**	**(39,036)**

22 Contingent asset

In the prior year, a contingent asset in respect of a legacy to which the charity was entitled but which had not yet been received and the value of which could not be precisely measured was recognised in the accounts. There are no contingent assets to note in the current year.

AGE UK OXFORDSHIRE

INCOME AND EXPENDITURE

FOR THE YEAR ENDED 31 MARCH 2024

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Total Income	**6,433,192**	**4,947,172**	**4,802,816**	**3,478,523**
Expenditure				
Staff costs	4,043,245	3,726,867	2,974,834	2,713,106
Other staff costs	667,022	510,948	435,079	300,580
Volunteer costs	708	740	691	698
Activity costs	97,207	70,498	93,191	63,379
Premises costs	330,368	135,485	199,172	87,792
Office running costs	249,674	203,789	135,307	129,228
IT costs	216,133	190,898	177,429	126,170
Marketing costs	12,010	37,065	7,881	31,769
Legal and professional costs	105,628	90,693	57,828	64,189
Bank charges	3,404	1,616	646	137
Miscellaneous	13,270	18,033	9,845	9,248
Depreciation	21,712	14,896	16,719	11,668
Bad debts	16,950	920	16,554	3,063
Total Expenditure	**5,777,331**	**5,002,448**	**4,125,176**	**3,541,027**
Unrealised (losses)/gains on investments	**66,897**	**(28,905)**	**29,425**	**(10,822)**
Net result for the year	**722,758**	**(84,181)**	**707,065**	**(73,326)**

AGE UK OXFORDSHIRE

England & Wales - Charity number 1091529

Accounts



AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

REGISTERED CHARITY NUMBER 1091529
COMPANY NUMBER 4328143

AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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AGE UK OXFORDSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs D Logan	(resigned 4th November 2022)
Mr A Lane	(appointed 20th January 2023)
Mrs K C Rogers	
Mr N C Greenhalf	(resigned 2nd April 2023)
Miss A Pavey	
Ms T V Ajmal	
Ms J Buckingham	
Mr J Jackson	
Ms T S Livadeas	(resigned 4th October 2022)
Dr G J Bartholomew	(resigned 12th April 2023)
Ms J Bligh	(appointed 25th March 2022)
Mr S G Elliott	(appointed 6th February 2023)
Mr J Heywood	(appointed 24th March 2023)

Secretary	Mr N P Gowing
Charity number	1091529
Company number	4328143
Registered office	9 Napier Court, Barton Lane Abingdon OX14 3YT
Auditors	Shaw Gibbs (Audit) Limited 264 Banbury Road Oxford OX2 7DY
Bankers	Lloyds Bank 1 High St Oxford OX1 4AA

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Charitable purpose:

Age UK Oxfordshire is an independent local charity. Its charitable purpose is to promote the welfare of older people in any manner, which is now, or may be deemed by law to be charitable, in and around Oxfordshire.

Our **vision** is of a world where all older people are living their best lives.
Our **mission** is to enable and empower older people to stay independent and live life to the full.

We achieve our charitable purpose through **influencing & campaigning** and by delivering **a wide range of services**, reaching well in excess of 30,000 people a year.

Our services include:

- **information, advice and support,** including a Helpline, the Community Information Network, Dementia Oxfordshire, a Discharge Support Service, Social Prescribing, Welfare Benefits Advice **and** Carers Oxfordshire (delivered by our sister charity, Action for Carers Oxfordshire)
- **practical assistance,** including Digital Champions, Footcare, Homeshare and Home Support Options
- **social, creative and physical activities,** including a range of local, community activities, Creative Later Life, Exercise - including Falls Prevention, and Phone Friends

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and believe that the activities of Age UK Oxfordshire, which are designed to promote the welfare of older people, are in line with that guidance, as set out in in the Chair's report below.

We work with all older people across the county but focus most resource on tackling inequality and reaching older people who face a struggle, whether through low income, poor health, isolation, and loneliness and / or the 'digital divide'.

Chair's Report 2022 – 23

This has been another challenging year for the charity and for the people we work with.

There continues to be a very long tail on Covid, casting a shadow over the lives of many older people, significantly affecting physical capability and confidence. The cost-of-living crisis has layered further issues on top of this. Both have impacted our services and the wider health and social care system very considerably. More people with more complex needs have needed our support in the last year and all our services have felt the pressure of this.

Against this background, we implemented the first year of an ambitious new three-year Strategic Plan, which seeks to deliver on a positive and compelling vision for the future.

The plan sets out **five goals,** which focus on:

- making sure people can find the right help at the right time to live well in their communities
- a preventive approach, promoting good health and wellbeing for all
- enabling people to enjoy life
- ensuring that age is not a barrier to living well in age friendly communities
- strengthening the infrastructure and resilience of the organisation.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

Our five goals



Overview of progress in delivering our goals in 2022 – 23

At the start of the year, we agreed a set of operational priorities to support the delivery of our five strategic goals and enable us to measure progress, which we do both quantitatively and qualitatively, recording the numbers of people we work with and the nature of our input in addition to collecting feedback on the outcome from the perspective of the individual.

Overall, we have made good progress this year towards delivering on our priorities and this report sets out that progress in more detail as well as some of our plans for the forthcoming year.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

Goal 1: Connect people to the support they need to manage their daily lives, maintain their independence, and secure their rights.

During consultation on our developing plan, older people and partners told us they wanted us to do more about:

Raising awareness of opportunities and support available through improved marketing and communications, with particular emphasis on getting information and advice out there.

Accessibility and affordability – particularly for those not online or experiencing financial hardship.

Campaigning about the cost-of-living.

In response to this feedback, we have:

- made significant additional investment in our **marketing capacity**, to strengthen our messaging so that individuals and partner organisations have a better understanding of what we offer and how to access it
- strengthened our **universal information and advice offer**, which is free at the point of delivery, and ensured that the offer is multi-channel, not reliant solely on people having access to the internet (we know that 40% of people over the age of 75 do not use the internet)
- delivered a successful **cost-of-living campaign** and a scams awareness project, raising awareness of rights and entitlements to ensure older people and their families are aware of them and how to secure them.

We have seen this focus bear fruit in the extended the reach of our 'community connector' services - the **Community Information Network** (CIN, which includes hospital discharge work and social prescribing), the **Dementia Support Service** (Dementia Oxfordshire) and the **Carer Support Service** (Carers Oxfordshire, delivered by our sister charity, Action for Carers Oxfordshire).

In total, these teams reached **5,440** more individuals than in the previous year, as the following table shows:

Referrals to:	2021 - 22	2022 - 23	Increase
Community Information Networkers (from Adult Social Care)	1,175	1,362	187
Social Prescribing (from GPs and primary care teams)	1,507	2,662	1,155
Carers Advisers & Outreach Workers (Carers Oxfordshire)	4,488	8,469	3,981
Dementia Advisers (Dementia Oxfordshire)	1,040	1,157	117

The CIN team piloted two new approaches, embedded with NHS colleagues in 'Virtual Wards' and Urgent Community Response teams, both of which will continue into next year as 'business as usual'.

Dementia Support Service (Dementia Oxfordshire)

As the year started, we experienced significant issues with the number of people living with dementia registered with our service began to outstrip capacity, partly as a result of dementia diagnosis rates slowly starting to climb back after the pandemic and partly as a result of effective marketing of the service (see the increase in referral in the table above). This means that we are working with an increasing percentage of people with a diagnosis living in the community (approximately 70%).

Towards the year end, we received additional funding through the Better Care Fund, for:

- recruiting additional capacity to manage our growing caseload
- extending our education offer
- developing a memory support service for people without a dementia diagnosis, which has started with a pilot in Oxford City.

We have also been working with the University of Warwick to develop Participatory Action Research bid which will focus on Oxfordshire approach to dementia support.

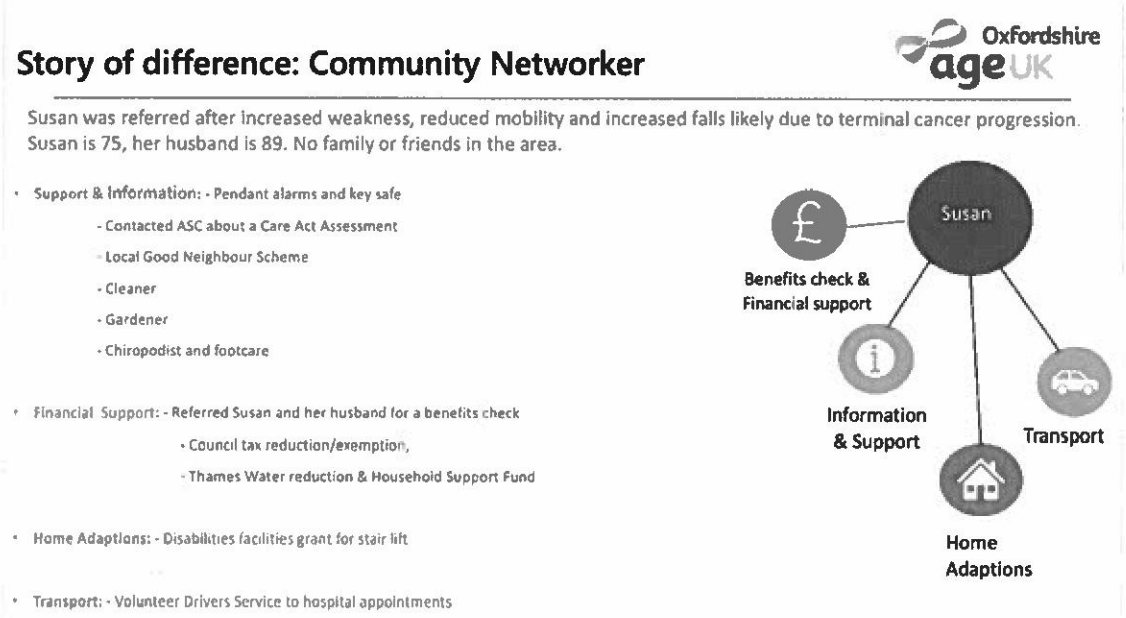
The service is ending the year in a much stronger position than at the beginning of the year.

Measuring the impact of our 'community connector' services

There are different methods of measuring the impact of these services on individuals and on the wider health and social care system. Much of the data we collect and analyse is quantitative e.g. we record numbers of referrals, inputs and outcomes for people referred to CIN by Adult Social Care (ASC). We capture **outcomes** in relation to the need for further ASC input:

48.5% of the people referred to us by Adult Social Care (ASC) needed no further ASC input from input after involvement with the Community Information Network

But perhaps the most telling way of understanding our impact is through stories of difference and personal testimony.



Story of difference – Don's story (in the words of a Community Networker)

Don lives with his partner, Helen. He is certified blind and has reduced mobility, both caused by a stroke. He also has a permanent catheter. Don needs a high level of care and carers visit daily. Helen is only able to leave Don for a few hours at a time due to his poor mobility and visual impairment. Don and Helen's family regularly help with odd jobs and would also help in an emergency. Helen has contact with Carers Oxfordshire.

Don's referral said he would like to participate in social activities. He has six weeks' respite a year at The Meadows and an Enrych volunteer takes him out for coffee/lunch twice a month. It became apparent that Don has all the social connection he would like but that Helen needs a little more time to be able to go out, see friends etc.

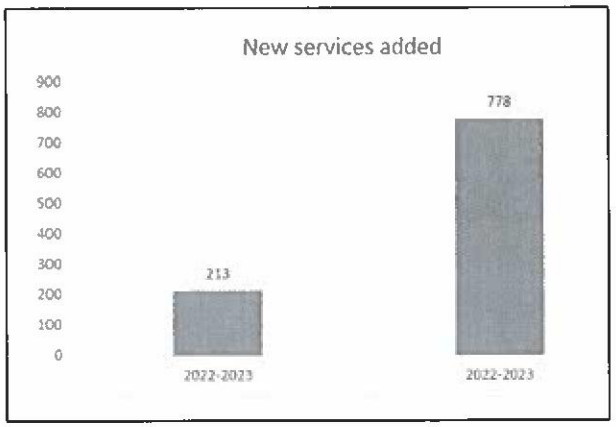
Don and Helen discussed the situation and thought the best solution would be to rearrange a care visit once a week to free up some time for Helen. Don enjoys his own company, sleeps for a

couple of hours every afternoon, and has a pendant alarm, so he and Helen are confident they can safely manage this arrangement if they move a morning care visit to a lunchtime.

I suggested Helen contact Better Housing Better Health as she and Don should be able to apply to the Priority Services Register. Helen said they aren't struggling financially although they are being careful with their money. I suggested they get benefits check if either of their conditions deteriorate. I sent Helen the details for Better Housing Better Health, The Priority Services Register and Age UK Oxfordshire Helpline.

I told Don and Helen about MyVision Oxfordshire as they may be able to help with practical and social support and sent her their details.

Live Well Oxfordshire is a County Council (OCC) platform, enabling people to access information about activities and opportunities to 'live well'. We work to keep the information updated. This has been an area of real success during the year - we listed **778** new services and activities, and did **4,175** quality checks on listings and use of the platform more than doubled as a result of increased publicity and more reliable information.



Campaigning and influencing

Our public facing campaigning activity has increased very significantly this year. The impact of our **cost-of-living campaign** was evident in the spectacular uplift in benefits gain to **£1,477,009** (up by £906,365 on the previous year) through increased traffic to our Helpline. This brings the total benefits gain across the Helpline and the Oxfordshire Specialist Advice Service to £4,220,792. The impact of this specialist support is demonstrated by the following testimony:

'[The advice given was easy to understand] because [adviser] worked with me to explain I had to describe my problems specifically. I was heard, not just listened to. I felt at ease and [adviser] treated me with respect and acknowledged my professional/nursing background. She asked questions to get the most appropriate response. Of all the help I received, Age UK Oxfordshire was the best.'

'My previous application was declined so it was wonderful to have help and realise where I went wrong doing it alone. [adviser] was absolutely brilliant. She listened to every single point and brought me back to the subject when I got side-tracked. I have increased income to pay for things I need, such as help dressing.'

(Feedback from two people who used the Specialist Advice Service)

In addition to the improved benefits uptake, we have had very positive feedback from partners about the campaign materials we have shared with them.

Our new **Scams Awareness** project reached 1,908 older people and provided one-to-one support to 268. This work is funded via AUK by Lloyds Bank, and we are working in partnership with Trading Standards, Thames Valley Police and local Banks as well as our IT support service (Tech Buddy) to ensure people receive a more holistic service.

99% of people providing feedback on our awareness raising talks rated them 'good' and 'excellent'. The following comments reinforce this:

'Your speaker was very knowledgeable, speaking in terms we can understand, also a delightful and friendly person'.

'The speaker was amazing very clear calm and collective very engaging.'

Feedback from two people attending a Scams Awareness talk.

One of our team managed to prevent a banking scam phone call in progress during a visit for her other role (benefits casework).

Practical support – Footcare and Home Support Options

The COVID recovery challenge continues but we have reaffirmed our commitment to the **Footcare** service, which is one that we know older people want and need and have been working hard to grow and bring to a more sustainable footing. We have concentrated on our community clinics this year and have invested in more capacity, which has seen weekly sessions grow by over 150% across the year. This has allowed us to make the service available to more people (over 80 new clients in Jan-March alone). We have plans for further development and expansion next year to improve access across Oxfordshire and the early signs are very encouraging.

The number of people to whom we are providing regular practical help and support at home though our **Home Support Options** service has grown by almost 30% this year and although we

face some challenges (most notably the impact on inflation on our costs and ability to recruit whilst also keeping the service affordable for the people who need it) we have plans to grow the service through next year. We know that practical support at home is one of the things that older people tell us they need and want to see from their local Age UK, so we are making every effort to improve access to that support across the county.

Homeshare

HOMESHARE YEAR IN NUMBERS	
Matches	21
Older Householders	23
Sharers	21
Increase in Householder applications	15%

Homeshare is an innovative service that supports older people to continue living independently at home through a shared living arrangement. A Homeshare 'match' brings together an older person (or couple) who may benefit from companionship, practical help or simple reassurance, with a carefully matched person who is happy to lend a hand.

The service has grown this year, as the figures on the left demonstrate, with the potential for further growth with additional capacity.

Story of difference - Sara and Mary's story

When 91-year- old Sara's husband died after '66 years of joyous marriage' she describes having felt 'utterly alone' and having developed a 'strong dislike for the place that had been a happy home in Oxford for so many years.'

Sara knew that having someone living alongside her in the house was what she needed and so it was! Mary's arrival brought 'light and laughter' to the house again. 'Mary is just such a lovely person to have around', Sara smiles.

The benefits for 41-year-old Mary, an occupational therapy Masters student at Oxford Brookes University, are also significant. A naturally caring person, Mary was drawn to Homeshare as her student housing wasn't working out and she found herself priced out of most other accommodation in Oxford, one of the most expensive cities in the UK.

'It really has been so good!' Mary reflects. 'Not only do I get to live with Sara, who is such a wonderful person – and we have so much fun together – but I've also been welcomed into a whole community'.

The Homeshare arrangement with Sara has enabled May to accept a job within the NHS when her course finishes this summer. 'It's hard to afford a Band 5 NHS position with Oxford rents being so high, but living with Sara, having my cost of living so much lower has really made that a possibility.'

As well as spending time together over a cup of tea, glass of wine or a shared meal at the end of the day, Mary frequently helps Sara with technology, setting up zoom calls and helping with phone calls. Sara is very hard of hearing and the extra pair of ears is often invaluable to her.

The Homeshare arrangement has also been a huge relief for Sara's children, who were worried their mother wasn't coping with living alone. 'It's so reassuring to know that Mary is there. It makes a huge difference. And Mary knows she can contact me if she is worried about anything,' says Sara's daughter.

Win-win-win!

Goal 2: Understand how we all age differently and ensure our delivery supports better mental and physical wellbeing for everyone.

During consultation on our developing plan, older people and partners told us they wanted us to do more about:

Developing a more comprehensive physical activity offer for all by extending the local network of opportunities and greater collaboration with other initiatives including Move Together

Increasing our focus on social activities / social contact, to combat isolation and loneliness.

In response to this feedback, during the year:

- our **Physical Activity Team** (previously known as Generation Games), have focussed on re-building our offer post-pandemic, in particular in-person classes, where 24 weekly classes have been delivered at 14 locations, as well as eight online classes via Zoom
- our CIN team have focussed on **mental health and wellbeing**, widening opportunities for friendship and enjoyment by extending the reach of our social activities and opportunities, Phone Friends, bereavement support and digital support.

Physical activity

672 participants attended an in-person class (up from 303 last year) and 151 participants attended an online class. The decrease in online participants is mainly due to them returning to their local in-person classes.

With a greater spread of in-person activity across the county, referrals to the service have picked up. Over the last year 282 referrals were received, with the biggest contributors being GPs (55%), Falls Service (18%) and Fracture Prevention (17%).

A substantial piece of work has been creating, piloting, and developing *Stay Strong and Steady*, a new falls prevention exercise and information programme. This is targeted for those who have had a fall, are at risk of a fall, or have concerns about their balance, and the programme launch is scheduled for Spring 2023.

'This came at a very opportune time for me as I had just broken my ankle and had developed a deep vein thrombosis as a result of my injury. The course literally helped me get back on my feet and increase my confidence in moving.'

Feedback from a participant of the Stay Strong and Steady pilot.

Social activities

The CIN team have been focussed on **building back social activities** after Covid-19, encouraging people to re-build their social connections and regain confidence lost during the pandemic, reducing isolation and loneliness and improving mental health and wellbeing.

Our community activity offer across the county increased to **364 activities** (rising from 82 activities in the previous year). Roger's story gives some idea both of the range of activities on offer and the impact that participating has had on his life:

Story of difference – Roger's story (in his own words)

"I reached the age milestone of 80 last year. I lost my wife 7 years ago. I live on my own and my only son and family live in the US. In view of my advanced age my son has been worried about the distance that separates us as well as my health and solo lifestyle. Following pressure from my son, I reached out for advice to (Community Networker) who I knew through her husband G.

(Community Networker) outlined the amazing work that Age UK does and, given my relative level of fitness, suggested a number of activities in the local area. As a consequence, I've joined U3a, I attend the Aviation Group that (Community Networker) co-ordinates in Carterton, I've been on outings with (Community Networker) and her colleagues to the Ashmolean, 10 pin bowling and I'm going to go on the Blenheim walk.

All of this has put some fun back into my life, given me ongoing interests and facilitated additional social contact.

Phone Friends

Our team of **154** amazing volunteers have supported over **450** people this year with a friendly, regular phone call, an activity that is as highly valued by the volunteers as it is by those receiving the regular calls, as the following testimony demonstrates:

'On a personal level Age UK volunteering has brought me such joy, confidence, and structure to my week. Not to mention such valuable experience I have learnt making these calls each week. I take so much pride in these calls, and always go above and beyond.'

Feedback from a Phone Friend volunteer

In addition to friendship, the service also provides an opportunity to provide timely information and advice to support people in maintaining their independence, as the following story illustrates:

Story of difference – Liz's story

Liz is a lady in her 70's. During a recent call, she mentioned that she really struggles with her breathing and other health difficulties and that parking is challenging with all the hospital appointments she must attend. We passed on a telephone number for her to speak to someone about getting a Blue Badge and she followed up on this. On the next call, Liz told us how supportive and helpful the information had been.

'I am so grateful for your knowledge and advice, I was wondering how to obtain one or if I was entitled, thank you so much.'

Bereavement support
Our offer has developed significantly during the year in response to people's feedback and changed to enable people to participate in different ways. We have run walk and talks and informal peer support groups as well as maintaining our *in touch* phone line for 1-1 support. We have seen an increase in the numbers of people participating as a result - up from 113 people participating in the previous year to **313** this year.

Digital support
The team have also been able to step up the work to support more older people to overcome digital exclusion, through our Tech Buddy and Digital Champion projects. Additional funding secured from Age UK has enabled us to grow this area of activity, delivering support countywide for people who want assistance to get online or to use digital technology more confidently. **380** people have been supported in this way, an increase of 175 on last year. In addition, our Digital Champions have raised awareness about the benefits of digital connectivity and the support available with over 4500 older people.

Story of difference – Mary's story

Mary is a retired 70-year-old, living alone. She was very nervous of technology, doesn't have family to support her and has no kit or broadband access.

She spoke to two Age UK Oxfordshire staff at a blanket testing event about the Digital Champions project. She is a member of her local WI group and loves watching the wildlife in her garden and was keen to see how tech could help with this. Much of the information from her local WI is sent via email so she thought this could be useful. She also wanted to be able to contact her friends and become more digitally aware generally. She doesn't want to do anything financial online (banking, shopping) but would maybe like to zoom at some point.

After an initial phone call, we decided she would be a great person for our tablet loan scheme, via the Digital Champions project. We talked about safety and security, what cookies are for and how to deal with them and allayed her fears of online scams and then set her up with a tablet and email address, supporting her throughout her learning via visits, calls, written instructions, or email help. Miss X can now email friends and her digital champion with questions and feedback. She can look things up, watch YouTube videos of her favourite birds and wildlife and be in contact with her local WI group. She is slowly getting more confident and extending the loan has given her time to work out how she wants to proceed, including getting broadband installed at her home with the help of her Digital Champion.

She has booked in for regular lessons at a local library to further her learning and is loving the new skills she is gaining. In Mary's own words:

'This has opened up a whole new world for me. My Digital Champion is very kind and has never made me feel stupid no matter what question I ask him. Thank you SO much for your help – very much appreciated.'

Goal 3: Campaign against ageism and support more older people to experience meaning, joy and celebration as they age

During consultation on our developing plan, older people and partners told us they wanted us to:

Campaign against ageism.

Widen opportunities for people to participate in creative and cultural activities.

In response to this feedback, **we have:**

- strengthened the use of **positive ageing images** in all our marketing messages and embedded **co-design principles** in more of our work
- secured funding to sustain our Creative later life project.

Combatting ageism

Ageism continues to be rife in our society and the importance of positive images in changing the narrative on ageing and combating ageism cannot be overestimated. We have been focussed on this for several years, but our new marketing team have scaled this. We are supported in this work by the excellent Centre for Ageing Better Positive Image Library and are starting to develop a local Image Library to enable us to use more locally relatable and unique images.

Real change is happening as a result of more routine and systematic engagement with older people using our services – '*nothing about us without us*'. The marketing team used focus groups to get feedback on EngAGE, which has led to a change in editorial policy and several other improvements to our magazine. The new name, logo and descriptor for the Community Network were subject to extensive consultation on a range of options, which helped us to arrive at a refreshed 'look' for the service.

20 staff attended a one-day storytelling training session in September as a way of hearing and amplifying older people's voices. Staff are gaining confidence in gathering and using stories to put older people at the heart of our work. Creative Later Life and Social Prescribing are leading the way and have so far gathered 18 stories.

Creative Later Life project

The aim of our Creative Later Life project is to ensure that older people, both locally and nationally, have agency and equity of access to creativity and culture. This means that the project has closely interwoven national and local elements.

Nationally, we were delighted that the Esmee Fairbairn Foundation agreed to fund this work, **9** Age Friendly Creative training sessions were delivered nationally, whilst **142** colleagues from the national Age UK network took part in creative and cultural training and development opportunities across England. **8140** people have engaged in content shared by the Age of Creativity network and festival, an increase of over 300 on the pervious year.

Locally, we have extended the TeaBooks network to **17** groups meeting regularly with **266** participants taking part and we have plans to further grow and develop this network.

370 organisations and individuals (an increase of 38 on the previous year) supported our local delivery, as part of the Oxfordshire Age Friendly Creative Network.

Goal 4: Build partnerships to drive an age-friendly and inclusive Oxfordshire that values all older people.

During consultation on our developing plan, older people and partners told us they wanted us to:

Develop the potential of the age friendly movement across the county.

Increase partnership and collaboration: with similar charities, with local authorities & health services, with libraries, with the creative sector, with Healthy Place Shaping. Our partners told us they value both grassroots and strategic collaboration with us and there is a clear appetite for more collaboration.

In response to this feedback, we have:

- maintained support for the **Age Friendly Banbury Partnership**
- strengthened our approach to partnership and collaboration and **raised awareness of age friendly approaches** with partner organisations.

Age Friendly Banbury

In June, by agreement between the core Age Friendly Banbury (AFB) partners, there was a smooth transfer in the provision of support for the AFB Partnership project from Oxfordshire Community Foundation to AUKO.

AGE FRIENDLY BANBURY YEAR IN NUMBERS	
Partnership meetings	**4**
Pop-ups	**6**
AFB doorbells	**12**
AFB Partners	**80**
Receiving monthly update	**250**

Membership of the AFB Partnership has continued to grow, as has the mailing list for the monthly AFB newsletter. Partners tell us that they value the opportunity to network and share information and good practice at Partnership meetings, which covered the cost-of-living crisis, ageism, transport and mental health and wellbeing. Regular 'pop-ups' continued to engage people, with a designated AFB noticeboard in the Town Centre Shopping Mall, and 3 Age Friendly benches in the Bridge St Community Garden. Working with Banbury BID, we have been able to supply shops and businesses with a doorbell at wheelchair height to enable people to signal their need for assistance. Both seating and public loos have increased in the town and learning is being widely shared, both nationally and locally.

Older residents tell us that they appreciate the opportunity to have their voice heard and welcome the provision of information and advice on local services and activities and access to help with the cost-of-living crisis.

Raising awareness of age friendly approaches

Almost 70 people attended our AGM in November and were inspired by our keynote speaker from Centre for Ageing Better. This resulted in an age-friendly motion to Oxfordshire County Council, which has created opportunities to influence thinking in the council and more widely.

A successful bid to Historic England will fund an innovative age-friendly heritage project focussed on marginalised older people in Banbury and the age friendly partnership with Oxfordshire Libraries and Museums has led to a joint bid to Arts Council England for funding to support this work (outcome awaited). Our very active Age Friendly Creative Ambassadors have grown in

number this year – there are now 37 AFCAs (up by 4 on last year) and the Oxfordshire Age Friendly Creative Network has also grown, with 38 new members bringing the total to 370.

Goal 5: Achieve more for older people by being an innovative, sustainable and inclusive organisation which uses resources effectively and is a great place to work

Work to deliver on this internally focussed goal has progressed and includes:

- a new **Communications and Marketing Strategy**, which was agreed by the Board in November. It is closely aligned with our organisational strategy and is informing a much more coherent and committed approach to marketing and comms, led by an exciting new team. Understanding our key stakeholders is enabling us to target messages much more effectively. Progress has included a renewed emphasis on the AUKO brand (including a re-brand for Physical Activity), a 'new look' to Engage magazine following consultation with older people, refreshed leaflet design, greater emphasis campaigning and a specific push targeting GP Surgeries. Increased uptake of services is an indicator of the effectiveness of this work.
- the **digital transformation** project to replace our client management system gathered momentum during the year, with evident enthusiasm for change amongst staff. Work on refining the legal basis for data processing is ongoing.
- two working groups have continued to implement our **Equality, Diversity and Inclusion (EDI) action plan,** embedding the work in our day to day thinking and action. examples of initiatives inspired by the EDI working groups are many and various, including our LGBTQ+ groups and a menopause support group for staff. The National Centre for Diversity top 100 Workplaces Award alongside the Disability Confident Employer accreditation have both been strongly motivating.
- the **fundraising** environment continues to be challenging, and although we have had some notable successes and exceeded expectations in some areas but have not met all our targets in other areas.

- huge progress has been made in developing **training and support for staff**, which has been well-received. Successful completion of annual reviews across the organisation has provided a clear feedback mechanism, feeding into the HR plan.
- securing the Community Network and Urgent Community Links contracts as well as additional funding for the Dementia Support Service and the Specialist Advice Service has contributed significantly to the **sustainability** of the organisation
- progress towards **measuring our impact**, aligned with the digital transformation project, storytelling for evaluation and other initiatives. Work on how we evaluate the impact of the new Community Network is informing developing thinking about how we measure organisation-wide progress towards delivering our goals.

Looking ahead

We have identified several priorities for the year ahead, in addition to maintaining the progress we have made this year to extend the range and reach of our offer and strengthen our infrastructure. These priorities include:

1. Implementing the new Community Network and Urgent Community Links contracts, working in an exciting new delivery partnership with Oxfordshire Community and Voluntary Action, as well as our long-standing partners Volunteer Link Up.
2. Developing a new Memory Support Service for people without a formal diagnosis of dementia and extending our educational offer to people living with dementia.
3. Securing the sustainability of the valued projects for which funding is not secure, including Bereavement Support, Digital Champions, the Information and Advice Helpline, Homeshare, Phone Friends and Scams Awareness.
4. Enhancing our listening and co-design mechanisms for older people, for Age UK Oxfordshire and more widely across the county.
5. Maintaining strong leadership and governance through a period of transition and change in the senior leadership of the organisation.
6. Conducting a salary benchmarking exercise for all roles.
7. Finalising and implementing a methodology for measuring and articulating the difference we are making.
8. Creating an action plan to reduce wastage, carbon emissions & pollution and adopt greener ways of working.
9. Enhancing our use of volunteers to help extend the activities and opportunities we offer and reach more people.

In conclusion

We are indebted to our many **funders,** both large and small, including Oxfordshire County Council, the Integrated Care Board, Esmee Fairbairn Foundation, Oxfordshire Community Foundation, Lloyds Banking, Pharsalia, Sanctuary Housing and many other trusts and foundations, who have enabled us to maintain support to older people and carers during another challenging year. We also hugely appreciate the financial support from individual donors during the year. We start every year with a fundraising mountain to climb, travelling in hope that we shall be able to continue to provide vital unfunded services, including the Information and Advice Helpline, Phone Friends, and our bereavement support service.

We are very grateful to our delivery **partners,** with whom we share responsibility for delivering on our main contracts, including Citizens Advice Oxford City and West Oxfordshire, Dementia UK, Oxfordshire Welfare Rights, Rethink Mental Illness and Volunteer Link Up. We are also grateful to the myriad statutory, voluntary and community sector organisations and agencies with whom we work to ensure better outcomes for older people. We are very much stronger together and again this year the ties between us have continued to grow stronger, reinforcing that our future lies in collaboration and not competition. I would like to take this opportunity to thank all the partners with whom we work - both formally and informally - for their willingness to share and their creativity in the face of the many challenges we face together.

This has been another extraordinary year for the organisation and for our society more widely. I would like to pay tribute to our amazing **staff and volunteers**, led by our senior leaders, who have continued to give their all to maintain support to older people and carers over an extended period of uncertainty. Most have faced personal as well as work pressures for a third year and their energy, commitment and creativity have been a real inspiration to us all and has made the Board of Trustees very proud.

I also extend my thanks to my fellow **trustees,** who have generously given time during the year to ensure the organisation has been able to deliver on the first year of our new strategic plan and continues to be well-governed and resilient. In particular, I would like to thank Davina Logan and Niven Greenhalf, outgoing Chair and Treasurer. Both made outstanding contributions to the organisation over the twelve years their tenure extended and we wish them well for the future.

Trustees and Management

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

Mrs D Logan	(resigned 4th November 2022)
Mr A Lane	(appointed 20th January 2023)
Mrs K C Rogers	
Mr N C Greenhalf	(resigned 2nd April 2023)
Miss A Pavey	
Ms T V Ajmal	
Ms J Buckingham	
Mr J Jackson	
Ms T S Livadeas	(resigned 4th October 2022)
Dr G J Bartholomew	(resigned 12th April 2023)
Ms J Bligh	(appointed 25th March 2022)
Mr S G Elliott	(appointed 6th February 2023)
Mr J Heywood	(appointed 24th March 2023)

Executive team

Ms P J Thewlis	Chief Executive Officer
Mr N P Gowing	Director of Finance and Enterprise
Mr James Voller	Director of Services and Development

Structure, governance and management

Age UK Oxfordshire is a registered Charity, Number 1091529 (previously 268017). It was incorporated as a company limited by guarantee on 23rd November 2001 Company Number 4328143, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

The board adopted revised articles of association on 27 March 2020.

Members guarantee to contribute an amount not exceeding £1 each, to the assets of the Charitable Company in the event of winding up. The total amount of such guarantees at 31 March 2023 was 9.

Organisational Structure

A Board of at least five Trustees, governs the Charity. Full meetings are held six times a year.

Trustees may delegate any of their functions to committees consisting of two or more individuals appointed by them (but at least one member of every committee must be a Charity Trustee and all proceedings of committees must be reported promptly to the Charity Trustees).

They have exercised this power and set up the Finance Review Group to monitor financial performance in a smaller, focused group inviting other Trustees as and when appropriate. This role has been delegated to the Finance Review Group by the Board under Article 8, and reports to the Board through a Chairperson appointed by the Board.

The Board has also delegated powers to a Nominations and Remuneration Committee to determine on its behalf its policy on Executive recruitment, remuneration and specific remuneration packages for each of the Executive Directors

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of Recruitment and Appointment of Trustees

Trustees are appointed to the Board of Age UK Oxfordshire under Article 5 of its Articles of Association:

- Any person who is willing to act as a Charity Trustee of the Charity and is permitted to be so appointed by the law and the Articles, may be appointed to be a Charity Trustee by a decision of the Charity Trustees.
- Charity Trustees shall hold office for an initial term of three years and may be reappointed for up to two further terms of three years each. Provided the Charity Trustees are satisfied there are exceptional circumstances, Charity Trustees may be reappointed for a fourth and final term of up to three years.
- As an integral part of the recruitment process the Board continually reviews the mix and skills base of the Trustees.

On appointment the Trustees are provided with a full induction pack, which includes:

- CC3 – The Essential Trustee: what you need to know
- Copy of the Memorandum & Articles of Association
- Copies of the last 3 years Audited Accounts
- Trustees Code of Conduct / Confidential Policy
- Copies of the minutes of the last 6 Trustees' meetings
- As part of the ongoing commitment to Trustee involvement we actively encourage the shadowing of projects.

Connected Charities

Age UK Oxfordshire is a Brand Partner of Age UK and belongs to the Age England Association.

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1st November 2012). It was incorporated as a company limited by guarantee on 29th June 2012 Company Number 08125002, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association. Action for

Carers (Oxfordshire) Ltd commenced charitable activities on 1st January 2013. Age UK Oxfordshire has control of the board and the accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and as part of these consolidated accounts.

Financial review

The group posted a negative movement in funds of £84,182 (2022: £152,407 positive). Age UK Oxfordshire showed a deficit of £73,326 (2022: £53,109 surplus).

Consolidated funds now stand at £1,334,827 while those of the charity amount to £917,531, including £19,987 of restricted funds.

The trustees have set a budget for 2023/24 designed to generate a small deficit to be funded out of reserves and are confident this can be achieved.

Reserves Policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income; the experience of the challenges of operating with Covid-19.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows a range for AUKO of £758-983k, and for Carers of £362-512k. The calculated free reserves at 31 March 2023 were £767k for AUKO, and £487k for Carers.

The respective trustee boards have decided to set aside an amount of £100k in AUKO, and £25k in Carers from reserves to fund the future development of digital systems in the charities. These are shown as designated reserves in the accounts.

The trustees are satisfied that on this basis both charities have reserves within the desired range but will continue to monitor the situation closely.

Risk Management

The Trustees of Age UK Oxfordshire/ Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.
The review has identified the following major risks to the organisation;

- System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data
- Major fraud or error
- Reputational damage, caused by actions of staff, volunteers or trustees.
- Failure to meet contracted client service levels
- Health and safety incident, caused by significant accident or other action

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately. Trustees and management periodically undertake "deep dive" reviews to better understand the risks affecting the business, and the mitigations that are in place to counteract them.

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Age UK Oxfordshire on a day to day basis. All directors give of their time freely and none received remuneration in the year.
The Nomination and Remuneration Committee reviews the pay of staff on an annual basis, with reference to similar organisations of a comparable size. The total pay for senior staff (there are 11 FTE for 2022/23; 2021/22 - FTE 9) was £412,367, with two members of staff receiving between £50,000 and £60,000 pa (2021/22 - two).

Trading company – Age UK Oxfordshire Trading Ltd

Age UK Oxfordshire Trading Ltd (AUKOT) is a wholly owned subsidiary undertaking of Age UK Oxfordshire (the charity). The principal activities are the sale of purchased goods, film making and training consultancy.

Trading company – Ethical Legal Services Ltd

Ethical Legal Services Ltd (ELS) is a wholly owned undertaking of Age UK Oxfordshire (AUKO). The principal activity of ELS (trading as Beacon) is the expansion of its highly successful NHS Continuing Healthcare (CHC) advice, support, advocacy and active casework service, and the operation of the NHS England national free CHC advice line.

Action for Carers (Oxfordshire) Ltd

Action for Carers (Oxfordshire) Ltd (AfCO) is a registered Charity and a company limited by guarantee. Age UK Oxfordshire has control of the AfCO Board.

AfCO receives funding from Oxfordshire County Council and provides support and guidance for adult carers (and since 1 April 2021 young carers too) across Oxfordshire.

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK Oxfordshire for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, 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 accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

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

The trustees' report was approved by the Board of Trustees.

Mr A Lane (Chair)
Trustee
Dated: 20 Oct 2023

AGE UK OXFORDSHIRE

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Age UK Oxfordshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the Group Statement of Financial Activities, the Company Statement of Financial Activities the Group Balance Sheet, the Company Balance Sheet, the Group Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

In our opinion, the financial statements:

- give a true and fair view of the state of the group and the parent 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 accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 require us to report to you if, in our opinion:

- Adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company's financial statements are not in agreement with the accounting records and returns ; or
- Certain disclosures of directors' remunerations specified by law are not made; or
- We have not received all the information and explanations we require for our audit

Responsibilities of Trustees

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

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.

2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.

3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
    a. Reviewing the controls set in place by management

    b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

c. Challenging management assumptions with regard to accounting estimates

d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Malik Salim

Malik Nayyer Salim (Senior Statutory Auditor)
For and on behalf of Shaw Gibbs (Audit) Limited
Chartered Certified Accountants
Statutory Auditor

25 Oct 2023

264 Banbury Road
Oxford, OX2 7DY

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £	Unrestricted funds £	Restricted funds £	Total 2022 £
Income:							
Voluntary income	3	287,138	146,895	434,033	638,632	6,560	645,192
Charitable activities		3,519,699	0	3,519,699	2,845,968	0	2,845,968
Investment income	5	20,649	0	20,649	14,269	0	14,269
Trading activities for generating funds		609,161	0	609,161	587,803	0	587,803
Activities for generating funds		363,630	0	363,630	342,114	0	342,114
Total income and endowments		**4,800,277**	**146,895**	**4,947,172**	**4,428,787**	**6,560**	**4,435,347**
Expenditure:							
Raising funds							
Costs of generating voluntary income		53,303	0	53,303	51,915	0	51,915
Costs of generating funds		350,834	0	350,834	215,260	0	215,260
Costs of trading subsidiaries		642,950	0	642,950	563,705	0	563,705
Investment management		1,290	0	1,290	1,122	0	1,122
Charitable activities							
Cost of charitable activities		3,825,915	128,158	3,954,073	3,451,811	33,406	3,485,217
Total Resources expended	7	**4,874,292**	**128,158**	**5,002,450**	**4,283,813**	**33,406**	**4,317,219**
Net gain/(loss) on investments		(28,904)	0	(28,904)	34,279	0	34,279
Net incoming/(outgoing) resources		(102,919)	18,737	(84,182)	179,253	(26,846)	152,407
Net movement in funds		**(102,919)**	**18,737**	**(84,182)**	**179,253**	**(26,846)**	**152,407**
Fund balances at 1 April 2022		1,417,759	1,250	1,419,009	1,238,506	28,096	1,266,602
Fund balances at 31 March 2023		**1,314,839**	**19,987**	**1,334,826**	**1,417,759**	**1,250**	**1,419,009**

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

CHARITY STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £	Unrestricted funds	Restricted funds	Total 2022 £
Income:							
Voluntary income	4	284,519	146,895	431,414	616,541	6,560	623,101
Charitable activities		2,669,646	0	2,669,646	2,134,795	0	2,134,795
Investment income	6	13,834	0	13,834	7,924	0	7,924
Activities for generating funds		363,630	0	363,630	342,114	0	342,114
Total income and endowments		**3,331,628**	**146,895**	**3,478,523**	**3,101,374**	**6560**	**3,107,934**
Expenditure:							
Raising funds							
Cost of generating voluntary income		27,942	0	27,942	27,267	0	27,267
Costs of generating funds		350,834	0	350,834	215,260	0	215,260
Investment management		897	0	897	763	0	763
Charitable activities							
Cost of charitable activities		3,033,196	128,158	3,161,354	2,792,338	33,406	2,825,744
Other							
Inter-company debt provision					0	0	0
Total Resources expended	8	**3,412,869**	**128,158**	**3,541,027**	**3,035,628**	**33,406**	**3,069,034**
Net gain/(loss) on investments		(10,822)	0	(10,822)	14,209	0	14,209
Net incoming/(outgoing) resources		(92,063)	18,737	(73,326)	79,955	(26,846)	53,109
Net movement in funds		**(92,063)**	**18,737**	**(73,326)**	**79,955**	**(26,846)**	**53,109**
Fund balance at 1 April 2022		989,607	1,250	990,857	909,652	28,096	937,748
Fund balances at 31 March 2023		**897,544**	**19,987**	**917,531**	**989,607**	**1,250**	**990,857**

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.
All of the above results are derived from continuous activities. There are no other gains and losses other than those stated above.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Fixed assets					
Tangible assets	11,12	31,685	43,107	20,075	31,744
Investments	13	657,079	685,984	341,765	352,586
		688,765	729,091	361,840	384,330
Current Assets					
Debtors	17	306,531	554,067	372,050	328,993
Cash at bank and in hand		871,877	914,389	559,259	619,360
		1,178,408	1,468,456	931,309	948,352
Creditors: amounts falling due within one year	18	(484,406)	(723,989)	(327,679)	(287,277)
Net current assets		694,002	744,467	603,631	661,076
Total assets less current liabilities		1,382,767	1,473,558	965,471	1,045,406
Creditors: amounts falling due after more than one year	19	(47,940)	(54,549)	(47,940)	(54,549)
Net assets		**1,334,827**	**1,419,009**	**917,531**	**990,857**
Income funds	22				
Restricted funds		19,987	1,250	19,987	1,250
Unrestricted funds:					
Designated		175,000	200,000	100,000	150,000
General		1,139,840	1,217,759	797,544	839,607
Total Charity funds		**1,334,827**	**1,419,009**	**917,531**	**990,857**

The financial statements were approved by the board of directors and authorised for issue on 20 Oct 2023 and are signed on its behalf by:

Mr A Lane (Chair)
Trustee

Mr S G Elliott
Trustee

Company Registration no. 4328143

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

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash (absorbed)/generated from operations	26		(39,039)		146,441
Investing activities					
Purchase of tangible fixed assets	11	(3,473)		(3,540)	
Purchase of investments		0		(225,000)	
Net cash used in investing activities			(3,473)		(228,540)
Net (decrease)/increase in cash and cash equivalents			(42,512)		(82,099)
Cash and cash equivalents at beginning of year			914,389		996,488
Cash and cash equivalents at end of year			871,877		914,389

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Company information

Age UK Oxfordshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT.

1.1 Accounting convention

The account have been prepared in accordance with:-

a) Charity SORP (FRS 102) (effective 1 January 2019)

b) The Companies Act 2006

c) The historical cost basis of accounting except for investments which have been included at market value.

Age UK Oxfordshire meets the definition of a public benefit entity under 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 Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line-by-line basis and are shown in notes 14, 15 and 16. The company has taken advantage of the exception in FRS 102 section 33A and has not disclosed transactions or balances with its subsidiaries.

1.2 Charitable funds

Unrestricted Funds are represented by donations and other incoming resources generated for charitable purposes, remaining unspent at the period end.
Designated Funds are funds set aside out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted Funds are represented by income received for specific purposes as laid down by the donors.
Expenditure meeting the criteria of the specified purposes is charged against the funds, together with a fair allocation of Overheads and Support Costs.

1.3 Incoming resources

Grants, donations and voluntary income received by way of gifts to the Charity are included in full in the Statement of Financial Activities on a receivable basis.

Income from legacies is also accounted for on a receivable basis, being recognised in the Statement of Financial Activities in the period in which receipt becomes probable.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives.

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold Property — Over the term of the lease
- Office and IT Equipment — Over 3 years

1.6 Fixed asset investments

Listed investments are stated at market value. Changes in market value are credited or charged to the Statement of Financial Activities. Gains and/or losses arising from the disposal of shares are recognised as being realised whereas gains and/or losses arising from the movement in share prices are recognised as being unrealised.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.8 Retirement benefits

The Charity participates in the Age Concern Pension and Life Scheme which was opened with effect from 1st December 2008; this is a defined contribution scheme. The Charity participates in the Age Concern Retirement Benefits Scheme, which with effect from 1st October 2001 had a defined contribution section and a defined benefit section. The Scheme closed to future accrual on 30th November 2008.

Please see Note 21 for further information. The assets of both schemes are held separately from those of the Charity, in a fund administered by Age UK.

1.9 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

1.10 Corporation tax

Age UK Oxfordshire is a charitable institution with exemption from UK Corporation Tax under Section 478 of the Corporation Tax Act 2010.

1.11 Value Added Tax

Value added tax is not recoverable by the Charity and is included in the relevant costs in the Statement of Financial Activities.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods

3 Voluntary income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations and gifts	75,417	0	75,417	55,399
Legacies receivable	53,403	0	53,403	67,485
Grants receivable for core activities	158,317	146,895	305,212	522,308
For the year ended 31 March 2023	**287,138**	**146,895**	**434,033**	645,192
For the year ended 31 March 2022	638,632	6,560		645,192

4 Voluntary income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations and gifts	73,298	0	73,298	53,308
Legacies receivable	53,403	0	53,403	67,485
Grants receivable for core activities	157,817	146,895	304,712	502,308
For the year ended 31 March 2023	**284,519**	**146,895**	**431,414**	623,101
For the year ended 31 March 2022	616,541	6,560		623,101

5 Investment income – consolidated

	2023 £	2022 £
Income from listed investments	18,390	13,723
Interest receivable	2,259	546
	20,649	**14,269**

6 Investment Income – Charity

	2023	2022
	£	£
Income from listed investments	12,916	7,878
Interest receivable	1,638	466
	13,834	**7,924**

7 Total resources expended – Consolidated

	Staff Costs	Depr't'n	Other Costs	Total 2023	Total 2022
	£	£	£	£	£
Raising funds					
Costs of generating voluntary income	53,303	0	0	53,303	51,915
Costs of generating funds	350,834	0	0	350,834	215,260
Costs of trading subsidiaries	542,767	2,714	97,469	642,950	563,705
Investment management	0	0	1,290	1,290	1,122
	946,904	2,714	98,759	1,048,377	832,002
Charitable activities					
Activities undertaken directly	2,693,170	12,182	1,248,006	3,954,073	3,485,217
For the year ended 31 March 2023	**3,640,789**	**14,896**	**1,346,765**	**5,002,450**	
For the year ended 31 March 2022	3,117,948	18,128	1,181,143		4,317,219

Totals for the year are shown net of intra-group charges of £168,766 (2022 £130,161).

8 Total Resources expended – Charity

	Staff Costs £	Depr't' n £	Other Costs £	Total 2023 £	Total 2022 £
Raising funds					
Costs of generating voluntary income	27,692	0	250	27,942	27,267
Costs of generating funds	339,232	0	11,602	350,834	215,260
Investment management	0	0	897	897	763
	366,924	0	12,749	379,673	243,290
Charitable activities					
Activities undertaken directly	2,385,738	11,668	763,948	3,161,354	2,825,744
For the year ended 31 March 2023	**2,752,662**	**11,668**	**776,697**	**3,541,027**	
For the year ended 31 March 2022	2,354,713	14,735	699,585		3,069,034

9 Net incoming resources are stated after charging:

	Group		Charity	
	2023	2022 £	2023	2022 £
Depreciation	14,896	18,128	11,668	14,735
Auditor's remuneration	16,648	25,226	10,140	20,100
Trustee/director indemnity	742	720	737	720

10 Employees

Number of employees

The average monthly number of employees during the year was:

	Group		Charity	
	2023 Number	2022 Number	2023 Number	2022 Number
Direct charitable	160	147	123	119
Administration and support	26	19	22	16
	186	**166**	**145**	**135**

	Group		Charity	
	2023 £	2022 £	2023 £	2022 £
Wages and salaries	3,365,009	2,884,269	2,473,016	2,108,125
Social security costs	232,559	190,540	160,294	128,175
Pension contribution	113,597	111,934	68,370	61,589
Recruitment, retention and training	44,636	70,298	39,769	60,081
Redundancy pay	3,152	0	3,152	0
Temporary staff	8,274	6,744	8,274	6,744
	3,767,227	**3,263,785**	**2,752,875**	**2,364,714**

There were no employees whose annual remuneration was in excess of £60,000 (2022 – nil).

During the year no trustee received remuneration in respect of their duties

11 Tangible Fixed Assets – Consolidated

	Leasehold property	Office and IT Equipment	Total
	£	£	£
Cost			
At 1 April 2022	79,709	147,880	227,590
Additions	0	3,473	3,473
At 31 March 2023	79,709	151,354	231,063
Depreciation and impairment			
At 1 April 2022	48,119	136,364	184,483
Depreciation charged for the year	10,486	4,410	14,896
At 31 March 2023	58,606	140,774	199,379
Carrying amount			
At 31 March 2023	**21,104**	**10,580**	**31,684**
At 31 March 2022	31,590	11,516	43,107

12 Tangible Fixed Assets – Charity

	Leasehold property	Office and IT Equipment	Total
	£	£	£
Cost			
At 1 April 2022	75,598	118,377	193,975
Additions	0	0	0
At 31 March 2023	75,598	118,377	193,975
Depreciation and impairment			
At 1 April 2022	45,551	116,681	162,232
Depreciation charged for the year	9,972	1,696	11,668
At 31 March 2023	55,523	118,377	173,900
Carrying amount			
At 31 March 2023	**20,075**	**0**	**20,075**
At 31 March 2022	30,048	1,696	31,744

13 Fixed asset investments – Consolidated

	Listed Investments £	Shares in Subsidiaries £	Total £
At 1 April 2022	685,984	0	685,984
Additions	0	0	0
Change in value in the year	(28,904)	0	(28,904)
At 31 March 2023	**657,079**	**0**	**657,079**

Fixed asset investments – Charity

	Listed Investments £	Shares in Subsidiaries £	Total £
At 1 April 2022	352,586	1	352,587
Additions	0	0	0
Change in value in the year	(10,822)	0	(10,822)
At 31 March 2023	**341,764**	**1**	**341,765**

Share in subsidiary companies at cost:

	2023 £	2022 £
Age UK Oxfordshire Trading Limited	25,000	25,000
Less: provision	(25,000)	(25,000)
Ethical Legal Service Limited	1	1
	1	**1**

14 Subsidiary Company – Age UK Oxfordshire Trading Limited

The Charity owns the whole of the issued ordinary shares of Age UK Oxfordshire Trading Ltd, a company registered in England & Wales No. 05929408. The subsidiary is used for primary and non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2023** £	**2022** £
Turnover	3,623	1050
Direct expenses	(426)	(383)
Gross profit	**3,196**	**667**
Administrative expenses	0	0
Corporation tax	0	0
Net profit/(loss)	**3,196**	**667**
The aggregate of the assets, liabilities and funds was:		
Assets	25,762	22,131
Liabilities	(55,601)	(55,166)
Deficiency of funds	(29,839)	(33,035)

In January 2019, the two charity shops operated by Age UK Oxfordshire Trading Ltd were transferred to Age UK Trading CIC, a subsidiary of the national charity. In recognition of the discontinuation of the main line of business, and the debit balance on the retained earnings account, the trustees made a provision against the investment in subsidiary in the year ended 31 March 2020. The company has continued to trade, but at a lower level of activity.

15 Subsidiary Company – Ethical Legal Services Limited

The Charity owns the sole issued ordinary share of Ethical Legal Services Ltd which trades under the name of Beacon, a company registered in England & Wales No. 08649926. The subsidiary was incorporated on 14th August 2013 and commenced trading activities under the trading name Beacon on 1st September 2013.The subsidiary is used for non-primary purpose trading activities.

All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2023** £	**2022** £
Turnover	605,538	586,753
Direct expenses	(6,643)	(7,981)
Gross profit	**598,895**	**578,772**
Administrative expenses and interest payable	(638,620)	(555,574)
Net Profit/ (Loss)	**(39,725)**	**23,198**
The aggregate of the assets, liabilities and funds was:		
Assets	63,677	127,938
Liabilities	(204,296)	(228,831)
Deficiency of funds	(140,619)	(100,894)

16 Subsidiary Charity –Action for Carers (Oxfordshire) Ltd

The Charity is a member of Action for Carers (Oxfordshire) Ltd, a charitable company limited by guarantee registered in England and Wales No 08125002 and with Charities Commission No 1149577. The subsidiary was incorporated on 29th June 2012 and commenced charitable activities on 1st January 2013.

All activities have been consolidated on a line by line basis in the SOFA. A summary of the results of the subsidiary is shown below.

Summary of Results of the Subsidiary	**2023**	**2022**
	£	**£**
Incoming resources	1,030,993	867,971
Resources expended	(1,005,320)	(792,549)
Net Movement in funds	**25,673**	**75,432**
The aggregate of the assets, liabilities and funds was:		
Assets	641,044	842,016
Liabilities	(101,816)	(325,461)
Surplus of funds	**539,228**	**513,555**

17 Debtors

	Group		**Charity**	
	2023	**2022**	**2023**	**2022**
Amounts falling due within one year:	**£**	**£**	**£**	**£**
Trade debtors	144,601	406,648	90,625	93,179
Amounts owed by group undertakings	0	0	152,715	116,738
Taxes and social security	3,138	4,738		
Other debtors	22,541	18,268	0	0
Prepayments and accrued income	136,251	124,412	128,710	119,075
	306,531	**554,067**	**372,050**	**328,993**
Deferred Tax	0	0	0	0
	306,531	**554,067**	**372,050**	**328,993**

18 Creditors: amounts falling due within one year

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Taxation and social security	103,629	100,164	39,382	37,529
Trade creditors	90,253	142,805	99,037	73,786
Other creditors	17,992	17,776	8,824	8,749
Amount owed to group company	0	0	0	0
Accruals and deferred income	272,532	463,244	180,436	167,213
	484,406	**723,989**	**327,679**	**287,277**

19 Creditors: amounts falling due after more than one year

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Defined benefit pension (see also note 21)	**47,940**	**54,549**	**47,940**	**54,549**

20 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Within one year	90,901	93,364	49,386	51,849
Between two and five years	90,901	181,802	49,386	98,772
	181,802	**275,166**	**98,772**	**150,621**

21 Pension Scheme

Defined Contribution Plan

Up until September 2018 Age UK Oxfordshire, Age UK Oxfordshire Trading Ltd and Action for Carers (Oxfordshire) Ltd were members of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme. In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost to Age UK Oxfordshire Group for the year was £113,597 (2022: £111,934).

The total pension cost to Age UK Oxfordshire, the charity, for the year was £68,370 (2022: £61,589).
Contributions of £19,452 (2022: £18,479) were outstanding at the balance sheet date.

Defined Benefits Plan

The Charity is also a participating employer in Age Concern section of the Age UK Retirement Benefits Scheme ("the scheme"). The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme as at 31 March 2022 is in progress and the initial results of this valuation have been updated to 31 March 2023 by a qualified independent actuary. The expected Employer contributions for the year ending 31 March 2024 are £20k. These contributions include an allowance for administration expenses and PPF levies.

The initial results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the Projected Unit Method.

Under FRS 102 the scheme surplus was £4,048k, and Age UK Oxfordshire's share of this surplus was £30k. At 31 March 2023 the accounts showed a provision of £47,940 (2022: £54,549). The trustees want to take a prudent view on releasing any more of this provision, recognising the volatility of the balance sheet calculation from year to year under FRS102, and the unsettled trading conditions in the wake of the Ukraine conflict and related cost of living challenges. They have therefore decided to continue their recent policy of reducing it by the annual employer contributions, until such time as the provision matches the FRS 102 calculation.

22 Funds

Unrestricted Funds

The unrestricted funds of both Charities consist of freely available General Reserves and Designated Funds, where the Trustees have imposed restrictions on the use of the funds.

Restricted Funds

The restricted funds of the Charities are those where the Donor has imposed restrictions on the use of the funds. These funds consist solely of Grants received for specific purposes.

We would like to extend our heartfelt thanks to all our donors, customers, volunteers and supporters for their valued contributions. The year covered by these accounts has been like no other and without the astonishing levels of support we have received we would have been much less effective at a time when our services were most needed.

The following is a list of receipts over £2,000; we do not have sufficient space to acknowledge all contributions except to say that we appreciate every sum received and are grateful for each one.

Donors and Partners

Age UK
Charities Aid Foundation
Cherwell District Council
Christ Church Cathedral
The Esmee Fairbairn Foundation
Doris Field Charitable Trust
The National Lottery Community Fund
Oxfordshire Integrated Care Board
Oxfordshire Community Foundation
Oxfordshire County Council
PF Charitable Trust
Pharsalia
Pye Charitable Trust
Sanctuary Housing
Shanly Foundation
South Oxfordshire District Council
Thames Valley PCC Community Fund
West Oxfordshire District Council

Legacies

N Sheldon
S Rainey
P Espe
P Guibarra
B Colman

22 Funds (continued)

Funds Movement – Consolidated

	Balance at 1 April 2022	Income	Expenses	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted - General					
Charity	839,607	3,320,806	3,412,869	50,000	747,544
Action for Carers	463,555	1,030,993	1,005,321	(25,000)	514,228
Age UK Trading	(33,036)	3,623	426	0	(29,839)
Ethical Legal Services	(100,894)	605,538	645,263	0	(140,619)
*Consolidation adjustment	48,527	(189,589)	(189,589)	0	48,527
Total unrestricted - general	1,217,760	4,789,454	4,874,291	25,000	1,139,840
Unrestricted - designated	200,000			(25,000)	175,000
Total Unrestricted	1,417,760	4,789,454	4,874,291	0	1,314,840

*Elimination of transactions between group companies

Restricted					
Arts Partnership (Esmée Fairbairn)	0	119,923	99,936	0	19,987
WODC (Community Revenue Grant)	0	10,000	10,000	0	0
Shanly Foundation	0	2,000	2,000	0	0
OCF (Jubilee Fund)	0	9,972	9,972	0	0
Pye Charitable Trust	0	5,000	5,000	0	0
Bookfeast	1,250	0	1,250	0	0
	1,250	146,895	128,158	0	19,987
Total	**1,419,009**	**4,918,266**	**5,002,449**	**0**	**1,334,827**

22 Funds (continued) – consolidated prior year

	Balance at 1 April 2021	Income	Expenses	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted - General					
Charity	909,652	3,115,583	3,035,628	(150,000)	839,607
Action for Carers	438,123	890,072	814,641	(50,000)	463,555
Age UK Trading	(33,703)	1,050	383	0	(33,036)
Ethical Legal services	(124,092)	586,753	563,555	0	(100,894)
*Consolidation adjustment	48,527	(130,393)	(130,393)	0	48,527
Total unrestricted - general	1,238,507	4,463,065	4,283,812	(200,000)	1,217,760
Unrestricted - designated	0	0	0	200,000	200,000
Total Unrestricted	1,238,507	4,463,065	4,283,812	0	1,417,760
*Elimination of transactions between group companies					
Restricted					
Arts Partnership (Esmée Fairbairn)	17,734	0	17,734	0	0
Community Lottery Fund	10,362	0	10,362	0	0
Bookfeast	0	6,560	5,310	0	1,250
	28,096	6,560	33,406	0	1,250
Total	**1,266,602**	**4,469,625**	**4,317,218**	**0**	**1,419,009**

22 Funds (continued)

Funds Movement – Charity

	Balance at 1 April 2022	Income	Expenses	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Unrestricted					
General	839,607	3,320,806	3,412,869	50,000	797,544
Designated	150,000	0	00	(50,000)	100,000
Total unrestricted	989,607	3,320,806	3,412,869	0	897,544
Restricted					
Arts Partnership (Esmée Fairbairn)	0	119,923	99,936	0	19,987
WODC (Community Revenue Grant)	0	10,000	10,000	0	0
Shanly Foundation	0	2,000	2,000	0	0
OCF (Jubilee Fund)	0	9,972	9,972	0	0
Pye Charitable Trust	0	5,000	5,000	0	0
Bookfeast	1,250	0	1,250	0	0
	1,250	146,895	128,158	0	19,987
Total	**990,857**	**3,467,701**	**3,541,027**	**0**	**917,531**

Charity – prior year

	Balance at 1 April 2021	Income	Expenses	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted					
General	909,652	3,115,583	3,035,628	(150,000)	839,607
Designated	0	0	0	150,000	150,000
Total unrestricted	909,652	3,115,583	3,035,628	0	989,607
Restricted					
Arts Partnership (Esmée Fairbairn)	17,734	0	17,734	0	0
Community Lottery Fund	10,362	0	10,362	0	0
Bookfeast	0	6,560	5,310	0	1,250
	28,096	6,560	33,406	0	1,250
Total	**937,748**	**3,122,143**	**3,069,034**	**0**	**990,857**

23 Analysis of net assets between funds – Consolidated

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	31,685	0	31,685
Investments	657,079	0	657,079
Current assets	1,158,421	19,987	1,178,408
Creditors: amounts falling due within one year	(484,406)	0	(484,406)
Creditors: amounts falling due after more than one year	(47,940)	0	(47,940)
	1,314,840	**19,987**	**1,334,827**

24 Analysis of net assets between funds – Charity

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	20,076	0	20,076
Investments	341,764	0	341,764
Current assets	911,322	19,987	931,309
Creditors: amounts falling due within one year	(327,679)	0	(327,679)
Creditors: amounts falling due after more than one year	(47,940)	0	(47,940)
	897,544	**19,987**	**917,531**

25 Related party transactions

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

26 Cash generated from operations – Consolidated

	2023 £	2022 £
Surplus for the year	(84,182)	152,406
Adjustments for:		
Fair value (gains) and losses on investments	28,904	(34,279)
Depreciation and impairment of tangible fixed assets	14,896	18,128
Movements in working capital:		
(Increase)/decrease in debtors	247,536	(40,777)
Increase/(decrease) in creditors	(246,192)	50,963
Cash (absorbed by)/generated from operations	**(39,039)**	**146,441**

27 Contingent asset

Since the year end Age UK Oxfordshire has been informed of a significant legacy that it is entitled to. However, this is a residuary interest for which probate has yet to be granted at the date of signing the accounts. Since it's precise value cannot be accurately determined it has not been included in these financial statements.

INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2023

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Total Income	**4,947,171**	**4,435,578**	**3,478,523**	**3,107,934**
Expenditure				
Staff costs	3,640,789	3,117,948	2,713,106	2,304,633
Other staff costs	597,025	579,570	300,580	300,877
Volunteer costs	740	1,061	698	978
Activity costs	63,856	51,541	63,379	51,541
Premises costs	135,485	130,143	87,792	86,205
Office running costs	203,789	147,588	129,228	110,159
IT costs	190,898	165,840	126,170	134,662
Marketing costs	43,707	29,333	31,769	21,506
Legal and professional costs	90,693	60,385	64,190	40,126
Bank charges	1,618	1,301	137	203
Miscellaneous	18,033	12,027	9,248	3,228
Depreciation	14,896	18,128	11,668	14,735
Bad debts	920	2,584	3,063	180
Total Expenditure	**5,002,448**	**4,317,450**	**3,541,027**	**3,069,034**
Unrealised (losses)/gains on investments	**(28,904)**	**34,279**	**(10,822)**	**14,209**
Net result for the year	**(84,182)**	**152,407**	**(73,326)**	**53,109**

AGE UK OXFORDSHIRE

England & Wales - Charity number 1091529

Accounts



AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

REGISTERED CHARITY NUMBER 1091529
COMPANY NUMBER 4328143

AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

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AGE UK OXFORDSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs D Logan	(resigned 4 November 2022)
Mrs E Jackson	(resigned 28 May 2021)
Mrs K C Rogers	
Dr S Herbertson	(resigned 20 November 2021)
Prof A Ogilvie-Smith	(resigned 21 January 2022)
Mr D P Ryan	(resigned 8 June 2021)
Mr N C Greenhalf	
Miss A Pavey	
Ms T Ajmal	
Ms J Buckingham	
Mr J Jackson	
Mr C Playford	(resigned 10 January 2022)
Ms S T Livadeas	(appointed 12 November 2021, resigned 4 October 2022)
Dr G J Bartholomew	(appointed 22March 2022)
Ms J Bligh	(appointed 22March 2022)

Secretary	Mr N Gowing
Charity number	1091529
Company number	4328143
Registered office	9 Napier Court, Barton Lane Abingdon OX14 3YT
Auditors	Shaw Gibbs (Audit) Limited 264 Banbury Road Oxford OX2 7DY
Bankers	Lloyds Bank 1 High St Oxford OX1 4AA

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2022

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Objective:

The objective of Age UK Oxfordshire is to promote the welfare of older people in any manner, which is now, or may be deemed by law to be charitable, in and around Oxfordshire.

Our **vision** is of a world where those we serve are loving life.

Our **mission** is to work within communities to support older people to stay independent and live life to the full.

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and believe that the activities of Age UK Oxfordshire, which are designed to promote the welfare of older people, are in line with that guidance, as set out in in the Chair's report below.

Chair's Report 2021 – 22

Over the course of the year we have started to rebuild in the wake of the pandemic and have also been planning for the future, creating a new Strategic Plan for the organisation, in a context of huge change and continuing uncertainty.

Covid-19 has been a major catalyst for change, some good, some less so. On the negative side, it has had a very significant impact on older people's physical and mental health and wellbeing. Shielding and successive lockdowns have led to an increase in isolation and loneliness, loss of confidence, physical de-conditioning and a loss of functional mobility for many. At the same time, pressures on the health and care system have given rise to increased demand for our services, and this in turn has led to increased pressure on our staff – a second year of sustained pressure.

On the more positive side, the circumstances through which we have all lived and continued to deliver services, often in a very different way, have led to stronger partnerships and better joint working. A spotlight has been shone on inequalities and on the digital divide, which has created a strong, joint will to address issues which are not new, but which have been exacerbated by the pandemic. We have experienced increased respect for our work and the work of the voluntary and community sector as a whole and finally we have seen opportunities to do things differently.

This is the background against which we have sought to develop a positive and compelling vision for the future in the shape of a new Strategic Plan, whilst continuing to deliver the aims and ambitions of our last Plan:

1. **Connect** people to the services and support they need & help them secure their rights
2. **Support** people to manage their daily lives and maintain their independence
3. **Enable** people to maintain their health & wellbeing and enjoy & celebrate life
4. **Work** with communities to create an age-friendly Oxfordshire
5. **Change** how society views older people & carers through our influencing & campaigning work.

This report sets out the progress we have made towards delivering on these aims and ambitions as well as some of our plans for the future.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2022 (continued)

Connecting people to the services and support they need and helping them secure their rights

Information and Advice service

Our independent **Information and Advice Helpline** provides universal, free information and advice to older people and carers, as well as supporting teams across the organisation with complex enquiries. The Helpline specialises in issues affecting older people, including welfare benefits, care fees and non-benefits knowledge, through links to all our other varied offers across the organisation.

1,416 people phoned our Helpline during the year, at a time when they were in need of support. They were supported and encouraged to maintain their independence and live life to the full. Calls increased sharply in the last quarter of the year - from **308** (Oct– Dec '21) to **461** (Jan – March '22) - as concern about the cost of living increases, putting significant pressure on the service.

The service successfully attained accreditation through the Age UK Information and Advice **Quality Programme,** Age UK's 'quality mark', auditing the quality of the advice we give. This requires high levels of monitoring, is a significant achievement and one we are very proud of.

The Helpline is an unfunded but essential service and presents the challenge of constant fundraising to maintain it.

We continued a successful partnership with West Oxfordshire Citizens Advice, Oxford Citizens Advice and Oxfordshire Welfare Rights to deliver the **Oxfordshire Specialist Advice Service** (OSAS), funded by Oxfordshire County Council (OCC). The service provides all age welfare benefits support, targeted at people with long term illness/disability, carers or care leavers. The service supported **1,820** people in 2021/22 and secured £2.6m in recurring benefits – a large sum of new money being brought into the local economy.

Ongoing benefits gain:	
OSAS	**£2.6m**
Helpline	**£570.6k**
Total	**£3.2m**

In January 2022, we successfully launched a new, two-year **scams prevention advice and information** service, aimed at over 50s and those vulnerable to scams. The service delivers awareness raising talks and one-to-one support for people who have been affected by scams or are at high risk. We are developing links with Trading Standards, Thames Valley Police and local Banks, and working closely with our IT support service (Tech Buddy) to ensure people receive a more holistic service. This work is funded via Age UK by Lloyds Bank and is an exciting new area of work for us.

Scams case study

Miss B is 87, lives alone and has not been in the best of health lately. Scam calls started when she was very poorly, so friends and relatives were calling her to see how she was.

Our Scams Adviser visited Miss B at home. Miss B told her that she had had calls from several different people, all sounding very nice, saying they were investigating fraud. She had been advised by them to visit different branches of her bank to cash cheques and then post the cash to different addresses for her money to be safe. Miss B was told to hide why she was making the larger than normal cash withdrawals - money for her grandson or for the builder who wanted to be paid in cash for work being done on her property (no work has been done nor is scheduled).

Miss B posted off several parcels of cash, totalling £7,500, as she was told to do, at which point a concerned post office worker alerted the police, who contacted us.

Miss B recognises this was a scam. She has not told any of her family or friends about losing £7,500 as she is embarrassed to do so.

In order to protect her, our Adviser arranged for her to have BT Protect, and in the process of arranging this, BT discovered Miss B was on a very old tariff, which they changed, making a saving for her of £400.56, which she was very pleased about.

We explained to Miss B how to use BT Protect to keep herself safer, that it's OK to put the phone down if does not want to speak to the person and how to block unwanted numbers from calling again.

As a result of our visits, Miss B feels more confident about recognising scams, has a cheaper phone tariff with increased security from scams and is happy to help protect others by her story being used.

Community Connectors

Helping people to 'build connections' is at the heart of what we do. Our Community Information Network **'Community Connectors'** or Link Workers all have a locality base and additional capacity, through the Discharge Support Service, Social Prescribing, the Oxfordshire Way Adult Social Care referral project and the NHS Ageing Well project. This allows them to be closely aligned with NHS and social care teams in hospital and the community, which ensures that people have an easy pathway to our support when they might most benefit from it. These alignments are increasing the reach of our Community Connectors, year on year, as well as the timeliness of their support.

Our Connectors link people and their families to a wide variety of activities, opportunities and practical support available to them in their local communities to enable them to manage their daily lives, be more socially connected, more active and healthier – and to 'live well'. During the last year, we have seen a significant expansion in the numbers of people our Community Connectors have supported:

Community Connectors – the year in numbers:

6 Primary Care Networks and 1 GP Practice commission a Social Prescribing service from us

8 acute and community hospitals make referrals to our Discharge Support team

18 people were referred by NHS Urgent Community Response teams (new service Jan – March 22)

1,175 people were referred by Adult Social Care (new service May 21-March 22), **42% of whom needed no further Adult Social Care input after our involvement**

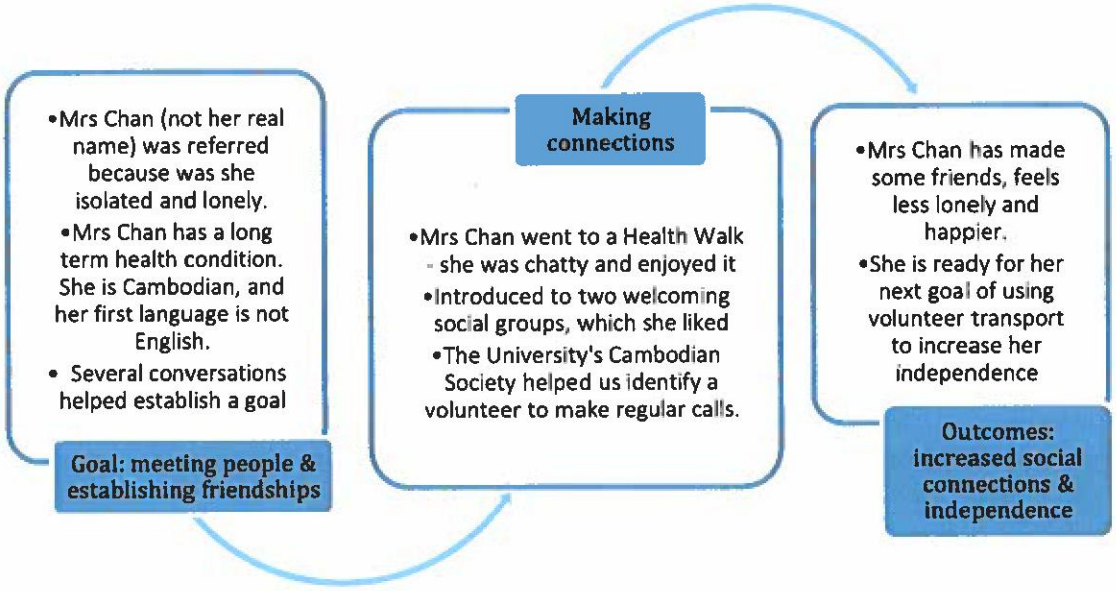
1,248 people were referred from the community

1,507 people were referred by their GP

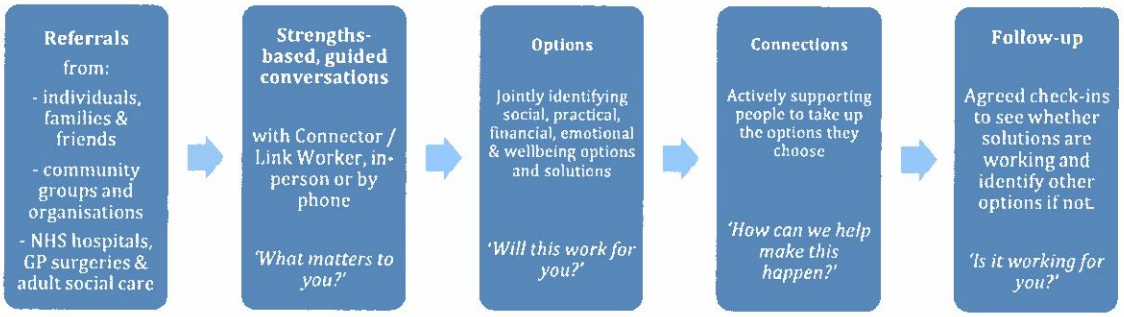
2,157 were followed up at home after their discharge from hospital

4,459 patients were referred and seen in hospital

We have measured the impact of the service through '**stories of difference**', such as the following:



Though the **source** of a referral to our Connectors might change, and the **place** where the team meet people may differ - hospital, GP Surgery, someone's own home or a community venue or pop-up - the **way** our Connectors work does not change. Their approach is rooted in listening to people and their excellent grassroots knowledge of the community support that is available. This model illustrates how our Community Connectors work.



Dementia Oxfordshire

In the first year of a new contract, the **Dementia Support Service** has strengthened its core offer of one-to-one support from a Dementia Adviser with more support group sessions, volunteer calls, a re-launched website and an enhanced education offer. As the table below demonstrates, the number of people the service supports and the general activity levels have increased significantly during the year. The service has been operating at or beyond full capacity for several months.

The year in numbers	Apr 20 – Mar '21	Apr 21 – Mar '22
People living with dementia supported (cases)	2024	2245
Carers supported	N/K	2655
Case reviews completed	4204	4902
Support line calls received	576	857
New referrals received	779	849
Dementia education sessions run	3	26
Dementia education sessions total attendance	50	365
Dementia education videos (Covid response)	6	0
Groups supported	0	18
Groups hosted	6	8

The year in numbers (continued)	Apr 20 – Mar '21	Apr 21 – Mar '22
Groups sessions	97	117
Groups total sessions attended	583	619
Volunteers (Telephone Befrienders)	15	17
Volunteer Calls	270	503
New visitors to the Dementia Oxfordshire website	5038	8064
All visitors to Dementia Oxfordshire website	5367	8277

The service has led the way for the organisation in developing a new data-capture system and the team is also piloting a new survey as part of a system for measuring the impact of the service. This work is still at an early stage, but the feedback elicited gives some impression of the impact of the service:

About groups or education sessions:

The Care2Share support has been very helpful during the pandemic. Especially important during lockdowns when other carer support services were unavailable. Sometimes one to one discussion is needed but talking to or at least hearing from other carers and the member of staff can make a big difference in terms of feeling connected and having a place to share issues in a supportive environment.

The online workshop was invaluable in understanding the condition and see it from my mother's perspective.

Excellent.....it reduced the fear of what was to come & I knew we wouldn't be on our own as I knew I would be able to call on several organisations if/ when it became helpful.

It was extremely helpful (and emotional) and helped us to feel we weren't alone and that there is support available.

I attended with my wife and we understood that Mum's aggression is due to an unmet need and we need to ascertain what that is. I know now that when she's not being cooperative, I can understand it more, not to say it's still not frustrating at times, but it has made me more tolerant.

About the service in general:

It is reassuring to know that as a family we have support from such knowledgeable people.

Knowing that there is always someone I can contact. Also sometimes it will be easier for my advisor to see what help is appropriate with her knowledge of what is available

This service is a lifeline! I feel reassured it's there for me when I need it to help me navigate the changing stages of my mother's dementia.

It has made a very scary time so much more bearable and has diminished the fear we had as a family.

I just feel there is someone there if I need to talk.

I feel so relieved to know that I have someone to call if I get stuck and need advice and tips on something.

Carers Oxfordshire

Our sister charity, Action for Carers Oxfordshire (AfCO), continued to provide information, advice and support for unpaid carers under a recommissioned **Carer Support Service**, delivered in partnership with Rethink Mental Illness, under a contract with Oxfordshire County Council and Oxfordshire Clinical Commissioning Group. The new contract significantly enhanced, responding to the views expressed by carers at a series of listening events. It has introduced several new elements to the core service and has not been without challenge to implement. AfCO's progress is reported in more detail in their own Annual Report.

Supporting people to manage their daily lives and maintain their independence

Home Support Options

Over **200** older people have been supported by our **Home Support Options** service, with **10,542** visits over the course o year. Demand for the service remains high, with referrals comi from internal services, Adult Social Care and direct enquiries.

"Georgina's visits are a highlight of the week for my parents. Please do let her know the positive impact she continues to make in their lives."

However, as the service continues to build back in the wake of the pandemic, it continues to face real challenges:

- staff recruitment and retention remains an issue and the service is running at a 40% turnover rate, a position that is reflected across the care sector. We have worked at making the recruitment process for new starters easier and quicker by adapting our application methods and interview process, an approach that has had some success and we are currently working on our contract offer, making it as appealing as possible to attract and retain staff, whilst balancing the sustainability of the service.
- some people are waiting too long to have a support worker allocated due to the difficulties with staffing. A new client management system has been introduced to support the needs of the service and make communication between support worker, office, client and family more visible to mitigate some of the delays.

Footcare

Our **Footcare** service supported over **170** people over the course of the year but faces similar staff recruitment and retention challenges to Home Support Options as it builds back after the pandemic. Notwithstanding, our Abingdon clinic runs weekly, Wantage monthly and a new monthly clinic has launched in Dean Court, Botley. We remain optimistic about the future as we recruit new staff and secure new venues throughout the county in 2022/23

"My treatment is always good as without it am *always finding it difficult to walk. Thank you very much"*

The Footcare team were excited to be rated as 'Good' in October 2021 in a CQC inspection.

Covid protocols have remained in place since re-opening both Footcare and Home Support Options in the summer of 2020 and, as a result, there have been no outbreaks across the service.

Homeshare Oxfordshire

Our **Homeshare** project carefully matches up older people in Oxfordshire who may need a bit of help to continue to live independently at home, with another person who needs affordable accommodation, wants to be part of a home and can lend a hand. We have seen increased interest in the service as people look at alternative support options which may help to 'future-proof' them in the event of further outbreaks of the virus. The service continues to be very well received, as Valerie and Tomi's story shows:

A Homeshare Oxfordshire story

Valerie, 84, friendly, sociable and extremely considerate, very much values her independence, her own space and her time alone. At the same time, she recognises that the presence of someone else in the house, particularly at night, is most reassuring, not just to herself but to her brother Bill, who lives a couple of hours drive away.

Tomi, 24, a Film Studies Masters student from Slovenia, has been welcomed into Valeries' home and described by her as 'the perfect catch'! Valerie says:

"Tomi is such a lovely person to have around. I really enjoy our conversations. I actually see Homeshare as a way of keeping in touch with today's fast-moving modern world too."

Reflecting on his Homeshare experience, Tomi describes Homeshare as being *"a way to learn as well as teach, to help and be helped; in short, an enriching reciprocity". "To be honest"*, he says, *"it's like a dream come true. Living in a lovely home with a lovely person and within my limited budget. Being of help to someone is also a really important part of it for me."*

Bill, Valerie's brother, continues to visit on a regular basis, but with a Homeshare arrangement in place he knows Tomi is there and is more than happy to help with the small things that inevitably crop up. *"I don't need to worry if I can't get hold of Valerie on the phone. A quick call to Tomi puts my mind at rest"*, Bill says. *"Homeshare, to me, is reassurance"*

Tech Buddy

40% of people over the age of 75 are not online according to ONS data. Our Digital Support Service has worked hard this year to address this digital divide

The year in numbers

190 home visits
178 people supported
252 contacts (phone, email, zoom)

What people told us about the service

90% of those who gave feedback said they felt more confident using device/equipment.
98% said their concern/ support need had been met.

Enabling people to maintain their health & wellbeing and enjoy & celebrate life

Volunteering

We know that volunteering makes a significant contribution to people's sense of meaning and purpose and thus to health and wellbeing and we have worked hard to make our volunteering opportunities age friendly and inclusive. Volunteer numbers have remained reasonably consistent throughout 2021 - 2022, averaging approximately 350 volunteers at any one point.

The pandemic undoubtedly encouraged an upsurge in volunteering, but this has proved difficult to maintain as people returned to work when furlough schemes ended. People are also continuing in employment until a later age and others are looking after grandchildren, all of which means we are engaging with a diminishing pool of available volunteers.

Volunteering opportunities

- Age Friendly Creative Ambassadors
- Bereavement Support (Late Spring)
- Dementia Support
- Exercise Class Support (Generation Games)
- Fundraising Support
- My Community Link
- TeaBooks
- Tech Buddy
- Telephone befriending (Phone Friends)

People are also increasingly wanting to volunteer for short bursts and we need to be able to create flexible opportunities to accommodate this. Our Phone Friends service is a case in point, having moved from an office-based service to a home-based one, which makes it easier for volunteers to fit phone calls into their lives.

Phone Friends

Our Phone Friends service offers a great many volunteering opportunities. It is a free telephone befriending service aimed at over 50s who have limited social contact. Friendships are established through regular, weekly calls made by a dedicated team of volunteers.

The service has managed significant growth over the last eighteen months as people transferred from our short-term Covid response telephone support service into Phone Friends and the service responded to the increase in isolation and loneliness caused by the pandemic and successive lockdowns. The following table shows that growth:

The year in numbers	Apr 20 – Mar '21	Apr 21 – Mar '22	Growth
Number of Phone Friends supported	504	704	+160
Number of volunteers	143	175	+32
Total number of telephone calls	19,778	25,747	+5,969

During the last year, the team have developed new training and support resources for volunteers and have completed the shift towards a remote working model and the future looks positive for this important service as we create closer links between Phone Friends and the Helpline and develop relationships with corporate partners for both fundraising and volunteering opportunities.

Like the Helpline, Phone Friends is another vitally important service that starts the year without funding and faces the constant challenge of fundraising if we are to continue to meet growing levels of need.

Story of difference
Recently trained Phone Friend volunteer, Marian, is matched to Helen, a charming older lady who has no family and is wheelchair bound.
Helen and Marian were both really looking forward to their first call. However, when Marian called Helen, she mentioned that she was having some chest pains and felt unwell and wasn't sure what she should do. Marian acted very professionally and suggested that they end the call and Helen phone 111. Marian phoned back later to see if everything was OK.
Helen was so thankful for Marian's advice. She had called 111 and was taken very seriously. After undergoing tests, the pain was linked to Helen's anaemia.
Helen and Marian both look forward to their weekly calls and have a special friendship. Marian also has two other Phone Friends and is enjoying volunteering.
(NB names have been changed to protect anonymity.)

What Phone Friend volunteers say - extract from a call log
'Hilda has gone from no carer visits to carers four times a day and was feeling very worried and low – she was so relieved when I phoned and shared her worries. A very good call.
John was feeling very low this morning, mourning his wife – he then recalled the wonderful camping holidays with their dogs. He sounded 10 years younger by the end.'
Tom had a fall, and his wife was in hospital overnight. He can sometimes sound as though he doesn't want to talk to me, so I said 'Tom – I'm not compulsory, you don't have to speak to me' 'Oh but I want to – I love our chats'.
Just a reminder how worthwhile Phone Friend calls are.'

Generation Games

The pandemic and successive lockdowns have had a massive impact on older people, too many of whom have experienced de-conditioning as a result. Our network of 80 evidence-based, weekly exercise classes closed in March 2020, since when our physical activity offer has been online and in the shape of home exercise packs. With a grant from the Charities Aid Foundation, we were able to produce a series of condition specific home exercise packs, including DVDs, and during the year we

distributed almost **5,500** packs.

In addition to the packs, we have made over **2,000** motivational wellbeing telephone calls to people on our database to check in and discuss exercise opportunities available to them, run a regular weekly online exercise class, *Move More Mondays,* plus **19** classes per week on Zoom. In order to safeguard participants, staff and volunteers have monitored the classes.

This blended online and home-based exercise programme has been valued by people, but for many people there is no substitute for a regular, weekly in-person class and in the autumn of 2021, we began the task of re-establishing the network of exercise classes. This task has not been without challenges – not everyone has been comfortable and confident to return to in-person classes, some venues have not re-opened and many of our qualified tutors had needed to find other work and are no longer available to teach classes. In spite of the difficulties, we had re-established 16 in-person classes and, with a small wobble around the turn of the year when the new Omicron variant was causing concern, the network has gradually grown to 20 classes.

As the in-person classes re-open, participants in the online classes are slowly reducing, as this table for the final quarter of the year demonstrates:

	Jan '22	Feb '22	Mar '22	Total
Participants in Zoom classes – numbers gradually reducing	**134**	**127**	**90**	**162**
Participants in re-opened in-person classes – numbers gradually building back	**63**	**217**	**269**	**303**
People receiving a home exercise pack				**1,341**
People accessing You Tube classes - numbers reducing	**3,279**	**3711**	**2676**	**9,666**

Community activities

Pre-pandemic, our Community Development team were running 169 regular social activities across the county, all of which stopped when the country locked down. During 2021 / 22 we created virtual groups, outdoor drop-ins and walk and talks - an average of 13 a month - in response to ongoing social distancing measures. As we move into 2022 / 23, we are very much looking forward to bringing people together again for a variety of social activities, whilst recognising that some older people continue to feel very cautious about mixing with groups of people.

In addition to these activities, the team also deliver the **Late Spring** bereavement support service. In-person Late Spring groups restarted in March, and over the year over 100 people attended virtual or in-person groups, walk and talk groups or benefitted from telephone support. With the continued support of our friends at Pharsalia, all of our Late Springers were able to enjoy a Christmas gift and a lunch or new year afternoon tea together.

Silver Pride: in February, the team created new social opportunities for people in later life identifying as LGBTQ+ and started Silver Pride groups in February. Although numbers attending remain low, they are slowly building and with increased marketing and networking, we are confident the groups will grow.

Age of Creativity project

The aim of our Age of Creativity project is to ensure that older people, both locally and nationally, have agency and equity of access to creativity and culture. This means that the project has closely interwoven national and local elements.

Nationally, the work is funded by the Esmee Fairbairn Foundation, and this has been a year of real progress as Covid had strongly reinforced the value of creativity. **15** Age Friendly Creative training sessions were delivered nationally, more than double our original target, whilst **152** colleagues form the national Age UK network took part in creative and cultural training and development opportunities across England. **7821** people have engaged in content shared by the Age of Creativity network and festival.

Locally, **16** TeaBooks groups survived Covid-19 and we were delighted to take the groups into the Age UK Oxfordshire family when the excellent BookFeast sadly decided it was time to wind down their activities. **196** participants continue to take part in regular Teabooks groups, and we have plans to grow and develop the network of groups.
332 organisations and individuals continued to support our local delivery, as part of the Oxfordshire Age Friendly Creative Network.

Working with communities to create an age-friendly Oxfordshire

We have continued to support the Age Friendly Banbury Partnership, which has focused on four clear priorities for local action which were identified through consultation – Getting About, Getting Connected, Community Services and Town Centre. The existence of the partnership has undoubtedly strengthened the local response to the pandemic, and as we emerge from lockdown, more organisations have taken the age-friendly pledge.

33 Age Friendly Creative Ambassadors became members of our lived experience group of older people and are doing an amazing job ensuring that creative and cultural experiences are more age friendly.

What our Age Friendly Creative Ambassadors (AFCAs) say:

'I feel it's very important for us 'older people' to get active, creative and enjoy culture. We can do this by sharing our experiences, listening to what people want and making sure they know what's going on out there. They may think, 'I would like to do that', 'If they can do it, then so can I'. I want older people to be as active as possible as this may cut down on health problems. It also gives the feel good factor. Helen helps us achieve this and enriches our lives. Helen is so encouraging.'

'I feel that Helen gently encourages us to get creative and use our minds. Helen always listens to what we have to say and asks for our input. So session are 'older people' led. Our thoughts may take longer to come and a bit longer to process but those thoughts are still there!'

'The world should know that AFCA makes everything possible. Nothing is impossible. "You can dance from your chair". Thank you both for everything.'

'I've been overwhelmed by the amazing creative people that I've met since being part of the AFCAs group. Being part of a group in later life gives support to try different creative activities and find out about many aspects of culture that they were not aware of.'

'Having access to various cultural organisations organised and giving our feedback on the visits on behalf of older people is so important. Many thanks to Helen Fountain who has encouraged and supported the group throughout the period of Covid.'

'It's a great time to try new experiences and discover things you've never tried before. There is more time to have a go at things. I would say you don't have to be brilliant at anything, just trying out creative ideas can have a really positive impact on how you feel.'

'I think it provides opportunities for sharing thoughts and suggestions and it's great that ideas are then used. It's using people's life experience to make changes but it also highlights the range of activities which are available'.

Changing how society views older people & carers through our influencing & campaigning work

Capacity for campaigning has been limited during the year when much of our focus and so much of our energy has been on building back after the pandemic, but we have very consciously ensured that we use positive images of EngAGE and other publications - no wrinkly hands! And as the year draws

to a close, the focus of our campaigning has been on cost of living, and specifically around increasing take up of Pension Credit.

Strengthening our infrastructure

Over the year, we have focused on **five workstreams** to strengthen our infrastructure and support the development of a new **three-year Strategic Plan** for the organisation.

1 **Theory of Change:** working with the New Economics Foundation, we have developed a new Theory of Change for the organisation, refreshing our vision and mission statements and setting five ambitious goals for the next three years. These goals are the cornerstones of our new Strategic Plan, and as the year ends, we are working on the related measures to track progress against the goals and better understand our impact.

2 **Digital Transformation:** a major project to replace our client management system took shape during the year, with several small 'test and learn' projects in separate areas of the organisation, some of them supported by 'Tech for Good' funding through CAST and Catalyst, some piloting work with Salesforce, others working with Oxford Code Labs, all driven by service imperatives. As the year ends, we are pausing to reflect, taking some external advice and developing a business case to enable us to move the whole organisation forward digitally. This major project will represent a significant investment for the organisation and should enable us to use less frontline time recording data in different places, focussing instead on client facing work.

3 **Equality, diversity and inclusion:** the pandemic brought inequalities into very sharp focus and led us to work with the National Centre for Diversity on a Diversity Cultural Audit of the organisation. This has resulted in some clear pointers towards areas for improvement in our practice and the development of an Equality, Diversity and Inclusion Action Plan, which we are tackling energetically. We were delighted to be recognised by the Centre as one of their Top 100 Most Inclusive Workplaces.

4 **Engagement and co-production:** this work to embed engagement and co-production principles in everything we do was focussed initially on the development of our new Strategic Plan – what do people want from their local Age UK? Over 400 people responded to our consultation and their feedback has shaped our new plan very significantly. This workstream will continue as 'business as usual', helping us to continue to shape what we do and how we do it to ensure it is always responsive to the needs and aspirations of older people.

5 **Communications and marketing:** in response to our consultation on the Strategy, people told us that this was an area in need of attention and improvement. We undertook a detailed piece of work looking at the needs and expectations of key stakeholders and developed a series of goals to ensure that we are meeting those needs. We have built additional capacity into our marketing team with the appointment of a Marketing Manager, and we look forward to strengthening this area of work in the forthcoming year.

In addition to these five focused workstreams, there have been several other key areas of focus and development during the year:

Fundraising: the fundraising landscape continued to be challenging with the pandemic limiting both face to face fundraising activity and the services we were able to fundraise for. This was the second year of the current 2020-2023 three-year fundraising strategy with the team having to respond to the ongoing shifting external environment, reshaping our activities to work within the ongoing restrictions.

Most community and event fundraising was once again postponed into the next year but despite this restriction we were able to raise **£12,771** from community fundraising, which included virtual funeral collections, local community lotteries, and a team hosting the café at Oxford County Hall for Open Doors Oxford.

£189,430 was raised from 24 Trusts and Foundations. Many of these were focused on Covid recovery activities, supporting people in their homes, such as homebased exercise programmes and support to keep our expanded telephone befriending service running. Our strong financial footing following the previous year's fundraising success meant that we had to work much harder to secure funding from funders who were prioritising organisations faced with closure or were closed to applications having given unprecedented amounts in the previous year.

£22,893 was donated from organisations such as supermarkets, churches, care homes, corporate employee match funding and organisations who had chosen us as their charity of the year.

£15,144 was kindly donated by individual donors as one-off donations or as regular donations, many using our website to donate, others sending in donation forms from the back of EngAge or sending in heartfelt letters of gratitude for the service they have received.

£67,485 was received in legacies from gifts left in wills. During the year, we wove legacy messaging into a variety of places such as EngAge, staff newsletters, and created Legacy posters. The team also produced a Legacy Information booklet.

Staff wellbeing, support and development: as already noted, the pandemic has taken a significant toll on staff and we have put in place a variety of measures during the year to support staff, including Wellbeing Days and weekly 'Midweek Mindfulness' sessions. Team meetings are focusing on wellbeing and regular supervision and support sessions are also placing greater emphasis on health and wellbeing. Additionally, we have enhanced our Health Package for staff with counselling sessions.

This year has also seen the introduction of a new e-learning platform, which has improved access both to mandatory training but also to self-directed learning and development opportunities. This has been well-received and is being widely used by staff.

In conclusion

We are indebted to our **funders,** both large and small, including Oxfordshire County Council, Oxfordshire Clinical Commissioning Group, Esmee Fairbairn Foundation, Oxfordshire Community Foundation, Garfield Weston, Pharsalia, Sanctuary Housing and many other trusts and foundations, who have enabled us to maintain support to older people through a period of continued uncertainty. We also hugely appreciate the financial support from individual donors during the year. We start every year with a fundraising mountain to climb, travelling in hope that we shall be able to continue to provide vital unfunded services, including the Helpline and Phone Friends.

We are grateful to our delivery **partners,** with whom we share responsibility for delivering on our main contracts as well as to the myriad statutory, voluntary and community sector organisations and agencies with whom we work to ensure better outcomes for older people. We are very much stronger together and this year the ties between us have continued to grow stronger, reinforcing that our future lies in collaboration and not competition. I would like to take this opportunity to thank all the partners with whom we work - both formally and informally - for their willingness to share and their creativity in the face of the challenges we face together.

This has been another extraordinary year for the organisation and for our society more widely. I would like to pay tribute to our amazing team of **staff and volunteers**, led by our wonderful senior leaders. They have continued to give their all to maintain support to older people over an extended period of significant challenges and uncertainty. Most have faced personal as well as work pressures for a second year and their energy, commitment and creativity have been a real inspiration to us all. The Board of Trustees is very proud of them, their achievements, and the positive difference they are making to the lives of older people. I also extend my thanks to my fellow **Trustees,** who have generously given time during the year to ensure the organisation has been able to develop a new strategic plan and continues to be well-governed, resilient and focused on providing that much needed support to older people in Oxfordshire.

Trustees and Management

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

Mrs D Logan	(resigned 4 November 2022)
Mrs E Jackson	(resigned 28 May 2021)
Mrs K C Rogers	
Dr S Herbertson	(resigned 20 November 2021)
Prof A Ogilvie-Smith	(resigned 21 January 2022)
Mr D P Ryan	(resigned 8 June 2021)
Mr N C Greenhalf	
Miss A Pavey	
Ms T Ajmal	
Ms J Buckingham	
Mr J Jackson	
Mr C Playford	(resigned 10 January 2022)
Ms S T Livadeas	(appointed 12 November 2021, resigned 4 October 2022)
Dr G J Bartholomew	(appointed 22March 2022)
Ms J Bligh	(appointed 22March 2022)

Executive team

Ms P Thewlis	Chief Executive Officer
Mr N Gowing	Director of Finance and Enterprise

Structure, governance and management

Age UK Oxfordshire is a registered Charity, Number 1091529 (previously 268017). It was incorporated as a company limited by guarantee on 23rd November 2001 Company Number 4328143, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

The board adopted revised articles of association on 27 March 2020.

Members guarantee to contribute an amount not exceeding £1 each, to the assets of the Charitable Company in the event of winding up. The total amount of such guarantees at 31 March 2022 was 9.

Organisational Structure

A Board of at least five Trustees, governs the Charity. Full meetings are held six times a year.

Trustees may delegate any of their functions to committees consisting of two or more individuals appointed by them (but at least one member of every committee must be a Charity Trustee and all proceedings of committees must be reported promptly to the Charity Trustees). They have exercised this power and set up the Finance Review Group to monitor financial performance in a smaller, focused group inviting other Trustees as and when appropriate. This role has been delegated to the Finance Review Group by the Board under Article 8, and reports to the Board through a Chairperson appointed by the Board. The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of Recruitment and Appointment of Trustees

Trustees are appointed to the Board of Age UK Oxfordshire under Article 5 of its Articles of Association:

- Any person who is willing to act as a Charity Trustee of the Charity and is permitted to be so appointed by the law and the Articles, may be appointed to be a Charity Trustee by a decision of the Charity Trustees.
- Charity Trustees shall hold office for an initial term of three years and may be reappointed for up to two further terms of three years each. Provided the Charity Trustees are satisfied there are exceptional circumstances, Charity Trustees may be reappointed for a fourth and final term of up to three years.
- As an integral part of the recruitment process the Board continually reviews the mix and skills base of the Trustees.

On appointment the Trustees are provided with a full induction pack, which includes:

- CC3 – The Essential Trustee: what you need to know
- Copy of the Memorandum & Articles of Association
- Copies of the last 3 years Audited Accounts
- Trustees Code of Conduct / Confidential Policy
- Copies of the minutes of the last 6 Trustees' meetings
- As part of the ongoing commitment to Trustee involvement we actively encourage the shadowing of projects.

Connected Charities

Age UK Oxfordshire is a Brand Partner of Age UK and belongs to the Age England Association.

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1st November 2012). It was incorporated as a company limited by guarantee on 29th June 2012 Company Number 08125002, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association. Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1st January 2013. Age UK Oxfordshire has control of the board and the accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and as part of these consolidated accounts.

Financial review

The group posted a positive movement in funds of £152,407 (2021: £325,757). Age UK Oxfordshire showed a surplus of £53,109 (2020: £286,009). This is the fifth successive year of surplus following two years of deficits, and puts us in a strong position to withstand the continuing challenges and operating difficulties.

Consolidated funds now stand at £1,419,009 while those of the charity amount to £990,857, including £1,250 of restricted funds.

The trustees originally set a budget for 2022/23 designed to generate a small deficit to be funded out of reserves and are confident this can be achieved.

Reserves Policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income; the experience of the challenges of operating with Covid-19.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows a range for AUKO of £752k-1,002k, and for Carers of £376k-527k. The calculated free reserves at 31 March 2022 were £871k for AUKO, and £512k for Carers.

The respective trustee boards have decided to set aside an amount of £150k in AUKO, and £50k in Carers from reserves to fund the future development of digital systems in the charities. These are shown as designated reserves in the accounts.

The trustees are satisfied that on this basis both charities have reserves within the desired range but will continue to monitor the situation closely.

Risk Management

The Trustees of Age UK Oxfordshire/ Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The review has identified the following major risks to the organisation;

- System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data
- Major fraud or error
- Reputational damage, caused by actions of staff, volunteers or trustees.
- Failure to meet contracted client service levels
- Health and safety incident, caused by significant accident or other action

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately. Trustees and management periodically undertake "deep dive" reviews to better understand the risks affecting the business, and the mitigations that are in place to counteract them.

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Age UK Oxfordshire on a day to day basis. All directors give of their time freely and none received remuneration in the year.

The Nomination and Remuneration Committee reviews the pay of staff on an annual basis, with reference to similar organisations of a comparable size. The total pay for senior staff (there are 9 FTE for 2021/22; 2020/21 - FTE 10) was £319,373, with two members of staff receiving between £50,000 and £60,000 pa (2020/21- two).

Trading company – Age UK Oxfordshire Trading Ltd

Age UK Oxfordshire Trading Ltd (AUKOT) is a wholly owned subsidiary undertaking of Age UK Oxfordshire (the charity). The principal activities are the sale of purchased goods, film making and training consultancy.

Trading company – Ethical Legal Services Ltd

Ethical Legal Services Ltd (ELS) is a wholly owned undertaking of Age UK Oxfordshire (AUKO). The principal activity of ELS (trading as Beacon) is the expansion of its highly successful NHS Continuing Healthcare (CHC) advice, support, advocacy and active casework service, and the operation of the NHS England national free CHC advice line.

Action for Carers (Oxfordshire) Ltd

Action for Carers (Oxfordshire) Ltd (AfCO) is a registered Charity and a company limited by guarantee. Age UK Oxfordshire has control of the AfCO Board.

AfCO receives funding from Oxfordshire County Council and provides support and guidance for adult carers (and since 1 April 2021 young carers too) across Oxfordshire.

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK Oxfordshire for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, 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 accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

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

The trustees' report was approved by the Board of Trustees.

JR Jackson
Mr J Jackson (Co-Chair)
Trustee
Dated: 12 December 2022

AGE UK OXFORDSHIRE

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Age UK Oxfordshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the Group Statement of Financial Activities, the Company Statement of Financial Activities the Group Balance Sheet, the Company Balance Sheet, the Group Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

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 2022 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 accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 require us to report to you if, in our opinion:

- Adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company's financial statements are not in agreement with the accounting records and returns : or
- Certain disclosures of directors' remunerations specified by law are not made; or
- We have not received all the information and explanations we require for our audit

Responsibilities of Trustees

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

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.

2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.

3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
    a. Reviewing the controls set in place by management

    b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

c. Challenging management assumptions with regard to accounting estimates

d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Samantha Daniels

12 Dec 2022

Samantha Daniels (Senior Statutory Auditor)
For and on behalf of Shaw Gibbs (Audit) Limited
Chartered Certified Accountants
Statutory Auditor

264 Banbury Road
Oxford, OX2 7DY

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £	Unrestricted funds £	Restricted funds £	Total 2021 £
Income:							
Voluntary income	3	638,632	6,560	645,192	979,881	123,274	1,103,155
Charitable activities		2,845,968	0	2,845,968	2,646,179	0	2,646,179
Investment income	5	14,269	0	14,269	8,204	0	8,204
Trading activities for generating funds		587,803	0	587,803	489,888	0	489,888
Activities for generating funds		342,114	0	342,114	197,953	0	197,953
Total income and endowments		**4,428,787**	**6,560**	**4,435,347**	**4,322,105**	**123,274**	**4,445,379**
Expenditure:							
Raising funds							
Costs of generating voluntary income		51,915	0	51,915	50,666	0	50,666
Costs of generating funds		215,260	0	215,260	212,112	0	212,112
Costs of trading subsidiaries		563,705	0	563,705	483,351	0	483,351
Investment management		1,122	0	1,122	935	0	935
Charitable activities							
Cost of charitable activities		3,451,811	33,406	3,485,217	3,294,007	119,648	3,413,655
Total Resources expended	7	**4,283,813**	**0**	**4,317,219**	**4,041,071**	**119,648**	**4,160,719**
Net gain/(loss) on investments		34,279	0	34,279	41,097	0	41,097
Net incoming/(outgoing) resources					322,131	3,626	325,757
Taxation		0	0	0	0	0	0
Net movement in funds		**179,253**	**(26,846)**	**152,407**	**322,131**	**3,626**	**325,757**
Fund balances at 1 April 2021		1,238,506	28,096	1,266,602	916,374	24,470	940,845
Fund balances at 31 March 2022		**1,417,759**	**1,250**	**1,419,009**	**1,238,506**	**28,096**	**1,266,602**

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

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Fixed assets					
Tangible assets	11,12	43,107	57,694	31,744	46,479
Investments	13	685,984	426,705	352,586	238,377
		729,091	484,399	384,330	284,856
Current Assets					
Debtors	17	554,067	513,290	328,993	580,046
Cash at bank and in hand		914,389	996,488	619,360	641,162
		1,468,456	1,509,778	948,352	1,221,208
Creditors: amounts falling due within one year	18	(723,989)	(654,081)	(287,277)	(494,822)
Net current assets		744,467	855,697	661,076	726,386
Total assets less current liabilities		1,473,558	1,340,096	1,045,406	1,011,242
Creditors: amounts falling due after more than one year	19	(54,549)	(73,494)	(54,549)	(73,494)
Net assets		**1,419,009**	**1,266,602**	**990,857**	**937,748**
Income funds	22				
Restricted funds		1,250	28,096	1,250	28,096
Unrestricted funds:					
Designated		200,000	0	150,000	0
General		1,217,759	1,238,506	839,607	909,652
Total Charity funds		**1,419,009**	**1,266,602**	**990,857**	**937,748**

The financial statements were approved by the board of directors and authorised for issue on 12 Dec 2022 and are signed on its behalf by:

JR Jackson
Mr J Jackson (Co-Chair)
Trustee

NC Greenhalf
Mr N C Greenhalf
Trustee

Company Registration no. 4328143

CHARITY STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £	Unrestricted funds	Restricted funds	Total 2021 £
Income:							
Voluntary income	4	616,541	6,560	623,101	942,884	123,274	1,066,158
Charitable activities		2,134,795	0	2,134,795	2,039,810	0	2,039,810
Investment income	6	7,924	0	7,924	5,513	0	5,513
Activities for generating funds		342,114	0	342,114	197,953	0	197,953
Total income and endowments		**3,101,374**	**6560**	**3,107,934**	**3,186,160**	**123,274**	**3,309,434**
Expenditure:							
Raising funds							
Cost of generating voluntary income		27,267	0	27,267	26,235	0	26,235
Costs of generating funds		215,260	0	215,260	212,112	0	212,112
Investment management		763	0	763	608	0	608
Charitable activities							
Cost of charitable activities		2,792,338	33,406	2,825,744	2,690,383	119,648	2,810,031
Other							
Inter-company debt provision		0	0	0	0	0	0
Total Resources expended	8	**3,035,628**	**33,406**	**3,069,034**	**2,929,338**	**119,648**	**3,048,986**
Net gain/(loss) on investments		14,209	0	14,209	25,561	0	25,561
Net incoming/(outgoing) resources		79,955	(26,846)	53,109	282,383	3,626	286,009
Net movement in funds		**79,955**	**(26,846)**	**53,109**	**282,383**	**3,626**	**286,009**
Fund balance at 1 April 2021		909,652	28,096	937,748	627,269	24,470	651,739
Fund balances at 31 March 2022		**989,607**	**1,250**	**990,857**	**909,652**	**28,096**	**937,748**

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.
All of the above results are derived from continuous activities. There are no other gains and losses other than those stated above.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Cash flows from operating activities					
Cash generated from operations	26		146,441		210,587
Investing activities					
Purchase of tangible fixed assets	11	(3,540)		(8,259)	
Purchase of investments		(225,000)		(225,000)	
Net cash used in investing activities			(228,540)		(233,259)
Net (decrease)/increase in cash and cash equivalents			(82,099)		(22,672)
Cash and cash equivalents at beginning of year			996,488		1,019,160
Cash and cash equivalents at end of year			914,389		996,488

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Company information

Age UK Oxfordshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT.

1.1 Accounting convention

The account have been prepared in accordance with:-

a) Charity SORP (FRS 102) (effective 1 January 2019)

b) The Companies Act 2006

c) The historical cost basis of accounting except for investments which have been included at market value.

Age UK Oxfordshire meets the definition of a public benefit entity under 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 Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line by line basis and are shown in notes 14, 15 and 16. The company has taken advantage of the exception in FRS 102 section 33A and has not disclosed transactions or balances with its subsidiaries.

1.2 Charitable funds

Unrestricted Funds are represented by donations and other incoming resources generated for charitable purposes, remaining unspent at the period end.
Designated Funds are funds set aside out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted Funds are represented by income received for specific purposes as laid down by the donors. Expenditure meeting the criteria of the specified purposes is charged against the funds, together with a fair allocation of Overheads and Support Costs.

1.3 Incoming resources

Grants, donations and voluntary income received by way of gifts to the Charity are included in full in the Statement of Financial Activities on a receivable basis.

Income from legacies is also accounted for on a receivable basis, being recognised in the Statement of Financial Activities in the period in which receipt becomes probable.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives.

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold Property — Over the term of the lease
- Office and IT Equipment — Over 3 years

1.6 Fixed asset investments

Listed investments are stated at market value. Changes in market value are credited or charged to the Statement of Financial Activities. Gains and/or losses arising from the disposal of shares are recognised as being realised whereas gains and/or losses arising from the movement in share prices are recognised as being unrealised.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.8 Retirement benefits

The Charity participates in the Age Concern Pension and Life Scheme which was opened with effect from 1st December 2008; this is a defined contribution scheme. The Charity participates in the Age Concern Retirement Benefits Scheme, which with effect from 1st October 2001 had a defined contribution section and a defined benefit section. The Scheme closed to future accrual on 30th November 2008.

Please see Note 21 for further information. The assets of both schemes are held separately from those of the Charity, in a fund administered by Age UK.

1.9 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

1.10 Corporation tax

Age UK Oxfordshire is a charitable institution with exemption from UK Corporation Tax under Section 478 of the Corporation Tax Act 2010.

1.11 Value Added Tax

Value added tax is not recoverable by the Charity and is included in the relevant costs in the Statement of Financial Activities.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only

that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Voluntary income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations and gifts	55,399	0	55,399	109,618
Legacies receivable	67,485	0	67,485	111,500
Grants receivable for core activities	515,748	6,560	522,308	882,037
For the year ended 31 March 2022	**638,632**	**6,560**	**645,192**	1,103,155
For the year ended 31 March 2021	979,881	*123,274		1,103,155

*Prior year restricted funds included the sum of £90,239 received from the Coronavirus Job Retention Scheme

4 Voluntary income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations and gifts	53,308	0	53,308	109,102
Legacies receivable	67,485	0	67,485	111,501
Grants receivable for core activities	495,748	6,560	502,308	845,555
For the year ended 31 March 2021	**616,541**	**6,560**	**623,101**	1,066,158
For the year ended 31 March 2020	942,884	*123,274		1,066,158

6 Investment income – consolidated

	2022 £	2021 £
Income from listed investments	13,723	7,104
Interest receivable	546	1,190
	14,269	**8,204**

6 Investment income – Charity

	2022	2021
	£	£
Income from listed investments	7,878	4,323
Interest receivable	466	1,190
	7,924	**5,513**

7 Total resources expended – Consolidated

	Staff Costs	Depr't'n	Other Costs	Total 2022	Total 2021
	£	£	£	£	£
Raising funds					
Costs of generating voluntary income	51,915	0	0	51,915	50,666
Costs of generating funds	215,260	0	0	215,260	212,112
Costs of trading subsidiaries	477,089	2,276	84,340	563,705	483,351
Investment management	0	0	1,122	1,122	935
	744,264	2,276	85,462	832,002	747,064
Charitable activities					
Activities undertaken directly	2,373,685	15,851	1,095,681	3,485,217	3,413,655
For the year ended 31 March 2022	3,117,948	18,128	1,181,143	**4,317,219**	
For the year ended 31 March 2021	2,939,170	21,357	1,200,192		4,160,719

Totals for the year are shown net of intra-group charges of £130,161 (2021 £123,794).

8 Total Resources expended – Charity

	Staff Costs £	Depr't'n £	Other Costs £	Total 2022 £	Total 2021 £
Raising funds					
Costs of generating voluntary income	27,017	0	250	27,267	26,235
Costs of generating funds	203,658	0	11,602	215,260	212,112
Investment management	0	0	763	763	608
	230,675	0	12,615	243,290	238,955
Charitable activities					
Activities undertaken directly	2,124,038	14,735	686,970	2,825,744	2,810,031
For the year ended 31 March 2022	2,354,713	14,735	699,585	**3,069,034**	
For the year ended 31 March 2021	2,244,665	17,605	786,717		3,048,986

9 Net incoming resources are stated after charging:

	Group		Charity	
	2022	2021 £	2022	2021 £
Depreciation	18,128	21,357	14,735	17,605
Auditor's remuneration	25,226	17,920	20,100	12,500
Trustee/director indemnity	720	650	720	650

10 Employees

Number of employees

The average monthly number of employees during the year was:

	Group		Charity	
	2022 Number	2021 Number	2022 Number	2021 Number
Direct charitable	147	130	119	113
Administration and support	19	22	16	22
	166	**152**	**135**	**135**

	Group		Charity	
	2022 £	2021 £	2022 £	2021 £
Wages and salaries	2,884,269	2,626,038	2,108,125	1,963,308
Social security costs	190,540	184,395	128,175	132,472
Pension contribution	111,934	99,932	61,589	58,660
Recruitment, retention and training	70,298	33,311	60,081,02	31,317
Temporary staff	6,744	0	6,744	0
	3,263,785	**2,943,676**	**2,364,714**	**2,185,758**

There were no employees whose annual remuneration was in excess of £60,000 (2021 – nil).

During the year no trustee received remuneration in respect of their duties

11 Tangible Fixed Assets – Consolidated

	Leasehold property	Office and IT Equipment	Total
	£	£	£
Cost			
At 1 April 2021	79,709	144,340	224,050
Additions	0	3,540	3,540
At 31 March 2022	79,709	147,880	227,590
Depreciation and impairment			
At 1 April 2021	37,633	128,722	166,356
Depreciation charged for the year	10,486	7,642	18,128
At 31 March 2022	48,119	136,364	184,483
Carrying amount			
At 31 March 2022	**31,590**	**11,516**	**43,107**
At 31 March 2021	42,076	15,618	57,694

12 Tangible Fixed Assets – Charity

	Leasehold property	Office and IT Equipment	Total
	£	£	£
Cost			
At 1 April 2021	75,598	118,377	193,975
Additions	0	0	0
At 31 March 2022	75,598	118,377	193,975
Depreciation and impairment			
At 1 April 2021	35,578	111,918	147,496
Depreciation charged for the year	9,972	4,763	14,735
At 31 March 2022	45,551	116,681	162,232
Carrying amount			
At 31 March 2022	**30,048**	**1,696**	**31,744**
At 31 March 2021	40,020	6,458	46,479

13 Fixed asset investments – Consolidated

	Listed Investments £	Shares in Subsidiaries £	Total £
At 1 April 2021	**426,705**	0	**426,705**
Additions	225,000	0	225,000
Change in value in the year	34,279	0	34,279
At 31 March 2022	**685,984**	**0**	**685,984**

Fixed asset investments – Charity

	Listed Investments £	Shares in Subsidiaries £	Total £
At 1 April 2021	238,377	1	238,378
Additions	100,000	0	100,000
Change in value in the year	14,209	0	14,209
At 31 March 2022	**352,586**	**1**	**352,587**

Share in subsidiary companies at cost:

	2022 £	2021 £
Age UK Oxfordshire Trading Limited	25,000	25,000
Less: provision	(25,000)	(25,000)
Ethical Legal Service Limited	1	1
	1	**1**

14 Subsidiary Company – Age UK Oxfordshire Trading Limited

The Charity owns the whole of the issued ordinary shares of Age UK Oxfordshire Trading Ltd, a company registered in England & Wales No. 5929408. The subsidiary is used for primary and non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2022**	**2021**
	£	£
Turnover	1050	2,800
Direct expenses	(383)	(1,315)
Gross profit	**667**	**1,485**
Administrative expenses	0	0
Corporation tax	0	0
Net profit/(loss)	**667**	**1,485**
The aggregate of the assets, liabilities and funds was:		
Assets	22,131	21,633
Liabilities	(56,166)	(55,336)
Deficiency of funds	(33,035)	(33,703)

In January 2019, the two charity shops operated by Age UK Oxfordshire Trading Ltd were transferred to Age UK Trading CIC, a subsidiary of the national charity. In recognition of the discontinuation of the main line of business, and the debit balance on the retained earnings account, the trustees made a provision against the investment in subsidiary in the year ended 31 March 2020. The company has continued to trade, but at a lower level of activity.

15 Subsidiary Company – Ethical Legal Services Limited

The Charity owns the sole issued ordinary share of Ethical Legal Services Ltd which trades under the name of Beacon, a company registered in England & Wales No. 8649926. The subsidiary was incorporated on 14th August 2013 and commenced trading activities under the trading name Beacon on 1st September 2013.The subsidiary is used for non-primary purpose trading activities.

All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2022** £	**2021** £
Turnover	586,753	482,706
Direct expenses	(7,981)	(6,044)
Gross profit	**578,772**	**476,662**
Coronavirus JRS Grants	0	4,382
	578,772	481,044
Administrative expenses and interest payable	(555,574	(476,225)
Net Profit/ (Loss)	**23,198**	**4,819**
The aggregate of the assets, liabilities and funds was:		
Assets	118,115	65,211
Liabilities	(228,831)	(189,303)
Deficiency of funds	(100,894)	(124,092)

16 Subsidiary Charity –Action for Carers (Oxfordshire) Ltd

The Charity is a member of Action for Carers (Oxfordshire) Ltd, a charitable company limited by guarantee registered in England and Wales No 8125002 and with Charities Commission No 1149577. The subsidiary was incorporated on 29th June 2012 and commenced charitable activities on 1st January 2013.

All activities have been consolidated on a line by line basis in the SOFA. A summary of the results of the subsidiary is shown below2

Summary of Results of the Subsidiary	**2022**	**2021**
	£	**£**
Incoming resources	867,971	785,619
Resources expended	792549	(752,175)
Net Movement in funds	**75,432**	**33,445**
The aggregate of the assets, liabilities and funds was:		
Assets	842,016	559,941
Liabilities	(325,461)	(121,818)
Surplus of funds	**513,555**	**438,123**

17 Debtors

	Group		**Charity**	
	2022	**2021**	**2022**	**2021**
Amounts falling due within one year:	**£**	**£**	**£**	**£**
Trade debtors	406,648	429,199	93,179	367,713
Amounts owed by group undertakings	0	0	116,738	131,738
Taxes and social security	4,738	0		0
Other debtors	18,268	13		0
Prepayments and accrued income	124,412	84,078	119,075	80,595
	554,067	**513,290**	**328,993**	**580,046**
Deferred Tax	0	0	0	0
	554,067	**513,290**	**328,993**	**580,046**

18 Creditors: amounts falling due within one year

	Group		Charity	
	2022	2021	2021	2021
	£	£	£	£
Taxation and social security	100,164	89,966	37,529	36,722
Trade creditors	142,805	117,569	73,786	102,389
Other creditors	17,776	62,358	8,749	364
Amount owed to group company	0	0	0	8,474
Accruals and deferred income	463,244	384,188	167,213	346,873
	723,989	**654,081**	**287,277**	**494,822**

19 Creditors: amounts falling due after more than one year

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Defined benefit pension (see also note 21)	**54,549**	**73,494**	**54,549**	**73,494**

20 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Within one year	93,364	66,928	51,849	35,792
Between two and five years	181,802	248,556	98,772	124,011
	275,166	**315,484**	**150,621**	**159,802**

21 Pension Scheme

Defined Contribution Plan

Up until September 2018 Age UK Oxfordshire, Age UK Oxfordshire Trading Ltd and Action for Carers (Oxfordshire) Ltd were members of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme. In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost to Age UK Oxfordshire Group for the year was £111,934 (2021: £99,932).

The total pension cost to Age UK Oxfordshire, the charity, for the year was £61,589 (2021: £ 58,660). Contributions of £18,479 (2021: £17,207) were outstanding at the balance sheet date.

Defined Benefits Plan

The Charity is also a participating employer in Age Concern section of the Age UK Retirement Benefits Scheme ("the scheme"). The level of benefits provided by the scheme depends on a member's length of service and their salary at the date of leaving the scheme. This section of the scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the scheme was carried out as at 31 March 2019, and the results of this valuation have been updated to 31 March 2022 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2023 are £20k. These contributions include an allowance for administrative expenses and PPF levies.

The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of the experience since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the projected unit method.

Under FRS 102 the scheme surplus was £5,582k, and Age UK Oxfordshire's share of this surplus was £46k. At 31 March 2022 the accounts showed a provision of £54,549 (2021: £73,494). The trustees want to take a prudent view on releasing any more of this provision, recognising the volatility of the balance sheet calculation from year to year under FRS102, and the unsettled trading conditions in the wake of the Ukraine conflict and related cost of living challenges. They have therefore decided to continue their recent policy of reducing it by the annual employer contributions, until such time as the provision matches the FRS 102 calculation.

22 Funds

Unrestricted Funds

The unrestricted funds of both Charities consist of freely available General Reserves and Designated Funds, where the Trustees have imposed restrictions on the use of the funds.

Restricted Funds

The restricted funds of the Charities are those where the Donor has imposed restrictions on the use of the funds. These funds consist solely of Grants received for specific purposes.

We would like to extend our heartfelt thanks to all our donors, customers, volunteers and supporters for their valued contributions. The year covered by these accounts has been like no other and without the astonishing levels of support we have received we would have been much less effective at a time when our services were most needed.

The following is a list of receipts over £2,000; we do not have sufficient space to acknowledge all contributions except to say that we appreciate every sum received and are grateful for each one.

Donors and Partners

Age UK
Benevity
Charities Aid Foundation
Cherwell District Council
Doris Field Charitable Trust
Oxfordshire Clinical Commissioning Group
Oxfordshire Community Foundation
Oxfordshire County Council
Pharsalia
The Esmée Fairbairn Foundation
The National Lottery Community Fund
West Oxfordshire District Council

Legacies

P Baigrie
J Emerton
D Voss

22 Funds (continued)

Funds Movement – Consolidated

	Balance at 1 April 2021 £	Income £	Expenses £	Transfers £	Balance at 31 March 2022 £
Unrestricted - General					
Charity	909,652	3,115,583	3,035,628	(150,000)	839,607
Action for Carers	438,123	890,072	814,641	(50,000)	463,555
Age UK Trading	(33,703)	1,050	383	0	(33,036)
Ethical Legal services	(124,092)	586,753	563,555	0	(100,894))
*Consolidation adjustment	48,527	(130,393)	(130,393)	0	48,527
Total unrestricted - general	1,238,507	4,463,065	4,284,044	0	1,417,760
Unrestricted - designated	0	0	0	200,000	150,000
Total Unrestricted	1,238,507	4,463,065	4,284,044	0	1,417,760
*Elimination of transactions between group companies					
Restricted					
Arts Partnership (Esmée Fairbairn)	17,734	0	17,734	0	0
Community Lottery Fund	10,362	0	10,362	0	0
Bookfeast	0	6,560	5,310	0	1,250
	28,096	6,560	33,406	0	1,250
Total	**1,266,602**	**4,469,857**	**4,317,450**	**0**	**1,419,009**

22 Funds (continued)

	Balance at 1 April 2020 £	Income £	Expenses £	Balance at 31 March 2021 £
Unrestricted - General				
Charity	627,269	3,211,721	2,929,338	909,652
Action for Carers	404,678	785,620	752,175	438,123
Age UK Trading	(35,188)	2,800	1,315	(33,703)
Ethical Legal services	(128,912)	487,087	482,268	(124,093)
Consolidation adjustments	48,527	(124,025)	(124,025)	48,527
Total unrestricted	916,374	4,363,203	4,041,071	1,238,506
Restricted				
Arts Partnership (Esmée Fairbairn)	3,000	76,654	61,920	17,734
St Michael All Saints	3,333	0	3,333	0
Pye Charitable Settlement	3,125	0	3,125	0
Community Lottery Fund	15,012	46,620	51,270	10,362
Centre for Ageing Better	0	0	0	0
	24,470	123,274	119,648	28,096
Total	**940,844**	**4,486,477**	**4,160,719**	**1,266,602**

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

22 Funds (continued)Transfers

Funds Movement – Charity

	Balance at 1 April 2021	Income	Expenses	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Unrestricted					
General	909,652	3,115,583	3,035,628	(150,000)	839,607
Designated	0	0	0	150,000	150,000
Total unrestricted	909,625	3,115,583	3,035,628	0	989,607
Restricted					
Arts Partnership (Esmée Fairbairn)	17,734	0	17,734		17,734
Community Lottery Fund	10,362	0	10,362		10,362
Bookfeast	0	6,560	5,310	0	1,250
	28,096	6,560	33,406		28,096
Total	**937,748**	**3,122,143**	**3,069,034**	**0**	**990,857**

	Balance at 1 April 2020	Income	Expenses	Balance at 31 March 2021
	£	£	£	£
Unrestricted - General				
Charity	627,269	3,211,721	2,929,338	909,652
Restricted				
Arts Partnership (Esmée Fairbairn)	3,000	76,654	61,920	17,734
St Michael All Saints	3,333	0	3,333	0
Pye Charitable Settlement	3,125	0	3,125	0
Community Lottery Fund	15,012	46,620	51,270	10,362
Centre for Ageing Better	0		0	0
	24,470	123,274	119,648	28,096
Total	**651,739**	**3,334,995**	**3,048,986**	**937,748**

23 Analysis of net assets between funds – Consolidated

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	43,108	0	43,108
Investments	685,984	0	685,984
Current assets	1,467,206	1,250	1,468,456
Creditors: amounts falling due within one year	(723,989)	0	(723,989)
Creditors: amounts falling due after more than one year	(54,549)	0	(54,549)
	1,417,759	**1,250**	**1,419,009**

24 Analysis of net assets between funds – Charity

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	31,744	0	31,744
Investments	352,586	0	352,586
Current assets	947,102	1,250	948,352
Creditors: amounts falling due within one year	(287,277)	0	(287,277)
Creditors: amounts falling due after more than one year	(54,549)	0	(54,549)
	989,607	**1,250**	**990,857**

25 Related party transactions

There were no disclosable related party transactions during the year (2021 – none).

26 Cash generated from operations – Consolidated

	2022 £	2021 £
Surplus for the year	152,406	325,758
Adjustments for:		
Fair value (gains) and losses on investments	(34,279)	(41,097)
Depreciation and impairment of tangible fixed assets	18,128	21,357
Movements in working capital:		
(Increase)/decrease in debtors	(40,777)	(300,705)
Increase/(decrease) in creditors	50,963	205,273
Cash (absorbed by)/generated from operations	**146,441**	**210,587**

INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2022

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Total Income	**4,435,578**	**4,445,379**	**3,107,934**	**3,309,434**
Expenditure				
Staff costs	3,117,948	2,939,170	2,304,633	2,244,665
Other staff costs	579,570	602,249	300,877	328,447
Volunteer costs	1,061	1,395	978	1,274
Activity costs	51,541	40,009	51,541	40,009
Premises costs	130,143	110,411	86,205	83,144
Office running costs	147,588	148,340	110,159	120,996
IT costs	165,840	113,462	134,662	85,822
Marketing costs	29,333	47,223	21,506	28,289
Legal and professional costs	60,385	108,050	40,126	80,273
Bank charges	1,301	876	203	203
Miscellaneous	12,027	12,023	3,228	6,010
Depreciation	18,128	21,357	14,735	17,605
Bad debts	2,584	16,154	180	12,249
Total Expenditure	**4,317,450**	**4,160,719**	**3,069,034**	**3,048,986**
Unrealised gains/(losses) on investment	**34,279**	**41,097**	**14,209**	**25,561**
Excess of income over expenditure	**152,407**	**325,757**	**53,109**	**286,009**

AGE UK OXFORDSHIRE

England & Wales - Charity number 1091529

Accounts



AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

REGISTERED CHARITY NUMBER 1091529
COMPANY NUMBER 4328143

AGE UK OXFORDSHIRE

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

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AGE UK OXFORDSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs D Logan	
Dr J Wardle	(resigned 6 November 2020)
Mrs E Jackson	(resigned 28 May 2021)
Mrs K C Rogers	
Dr S Herbertson	
Prof A Ogilvie-Smith	
Mr D P Ryan	(resigned 8 June 2021)
Mr N C Greenhalf	
Miss A Pavey	
Ms T Ajmal	(appointed 6 November 2020)
Ms J Buckingham	(appointed 6 November 2020)
Mr J Jackson	(appointed 12 February 2021)
Mr C Playford	(appointed 26 March 2021)

Secretary	Mr N Gowing
Charity number	1091529
Company number	4328143
Registered office	9 Napier Court Barton Lane Abingdon OX14 3YT
Auditors	Shaw Gibbs (Audit) Limited 264 Banbury Road Oxford OX2 7DY
Bankers	Lloyds Bank Carfax branch 1 High St Oxford OX1 4AA

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021

Report of the trustees for the year ending 31 March 2021

The trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Objectives and activities

The objective of Age UK Oxfordshire is to promote the welfare of older people in any manner, which is now, or may be deemed by law to be charitable, in and around Oxfordshire.

Our Mission Statement is:

We work within communities to support older people to stay independent and live life to the full.

Our Vision is:

We are working for a world where those we serve are loving life.

Public benefit

The Trustees take into account the Charity Commission's guidance on public benefit and believe that the activities of Age UK Oxfordshire are in line with that guidance, as set out in in the Chair's report below.

Chair's Report 2020 – 21

This has been an exceptional year for the charity, a year in which the organisation faced twin hurdles:

- maintaining support for older people affected by the Covid-19 pandemic and successive lockdowns as needs and circumstances changed, and
- maintaining the safety and wellbeing of staff and volunteers and ensuring the resilience and sustainability of the charity.

Supporting older people through the Covid-19 pandemic

Our over-arching aim is to enable people in later life to live well in their community, remaining fit and healthy for as long as possible and enjoying life. To achieve this, we connect people to the services and support they want and need by providing information, advice, and one-to-one support; we provide personalised, practical support to people in their own homes and we offer a range of activities and opportunities which enable people to maintain their mental and physical health and wellbeing, and enjoy life.

Our work is predominantly in-person, face-to-face. In community venues, in hospitals and other health settings and in people's own homes, a personalised approach, but an approach that was simply not viable in a pandemic.

Most of the people with whom we work are over 70, many with underlying health conditions and therefore at high risk, both directly and indirectly, from Covid-19. We took the difficult decision to stop in-person contact two weeks in advance of the lockdown, which necessitated rapid change as we sought different approaches to support older people, whilst at the same time working to maintain their safety and that of staff and volunteers.

This gave rise to a remarkable year, during which we worked very hard to maintain support and to respond to changing needs, radically changing the way we do things and developing alternatives to our in-person approach. We made best use of the resources available to us by **re-purposing all our funded services** to respond to emerging needs and **rapidly developing new services** to meet pressing needs.

Connecting people to services and support

It immediately became clear that we needed to increase our ability to respond to calls for assistance and our new Covid-19 **Telephone Support Service (TSS)** went live on 23rd of March, staffed by our Community Information Network (CIN) team. The TSS served two purposes:

TSS in numbers to Oct 2020
72 volunteers
500 people supported with regular weekly calls
2,223 people received practical help

1. to take calls from older people, who in the first stages of the pandemic were struggling with emergency supplies and myriad practical issues such as how to manage shopping, collect prescriptions, and access cash
2. to make regular weekly calls to people experiencing isolation, loneliness, and anxiety and who wanted someone to check in on them and chat.

500 callers to the TSS requested a friendly, regular weekly call from us to check in with them and to maintain some social contact whilst they were isolating. These calls were made by our CIN team and by a team of 72 volunteers, some of whom joined us during the pandemic, including a team of 30 staff from Bicester Village Retail Outlet who wanted to use their skills to provide support to people facing challenges.

'You are like an angel, shining a light when the world went dark.'
TSS client describing the difference receiving the calls had made to him

'I so enjoy speaking with T and M each week, they are lovely people and have such different personalities...I still call them each week, I can't believe it's been over a year now!'
Bicester Village staff volunteer

Ongoing benefits gain:	
OSAS	£1.6m
Helpline	£664k
Total	£2.26m

Our **outreach teams** – Carers Oxfordshire, the Community Information Network, Dementia Oxfordshire, Discharge Support, Social Prescribing and Specialist Advice – all responded swiftly to change. They continued to take new referrals, responding with extended telephone calls instead of face-to-face contact. Although referrals were fewer in the early days of the pandemic, they quickly gathered pace again.

Delays in getting a response from other agencies were problematic e.g. delays getting decisions from welfare benefits agencies meant slower progress, but we were still able to support clients to access significant benefits gains, as the box below shows, assistance that was much appreciated:

'I would like to thank the adviser for her kindness and patience in helping me with my Attendance Allowance claim which went through successfully. I could not have done it without her.'

'We did not have a clue where to start. The adviser made everything much easier, we can't thank her enough.'

Feedback from people using our Specialist Advice service

The outreach teams also made regular, pro-active check-in calls to existing clients who were most at risk, either directly or indirectly, from Covid-19. These calls began as practical, 'problem-solving' calls but, as the prospect of social isolation continued for those at high risk, the calls increasingly provided much-needed social contact and emotional support.

Over the course of the year, the teams made **45,744** calls to people at risk.

Demand for our **Phone Friends** service unsurprisingly grew and, by the end of the year, our team of 49 volunteers had grown to 141 and were calling 492 people weekly.

The **Dementia Support team** developed online virtual groups and a volunteer 'keeping in touch' offer as well as a series of information videos available on the website and in early 2021 started providing education sessions virtually.

In addition to their usual referrals, our **social prescribing link workers** undertook welfare checks with older people on the Oxfordshire NHS list of 13,300 'sheltered' patients during the first lockdown and, as soon as the vaccine became available, they provided support to vaccination clinics, ensuring people were OK after the vaccine and providing information packs.

'K has opened a door for me to access a great well of kindness and understanding almost on my own doorstep that I was unaware of until now. To anyone out there who may feel they have been forgotten, are lonely or who are missing a loved one, I wholeheartedly recommend they contact Age UK either directly or through their local GP Practice. There are dozens of people very near to all of us who will respond positively to you and, thanks to K, I am now one of them.'

Feedback on social prescribing from someone *'struggling to come to terms with the loss of my beloved husband'*

The digital divide was highlighted and accentuated by the pandemic with so many services moving online and social contact drastically reduced or in some cases non-existent. Our **Tech Buddies** provided support to enable people to master the skills and feel confident about connecting online.

'I visited Mr and Mrs W and they said 'what a really lovely chap' T (Tech Buddy) was and 'very patient'. They were so grateful to be set up on zoom and they can now contact their family in Australia. RW hasn't seen his brother in 40 years and sounded quite emotional talking about now being able to do this.'

Feedback on Tech Buddy form

Supporting people to maintain their health and wellbeing

Our Generation Games team led the way in developing a 'blended offer' for the 2,000 people who attend one of our regular classes and others wanting structured exercise opportunities. The team moved services online, producing a series of weekly, tailored exercise classes for You Tube, supervised exercise sessions on Zoom for people with long term conditions, and introduced 'Move More Mondays'.

But moving classes online, although popular with many, fails to reach people who do not have digital access so with the support of funding from Oxfordshire Community Foundation, the Contain Outbreak Management Fund and the Charities Aid Foundation, we produced and circulated exercise packs, including tailored home exercise videos, designed to enable older people who are self-isolating to keep moving.

'It is a highlight of my week. I find it really reassuring that I can still do the things I did before lockdown. If I hadn't been joining the weekly Zoom classes I don't think I'd be able to walk to the class, do the class and walk back as I did before.'

'.....thank you for the 'Move More on Monday' programmes which are excellent. It is so good to be able to continue weekly exercises with S.....especially in the past year when we had to stay at home. I feel fortunate to be able to continue her classes online, even at 83. I think the classes at home are for me preferable as I don't have to rely on a lift.'

Feedback from online participants

Our **Creative Later Life** team designed and distributed 1,000 creativity packs, targeting older people at risk of isolation during lockdowns, and the **Community Information Network** team delivered 600 'Bags of Sunshine' and 1,125 'Festive Friends' Christmas parcels and lunches. As well as raising people's spirits, these provided an excuse for volunteers to have safe, doorstop chats and check-ins with individuals who were continuing to isolate at home and who were feeling cut off and lonely, which led to additional support being put in place for some people.

'I received a basket of goodies and just want to say my greatest thanks for what was a wonderful surprise. I have been staying at home since before the lockdown began and so this visit from a lovely young man provided me with much needed company. When I feel low, I pick up the book that was in the bag and remember.'

'As someone on my own the festive friends delivery was very much appreciated. The meal was delicious, and the accompanying bag was so well thought through and put together with the perfect touch of a child's hand decorated Christmas card...it made my Christmas.'

'I really appreciated the visit, and the meal was delicious. I especially loved the cards from the schoolchildren, and I haven't had Christmas pudding for years as I would never think to buy one just for me. Thank you"

We struggled to source sufficient PPE to enable us to maintain our **Home Support Options** or **Footcare** services during the first lockdown but were able to resume the services again in July when PPE supplies became more plentiful. And when the first lockdown eased, we experienced a surge of interest in **Homeshare** as people explored pandemic-proofed ways of receiving a little bit of help.

Keeping people safe, resilience and sustainability

Heroic work from our IT team in the run up to the first lockdown meant that staff were able to adapt quickly to **working remotely** from home and training enabled us to master meeting on Microsoft teams so that we could work efficiently and safely. New virtual initiatives such as Midweek Mindfulness and Tea at Two as well as a home working audit and regular communications helped to support staff wellbeing.

In a year that was unprecedented in so many ways, fundraising was no exception. The **fundraising** year began inauspiciously with the cancellation of a raft of community fundraising events and the need to shelve plans to strengthen corporate fundraising, along with much of our fundraising strategy. All our fee-earning services were suspended and there was no shortage of anxiety as we went into the new financial year. However, many donors, trusts and foundations rose to the challenges imposed by the pandemic and we were successful in securing 32 grants from Trusts and Foundations large and small, which supported the Creativity in Later Life, Dementia Support Services, the Helpline, Home Support Options, Late Spring and Phone Friends, as well as a hugely welcome grant that contributed to core costs. The success of Age UK's national Emergency Appeal also had a favourable impact on our ability to survive the year.

During the year, we also faced the challenge of three separate **competitive tendering exercises** for three of our core services - our Carer Support Service (delivered by our sister charity, Action for Carers Oxfordshire), our Dementia Support Service and the Specialist Support Service. We worked with delivery partners to prepare three successful tenders, and we start the new year looking forward to delivering the re-commissioned services.

We have been able to use the opportunity presented by the increased confidence we feel as a result of more online working to push forward our **Digital Strategy**, spearheaded by Homeshare, Generation Games and the Dementia Support Service (DSS). The DSS commissioned a new database, which has been well received by the team and is already in use. It provides more detailed and accurate data about the service and has made service administration more efficient.

Future plans 2021 - 22

Our priorities for 2021-22 are fundamentally related to enabling older people, whose mental and physical wellbeing has been seriously impacted by the pandemic and successive lockdowns, **to rebuild confidence, regain physical functionality and recover.**

We want to **strengthen our reach** into communities where inequalities take their toll and to enable more people to benefit from information, advice and support, physical activity, creative opportunities, social and friendship opportunities and digital connectivity and confidence - whilst ensuring that all other channels of communication remain open – the 'blended offer'.

We want to further strengthen our vital **partnerships** with Voluntary and Community Sector and statutory colleagues, through the development and delivery of the Oxfordshire Way, to enable people to live well in their local community.

We want to further improve the **effectiveness and resilience** of the organisation by:

- learning from and embedding digital development projects and improving data collection abilities;
- building on our marketing and communications capabilities;
- building on improvements in our impact monitoring capabilities and Theory of Change work;
- developing a strategy for remote, hybrid working;
- further developing a programme of support for the wellbeing and resilience of staff & volunteers, and
- developing a consistent and comprehensive e-learning package for staff.

Two more of our core contracts - the Community Information Network (CIN) and Third Sector Discharge Support Service are due to be **re-commissioned** over the course of the forthcoming year to 18 months and we want to contribute to the co-design of those services.

And finally, closely linked to all of the above ambitions, for the year, 2021-22 we are creating a **new Strategic Plan** for the organisation, in consultation with older people, staff, volunteers and partners, to shape the direction of travel of the organisation from 2022 – 2025.

In summary

This has been an extraordinary year and I would like to pay tribute to our amazing staff and volunteers, superbly led by our senior leaders, who have given their all to maintain support to older people over an extended period of uncertainty and in extremely difficult circumstances. Most have faced personal as well as work pressures and their energy, commitment and creativity have been a real inspiration to us all and have made the Board of Trustees very proud. I also extend my thanks to my fellow **Trustees,** who have generously given extra time during the year to meet monthly to ensure the continuing resilience of the organisation.

We are grateful to our **funders** – Oxfordshire County Council, Oxfordshire Clinical Commissioning Group, the National Lottery Community Fund and others – who communicated to us at an early stage in the pandemic that they wished us to use their funding flexibly to enable us to maintain support to older people. We also hugely appreciated the financial support from individual donors, trusts and foundations during the year – some of it unsolicited – which not only enabled us to continue to provide much-needed services, but served as very welcome moral support in a challenging year.

We are grateful to our delivery **partners,** with whom we share responsibility for delivering on our main contracts as well as to the myriad statutory, voluntary and community sector organisations and agencies with whom we work to ensure better outcomes for older people. We are very much stronger together and this year the ties between us have become even stronger, reinforcing that our future lies in cooperation and not competition. I would like to take this opportunity to thank all the partners with whom we work - both formally and informally - for their willingness to share and their creativity in the face of the challenges we face together.

AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

Trustees and management

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

Mrs D Logan	
Dr J Wardle	(resigned 6 November 2020)
Mrs E Jackson	(resigned 28 May 2021)
Mrs K C Rogers	
Dr S Herbertson	
Prof A Ogilvie-Smith	
Mr D P Ryan	(resigned 8 June 2021)
Mr N C Greenhalf	
Miss A Pavey	
Ms T Ajmal	(appointed 6 November 2020)
Ms J Buckingham	(appointed 6 November 2020)
Mr J Jackson	(appointed 12 February 2021)
Mr C Playford	(appointed 26 March 2021)

Executive team

Ms P Thewlis	Chief Executive Officer
Mr N Gowing	Director of Finance and Enterprise

Structure, governance and management

Age UK Oxfordshire is a registered Charity, Number 1091529 (previously 268017). It was incorporated as a company limited by guarantee on 23rd November 2001 Company Number 4328143, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

The board adopted revised articles of association on 27 March 2020.

Members guarantee to contribute an amount not exceeding £1 each, to the assets of the Charitable Company in the event of winding up. The total amount of such guarantees at 31 March 2021 was 9.

Organisational Structure

A Board of at least five Trustees, governs the Charity. Full meetings are held six times a year.

Trustees may delegate any of their functions to committees consisting of two or more individuals appointed by them (but at least one member of every committee must be a Charity Trustee and all

proceedings of committees must be reported promptly to the Charity Trustees). They have exercised this power and set up the Finance Review Group to monitor financial performance in a smaller, focused group inviting other Trustees as and when appropriate. This role has been delegated to the Finance Group by the Board under Article 8, and reports to the Board through a Chairperson appointed by the Board The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of Recruitment and Appointment of Trustees

Trustees are appointed to the Board of Age UK Oxfordshire under Article 5 of its Articles of Association:

- Any person who is willing to act as a Charity Trustee of the Charity and is permitted to be so appointed by the law and the Articles, may be appointed to be a Charity Trustee by a decision of the Charity Trustees.
- Charity Trustees shall hold office for an initial term of three years and may be reappointed for up to two further terms of three years each. Provided the Charity Trustees are satisfied there are exceptional circumstances, Charity Trustees may be reappointed for a fourth and final term of up to three years.
- As an integral part of the recruitment process the Board continually reviews the mix and skills base of the Trustees.

On appointment the Trustees are provided with a full induction pack, which includes:

- CC3 – The Essential Trustee: what you need to know
- Copy of the Memorandum & Articles of Association
- Copies of the last 3 years Audited Accounts
- Trustees Code of Conduct / Confidential Policy
- Copies of the minutes of the last 6 Trustees' meetings
- As part of the ongoing commitment to Trustee involvement we actively encourage the shadowing of projects.

Connected Charities

Age UK Oxfordshire is a Brand Partner of Age UK and belongs to the Age England Association.

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1st November 2012). It was incorporated as a company limited by guarantee on 29th June 2012 Company Number 08125002, under a Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association. Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1st January 2013. Age UK Oxfordshire has control of the board and the accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and as part of these consolidated accounts.

Financial review

The group posted a positive movement in funds of £325,757 (2020: £161,923). Age UK Oxfordshire showed a surplus of £286,009 (2020: £59,366). This is the fourth successive year of surplus following two years of deficits, and puts us in a strong position to withstand the continuing challenges and operating difficulties while Covid-19 remains with us.

Consolidated funds now stand at £1,266,602 while those of the charity amount to £937,748, including £28,096 of restricted funds.

The trustees originally set a budget for 2021/22 designed to generate a small surplus to go towards reserves. Whilst there are still considerable uncertainties stemming from Covid-19, the group is in a strong position to withstand those pressures.

Reserves Policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income; the experience of the challenges of operating with Covid-19.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows a range for AUKO of £640-890k, and for Carers of £322-473k. The calculated free reserves at 31 March 2021 were £760k for AUKO, and £435k for Carers.

The trustees are satisfied that on this basis both charities have reserves within the desired range, but will continue to monitor the situation closely.

Risk Management

The Trustees of Age UK Oxfordshire/ Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The review has identified the following major risks to the organisation;

- System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data
- Major fraud or error
- Reputational damage, caused by actions of staff, volunteers or trustees.
- Failure to meet contracted client service levels
- Health and safety incident, caused by significant accident or other action

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately. Trustees and management periodically undertake "deep dive" reviews to better understand the risks affecting the business, and the mitigations that are in place to counteract them.

During the course of 2020/21, the trustees met more frequently to monitor more closely the risks, especially those exacerbated by Covid-19. Since the year end the meetings have resumed their normal intervals.

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Age UK Oxfordshire on a day to day basis. All directors give of their time freely and none received remuneration in the year.

The Nomination and Remuneration Committee reviews the pay of staff on an annual basis, with reference to similar organisations of a comparable size. The total pay for senior staff (there are senior staff- FTE 10) for 2020/21 (2019/20, FTE 10) was £359,298, with two members of staff receiving between £50,000 and £60,000 pa.

Trading company – Age UK Oxfordshire Trading Ltd

Age UK Oxfordshire Trading Ltd (AUKOT) is a wholly owned subsidiary undertaking of Age UK Oxfordshire (the charity). The principle activities are the sale of purchased goods, film making and training consultancy.

Trading company – Ethical Legal Services Ltd

Ethical Legal Services Ltd (ELS) is a wholly owned undertaking of Age UK Oxfordshire (AUKO). The principal activity of ELS (trading as Beacon) is the expansion of its highly successful NHS Continuing Healthcare (CHC) advice, support, advocacy and active casework service, and the operation of the NHS England national free CHC advice line.

Action for Carers (Oxfordshire) Ltd

Action for Carers (Oxfordshire) Ltd (AfCO) is a registered Charity and a company limited by guarantee. Age UK Oxfordshire has control of the AfCO Board.

AfCO receives funding from Oxfordshire County Council, and provides support and guidance for adult carers (and since 1 April 2021 young carers too) across Oxfordshire.

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK Oxfordshire for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, 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 accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

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

The trustees' report was approved by the Board of Trustees.



Mrs D Logan (Chair)
Trustee
Dated: 12 November 2021

AGE UK OXFORDSHIRE

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Age UK Oxfordshire (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Group Statement of Financial Activities, the Company Statement of Financial Activities the Group Balance Sheet, the Company Balance Sheet, the Group Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

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 2021 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 accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 require us to report to you if, in our opinion:

- Adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company's financial statements are not in agreement with the accounting records and returns : or
- Certain disclosures of directors' remunerations specified by law are not made; or
- We have not received all the information and explanations we require for our audit

Responsibilities of Trustees

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

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.

2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.

3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
    a. Reviewing the controls set in place by management

    b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

c. Challenging management assumptions with regard to accounting estimates

d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: http://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Samantha Daniels (Senior Statutory Auditor)
For and on behalf of Shaw Gibbs (Audit) Limited .....
Chartered Certified Accountants 264 Banbury Road
Statutory Auditor Oxford, OX2 7DY

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Unrestricted funds £	Restricted funds £	Total 2020 £
Income:							
Voluntary income	3	979,881	123,274	1,103,155	952,284	38,006	990,290
Charitable activities		2,646,179	0	2,646,179	2,212,941	0	2,212,941
Investment income	5	8,204	0	8,204	8,797	0	8,797
Trading activities for generating funds		489,888	0	489,888	516,502	0	516,502
Activities for generating funds		197,953	0	197,953	640,303		640,303
Total income and endowments		**4,322,105**	**123,274**	**4,445,379**	**4,330,827**	**38,006**	**4,368,833**
Expenditure:							
Raising funds							
Costs of generating voluntary income		50,666	0	50,666	50,038	0	50,038
Costs of generating funds		212,112	0	212,112	441,506	0	441,506
Costs of trading subsidiaries		483,351	0	483,351	481,573	0	481,573
Investment management		935	0	935	1,016	0	1,016
Charitable activities						0	
Cost of charitable activities		3,294,007	119,648	3,413,655	3,150,256	70,091	3,220,347
Total Resources expended	7	**4,041,071**	**119,648**	**4,160,719**	**4,124,389**	**70,091**	**4,194,480**
Net gain/(loss) on investments		41,097	0	41,097	(12,430)	0	(12,430)
Net incoming/(outgoing) resources		322,131	3,626	325,757	194,008	(32,085)	161,923
Taxation		0	0	0			0
Net movement in funds		**322,131**	**3,626**	**325,757**	**194,008**	**(32,085)**	**161,923**
Fund balances at 1 April 2020		916,374	24,470	940,845	722,366	56,555	778,921
Fund balances at 31 March 2021		**1,238,506**	**28,096**	**1,266,602**	**916,374**	**24,470**	**940,844**

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

CHARITY STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Unrestricted funds	Restricted funds	Total 2020 £
Income:							
Voluntary income	4	942,884	123,274	1,066,158	812,652	38,006	850,652
Charitable activities		2,039,810	0	2,039,810	1,608,314	0	1,608,314
Investment income	6	5,513	0	5,513	7,106	0	7,106
Activities for generating funds		197,953	0	197,953	640,303	0	640,303
Total income and endowments		**3,186,160**	**123,274**	**3,309,434**	**3,068,369**	**38,006**	**3,106,375**
Expenditure:							
Raising funds							
Cost of generating voluntary income		26,235	0	26,235	25,607	0	25,607
Costs of generating funds		212,112	0	212,112	441,367	0	441,367
Investment management		608	0	608	576	0	576
Charitable activities							
Cost of charitable activities		2,690,383	119,648	2,810,031	2,471,010	70,091	2,541,101
Other							
Inter-company debt provision		0	0	0	28,137	0	28,137
Total Resources expended	8	**2,929,338**	**119,648**	**3,048,986**	**2,966,697**	**70,091**	**3,036,788**
Net gain/(loss) on investments		25,561	0	25,561	(10,221)	0	(10,221)
Net incoming/(outgoing) resources		282,383	3,626	286,009	91,451	(32,085)	59,366
Net movement in funds		**282,383**	**3,626**	**286,009**	**91,451**	**(32,085)**	**59,366**
Fund balance at 1 April 2020		627,269	24,470	651,739	535,818	56,555	592,373
Fund balances at 31 March 2021		**909,652**	**28,096**	**937,748**	**627,269**	**24,470**	**651,739**

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.
All of the above results are derived from continuous activities. There are no other gains and losses other than those stated above.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Fixed assets					
Tangible assets	11,12	57,694	70,792	46,479	58,997
Investments	13	426,705	160,608	238,377	112,817
		484,399	231,400	284,856	171,814
Current Assets					
Debtors	17	513,290	246,067	580,046	329,799
Cash at bank and in hand		996,488	1,019,160	641,162	594,873
		1,504,778	1,265,227	1,221,208	924,672
Creditors: amounts falling due within one year	18	(654,081)	(473,465)	(494,822)	(362,429)
Net current assets		855,697	791,762	726,386	562,243
Total assets less current liabilities		1,340,096	1,023,162	1,011,242	734,057
Creditors: amounts falling due after more than one year	19	(73,494)	(82,318)	(73,494)	(82,318)
Net assets		**1,266,602**	**940,844**	**937,748**	**651,739**
Income funds	22				
Restricted funds		28,096	24,470	28,096	24,470
Unrestricted funds		1,238,506	916,374	909,652	627,269
Total Charity funds		**1,266,602**	**940,844**	**937,748**	**651,739**

The financial statements were approved by the board of directors and authorised for issue on 12 November 2021 and are signed on its behalf by:

Mrs D Logan (Chair)
Trustee

Mr N C Greenhalf
Trustee

Company Registration no. 4328143

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Cash generated from operations	26		210,587		291,116
Investing activities					
Purchase of tangible fixed assets	11	(8,259)		(26,520)	
Purchase of investments		(225,000)		0	
Net cash used in investing activities			(233,259)		(26,520)
Financing activities					
Repayment of borrowings		0		0	
Net cash used in financing activities			0		0
Net (decrease)/increase in cash and cash equivalents			(22,672)		264,597
Cash and cash equivalents at beginning of year			1,019,160		754,562
Cash and cash equivalents at end of year			996,488		1,019,160

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Company information

Age UK Oxfordshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT.

1.1 Accounting convention

The account have been prepared in accordance with:-

a) Charity SORP (FRS 102) (effective 1 January 2019)

b) The Companies Act 2006

c) The historical cost basis of accounting except for investments which have been included at market value.

Age UK Oxfordshire meets the definition of a public benefit entity under 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 Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line by line basis and are shown in notes 14, 15 and 16. The company has taken advantage of the exception in FRS 102 section 33A and has not disclosed transactions or balances with its subsidiaries.

1.2 Charitable funds

Unrestricted Funds are represented by donations and other incoming resources generated for charitable purposes, remaining unspent at the period end.
Designated Funds are funds set aside out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted Funds are represented by income received for specific purposes as laid down by the donors. Expenditure meeting the criteria of the specified purposes is charged against the funds, together with a fair allocation of Overheads and Support Costs.

1.3 Incoming resources

Grants, donations and voluntary income received by way of gifts to the Charity are included in full in the Statement of Financial Activities on a receivable basis.

Income from legacies is also accounted for on a receivable basis, being recognised in the Statement of Financial Activities in the period in which receipt becomes probable.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives.

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold Property — Over the term of the lease
- Office and IT Equipment — Over 3 years

1.6 Fixed asset investments

Listed investments are stated at market value. Changes in market value are credited or charged to the Statement of Financial Activities. Gains and/or losses arising from the disposal of shares are recognised as being realised whereas gains and/or losses arising from the movement in share prices are recognised as being unrealised.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.8 Retirement benefits

The Charity participates in the Age Concern Pension and Life Scheme which was opened with effect from 1st December 2008; this is a defined contribution scheme. The Charity participates in the Age Concern Retirement Benefits Scheme, which with effect from 1st October 2001 had a defined contribution section and a defined benefit section. The Scheme closed to future accrual on 30th November 2008.

Please see Note 21 for further information. The assets of both schemes are held separately from those of the Charity, in a fund administered by Age UK.

1.9 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

1.10 Corporation tax

Age UK Oxfordshire is a charitable institution with exemption from UK Corporation Tax under Section 478 of the Corporation Tax Act 2010.

1.11 Value Added Tax

Value added tax is not recoverable by the Charity and is included in the relevant costs in the Statement of Financial Activities.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only

that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Voluntary income - Consolidated

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations and gifts	109,618	0	109,618	133,678
Legacies receivable	111,500	0	111,500	85,973
Grants receivable for core activities	758,763	123,274	882,037	770,639
For the year ended 31 March 2021	**979,881**	****123,274**	**1,103,155**	990,290
For the year ended 31 March 2020	952,284	*38,006		990,290

*Prior year restricted funds were all in respect of grants receivable

**Grants receivable for core activities include the sum of £90,239 received from the Coronavirus Job

4 Voluntary income – Charity

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations and gifts	109,102	0	109,102	130,683
Legacies receivable	111,500	0	111,500	85,473
Grants receivable for core activities	722,281	123,274	845,555	634,496
For the year ended 31 March 2021	**942,884**	**123,274**	**1,066,158**	850,652
For the year ended 31 March 2020	812,646	*38,006		850 652

5 Investment income – consolidated

	2021 £	2020 £
Income from listed investments	7,104	1,483
Interest receivable	1,190	7,314
	8,204	**8,797**

6 Investment income – Charity

	2021	2020
	£	£
Income from listed investments	4,323	1,483
Interest receivable	1,190	5,623
	5,513	7,106

7 Total resources expended – Consolidated

	Staff Costs	Depr't'n	Other Costs	Total 2021	Total 2020
	£	£	£	£	£
Raising funds					
Costs of generating voluntary income	50,666	0	0	50,666	50,038
Costs of generating funds	212,112	0	0	212,112	441,506
Costs of trading subsidiaries	397,707	2,293	83,351	483,351	481,573
Investment management	0	0	935	935	1,016
	660,485	2,293	84,286	747,064	974,133
Charitable activities					
Activities undertaken directly	2,278,685	19,064	1,115,906	3,413,655	3,220,347
For the year ended 31 March 2021	2,939,170	21,357	1,200,192	**4,160,719**	
For the year ended 31 March 2020	2,515,236	22,370	1,656,874		4,194,480

Totals for the year are shown net of governance costs of £123,794 (2020 £140,342).

8 Total Resources expended – Charity

	Staff Costs £	Depr't'n £	Other Costs £	Total 2021 £	Total 2020 £
Raising funds					
Costs of generating voluntary income	25,985	0	250	26,235	25,607
Costs of generating funds	200,510	0	11,602	212,112	441,367
Investment management	0	0	608	608	576
	226,495	0	12,460	238,955	467,550
Charitable activities					
Activities undertaken directly	2,018,170	17,605	774,257	2,810,031	2,541,101
Other					
Inter-company debt provision	0	0	0	0	28,137
For the year ended 31 March 2021	2,244,665	17,605	786,717	**3,048,986**	
For the year ended 31 March 2020	2,195,411	17,978	823,399		3,036,788

9 Net incoming resources are stated after charging:

	Group		Charity	
	2021 £	2020 £	2021 £	2020 £
Depreciation	21,357	22,370	17,605	17,978
Auditor's remuneration	17,920	17,500	12,500	11,400
Trustee/director indemnity	650	600	650	600

10 Employees

Number of employees

The average monthly number of employees during the year was:

	Group		Charity	
	2021 Number	2020 Number	2021 Number	2020 Number
Direct charitable	130	143	113	125
Charitable trading	0	0	0	0
Administration and support	22	15	22	13
	152	**158**	**135**	**138**

	Group		Charity	
	2021 £	2020 £	2021 £	2020 £
Wages and salaries	2,626,038	2,602,928	1,963,308	1,930,692
Social security costs	184,395	169,146	132,472	117,002
Pension contribution	99,932	94,524	58,660	54,728
Redundancy pay	0	12,425	0	12,425
Recruitment, retention and training	33,311	54,769	31,317	41,474
Temporary staff	0	0	0	0
	2,943,676	**2,933,792**	**2,185,758**	**2,156,321**

There were no employees whose annual remuneration was in excess of £60,000 (2020 – nil).

During the year no trustee received remuneration in respect of their duties

11 Tangible Fixed Assets – Consolidated

	Leasehold property	Office and IT Equipment	Total
	£	£	£
Cost			
At 1 April 2020	79,709	136,081	215,790
Additions	0	8,259	8,259
Disposals	0	0	0
At 31 March 2021	79,709	144,340	224,050
Depreciation and impairment			
At 1 April 2020	27,147	117,851	144,998
Depreciation charged for the year	10,486	10,871	21,357
At 31 March 2021	37,633	128,722	166,356
Carrying amount			
At 31 March 2021	**42,076**	**15,618**	**57,694**
At 31 March 2020	52,562	18,230	70,792

12 Tangible Fixed Assets – Charity

	Leasehold property	Office and IT Equipment	Total
	£	£	£
Cost			
At 1 April 2020	75,598	113,289	188,887
Additions	0	5,088	5,088
Disposals	0	0	0
At 31 March 2021	75,598	118,377	193,975
Depreciation and impairment			
At 1 April 2020	25,606	104,284	129,890
Depreciation charged for the year	9,972	7,633	17,605
Disposals	0	0	0
At 31 March 2021	35,578	111,918	147,496
Carrying amount			
At 31 March 2021	**40,020**	**6,458**	**46,479**
At 31 March 2020	49,992	9,005	58,997

13 Fixed asset investments - Consolidated

	Listed Investments £	Shares in Subsidiaries £	Total £
At 1 April 2020	160,608	0	160,608
Additions	225,000	0	225,000
Change in value in the year	41,097	0	41,097
At 31 March 2021	**426,705**	**0**	**426,705**

Fixed asset investments - Charity

	Listed Investments £	Shares in Subsidiaries £	Total £
At 1 April 2020	112,816	1	112,817
Additions	100,000	0	100,000
Change in value in the year	25,561	0	25,561
At 31 March 2021	**238,377**	**1**	**238,378**

Share in subsidiary companies at cost:

	2021 £	2020 £
Age UK Oxfordshire Trading Limited	25,000	25,000
Less: provision	(25,000)	(25,000)
Ethical Legal Service Limited	1	1
	1	**1**

14 Subsidiary Company – Age UK Oxfordshire Trading Limited

The Charity owns the whole of the issued ordinary shares of Age UK Oxfordshire Trading Ltd, a company registered in England & Wales No. 5929408. The subsidiary is used for primary and non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2021** £	**2020** £
Turnover	2,800	1,415
Direct expenses	(1,315)	(963)
Gross profit	**1,485**	**452**
Administrative expenses	0	0
Corporation tax	0	86
Net profit/(loss)	**1,485**	**366**
The aggregate of the assets, liabilities and funds was:		
Assets	21,633	13,861
Liabilities	(55,336)	(49,049)
Deficiency of funds	(33,703)	(35,188)

In January 2019, the two charity shops operated by Age UK Oxfordshire Trading Ltd were transferred to Age UK Trading CIC, a subsidiary of the national charity. In recognition of the discontinuation of the main line of business, and the debit balance on the retained earnings account, the trustees made a provision against the investment in subsidiary in the year ended 31 March 2020. The company has continued to trade, but at a lower level of activity.

15 Subsidiary Company – Ethical Legal Services Limited

The Charity owns the sole issued ordinary share of Ethical Legal Services Ltd which trades under the name of Beacon, a company registered in England & Wales No. 8649926. The subsidiary was incorporated on 14th August 2013 and commenced trading activities under the trading name Beacon on 1st September 2013.The subsidiary is used for non-primary purpose trading activities.

All activities have been consolidated on a line by line basis in the SOFA. Any net profit after the offset of prior year losses would be gifted to the charity and treated as donations. A summary of the results of the subsidiary is shown below:

Summary of Results of the subsidiary	**2021** £	**2020** £
Turnover	482,706	515,086
Direct expenses	(6,044)	(4,781)
Gross profit	**476,662**	**510,305**
Coronavirus JRS Grants	4,382	0
	481,044	510,305
Administrative expenses and interest payable	(476,225)	(475,828)
Net Profit/ (Loss)	**4,819**	**34,477**
The aggregate of the assets, liabilities and funds was:		
Assets	65,211	59,829
Liabilities	(189,303)	(188,740)
Deficiency of funds	(124,092)	(128,911)

16 Subsidiary Charity –Action for Carers (Oxfordshire) Ltd

The Charity is a member of Action for Carers (Oxfordshire) Ltd, a charitable company limited by guarantee registered in England and Wales No 8125002 and with Charities Commission No 1149577. The subsidiary was incorporated on 29th June 2012 and commenced charitable activities on 1st January 2013.

All activities have been consolidated on a line by line basis in the SOFA. A summary of the results of the subsidiary is shown below:

Summary of Results of the Subsidiary	**2021**	**2020**
	£	**£**
Incoming resources	785,619	887,750
Resources expended	(752,175)	(867,110)
Net Movement in funds	**33,445**	**20,640**
The aggregate of the assets, liabilities and funds was:		
Assets	559,941	481,903
Liabilities	(121,818)	(77,225)
Surplus of funds	**438,123**	**404,678**

17 Debtors

	Group		**Charity**	
	2021	**2020**	**2021**	**2020**
Amounts falling due within one year:	**£**	**£**	**£**	**£**
Trade debtors	429,199	197,210	367,713	172,474
Amounts owed by group undertakings	0	0	131,738	133,083
Taxes and social security	0	0	0	0
Other debtors	13	7,140	0	0
Prepayments and accrued income	84,078	35,620	80,595	24,242
	513,290	**239,970**	**580,046**	**329,799**
Deferred Tax	0	6,097	0	0
	513,290	**246,067**	**580,046**	**329,799**

18 Creditors: amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Taxation and social security	89,966	69,109	36,722	32,877
Trade creditors	117,569	21,059	102,389	18,496
Other creditors	62,358	34,372	364	3,796
Amount owed to group company	0	0	8,474	9,254
Accruals and deferred income	384,188	348,925	346,873	298,006
	654,081	473,465	494,822	362,429

19 Creditors: amounts falling due after more than one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Defined benefit pension	73,494	82,318	73,494	82,318

20 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Within one year	66,928	87,595	35,792	46,080
Between two and five years	248,556	6,826	124,011	6,144
In over five years	0	0	0	0
	315,484	**94,421**	**159,802**	**52,224**

21 Pension Scheme

Defined Contribution Plan

Up until September 2018 Age UK Oxfordshire, Age UK Oxfordshire Trading Ltd and Action for Carers (Oxfordshire) Ltd were members of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme. In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost to Age UK Oxfordshire Group for the year was £99,932 (2020: £94,524).

The total pension cost to Age UK Oxfordshire, the charity, for the year was £58,660 (2020: £ 54,728). Contributions of £17,207 (2020: £12,421) were outstanding at the balance sheet date.

Defined Benefits Plan

The Charity is also a participating employer in Age Concern section of the Age UK Retirement Benefits Scheme ("the scheme"). The level of benefits provided by the scheme depends on a member's length of service and their salary at the date of leaving the scheme. This section of the scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the scheme was carried out as at 31 March 2019, and the results of this valuation have been updated to 31 March 2021 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2022 are £20k. These contributions include an allowance for administrative expenses and PPF levies.

The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of the experience since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligation was measured using the projected unit method.

Under FRS 102 the scheme deficit was £620k, and Age UK Oxfordshire's share of this deficit was a surplus of £5k. At 31 March 2021 the accounts showed a provision of £73,494 (2020: £82,318). The trustees want to take a prudent view on releasing any more of this provision, recognising the volatility of the balance sheet calculation from year to year under FRS102, and the potential disruption in investment markets in the wake of Covid-19. They have therefore decided to continue their recent policy of reducing it by the annual employer contributions, until such time as the provision matches the FRS 102 calculation.

22 Funds

Unrestricted Funds

The unrestricted funds of both Charities consist of freely available General Reserves and Designated Funds, where the Trustees have imposed restrictions on the use of the funds.

Restricted Funds

The restricted funds of the Charities are those where the Donor has imposed restrictions on the use of the funds. These funds consist solely of Grants received for specific purposes.

We would like to extend our heartfelt thanks to all our donors, customers, volunteers and supporters for their valued contributions. The year covered by these accounts has been like no other and without the astonishing levels of support we have received we would have been much less effective at a time when our services were most needed.

The following is a list of receipts over £2,000; we do not have sufficient space to acknowledge all contributions except to say that we appreciate every sum received and are grateful for each one.

Donors and Partners

Age UK
Active Oxfordshire
Barnsbury Charitable Trust
CAF Resilience Fund
Caron Trust
CAST Digital Fund
Catalyst
Doris Field Charitable Trust
Julia and Hans Rausing Trust
Nationwide
OPIL
Oxfordshire Clinical Commissioning Group
Oxfordshire Community Foundation
Oxfordshire County Council
P G M & L Brown
PF Charitable Trust
Pharsalia
Sanctuary Housing
The Esmée Fairbairn Foundation
The National Lottery Community Fund
Vale of White Horse District Council
West Oxfordshire District Council

Legacies

P Baigrie

22 Funds (continued)

Funds Movement – Consolidated

	Balance at 1 April 2020 £	Income £	Expenses £	Balance at 31 March 2021 £
Unrestricted - General				
Charity	627,269	3,211,721	2,929,338	909,652
Action for Carers	404,678	785,620	752,175	438,123
Age UK Trading	(35,188)	2,800	1,315	(33,703)
Ethical Legal services	(128,912)	487,087	482,268	(124,093)
*Consolidation adjustment	48,527	(124,025)	(124,025)	48,527
Total unrestricted	916,374	4,363,203	4,041,071	1,238,506
*Elimination of transactions between group companies				
Restricted				
Arts Partnership (Esmée Fairbairn)	3,000	76,654	61,920	17,734
St Michael All Saints	3,333	0	3,333	0
Pye Charitable Settlement	3,125	0	3,125	0
Community Lottery Fund	15,012	46,620	51,270	10,362
Centre for Ageing Better	0	0	0	0
	24,470	123,274	119,648	28,096
Total	**940,844**	**4,486,477**	**4,160,719**	**1,266,602**

22 Funds (continued)

	Balance at 1 April 2019 £	Income £	Expenses £	Balance at 31 March 2020 £
Unrestricted - General				
Charity	512,291	3,043,368	2,928,390	627,269
Action for Carers	384,038	887,750	867,110	404,678
Age UK Trading	(60,554)	1,416	1,050	(35,188)
Ethical Legal services	(161,938)	515,086	482,059	(128,912)
Consolidation adjustments	48,527	(141,790)	(141,790)	48,527
Total unrestricted	722,363	4,330,827	4,136,818	916,374
Restricted				
Arts Partnership (Esmée Fairbairn)	0	3,000	0	3,000
St Michael All Saints	0	5,000	1,667	3,333
Pye Charitable Settlement	3,125	0	0	3,125
Community Lottery Fund	0	30,006	14,994	15,012
Centre for Ageing Better	53,430	0	53,430	0
	56,555	38,006	70,091	24,470
Total	**778,918**	**4,368,833**	**4,206,910**	**940,844**

22 Funds (continued)

Funds Movement – Charity

	Balance at 1 April 2020 £	Income £	Expenses £	Balance at 31 March 2021 £
Unrestricted - General				
Charity	627,269	3,211,721	2,929,338	909,652
Restricted				
Arts Partnership (Esmée Fairbairn)	3,000	76,654	61,920	17,734
St Michael All Saints	3,333	0	3,333	0
Pye Charitable Settlement	3,125	0	3,125	0
Community Lottery Fund	15,012	46,620	51,270	10,362
Centre for Ageing Better	0	0	0	0
	24,470	123,274	119,648	28,096
Total	**651,739**	**3,334,995**	**3,048,986**	**937,748**

22 Funds (continued)

	Balance at 1 April 2019	Income	Expenses	Balance at 31 March 2020
	£	£	£	£
Unrestricted - General				
Charity	535,818	3,068,369	2,976,918	627,269
Restricted				
Arts Partnership (Esmée Fairbairn)	0	3,000	0	3,000
St Michael All Saints	0	5,000	1,667	3,333
Pye Charitable Settlement	3,125	0	0	3,125
Community Lottery Fund	0	30,006	14,994	15,012
Centre for Ageing Better	53,430		53,430	0
	56,555	38,006	70,091	24,470
Total	**592,373**	**3,106,375**	**3,047,009**	**651,739**

23 Analysis of net assets between funds – Consolidated

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	57,694	0	57,694
Investments	426,704	0	426,704
Current assets	1,481,682	28,096	1,509,778
Creditors: amounts falling due within one year	(654,081)	0	(654,081)
Creditors: amounts falling due after more than one year	(73,494)	0	(73,494)
	1,238,505	**28,096**	**1,266,601**

24 Analysis of net assets between funds – Charity

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	46,479	0	46,479
Investments	238,376	0	238,376
Current assets	1,193,112	28,096	1,221,208
Creditors: amounts falling due within one year	(494,822)	0	(494,822)
Creditors: amounts falling due after more than one year	(73,494)	0	(73,494)
	909,652	**28,096**	**937,748**

25 Related party transactions

There were no disclosable related party transactions during the year (2020 – none).

26 Cash generated from operations – Consolidated

	2021 £	2020 £
Surplus for the year	325,758	161,923
Adjustments for:		
Fair value (gains) and losses on investments	(41,097)	12,430
Depreciation and impairment of tangible fixed assets	21,357	23,604
Movements in working capital:		
(Increase)/decrease in debtors	(300,705)	94,482
Increase/(decrease) in creditors	205,273	(1,322)
Cash (absorbed by)/generated from operations	**210,587**	**291,117**

INCOME AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 2021

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Total Income	**4,445,379**	**4,368,833**	**3,309,434**	**3,106,375**
Expenditure				
Staff costs	2,939,170	2,879,023	2,244,665	2,114,847
Other staff costs	602,249	639,643	328,447	364,107
Volunteer costs	1,395	2,334	1,274	1,721
Activity costs	40,009	165,819	40,009	165,819
Premises costs	110,411	115,762	83,144	83,043
Office running costs	148,340	183,842	120,996	131,515
IT costs	113,462	54,152	85,822	40,079
Marketing costs	47,223	54,569	28,289	46,060
Legal and professional costs	108,050	55,640	80,273	34,736
Bank charges	876	1,230	203	168
Miscellaneous	12,023	14,065	6,010	2,203
Depreciation	21,357	23,369	17,605	17,978
Bad debts	16,154	5,032	12,249	6,375
Inter-company debt provision	0	0	0	28,137
Total Expenditure	**4,160,719**	**4,194,480**	**3,048,986**	**2,980,514**
Unrealised gains/(losses) on investment	**41,097**	**(12,430)**	**25,561**	**(10,221)**
Excess of income over expenditure	**325,757**	**161,923**	**286,009**	**59,366**