



**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 the Chair's report below.



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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 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.

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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 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 23<sup>rd</sup> of March, staffed by our Community Information Network (CIN) team. The TSS served two purposes:

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.

#### TSS in numbers to Oct 2020

72 volunteers

500 people supported with regular weekly calls

2,223 people received practical help

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.

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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

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.

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

*'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 YouTube, 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.



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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

*'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, doorstep 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'*

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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

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.

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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 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.



# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### **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.

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## 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

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

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.

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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 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.



# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

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.

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### **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.

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021 (continued)

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.

# AGE UK OXFORDSHIRE

## 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.

# AGE UK OXFORDSHIRE

## 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

# AGE UK OXFORDSHIRE

## 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**

**Statutory Auditor**

.....  
264 Banbury Road  
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 £
<b>Income:</b>							
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	0	640,303
<b>Total income and endowments</b>		<b>4,322,105</b>	<b>123,274</b>	<b>4,445,379</b>	<b>4,330,827</b>	<b>38,006</b>	<b>4,368,833</b>
<b>Expenditure:</b>							
<b>Raising funds</b>							
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
<u>Charitable activities</u>						0	
Cost of charitable activities		3,294,007	119,648	3,413,655	3,150,256	70,091	3,220,347
<b>Total Resources expended</b>	7	<b>4,041,071</b>	<b>119,648</b>	<b>4,160,719</b>	<b>4,124,389</b>	<b>70,091</b>	<b>4,194,480</b>
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	0	0
<b>Net movement in funds</b>		<b>322,131</b>	<b>3,626</b>	<b>325,757</b>	<b>194,008</b>	<b>(32,085)</b>	<b>161,923</b>
Fund balances at 1 April 2020		916,374	24,470	940,845	722,366	56,555	778,921
<b>Fund balances at 31 March 2021</b>		<b>1,238,506</b>	<b>28,096</b>	<b>1,266,602</b>	<b>916,374</b>	<b>24,470</b>	<b>940,844</b>

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 £
<b>Income:</b>							
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
<b>Total income and endowments</b>		<b>3,186,160</b>	<b>123,274</b>	<b>3,309,434</b>	<b>3,068,369</b>	<b>38,006</b>	<b>3,106,375</b>
<b>Expenditure:</b>							
<b>Raising funds</b>							
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
<b>Charitable activities</b>							
Cost of charitable activities		2,690,383	119,648	2,810,031	2,471,010	70,091	2,541,101
<b>Other</b>							
Inter-company debt provision		0	0	0	28,137	0	28,137
<b>Total Resources expended</b>	<b>8</b>	<b>2,929,338</b>	<b>119,648</b>	<b>3,048,986</b>	<b>2,966,697</b>	<b>70,091</b>	<b>3,036,788</b>
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
<b>Net movement in funds</b>		<b>282,383</b>	<b>3,626</b>	<b>286,009</b>	<b>91,451</b>	<b>(32,085)</b>	<b>59,366</b>
Fund balance at 1 April 2020		627,269	24,470	651,739	535,818	56,555	592,373
<b>Fund balances at 31 March 2021</b>		<b>909,652</b>	<b>28,096</b>	<b>937,748</b>	<b>627,269</b>	<b>24,470</b>	<b>651,739</b>

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

		Group		Charity	
	Notes	2021 £	2020 £	2021 £	2020 £
<b>Fixed assets</b>					
Tangible assets	11,12	57,694	70,792	46,479	58,997
Investments	13	426,705	160,608	238,377	112,817
		<u>484,399</u>	<u>231,400</u>	<u>284,856</u>	<u>171,814</u>
<b>Current Assets</b>					
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
		<u>1,504,778</u>	<u>1,265,227</u>	<u>1,221,208</u>	<u>924,672</u>
<b>Creditors: amounts falling due within one year</b>	18	(654,081)	(473,465)	(494,822)	(362,429)
<b>Net current assets</b>		<u>855,697</u>	<u>791,762</u>	<u>726,386</u>	<u>562,243</u>
<b>Total assets less current liabilities</b>		1,340,096	1,023,162	1,011,242	734,057
<b>Creditors: amounts falling due after more than one year</b>	19	(73,494)	(82,318)	(73,494)	(82,318)
<b>Net assets</b>		<u>1,266,602</u>	<u>940,844</u>	<u>937,748</u>	<u>651,739</u>
<b>Income funds</b>	22				
Restricted funds		28,096	24,470	28,096	24,470
Unrestricted funds		1,238,506	916,374	909,652	627,269
<b>Total Charity funds</b>		<u>1,266,602</u>	<u>940,844</u>	<u>937,748</u>	<u>651,739</u>

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		2020	
		£	£	£	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	26		210,587		291,116
<b>Investing activities</b>					
Purchase of tangible fixed assets	11	(8,259)		(26,520)	
Purchase of investments		<u>(225,000)</u>		<u>0</u>	
Net cash used in investing activities			(233,259)		(26,520)
<b>Financing activities</b>					
Repayment of borrowings		<u>0</u>		<u>0</u>	
<b>Net cash used in financing activities</b>			<u>0</u>		<u>0</u>
<b>Net (decrease)/increase in cash and cash equivalents</b>			(22,672)		264,597
Cash and cash equivalents at beginning of year			1,019,160		754,562
<b>Cash and cash equivalents at end of year</b>			<u>996,488</u>		<u>1,019,160</u>

# 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 accounts 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.

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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.



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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
<b>For the year ended 31 March 2021</b>	<b>979,881</b>	<b>**123,274</b>	<b>1,103,155</b>	<b>990,290</b>
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
<b>For the year ended 31 March 2021</b>	<b>942,884</b>	<b>123,274</b>	<b>1,066,158</b>	<b>850,652</b>
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
	<b>8,204</b>	<b>8,797</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 6 Investment income – Charity

	2021 £	2020 £
Income from listed investments	4,323	1,483
Interest receivable	1,190	5,623
	<u>5,513</u>	<u>7,106</u>

#### 7 Total resources expended – Consolidated

	Staff Costs £	Depr't'n £	Other Costs £	Total 2021 £	Total 2020 £
<b>Raising funds</b>					
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
	<u>660,485</u>	<u>2,293</u>	<u>84,286</u>	<u>747,064</u>	<u>974,133</u>
<b>Charitable activities</b>					
Activities undertaken directly	2,278,685	19,064	1,115,906	3,413,655	3,220,347
<b>For the year ended 31 March 2021</b>	<u>2,939,170</u>	<u>21,357</u>	<u>1,200,192</u>	<u>4,160,719</u>	
<b>For the year ended 31 March 2020</b>	<u>2,515,236</u>	<u>22,370</u>	<u>1,656,874</u>		<u>4,194,480</u>

Totals for the year are shown net of governance costs of £123,794 (2020 £140,342).

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 8 Total Resources expended – Charity

	Staff Costs £	Depr't'n £	Other Costs £	Total 2021 £	Total 2020 £
<b>Raising funds</b>					
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
	<u>226,495</u>	<u>0</u>	<u>12,460</u>	<u>238,955</u>	<u>467,550</u>
<b>Charitable activities</b>					
Activities undertaken directly	2,018,170	17,605	774,257	2,810,031	2,541,101
<b>Other</b>					
Inter-company debt provision	0	0	0	0	28,137
<b>For the year ended 31 March 2021</b>	<u>2,244,665</u>	<u>17,605</u>	<u>786,717</u>	<u>3,048,986</u>	
<b>For the year ended 31 March 2020</b>	<u>2,195,411</u>	<u>17,978</u>	<u>823,399</u>		<u>3,036,788</u>

#### 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	<u>650</u>	<u>600</u>	<u>650</u>	<u>600</u>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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
	<u>152</u>	<u>158</u>	<u>135</u>	<u>138</u>

	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
	<u>2,943,676</u>	<u>2,933,792</u>	<u>2,185,758</u>	<u>2,156,321</u>

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 11 Tangible Fixed Assets – Consolidated

	<b>Leasehold property £</b>	<b>Office and IT Equipment £</b>	<b>Total £</b>
<b>Cost</b>			
At 1 April 2020	79,709	136,081	215,790
Additions	0	8,259	8,259
Disposals	0	0	0
<b>At 31 March 2021</b>	<b>79,709</b>	<b>144,340</b>	<b>224,050</b>
<b>Depreciation and impairment</b>			
At 1 April 2020	27,147	117,851	144,998
Depreciation charged for the year	10,486	10,871	21,357
<b>At 31 March 2021</b>	<b>37,633</b>	<b>128,722</b>	<b>166,356</b>
<b>Carrying amount</b>			
<b>At 31 March 2021</b>	<b>42,076</b>	<b>15,618</b>	<b>57,694</b>
At 31 March 2020	52,562	18,230	70,792

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 12 Tangible Fixed Assets – Charity

	Leasehold property	Office and IT Equipment	Total
	£	£	£
<b>Cost</b>			
At 1 April 2020	75,598	113,289	188,887
Additions	0	5,088	5,088
Disposals	0	0	0
At 31 March 2021	<u>75,598</u>	<u>118,377</u>	<u>193,975</u>
<b>Depreciation and impairment</b>			
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	<u>35,578</u>	<u>111,918</u>	<u>147,496</u>
<b>Carrying amount</b>			
At 31 March 2021	<u>40,020</u>	<u>6,458</u>	<u>46,479</u>
At 31 March 2020	<u>49,992</u>	<u>9,005</u>	<u>58,997</u>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 13 Fixed asset investments – Consolidated

	<b>Listed Investments</b>	<b>Shares in Subsidiaries</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
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
<b>At 31 March 2021</b>	<b>426,705</b>	<b>0</b>	<b>426,705</b>

#### Fixed asset investments – Charity

	<b>Listed Investments</b>	<b>Shares in Subsidiaries</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
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
<b>At 31 March 2021</b>	<b>238,377</b>	<b>1</b>	<b>238,378</b>

#### Share in subsidiary companies at cost:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Age UK Oxfordshire Trading Limited	25,000	25,000
Less: provision	(25,000)	(25,000)
Ethical Legal Service Limited	1	1
	<b>1</b>	<b>1</b>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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:

<b>Summary of Results of the subsidiary</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Turnover	2,800	1,415
Direct expenses	(1,315)	(963)
<b>Gross profit</b>	<b>1,485</b>	<b>452</b>
Administrative expenses	0	0
Corporation tax	0	86
<b>Net profit/(loss)</b>	<b>1,485</b>	<b>366</b>
<b>The aggregate of the assets, liabilities and funds was:</b>		
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.

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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)
<b>Gross profit</b>	<b>476,662</b>	<b>510,305</b>
Coronavirus JRS Grants	4,382	0
	481,044	510,305
Administrative expenses and interest payable	(476,225)	(475,828)
<b>Net Profit/ (Loss)</b>	<b>4,819</b>	<b>34,477</b>
<b>The aggregate of the assets, liabilities and funds was:</b>		
Assets	65,211	59,829
Liabilities	(189,303)	(188,740)
Deficiency of funds	(124,092)	(128,911)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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)
<b>Net Movement in funds</b>	<b>33,445</b>	<b>20,640</b>
<b>The aggregate of the assets, liabilities and funds was:</b>		
Assets	559,941	481,903
Liabilities	(121,818)	(77,225)
<b>Surplus of funds</b>	<b>438,123</b>	<b>404,678</b>

#### 17 Debtors

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
<b>Amounts falling due within one year:</b>				
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
	<b>513,290</b>	<b>239,970</b>	<b>580,046</b>	<b>329,799</b>
<b>Deferred Tax</b>	<b>0</b>	<b>6,097</b>	<b>0</b>	<b>0</b>
	<b>513,290</b>	<b>246,067</b>	<b>580,046</b>	<b>329,799</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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
	<u>654,081</u>	<u>473,465</u>	<u>494,822</u>	<u>362,429</u>

#### 19 Creditors: amounts falling due after more than one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Defined benefit pension	<u>73,494</u>	<u>82,318</u>	<u>73,494</u>	<u>82,318</u>

#### 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
	<u>315,484</u>	<u>94,421</u>	<u>159,802</u>	<u>52,224</u>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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.

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 22 Funds (continued)

##### Funds Movement – Consolidated

	Balance at 1 April 2020 £	Income £	Expenses £	Balance at 31 March 2021 £
<b>Unrestricted - General</b>				
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	<u>916,374</u>	<u>4,363,203</u>	<u>4,041,071</u>	<u>1,238,506</u>
 *Elimination of transactions between group companies				
<b>Restricted</b>				
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
	<u>24,470</u>	<u>123,274</u>	<u>119,648</u>	<u>28,096</u>
<b>Total</b>	<u>940,844</u>	<u>4,486,477</u>	<u>4,160,719</u>	<u>1,266,602</u>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 22 Funds (continued)

	Balance at 1 April 2019 £	Income £	Expenses £	Balance at 31 March 2020 £
<b>Unrestricted - General</b>				
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	<u>722,363</u>	<u>4,330,827</u>	<u>4,136,818</u>	<u>916,374</u>
<b>Restricted</b>				
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
	<u>56,555</u>	<u>38,006</u>	<u>70,091</u>	<u>24,470</u>
<b>Total</b>	<u>778,918</u>	<u>4,368,833</u>	<u>4,206,910</u>	<u>940,844</u>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 22 Funds (continued)

##### Funds Movement – Charity

	Balance at 1 April 2020 £	Income £	Expenses £	Balance at 31 March 2021 £
<b>Unrestricted - General Charity</b>	<u>627,269</u>	<u>3,211,721</u>	<u>2,929,338</u>	<u>909,652</u>
<b>Restricted</b>				
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
	<u>24,470</u>	<u>123,274</u>	<u>119,648</u>	<u>28,096</u>
<b>Total</b>	<u>651,739</u>	<u>3,334,995</u>	<u>3,048,986</u>	<u>937,748</u>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 22 Funds (continued)

	Balance at 1 April 2019 £	Income £	Expenses £	Balance at 31 March 2020 £
<b>Unrestricted - General Charity</b>	<u>535,818</u>	<u>3,068,369</u>	<u>2,976,918</u>	<u>627,269</u>
<b>Restricted</b>				
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
	<u>56,555</u>	<u>38,006</u>	<u>70,091</u>	<u>24,470</u>
<b>Total</b>	<u>592,373</u>	<u>3,106,375</u>	<u>3,047,009</u>	<u>651,739</u>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 23 Analysis of net assets between funds – Consolidated

	Unrestricted funds £	Restricted funds £	Total £
<b>Fund balances at 31 March 2021 are represented by:</b>			
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)
	<u>1,238,505</u>	<u>28,096</u>	<u>1,266,601</u>

#### 24 Analysis of net assets between funds – Charity

	Unrestricted funds £	Restricted funds £	Total £
<b>Fund balances at 31 March 2021 are represented by:</b>			
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)
	<u>909,652</u>	<u>28,096</u>	<u>937,748</u>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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)
<b>Cash (absorbed by)/generated from operations</b>	<b>210,587</b>	<b>291,117</b>



## INCOME AND EXPENDITURE

### FOR THE YEAR ENDED 31 MARCH 2021

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
<b>Total Income</b>	<b>4,445,379</b>	<b>4,368,833</b>	<b>3,309,434</b>	<b>3,106,375</b>
<b>Expenditure</b>				
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
<b>Total Expenditure</b>	<b>4,160,719</b>	<b>4,194,480</b>	<b>3,048,986</b>	<b>2,980,514</b>
<b>Unrealised gains/(losses) on investment</b>	<b>41,097</b>	<b>(12,430)</b>	<b>25,561</b>	<b>(10,221)</b>
<b>Excess of income over expenditure</b>	<b>325,757</b>	<b>161,923</b>	<b>286,009</b>	<b>59,366</b>

