



**AGE UK OXFORDSHIRE**  
**REPORT AND ACCOUNTS FOR THE YEAR ENDED**  
**31 MARCH 2022**

REGISTERED CHARITY NUMBER 1091529  
COMPANY NUMBER 4328143

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# **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 22 March 2022)
Ms J Bligh	(appointed 22 March 2022)

<b>Secretary</b>	Mr N Gowing
<b>Charity number</b>	1091529
<b>Company number</b>	4328143
<b>Registered office</b>	9 Napier Court, Barton Lane Abingdon OX14 3YT

<b>Auditors</b>	Shaw Gibbs (Audit) Limited 264 Banbury Road Oxford OX2 7DY
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<b>Bankers</b>	Lloyds Bank 1 High St Oxford OX1 4AA
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# 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 the Chair's report below.



# AGE UK OXFORDSHIRE

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

### 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	<b>£2.6m</b>
Helpline	<b>£570.6k</b>
<b>Total</b>	<b>£3.2m</b>

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.

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

### **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.



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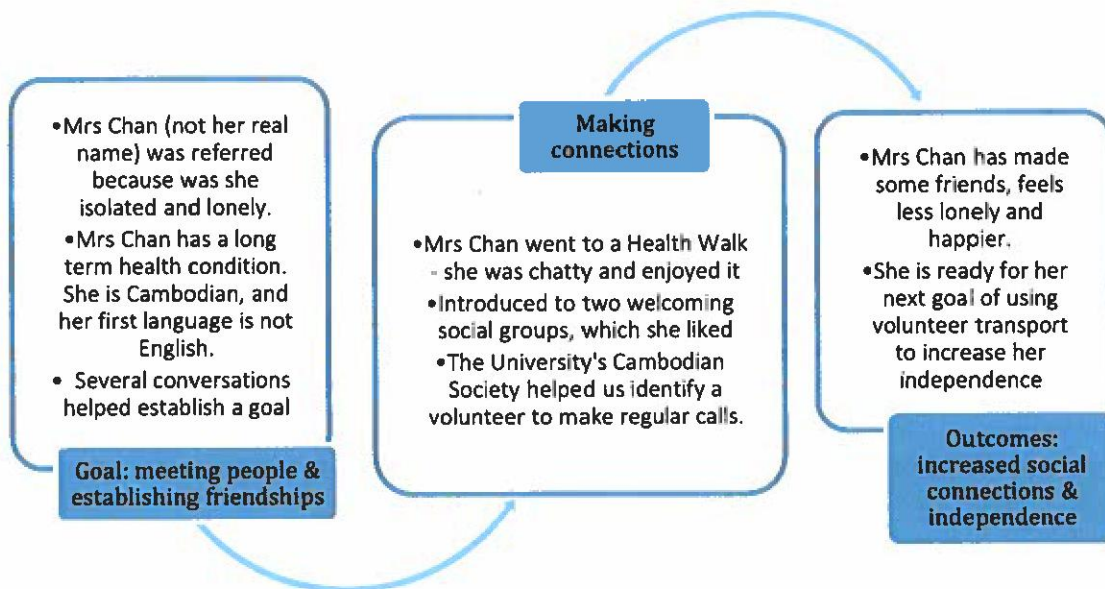
## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2022 (continued)

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

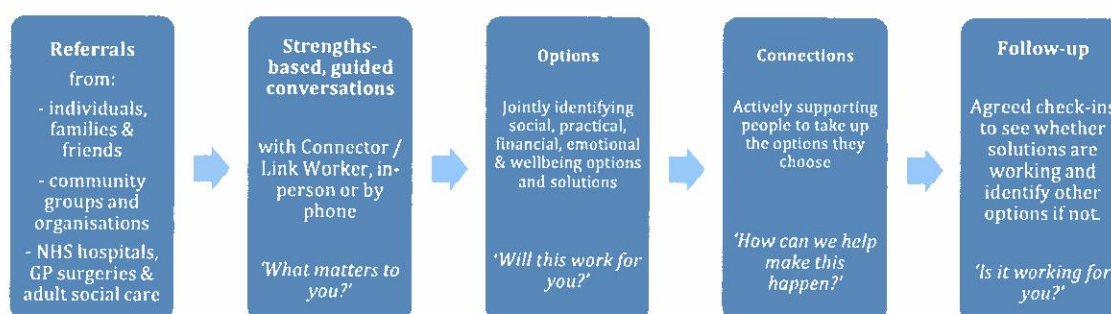
We have measured the impact of the service through 'stories of difference', such as the following:



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

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



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

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.*

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

### 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 of the year. Demand for the service remains high, with referrals coming 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."*



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

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:



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

### 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 Valerie's 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.

# AGE UK OXFORDSHIRE

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

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



# AGE UK OXFORDSHIRE

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

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

# AGE UK OXFORDSHIRE

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

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.



# AGE UK OXFORDSHIRE

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

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 Esmée 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 from 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.

# AGE UK OXFORDSHIRE

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

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 sessions 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



# AGE UK OXFORDSHIRE

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

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.

# AGE UK OXFORDSHIRE

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

- 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.



# AGE UK OXFORDSHIRE

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

**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, Esmée 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.

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2022 (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	(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 22 March 2022)
Ms J Bligh	(appointed 22 March 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.

# AGE UK OXFORDSHIRE

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

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.



# AGE UK OXFORDSHIRE

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

### 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.

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2022 (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.

### **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.

# AGE UK OXFORDSHIRE

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

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.



# **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*  
**Samantha Daniels (Senior Statutory Auditor)**  
**For and on behalf of Shaw Gibbs (Audit) Limited**  
**Chartered Certified Accountants**  
**Statutory Auditor**

12 Dec 2022

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 £
<b>Income:</b>							
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
<b>Total income and endowments</b>		<b>4,428,787</b>	<b>6,560</b>	<b>4,435,347</b>	<b>4,322,105</b>	<b>123,274</b>	<b>4,445,379</b>
<b>Expenditure:</b>							
<b>Raising funds</b>							
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
<b>Charitable activities</b>							
Cost of charitable activities		3,451,811	33,406	3,485,217	3,294,007	119,648	3,413,655
<b>Total Resources expended</b>	7	<b>4,283,813</b>	<b>0</b>	<b>4,317,219</b>	<b>4,041,071</b>	<b>119,648</b>	<b>4,160,719</b>
Net gain/(loss) on investments		34,279	0	34,279	41,097	0	41,097
Net incoming/(outgoing) resources		0	0	0	322,131	3,626	325,757
Taxation		179,253	(26,846)	152,407	0	0	0
<b>Net movement in funds</b>					<b>322,131</b>	<b>3,626</b>	<b>325,757</b>
Fund balances at 1 April 2021		1,238,506	28,096	1,266,602	916,374	24,470	940,845
<b>Fund balances at 31 March 2022</b>		<b>1,417,759</b>	<b>1,250</b>	<b>1,419,009</b>	<b>1,238,506</b>	<b>28,096</b>	<b>1,266,602</b>

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		Charity	
		2022 £	2021 £	2022 £	2021 £
<b>Fixed assets</b>					
Tangible assets	11,12	43,107	57,694	31,744	46,479
Investments	13	685,984	426,705	352,586	238,377
		<u>729,091</u>	<u>484,399</u>	<u>384,330</u>	<u>284,856</u>
<b>Current Assets</b>					
Debtors	17	554,067	513,290	328,993	580,046
Cash at bank and in hand		914,389	996,488	619,360	641,162
		<u>1,468,456</u>	<u>1,509,778</u>	<u>948,352</u>	<u>1,221,208</u>
<b>Creditors: amounts falling due within one year</b>	18	(723,989)	(654,081)	(287,277)	(494,822)
		<u>744,467</u>	<u>855,697</u>	<u>661,076</u>	<u>726,386</u>
<b>Net current assets</b>					
		<u>744,467</u>	<u>855,697</u>	<u>661,076</u>	<u>726,386</u>
<b>Total assets less current liabilities</b>		<u>1,473,558</u>	<u>1,340,096</u>	<u>1,045,406</u>	<u>1,011,242</u>
<b>Creditors: amounts falling due after more than one year</b>	19	(54,549)	(73,494)	(54,549)	(73,494)
		<u>1,419,009</u>	<u>1,266,602</u>	<u>990,857</u>	<u>937,748</u>
<b>Net assets</b>					
		<u>1,419,009</u>	<u>1,266,602</u>	<u>990,857</u>	<u>937,748</u>
<b>Income funds</b>	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
		<u>1,419,009</u>	<u>1,266,602</u>	<u>990,857</u>	<u>937,748</u>
<b>Total Charity funds</b>					
		<u>1,419,009</u>	<u>1,266,602</u>	<u>990,857</u>	<u>937,748</u>

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 £
<b>Income:</b>							
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
<b>Total income and endowments</b>		<b>3,101,374</b>	<b>6560</b>	<b>3,107,934</b>	<b>3,186,160</b>	<b>123,274</b>	<b>3,309,434</b>
<b>Expenditure:</b>							
<b>Raising funds</b>							
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
<b>Charitable activities</b>							
Cost of charitable activities		2,792,338	33,406	2,825,744	2,690,383	119,648	2,810,031
<b>Other</b>							
Inter-company debt provision		0	0	0	0	0	0
<b>Total Resources expended</b>	8	<b>3,035,628</b>	<b>33,406</b>	<b>3,069,034</b>	<b>2,929,338</b>	<b>119,648</b>	<b>3,048,986</b>
<b>Net gain/(loss) on investments</b>		<b>14,209</b>	<b>0</b>	<b>14,209</b>	<b>25,561</b>	<b>0</b>	<b>25,561</b>
<b>Net incoming/(outgoing) resources</b>		<b>79,955</b>	<b>(26,846)</b>	<b>53,109</b>	<b>282,383</b>	<b>3,626</b>	<b>286,009</b>
<b>Net movement in funds</b>		<b>79,955</b>	<b>(26,846)</b>	<b>53,109</b>	<b>282,383</b>	<b>3,626</b>	<b>286,009</b>
<b>Fund balance at 1 April 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>
<b>Fund balances at 31 March 2022</b>		<b>989,607</b>	<b>1,250</b>	<b>990,857</b>	<b>909,652</b>	<b>28,096</b>	<b>937,748</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 STATEMENT OF CASH FLOWS

### FOR THE YEAR ENDED 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	26		146,441		210,587
<b>Investing activities</b>					
Purchase of tangible fixed assets	11	(3,540)		(8,259)	
Purchase of investments		<u>(225,000)</u>		<u>(225,000)</u>	
Net cash used in investing activities			(228,540)		(233,259)
<b>Net (decrease)/increase in cash and cash equivalents</b>			(82,099)		(22,672)
Cash and cash equivalents at beginning of year			996,488		1,019,160
<b>Cash and cash equivalents at end of year</b>			<u>914,389</u>		<u>996,488</u>



# 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 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 2022

#### 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 2022

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 2022

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
<b>For the year ended 31 March 2022</b>	<b>638,632</b>	<b>6,560</b>	<b>645,192</b>	<b>1,103,155</b>
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
<b>For the year ended 31 March 2021</b>	<b>616,541</b>	<b>6,560</b>	<b>623,101</b>	<b>1,066,158</b>
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
	<b>14,269</b>	<b>8,204</b>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 6 Investment income – Charity

	2022	2021
	£	£
Income from listed investments	7,878	4,323
Interest receivable	466	1,190
	<u>7,924</u>	<u>5,513</u>

#### 7 Total resources expended – Consolidated

	Staff Costs £	Depr't'n £	Other Costs £	Total 2022 £	Total 2021 £
<b>Raising funds</b>					
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
	<u>744,264</u>	<u>2,276</u>	<u>85,462</u>	<u>832,002</u>	<u>747,064</u>
<b>Charitable activities</b>					
Activities undertaken directly	2,373,685	15,851	1,095,681	3,485,217	3,413,655
<b>For the year ended 31 March 2022</b>	<u>3,117,948</u>	<u>18,128</u>	<u>1,181,143</u>	<u>4,317,219</u>	
<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>

Totals for the year are shown net of intra-group charges of £130,161 (2021 £123,794).

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 8 Total Resources expended – Charity

	Staff Costs £	Depr't'n £	Other Costs £	Total 2022 £	Total 2021 £
<b>Raising funds</b>					
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
	<u>230,675</u>	<u>0</u>	<u>12,615</u>	<u>243,290</u>	<u>238,955</u>
<b>Charitable activities</b>					
Activities undertaken directly	2,124,038	14,735	686,970	2,825,744	2,810,031
<b>For the year ended 31 March 2022</b>	<u>2,354,713</u>	<u>14,735</u>	<u>699,585</u>	<u>3,069,034</u>	
<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>

#### 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	<u>720</u>	<u>650</u>	<u>720</u>	<u>650</u>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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
	<u>166</u>	<u>152</u>	<u>135</u>	<u>135</u>

	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
	<u>3,263,785</u>	<u>2,943,676</u>	<u>2,364,714</u>	<u>2,185,758</u>

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



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 11 Tangible Fixed Assets – Consolidated

	Leasehold property £	Office and IT Equipment £	Total £
<b>Cost</b>			
At 1 April 2021	79,709	144,340	224,050
Additions	0	3,540	3,540
<b>At 31 March 2022</b>	<b>79,709</b>	<b>147,880</b>	<b>227,590</b>
<b>Depreciation and impairment</b>			
At 1 April 2021	37,633	128,722	166,356
Depreciation charged for the year	10,486	7,642	18,128
<b>At 31 March 2022</b>	<b>48,119</b>	<b>136,364</b>	<b>184,483</b>
<b>Carrying amount</b>			
<b>At 31 March 2022</b>	<b>31,590</b>	<b>11,516</b>	<b>43,107</b>
At 31 March 2021	42,076	15,618	57,694

#### 12 Tangible Fixed Assets – Charity

	Leasehold property £	Office and IT Equipment £	Total £
<b>Cost</b>			
At 1 April 2021	75,598	118,377	193,975
Additions	0	0	0
<b>At 31 March 2022</b>	<b>75,598</b>	<b>118,377</b>	<b>193,975</b>
<b>Depreciation and impairment</b>			
At 1 April 2021	35,578	111,918	147,496
Depreciation charged for the year	9,972	4,763	14,735
<b>At 31 March 2022</b>	<b>45,551</b>	<b>116,681</b>	<b>162,232</b>
<b>Carrying amount</b>			
<b>At 31 March 2022</b>	<b>30,048</b>	<b>1,696</b>	<b>31,744</b>
At 31 March 2021	40,020	6,458	46,479

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 13 Fixed asset investments – Consolidated

	<b>Listed Investments £</b>	<b>Shares in Subsidiaries £</b>	<b>Total £</b>
At 1 April 2021	<b>426,705</b>	0	<b>426,705</b>
Additions	225,000	0	225,000
Change in value in the year	34,279	0	34,279
<b>At 31 March 2022</b>	<b>685,984</b>	<b>0</b>	<b>685,984</b>

#### Fixed asset investments – Charity

	<b>Listed Investments £</b>	<b>Shares in Subsidiaries £</b>	<b>Total £</b>
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
<b>At 31 March 2022</b>	<b>352,586</b>	<b>1</b>	<b>352,587</b>

#### Share in subsidiary companies at cost:

	<b>2022 £</b>	<b>2021 £</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 2022

#### 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>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Turnover	1050	2,800
Direct expenses	(383)	(1,315)
<b>Gross profit</b>	<b>667</b>	<b>1,485</b>
Administrative expenses	0	0
Corporation tax	0	0
<b>Net profit/(loss)</b>	<b>667</b>	<b>1,485</b>
<b>The aggregate of the assets, liabilities and funds was:</b>		
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.



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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)
<b>Gross profit</b>	<b>578,772</b>	<b>476,662</b>
Coronavirus JRS Grants	0	4,382
	578,772	481,044
Administrative expenses and interest payable	(555,574)	(476,225)
<b>Net Profit/ (Loss)</b>	<b>23,198</b>	<b>4,819</b>
<b>The aggregate of the assets, liabilities and funds was:</b>		
Assets	118,115	65,211
Liabilities	(228,831)	(189,303)
Deficiency of funds	(100,894)	(124,092)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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

<b>Summary of Results of the Subsidiary</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Incoming resources	867,971	785,619
Resources expended	792,549	(752,175)
<b>Net Movement in funds</b>	<b>75,432</b>	<b>33,445</b>
<b>The aggregate of the assets, liabilities and funds was:</b>		
Assets	842,016	559,941
Liabilities	(325,461)	(121,818)
<b>Surplus of funds</b>	<b>513,555</b>	<b>438,123</b>

#### 17 Debtors

	<b>Group</b>		<b>Charity</b>	
	<b>2022</b>	<b>2021</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>				
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
	<b>554,067</b>	<b>513,290</b>	<b>328,993</b>	<b>580,046</b>
<b>Deferred Tax</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>554,067</b>	<b>513,290</b>	<b>328,993</b>	<b>580,046</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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
	<u>723,989</u>	<u>654,081</u>	<u>287,277</u>	<u>494,822</u>

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

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Defined benefit pension (see also note 21)	<u>54,549</u>	<u>73,494</u>	<u>54,549</u>	<u>73,494</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	
	2022	2021	2022	2021
	£	£	£	£
Within one year	93,364	66,928	51,849	35,792
Between two and five years	<u>181,802</u>	<u>248,556</u>	<u>98,772</u>	<u>124,011</u>
	<u>275,166</u>	<u>315,484</u>	<u>150,621</u>	<u>159,802</u>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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.

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 22 Funds (continued)

##### Funds Movement – Consolidated

	Balance at 1 April 2021 £	Income £	Expenses £	Transfers £	Balance at 31 March 2022 £
<b>Unrestricted - General</b>					
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					
<b>Restricted</b>					
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
<b>Total</b>	<b>1,266,602</b>	<b>4,469,857</b>	<b>4,317,450</b>	<b>0</b>	<b>1,419,009</b>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 22 Funds (continued)

	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 adjustments	48,527	(124,025)	(124,025)	48,527
<b>Total unrestricted</b>	<b>916,374</b>	<b>4,363,203</b>	<b>4,041,071</b>	<b>1,238,506</b>
<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
	<b>24,470</b>	<b>123,274</b>	<b>119,648</b>	<b>28,096</b>
<b>Total</b>	<b>940,844</b>	<b>4,486,477</b>	<b>4,160,719</b>	<b>1,266,602</b>

## 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
	£	£	£	£	£
<b>Unrestricted</b>					
General	909,652	3,115,583	3,035,628	(150,000)	839,607
Designated	0	0	0	150,000	150,000
<b>Total unrestricted</b>	<b>909,625</b>	<b>3,115,583</b>	<b>3,035,628</b>	<b>0</b>	<b>989,607</b>
<b>Restricted</b>					
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
	<b>28,096</b>	<b>6,560</b>	<b>33,406</b>		<b>28,096</b>
<b>Total</b>	<b>937,748</b>	<b>3,122,143</b>	<b>3,069,034</b>	<b>0</b>	<b>990,857</b>

	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
<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
	<b>24,470</b>	<b>123,274</b>	<b>119,648</b>	<b>28,096</b>
<b>Total</b>	<b>651,739</b>	<b>3,334,995</b>	<b>3,048,986</b>	<b>937,748</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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	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)
	<b>1,417,759</b>	<b>1,250</b>	<b>1,419,009</b>

#### 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	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)
	<b>989,607</b>	<b>1,250</b>	<b>990,857</b>



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 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
<b>Cash (absorbed by)/generated from operations</b>	<b><u>146,441</u></b>	<b><u>210,587</u></b>

## INCOME AND EXPENDITURE

### FOR THE YEAR ENDED 31 MARCH 2022

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
<b>Total Income</b>	<b>4,435,578</b>	<b>4,445,379</b>	<b>3,107,934</b>	<b>3,309,434</b>
<b>Expenditure</b>				
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
<b>Total Expenditure</b>	<b>4,317,450</b>	<b>4,160,719</b>	<b>3,069,034</b>	<b>3,048,986</b>
<b>Unrealised gains/(losses) on investment</b>	<b>34,279</b>	<b>41,097</b>	<b>14,209</b>	<b>25,561</b>
<b>Excess of income over expenditure</b>	<b>152,407</b>	<b>325,757</b>	<b>53,109</b>	<b>286,009</b>