



**AGE UK OXFORDSHIRE  
REPORT AND ACCOUNTS FOR THE YEAR  
ENDED  
31 MARCH 2023**

REGISTERED CHARITY NUMBER 1091529  
COMPANY NUMBER 4328143

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# AGE UK OXFORDSHIRE

## REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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# AGE UK OXFORDSHIRE

## LEGAL AND ADMINISTRATIVE INFORMATION

### Trustees

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

<b>Secretary</b>	Mr N P 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 2023

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

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

### Charitable purpose:

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

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

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

### Our services include:

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



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### 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.

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

### Chair's Report 2022 – 23

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

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

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

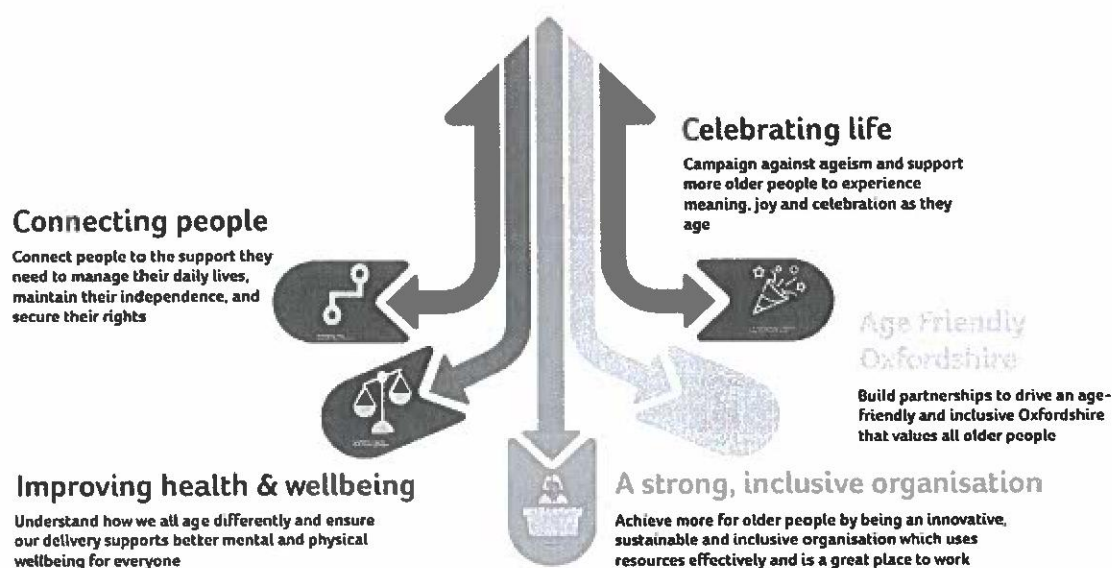
The plan sets out **five goals**, which focus on:

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

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## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

### Our five goals



### Overview of progress in delivering our goals in 2022 – 23

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

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

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

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

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

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

***Campaigning about the cost-of-living.***

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In response to this feedback, we have:

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

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

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

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

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

### Dementia Support Service (Dementia Oxfordshire)

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

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

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

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

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

### Measuring the impact of our 'community connector' services

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

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

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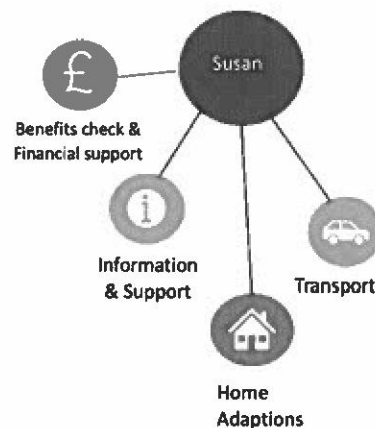
But perhaps the most telling way of understanding our impact is through stories of difference and personal testimony.

### Story of difference: Community Networker



Susan was referred after increased weakness, reduced mobility and increased falls likely due to terminal cancer progression. Susan is 75, her husband is 89. No family or friends in the area.

- Support & Information: - Pendant alarms and key safe
  - Contacted ASC about a Care Act Assessment
  - Local Good Neighbour Scheme
  - Cleaner
  - Gardener
  - Chiroprapist and footcare
- Financial Support: - Referred Susan and her husband for a benefits check
  - Council tax reduction/exemption,
  - Thames Water reduction & Household Support Fund
- Home Adaptions: - Disabilities facilities grant for stair lift
- Transport: - Volunteer Drivers Service to hospital appointments



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

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

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

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



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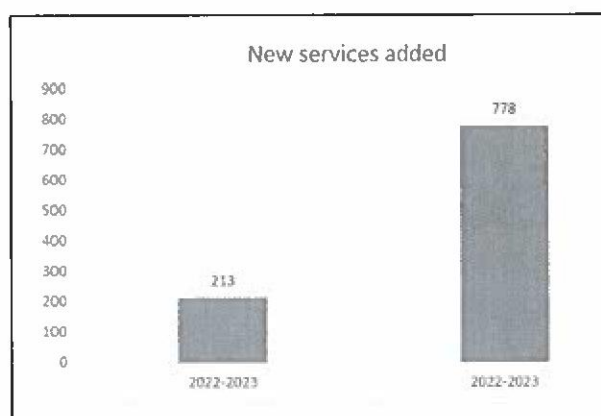
## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

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



### Campaigning and Influencing

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

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

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

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

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

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

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

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

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

Feedback from two people attending a Scams Awareness talk.

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

### **Practical support – Footcare and Home Support Options**

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

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

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

### Homeshare

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

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

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

### Story of difference - Sara and Mary's story

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

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

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

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



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

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

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

*Win-win-win!*

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

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

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

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

In response to this feedback, during the year:

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

#### Physical activity

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

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

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

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

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

### Social activities

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

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

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

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

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

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

### Phone Friends

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

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

**Feedback from a Phone Friend volunteer**

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

### Story of difference – Liz's story

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

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

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### **Bereavement support**

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

### **Digital support**

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

### **Story of difference – Mary's story**

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

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

*After an initial phone call, we decided she would be a great person for our tablet loan scheme, via the Digital Champions project. We talked about safety and security, what cookies are for and how to deal with them and allayed her fears of online scams and then set her up with a tablet and email address, supporting her throughout her learning via visits, calls, written instructions, or email help.*

*Miss X can now email friends and her digital champion with questions and feedback. She can look things up, watch YouTube videos of her favourite birds and wildlife and be in contact with her local WI group. She is slowly getting more confident and extending the loan has given her time to work out how she wants to proceed, including getting broadband installed at her home with the help of her Digital Champion.*



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

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

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

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

***Campaign against ageism.***

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

In response to this feedback, we have:

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

### **Combatting ageism**

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

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

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

### **Creative Later Life project**

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

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

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

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

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

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

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

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

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In response to this feedback, we have:

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

### Age Friendly Banbury

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

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

#### AGE FRIENDLY BANBURY YEAR IN NUMBERS

Partnership meetings	4
Pop-ups	6
AFB doorbells	12
AFB Partners	80
Receiving monthly update	250

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

### Raising awareness of age friendly approaches

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

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

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

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



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# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

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

### Looking ahead

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

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

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

### In conclusion

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

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

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

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

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023 (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 <sup>th</sup> November 2022)
Mr A Lane	(appointed 20 <sup>th</sup> January 2023)
Mrs K C Rogers	
Mr N C Greenhalf	(resigned 2 <sup>nd</sup> April 2023)
Miss A Pavey	
Ms T V Ajmal	
Ms J Buckingham	
Mr J Jackson	
Ms T S Livadeas	(resigned 4 <sup>th</sup> October 2022)
Dr G J Bartholomew	(resigned 12 <sup>th</sup> April 2023)
Ms J Bligh	(appointed 25 <sup>th</sup> March 2022)
Mr S G Elliott	(appointed 6 <sup>th</sup> February 2023)
Mr J Heywood	(appointed 24 <sup>th</sup> March 2023)

### Executive team

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

### Structure, governance and management

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

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

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

### Organisational Structure

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

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023 (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 has also delegated powers to a Nominations and Remuneration Committee to determine on its behalf its policy on Executive recruitment, remuneration and specific remuneration packages for each of the Executive Directors

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

### **Method of Recruitment and Appointment of Trustees**

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

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

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

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

### **Connected Charities**

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

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



# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023 (continued)

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

### Financial review

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

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

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

### Reserves Policy

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

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

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

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

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

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

### Risk Management

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

# AGE UK OXFORDSHIRE

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023 (continued)

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

The review has identified the following major risks to the organisation;

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

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

### **Key management remuneration**

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

The Nomination and Remuneration Committee reviews the pay of staff on an annual basis, with reference to similar organisations of a comparable size. The total pay for senior staff (there are 11 FTE for 2022/23; 2021/22 - FTE 9) was £412,367, with two members of staff receiving between £50,000 and £60,000 pa (2021/22 - two).

### **Trading company – Age UK Oxfordshire Trading Ltd**

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

### **Trading company – Ethical Legal Services Ltd**

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

# AGE UK OXFORDSHIRE

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023 (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 2023 (continued)

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



Mr A Lane (Chair)

Trustee

Dated: 20 Oct 2023



# AGE UK OXFORDSHIRE

## INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

### Opinion

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

In our opinion, the financial statements:

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

### Basis for opinion

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

### Conclusions relating to going concern

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

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

# 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.



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

25 Oct 2023  
264 Banbury Road  
Oxford, OX2 7DY

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

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

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



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

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

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


All of the above results are derived from continuous activities. There are no other gains and losses other than those stated above.

# CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2023

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

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

  
Mr A Lane (Chair)  
Trustee

  
Mr S G Elliott  
Trustee

Company Registration no. 4328143

## CONSOLIDATED STATEMENT OF CASH FLOWS

### FOR THE YEAR ENDED 31 MARCH 2023

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



# NOTES TO THE FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 31 MARCH 2023

### 1 Accounting policies

#### Company information

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

#### 1.1 Accounting convention

The 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 2023

#### 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 2023

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

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

#### **1.8 Retirement benefits**

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

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

#### **1.9 Leases**

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

#### **1.10 Corporation tax**

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

#### **1.11 Value Added Tax**

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

### **2 Critical accounting estimates and judgements**

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

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 3 Voluntary Income - Consolidated

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

#### 4 Voluntary Income – Charity

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

#### 5 Investment income – consolidated

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 6 Investment Income – Charity

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

#### 7 Total resources expended – Consolidated

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

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



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 8 Total Resources expended – Charity

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

#### 9 Net Incoming resources are stated after charging:

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 10 Employees

##### Number of employees

The average monthly number of employees during the year was:

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

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

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

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 11 Tangible Fixed Assets – Consolidated

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

#### 12 Tangible Fixed Assets – Charity

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 13 Fixed asset investments – Consolidated

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

#### Fixed asset investments – Charity

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

#### Share in subsidiary companies at cost:

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 14 Subsidiary Company – Age UK Oxfordshire Trading Limited

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

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

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



## 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. 08649926. The subsidiary was incorporated on 14th August 2013 and commenced trading activities under the trading name Beacon on 1st September 2013. The subsidiary is used for non-primary purpose trading activities.

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

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 16 Subsidiary Charity – Action for Carers (Oxfordshire) Ltd

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

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

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

#### 17 Debtors

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 18 Creditors: amounts falling due within one year

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

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

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Defined benefit pension (see also note 21)	<u>47,940</u>	<u>54,549</u>	<u>47,940</u>	<u>54,549</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	
	2023	2022	2023	2022
	£	£	£	£
Within one year	90,901	93,364	49,386	51,849
Between two and five years	90,901	181,802	49,386	98,772
	<u>181,802</u>	<u>275,166</u>	<u>98,772</u>	<u>150,621</u>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 21 Pension Scheme

#### Defined Contribution Plan

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

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

The total pension cost to Age UK Oxfordshire, the charity, for the year was £68,370 (2022: £61,589).

Contributions of £19,452 (2022: £18,479) were outstanding at the balance sheet date.

#### Defined Benefits Plan

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

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

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

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 22 Funds

##### Unrestricted Funds

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

##### Restricted Funds

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

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

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

##### Donors and Partners

Age UK

Charities Aid Foundation

Cherwell District Council

Christ Church Cathedral

The Esmee Fairbairn Foundation

Doris Field Charitable Trust

The National Lottery Community Fund

Oxfordshire Integrated Care Board

Oxfordshire Community Foundation

Oxfordshire County Council

PF Charitable Trust

Pharsalia

Pye Charitable Trust

Sanctuary Housing

Shanly Foundation

South Oxfordshire District Council

Thames Valley PCC Community Fund

West Oxfordshire District Council

##### Legacies

N Sheldon

S Rainey

P Espe

P Guibarra

B Colman



## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 22 Funds (continued)

##### Funds Movement – Consolidated

	Balance at 1 April 2022	Income	Expenses	Transfers	Balance at 31 March 2023
	£	£	£	£	£
<b>Unrestricted - General</b>					
Charity	839,607	3,320,806	3,412,869	50,000	747,544
Action for Carers	463,555	1,030,993	1,005,321	(25,000)	514,228
Age UK Trading	(33,036)	3,623	426	0	(29,839)
Ethical Legal Services	(100,894)	605,538	645,263	0	(140,619)
*Consolidation adjustment	48,527	(189,589)	(189,589)	0	48,527
Total unrestricted - general	1,217,760	4,789,454	4,874,291	25,000	1,139,840
Unrestricted - designated	200,000			(25,000)	175,000
Total Unrestricted	1,417,760	4,789,454	4,874,291	0	1,314,840
*Elimination of transactions between group companies					
<b>Restricted</b>					
Arts Partnership (Esmée Fairbairn)	0	119,923	99,936	0	19,987
WODC (Community Revenue Grant)	0	10,000	10,000	0	0
Shanly Foundation	0	2,000	2,000	0	0
OCF (Jubilee Fund)	0	9,972	9,972	0	0
Pye Charitable Trust	0	5,000	5,000	0	0
Bookfeast	1,250	0	1,250	0	0
	1,250	146,895	128,158	0	19,987
<b>Total</b>	<b>1,419,009</b>	<b>4,918,266</b>	<b>5,002,449</b>	<b>0</b>	<b>1,334,827</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 22 Funds (continued) – consolidated prior year

	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	4,283,812	(200,000)	1,217,760
Unrestricted - designated	0	0	0	200,000	200,000
Total Unrestricted	1,238,507	4,463,065	4,283,812	0	1,417,760
*Elimination of transactions between group companies					
<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>4,469,625</b>	<b>4,317,218</b>	<b>0</b>	<b>1,419,009</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 22 Funds (continued)

##### Funds Movement – Charity

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

##### Charity – prior year

	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
Total unrestricted	909,652	3,115,583	3,035,628	0	989,607
<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>937,748</b>	<b>3,122,143</b>	<b>3,069,034</b>	<b>0</b>	<b>990,857</b>

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

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

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 25 Related party transactions

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

#### 26 Cash generated from operations – Consolidated

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

#### 27 Contingent asset

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



## INCOME AND EXPENDITURE

### FOR THE YEAR ENDED 31 MARCH 2023

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

