

AGE CONCERN NORTH NORFOLK

England & Wales · Charity number 1097115

Details

Other names	AGE CONCERN SHERINGHAM & DISTRICT, SHERINGHAM DAY CENTRE, Sheringham Day Services
Status	Registered
Legal form	Charitable company
Company number	04675599
Registered	2003-04-17
Register	View on the Charity Commission register

Contact

Address	35b Cremer Street Sheringham Norfolk NR26 8DZ
Phone	01263 821188
Email	markd-h@ageconcernnorthnorfolk.co.uk
Website	http://www.ageconcernnorthnorfolk.co.uk/

Activities

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

Activities: DAY SERVICES HUB Offering a range of help, high quality care, meals prepared daily, bathing facilities, daily activities. Also lunch only option (plus home delivery). DROP-IN/BEFRIENDING SERVICE visits made to older people in their own homes, offering social stimulation and support using paid employees and volunteers. HOME VISITING SERVICE visits using paid staff (not personal care)

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** NORTH NORFOLK
- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£282,111	£264,475	-	-
2024-03-31	£250,155	£262,549	-	-
2023-03-31	£268,971	£232,133	-	-
2022-03-31	£229,644	£175,962	-	-
2021-03-31	£205,481	£139,126	-	-

Trustees

Name	Role	Appointed
Amy Louise Franklin		2022-07-14
Christopher Harvey Bingham		2022-09-21
Glyn Davies		2022-05-30
Mark Danson-Hatcher		2018-10-01
Sally-Ann McCracken		2024-01-18
Susan Rosser		2023-07-20

AGE CONCERN NORTH NORFOLK

England & Wales - Charity number 1097115

Accounts

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Mark Danson-Hatcher, Chair Amy Franklin, (Finance) Glyn Davies, (Publicity and PR) Christopher Bingham, (Major projects) Susan Rosser, (without portfolio) Sally-Anne McCracken, (without portfolio)
Company registered number	04675599
Charity registered number	1097115
Registered office	35b Cremer Street Sheringham Norfolk NR26 8DZ
Centre Manager	Jenny Smith
Accountants	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the financial statements of the charity for the year 1 April 2024 to 31 March 2025. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The aims, objectives and activities of the charity are reviewed regularly. This review looks at achievements and outcomes in the period 1 April 2024 to 31 March 2025, at the success of each activity and the benefits brought to older people in North Norfolk. Guidance on public benefit provided by the Charity Commission has been used to review our aims and objectives and in planning our future activities. All our services are available to people in the central part of the North Norfolk District Council area.

The charity's objectives, set out in our Articles of Association, are to promote the wellbeing of older people in and around North Norfolk by:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

b. Activities undertaken to achieve objectives

The main areas of activity aimed at achieving our objectives are:

1. Day Centre Hub

Day and half day service which can include a freshly prepared home cooked lunch and a wide range of enjoyable, stimulating activities for customers.

2. Meals on Heels

The provision of high quality, hot and cold, nutritionally balanced meals prepared and cooked at the Day Centre and delivered to customers at home.

3. Bathing and personal care

A specially equipped bathroom with bath and shower facilities. Fully qualified and vetted staff provide support and assistance as necessary.

4. Laundry service

A fast turn round for clothing, bed linen and towels using Day Centre facilities.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

5. Be-Friending Calls and Limited Home Visits

Be-friending phone calls; support workers can set up weekly calls to check on a person's well-being. Limited Home Visits are linked to Meals on Heels deliveries which can include a short well-being check for more vulnerable customers.

6. Intergenerational Work

Older and younger people working together gain an increased respect for each other. Links with Gresham's School and Paston College have continued to develop throughout the year. The students interact with our clientele providing social contact, some help with technology as well as involving themselves in organised activities such as art, crafting, quizzes and gently active games. Paston College students preparing for a career in the Care sector can gain and document valuable experience and contribute to the positive environment the Day Centre offers.

The focus of our work for this year has been:

Continued improvement of the environment and services the Day Centre offers.

Ensuring our Meals on Heels service provides high quality meals and value for money.

Further developing staff expertise and skills in the care of older people in a Day Centre setting, including deeper knowledge and understanding of the support those with dementia require.

Expanding and improving our network with relevant statutory and charity sector organisations to increase awareness of Age Concern North Norfolk.

We have also been working on:

Improving publicity, including web presence and use of printed media.

Initiating a major improvement to the kitchen.

Further improvement of our offer to customers thereby improving uptake of our day and other services.

To provide support for carers.

To work more closely with Dementia Friendly Groups and to work more closely with the Council (Integrated Care) in the area.

Driving down costs without damaging the quality of our services.

c. Main activities undertaken to further the charity's purposes for the public benefit

Our activities further the charity's purposes for the public benefit. When older people are cared for, with the provision of the range of services that we offer at Age Concern North Norfolk, there is a much wider impact on health services and family and social networks. The dangers of isolation and loneliness are minimised and there is a sense of community cohesion.

AGE CONCERN NORTH NORFOLK
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

a. Review of activities

1. Business Plan

Work on our new business plan is underway and remains focused on the provision of three levels of service detailed below. However the continuing wider financial uncertainty during the year has affected our planning.

Level 1 - A service which acknowledges that the over 50s of today (future service users) are increasingly more active and looking for services that are geared towards maintaining their health, wellbeing and independent lifestyle, thereby preventing them from being admitted into long term care placements.

Level 2 - A more holistic approach to day services/opportunities to address issues other than health/disability which may have an impact on well-being. This service will aim to support more independent service users who may be isolated and need more inclusion and interaction. This will involve providing support, information, advice, meals, etc. This will include guidance in health and wellbeing and opportunities for therapies, group activities, education and information sessions.

Level 3 - Services for older people who require support as a result of their physical or mental difficulties. These services will provide support to carers in the form of daily respite relieving them from their intense caring role. Each client will have their care and activities tailor made to meet their individual needs.

2. Re-Branding

Anecdotal evidence, as well as research locally, highlighted the identity of Age Concern North Norfolk (ACNN) to be routinely confused with Age UK and assumption we remained part of the large national Age Concern charity or Age UK, with access to their financial and other resources. A significant part of this misconception has been the similarity of our corporate identity to these charities and that insufficient emphasis has been placed on our local focus. Although knowledge of ACNN has been improved significantly in the professional sector in recent years better public recognition locally was needed.

Consequently, the Trustees took the decision to re-brand ACNN as Sheringham Day Services. This was successfully completed at the end of the financial year and the charity will trade as Sheringham Day Services (SDS) with a fresh and easily recognizable identity.

3. Premises

Successful grant applications have enabled planned refurbishment and more urgent repair of the Day Centre to be achieved. Most recently we have applied for grant funding to change all lighting to LED to improve general illumination throughout the building, reduce energy consumption and maintenance costs.

Improved Utility Area

Improvement of the principal service area of the Day Centre has been completed.

Kitchen

The kitchen is a key facility. Replacement of small appliances and equipment have been made as these items reached the end of useful life.

Plans for significant improvement of the kitchen have been progressed with much initial formal planning work completed. However, this preparatory work identified key difficulties concerning construction on our southern boundary, further complicating the project and potentially adding significant cost; alternatives are under consideration.

AGE CONCERN NORTH NORFOLK
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

4. Day Services

Introduction

The charity provides high quality day care for older people funded either through personal care budgets or by customers self-funding.

Under the leadership of Jennifer Smith, the Day Centre Manager, our well-motivated and well-trained staff have created a welcoming Day Centre offering a warm, comfortable and caring environment with a wide range of stimulating activities, high-quality home-cooked meals and refreshments throughout the day. This is further enhanced by the Meals on Heels service which reaches into the wider community and made possible by the excellent volunteer delivery team. The hard work and dedication of staff and volunteers has created an enviable reputation, and this is reflected in the demand for our services.

a. Networking

With this carefully created reputation and the wide-ranging networking conducted by Jenny knowledge of the charity continues to improve and is an important factor contributing to increased customer numbers. The following illustrates the range of organisations with which regular contact is maintained:

Healthier Sheringham
Sheringham Dementia Friendly Community
Everyone Active
North Norfolk Community Hub – North Norfolk District Council
Parish Nurse – Salvation Army
Later Life Network (Age UK)
Norfolk Older Peoples' Strategic Partnership
North Norfolk Health and Well-being Partnership (NNHWP)
Voluntary Norfolk Network
Community Action Norfolk

Use of Day Centre Services

	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
Full days	1,269	1,807	1,340	777	ND	410	591
Half days	360	427	293	212	205	211	427
Meals on Heels	5,926	5,564	4,460	3,875	1,613	421	369
Centre meals	1,922	2,926	2,032	281	ND	ND	ND
Baths	263	389	267	111	34	183	94
Laundry	49	51	7#	24	ND	ND	ND

Notes

ND - No data or service not active.

- Tumble dryer breakdown has limited the provision of service.

b. Activities

The charity prides itself on the quality and variety of activities available at the Day Centre and, whenever possible, enjoyable excursions. During the summer three boat trips on the River Bure enabled most Day Centre customers to experience and for some revisit the natural beauty of the Broads National Park.

A visit to the walled gardens of a local National Trust property, Felbrigg Hall, also arranged in the summer for all of our clients, provided a particularly enjoyable and memorable day out. The visit, which prompted many reminiscences, benefitted from a fine hot day, an excellent picnic lunch and very welcome ice-creams.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

We were particularly grateful to Messrs. Sanders, a local coach company, for providing transport.

Activities at the Day Centre have maintained singing and music sessions provided by a number of local soloists and groups as well as staff. Similarly art sessions led by a visiting tutor, staff and volunteers remain popular as do the seasonally themed craft sessions. The activity programme has seen the addition of a Victorian Magic Show, a performance by Sheringham Morris Dancers, fortnightly health and wellness sessions including hand massages and music and movement therapy.

The well-established pet therapy programme involved visiting alpacas, dogs, guinea pigs and owls. The activity programme has been enhanced with the purchase of a 'white screen'.

c. Staffing

Staff levels have been maintained over the year in line with customer numbers, the demand for meals and maintaining high quality day care. Savings on staff costs have arisen principally from some long-term staff sickness, leading to retirement, and with consequent careful management of staff hours. Vacancies have been filled through promotion and reorganization of existing staff. The employment of a part-time in-house fundraiser tasked with concentrating on local sources provided modest success and was concluded when the post holder resigned. The staff comprises:

Centre Manager

Jennifer Smith

Office Manager

Alison Craske

Senior Care Workers

Molly Billman

Support Workers

Brenda Bywater

Susan Frazer

Ann Harrington

Kerry Hogan

Chefs

Paul Kavanagh

Rebecca Lipyeat

Kitchen Assistant

Paul Kavanagh

Cleaner

Lyudmyla Birtwell

Volunteers

Kim Bingham

Martin Beaumont

Dora Berkin

Graham Budd

Sue Churchyard

Usra Clarke

Graham Colombe

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Angela Cooper
Anita Jones
Patrick Lawler
Karen Mallett
Sally McCracken
Christine Money
Sarah Rankin
Sue Rosser
Jason Tillyard
Elisabeth Williams

d. Inhouse Training

Staff

All staff undertake programmed mandatory continuation training and training relevant to their role to maintain individual skills and ensure current good practice is used. Staff training is supervised by the Centre Manager and the charity has contracted iHASCO to provide on-line training. Training is provided in the following subjects:

Fire Awareness
COSHH
Infection Prevention and Control
First Aid RIDDOR
Health and Safety Essentials
Food Allergy Awareness
Data Protection GDPR
Food Safety Hygiene
Safeguarding Adults
Risk Assessment
Moving and Handling People
Medication Awareness
Dementia Awareness
Deaf Awareness
Equality and Diversity
First Aid Appointed Person
Level 2 Dementia
Lone Working
CPR/Defibrillator Training

This training system can also be utilised by Volunteers and Trustees.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Trustee Training Record

Whilst our Trustees have wide experience and professional backgrounds, it is recognised that developing further knowledge in this field is always beneficial. We regularly utilise the free seminars specific to the charities sector provided by a local law firm. Trustees also have access to resources produced by the National Council for Voluntary Organisations (NVCO).

b. Investment policy and performance

We are a small charity and do not have an active investment policy at the present time. Funds not required for working capital are held on a deposit account.

Financial review

a. Overview

The Trustees of Age Concern North Norfolk (Sheringham Day Services) had expected that 2024/25 would be a difficult year for funding. Our most significant costs continue to be insurance, necessary accounting and audit services, utilities, food costs (for delivery of the lunch service) and staff wages (noting that we continue to use volunteers where possible and staff wages are not excessive).

Our income continues from two key avenues; grants generated from the generous trusts and foundations who continue to support our work, and income from business activities which are the subsidised charges asked of users of the centre. The former intended to keep the latter as low as possible.

Trustees were clear that income and expenditure for the capital kitchen upgrade would be separate from any income generated for revenue costs.

Many charities are seeing a reduction in income from trusts and foundations as those organisations have had their investment income decrease due to economic uncertainties leading to smaller grant budgets and increased competition for those budgets.

Despite these challenges, the charity's financial results for the year ended 31 March 2025 were reasonable. We continue to spend our restricted funds as required, carrying fewer over into the 2025/26 financial year. This has included progressing the kitchen upgrade plans.

Trusts and foundation income did decrease, as expected, but with increased custom at the Day Centre and in the community, income from charitable activities increased.

Expenditure was broadly in-line with budget, other than food costs which increased even beyond the additional budget we put in place. At 31 March 2025 the charity had funds of **£330,614** (including £138,486 in fixed assets).

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

b. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to remain operational for the foreseeable future. Consequently, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Our income comes from sales of our day and related services to both Social Services and self-funding clients and from grants and donations. Income remains a challenging issue but we have expanded our clientele considerably. We are still reliant on grants to balance income and expenditure.

c. Reserves policy

The Trustees have designated **£110,680** (2024: £85,700) to cover redundancy and four months running costs as contingency against existing grant funding applications proving unsuccessful.

On 31 March 2025, the charity had "free reserves", being unrestricted funds which have not been designated and are not represented by fixed assets, of **£15,009** (2024: £62,685).

d. Material investments policy

In accordance with the Memorandum of Association the charity has the power to invest funds not immediately required for its own purposes in or upon such investments, securities or property of whatsoever nature and wherever situate as may be thought fit provided that the Board seek written professional advice, unless concluded that it is unnecessary or inappropriate to do so.

e. Principal risks and uncertainties

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate these risks.

Structure, governance and management

a. Constitution

Age Concern North Norfolk is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 30 January 2003.

The charity is constituted under a Memorandum of Association dated 30 January 2003 and is a registered charity number 1097115.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association. We have updated our Trustees Policy which includes the Induction Process and Trustee outline duties.

We continue to attempt to recruit suitable personnel who have the necessary expertise and human relations skills appropriate for the task of helping to run a small charity. North Norfolk has a large number of small and medium- sized charities consequently demand for suitable trustees is high and recruitment remains a challenge.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

Age Concern North Norfolk is a Charitable Company Limited by guarantee, and the financial liability of the trustees, is limited to £1 each. This limitation applies only where the Trustees can be shown to have acted within the legal and regulatory framework.

The Charity is governed by a Board of Trustees, with the Day Centre Manager having operational responsibility for staff and services.

The role of the Board of Trustees (The Board) is defined by Charity Commission rules and our own Articles of Association. The Board is responsible for ensuring it has achievable and effective plans in place to govern, manage and deliver services and other activities. Trustees are recruited through open advertisement in local free papers and through word of mouth. All trustees are encouraged to undertake available training and to fully acquaint themselves with the Charity's policies and procedures and with Charitable law and regulations.

We work with a network of organisations in the voluntary and statutory sectors to ensure the best outcomes for our target client group. We are part of the unincorporated association of the Assembly of Independent Age Concern and Age UK charities.

The Board of Trustees consists of a variable number of volunteer Trustees. The minimum is 3 Trustees.

The Board is responsible for all financial decisions made by the charity and oversees the Centre Manager in all tasks relating to the provision of services and the recruitment, training, management and welfare of staff.

Plans for future periods

Our challenges for the year ahead are to:

- continue to increase usage of our services thereby providing greater public benefit.
- remain flexible in the difficult financial climate and to respond to client need in new ways as appropriate.
- build sustainability of our services through increased income, improving facilities and efficient use of resources.
- maintain, improve and diversify funding streams, including but not limited to donations and legacies.
- continue to develop our marketing plan, including using social media and the local press, to increase awareness of our Age Concern North Norfolk brand and services.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

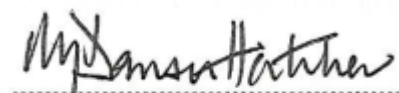
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Thanks

The Board of Trustees thank the Centre Manager, staff and volunteers of the charity for their dedication and hard work over the year. This has resulted in the continuing growth in customers wanting to use our services and enabled the charity to successfully meet its key purpose of improving the well-being of older people in the Sheringham area assisting with making later life a fulfilling and enjoyable experience.

We would also like to thank all those individuals and organisations who have provided services and support, often above and beyond their contracts.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Mark Danson-Hatcher

Date: 15.05.25

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2025

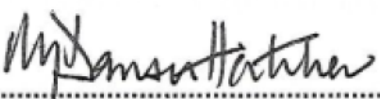
The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Approved by order of the members of the board of Trustees and signed on its behalf by:


.....
Mark Danson-Hatcher

Date: 15.05.25

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Independent Examiner's Report to the Trustees of Age Concern North Norfolk ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

AGE CONCERN NORTH NORFOLK
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INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 16 June 2025

Alice Lynch BSc FCA DChA

MA Partners LLP
7 The Close
Norwich
Norfolk
NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	80,376	55,903	136,279	96,763
Charitable activities	4	-	142,556	142,556	150,328
Investments		-	3,276	3,276	3,064
Total income		80,376	201,735	282,111	250,155
Expenditure on:					
Raising funds		-	12,031	12,031	11,056
Charitable activities	5	34,006	218,438	252,444	251,493
Total expenditure		34,006	230,469	264,475	262,549
Net income/(expenditure)		46,370	(28,734)	17,636	(12,394)
Transfers between funds	13	850	(850)	-	-
Net movement in funds		47,220	(29,584)	17,636	(12,394)
Reconciliation of funds:					
Total funds brought forward		19,219	293,759	312,978	325,372
Net movement in funds		47,220	(29,584)	17,636	(12,394)
Total funds carried forward		66,439	264,175	330,614	312,978

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 18 to 32 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	10	138,486	145,194
		<u>138,486</u>	<u>145,194</u>
Current assets			
Debtors	11	5,837	2,362
Cash at bank and in hand		191,252	173,045
		<u>197,089</u>	<u>175,407</u>
Creditors: amounts falling due within one year	12	(4,961)	(7,623)
Net current assets		<u>192,128</u>	<u>167,784</u>
Total assets less current liabilities		<u>330,614</u>	<u>312,978</u>
Total net assets		<u><u>330,614</u></u>	<u><u>312,978</u></u>
Charity funds			
Restricted funds	13	66,439	19,219
Unrestricted funds	13	264,175	293,759
Total funds		<u><u>330,614</u></u>	<u><u>312,978</u></u>

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

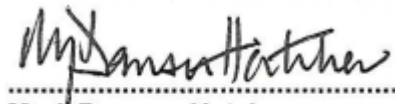
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


.....
Mark Danson-Hatcher
Date: 15.05.25

The notes on pages 18 to 32 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. General information

Age Concern North Norfolk is a company incorporated in England and Wales. The registered office and principal place of business is 35b Cremer Street, Sheringham, Norfolk, NR26 8DZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age Concern North Norfolk ("the charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.5 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis. The freehold property is not depreciated as the residual value is considered to be higher than the book value.

Depreciation is provided on the following basis:

Fixtures and fittings	-	20%
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Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset at the date of disposal and are recognised in the Statement of Financial Activities.

2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.9 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.11 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Donations	37,750	47,180	84,930	17,863
Grants	42,626	8,723	51,349	78,900
Total 2025	80,376	55,903	136,279	96,763
<i>Total 2024</i>	<i>42,325</i>	<i>54,438</i>	<i>96,763</i>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. Income from charitable activities

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Income from charitable activities - Day Centre	121,012	121,012	137,145
Income from charitable activities - Other services	21,544	21,544	13,183
Total 2025	<u>142,556</u>	<u>142,556</u>	<u>150,328</u>
<i>Total 2024</i>	<u>150,328</u>	<u>150,328</u>	

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £	<i>Total 2024 £</i>
Promoting the wellbeing of older people	<u>34,006</u>	<u>218,438</u>	<u>252,444</u>	<u>251,493</u>
<i>Total 2024</i>	<u>47,172</u>	<u>204,321</u>	<u>251,493</u>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Promoting the wellbeing of older people	<u>192,162</u>	<u>60,282</u>	<u>252,444</u>	<u>251,493</u>
<i>Total 2024</i>	<u>180,301</u>	<u>71,192</u>	<u>251,493</u>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2025 £	<i>Total funds 2024 £</i>
Staff costs (note 8)	168,719	150,388
Food	20,091	26,096
Travel and transport	2,087	3,492
Other direct costs	1,053	111
Agency staff	212	214
	192,162	180,301

Analysis of support costs

	Total funds 2025 £	<i>Total funds 2024 £</i>
General overheads	20,615	19,518
Premises	19,743	31,792
Governance	12,568	12,862
Depreciation	7,356	7,020
	60,282	71,192

7. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £3,000 (2024 - £3,072), and fees for payroll, bookkeeping, management accounts and company secretarial assistance of £9,053 (2024 - £9,118).

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Staff costs

	2025	<i>2024</i>
	£	£
Wages and salaries	164,422	<i>147,402</i>
Social security costs	2,309	<i>1,510</i>
Contribution to defined contribution pension schemes	1,988	<i>1,476</i>
	168,719	<i>150,388</i>

The average number of persons employed by the charity during the year was as follows:

	2025	<i>2024</i>
	No.	No.
Manager	1	<i>1</i>
Support	8	<i>7</i>
Kitchen	2	<i>2</i>
Administrator	1	<i>1</i>
Cleaner	1	<i>1</i>
	13	<i>12</i>

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits received by key management personnel for their services to the charity was £29,009 (2024 - £25,745).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2024	108,578	79,376	187,954
Additions	-	648	648
At 31 March 2025	<u>108,578</u>	<u>80,024</u>	<u>188,602</u>
Depreciation			
At 1 April 2024	-	42,760	42,760
Charge for the year	-	7,356	7,356
At 31 March 2025	<u>-</u>	<u>50,116</u>	<u>50,116</u>
Net book value			
At 31 March 2025	<u>108,578</u>	<u>29,908</u>	<u>138,486</u>
At 31 March 2024	<u>108,578</u>	<u>36,616</u>	<u>145,194</u>

11. Debtors

	2025 £	2024 £
Due within one year		
Trade debtors	564	1,343
Prepayments and accrued income	5,273	1,019
	<u>5,837</u>	<u>2,362</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

12. Creditors: Amounts falling due within one year

	2025	<i>2024</i>
	£	£
Trade creditors	1,711	<i>1,951</i>
Accruals and deferred income	3,250	<i>5,672</i>
	4,961	<i>7,623</i>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Redundancy	4,280	-	-	-	4,280
Maintenance	5,000	-	-	400	5,400
4 months running costs	76,420	-	-	24,580	101,000
	<u>85,700</u>	<u>-</u>	<u>-</u>	<u>24,980</u>	<u>110,680</u>
General funds					
Unrestricted funds	<u>208,059</u>	<u>201,735</u>	<u>(230,469)</u>	<u>(25,830)</u>	<u>153,495</u>
Total Unrestricted funds	<u>293,759</u>	<u>201,735</u>	<u>(230,469)</u>	<u>(850)</u>	<u>264,175</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Statement of funds (continued)

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Restricted funds					
The Robert McAlpine Foundation - note 1	-	5,000	(5,850)	850	-
NCF - Sheila Ann Day Fund - note 2	-	1,048	-	-	1,048
Zedra Trust / WO Street Charitable Foundation - note 1	-	2,000	(1,804)	-	196
NCF - LoVE Norfolk Fund - note 1	-	5,000	-	-	5,000
National Lottery Community Fund - note 4	-	20,000	(7,695)	-	12,305
The Lillian Armitage Charity - note 5	-	2,250	(1,370)	-	880
Charles Hayward Foundation - note 2	-	3,000	-	-	3,000
Norfolk Community Foundation - note 1	-	10,000	-	-	10,000
Alan Boswell Group - note 1	-	5,000	-	-	5,000
D C Moncrieff Charitable Trust - note 1	-	1,000	(1,000)	-	-
Charities of E Hooke and an unknown donor - note 1	-	500	-	-	500
Helen Hamlyn Trust - note 6	-	3,500	(1,912)	-	1,588
The Doyly Carte - note 2	1,346	-	(1,214)	-	132
F W Foundation - note 1	5,880	10,000	(5,880)	-	10,000
Anton Jurgens Charitable Trust - note 1	2,000	-	(2,000)	-	-
HDH Wills - note 2	1,000	-	-	-	1,000
Mr and Mrs Philip Rackham Charitable Trust - note 1	500	-	(500)	-	-
Co-op Supermarket appeal - note 1	1,025	-	(1,025)	-	-
Kitchen Refurbishment - note 3	7,468	10,578	(2,256)	-	15,790
Other restricted funds	-	1,500	(1,500)	-	-
	19,219	80,376	(34,006)	850	66,439

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Statement of funds (continued)

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Total of funds	312,978	282,111	(264,475)	-	330,614

Note 1 - restricted for food purchases / lunch club.

Note 2 - restricted for boat trip / activities.

Note 3 - funding for the refurbishment of the kitchen area of the Day Centre has been received from the National Community Fund, McAlpine Foundation, Elsie Pilkington Charitable Trust, Geoffrey Watling Charity, R C Snelling Charitable Trust, Charles Littlewood Hill Trust and The Clan Trust.

Note 4 - funding for support worker salaries.

Note 5 - £1,000 for industrial microwave and £1,250 for activities.

Note 6 - funding for intergenerational and befriending activities.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2024 £</i>
Unrestricted funds					
Designated funds					
Redundancy	4,280	-	-	-	4,280
Maintenance	5,000	-	-	-	5,000
4 months running costs	30,000	-	-	46,420	76,420
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>46,420</u>	<u>85,700</u>
General funds					
Unrestricted funds	<u>246,312</u>	<u>207,830</u>	<u>(215,377)</u>	<u>(30,706)</u>	<u>208,059</u>
Total Unrestricted funds	<u>285,592</u>	<u>207,830</u>	<u>(215,377)</u>	<u>15,714</u>	<u>293,759</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Statement of funds (continued)

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2024 £</i>
Restricted funds					
The Robert McAlpine Foundation - note 1	5,107	-	(5,107)	-	-
D C Moncrieff Charitable Trust - note 1	750	-	(750)	-	-
Helen Hamlyn Trust - note 6	3,000	-	(3,000)	-	-
The Doyly Carte - note 2	-	1,600	(254)	-	1,346
F W Foundation - note 1	3,929	10,000	(8,049)	-	5,880
Anton Jurgens Charitable Trust - note 1	-	2,000	-	-	2,000
HDH Wills - note 2	-	1,000	-	-	1,000
Mr and Mrs Philip Rackham Charitable Trust - note 1	-	500	-	-	500
Co-op Supermarket appeal - note 1	-	1,025	-	-	1,025
Kitchen Refurbishment - note 3	8,300	23,700	(8,818)	(15,714)	7,468
Other restricted funds	18,694	2,500	(21,194)	-	-
	<u>39,780</u>	<u>42,325</u>	<u>(47,172)</u>	<u>(15,714)</u>	<u>19,219</u>
Total of funds	<u>325,372</u>	<u>250,155</u>	<u>(262,549)</u>	<u>-</u>	<u>312,978</u>

Note 1 - restricted for food purchases / lunch club.

Note 2 - restricted for boat trip / activities.

Note 3 - funding for the refurbishment of the kitchen area of the Day Centre has been received from the National Community Fund, McAlpine Foundation, Elsie Pilkington Charitable Trust, Geoffrey Watling Charity, R C Snelling Charitable Trust, Charles Littlewood Hill Trust and The Clan Trust.

Note 4 - funding for support worker salaries.

Note 5 - £1,000 for industrial microwave and £1,250 for activities.

Note 6 - funding for intergenerational and befriending activities.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Designated funds	85,700	-	-	24,980	110,680
General funds	208,059	201,735	(230,469)	(25,830)	153,495
Restricted funds	19,219	80,376	(34,006)	850	66,439
	<u>312,978</u>	<u>282,111</u>	<u>(264,475)</u>	<u>-</u>	<u>330,614</u>

Summary of funds - prior year

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2024 £</i>
Designated funds	39,280	-	-	46,420	85,700
General funds	246,312	207,830	(215,377)	(30,706)	208,059
Restricted funds	39,780	42,325	(47,172)	(15,714)	19,219
	<u>325,372</u>	<u>250,155</u>	<u>(262,549)</u>	<u>-</u>	<u>312,978</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	-	138,486	138,486
Current assets	66,439	130,650	197,089
Creditors due within one year	-	(4,961)	(4,961)
Total	66,439	264,175	330,614

Analysis of net assets between funds - prior year

	<i>Restricted funds 2024 £</i>	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Tangible fixed assets	-	145,194	145,194
Current assets	19,219	156,188	175,407
Creditors due within one year	-	(7,623)	(7,623)
Total	19,219	293,759	312,978

16. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The pension cost charge represents contributions payable by the charity to the fund and amounted to **£1,988** (2024: £1,476). No amounts were payable to the fund at the balance sheet date.

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2025.

Accounts

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Mark Danson-Hatcher, Chair Amy Franklin, (Finance) Glyn Davies, (Publicity and PR) Christopher Bingham, (Major projects) Susan Rosser, (without portfolio) (appointed 20 July 2023) Sally-Anne McCracken, (without portfolio) (appointed 18 January 2024)
Company registered number	04675599
Charity registered number	1097115
Registered office	35b Cremer Street Sheringham Norfolk NR26 8DZ
Centre Manager	Anneliese Maerz
Accountants	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the financial statements of the charity for the year 1 April 2023 to 31 March 2024. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The aims, objectives and activities of the charity are reviewed regularly. This review looks at achievements and outcomes in the period 1 April 2023 to 31 March 2024, at the success of each activity and the benefits brought to older people in North Norfolk. Guidance on public benefit provided by the Charity Commission has been used to review our aims and objectives and in planning our future activities. All our services are available to people in the central part of the North Norfolk District Council area.

The charity's objectives, set out in our Articles of Association, are to promote the wellbeing of older people in and around North Norfolk by:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

b. Activities undertaken to achieve objectives

The main areas of activity aimed at achieving our objectives are:

1. Day Centre Hub

Day and half day service which can include a freshly prepared home cooked lunch and a wide range of enjoyable, stimulating activities for customers.

2. Meals on Heels

The provision of high quality, hot and cold, nutritionally balanced meals prepared and cooked at the Day Centre and delivered to customers at home.

3. Bathing and personal care

A specially equipped bathroom with bath and shower facilities. Fully qualified and vetted staff provide support and assistance as necessary.

4. Laundry service

A fast turn round for clothing, bed linen and towels using Day Centre facilities.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities (continued)

5. Limited Home Visits

Linked to Meals on Heels, generally a short wellbeing check for more vulnerable customers.

6. Intergenerational Work

Older and younger people working together gain an increased respect for each other. Links with Gresham's School and Paston College have continued to develop throughout the year. The students interact with our clientele providing social contact, some help with technology as well as involving themselves in organised activities such as art, crafting, quizzes and gently active games. Paston College students preparing for a career in the Care sector can gain and document valuable experience and contribute to the positive environment the Day Centre offers.

The focus of our work for this year has been:

Continued improvement of the environment and services the Day Centre offers.

Ensuring our Meals on Heels service provides high quality meals and value for money.

Further developing staff expertise and skills in the care of older people in a Day Centre setting, including deeper knowledge and understanding of the support those with dementia require.

Expanding and improving our network with relevant statutory and charity sector organisations to increase awareness of Age Concern North Norfolk.

We have also been working on:

Improving publicity, including web presence and use of printed media.

Initiating a major improvement to the kitchen.

Further improvement of our offer to customers thereby improving uptake of our day and other services.

To provide support for carers.

To work more closely with Dementia Friendly Groups and to work more closely with the Council (Integrated Care) in the area.

Driving down costs without damaging the quality of our services.

c. Main activities undertaken to further the charity's purposes for the public benefit

Our activities further the charity's purposes for the public benefit. When older people are cared for, with the provision of the range of services that we offer at Age Concern North Norfolk, there is a much wider impact on health services and family and social networks. The dangers of isolation and loneliness are minimised and there is a sense of community cohesion.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

a. Review of activities

1. Business Plan

The current Business Plan, adopted at the June 2021 AGM, expired on 31 March 2024. Work on our new business plan is underway and remains focused on the provision of three levels of service detailed below. However the wider financial turmoil during the year has affected our planning.

Level 1 - A service which acknowledges that the over 50s of today (future service users) are increasingly more active and looking for services that are geared towards maintaining their health, wellbeing and independent lifestyle, thereby preventing them from being admitted into long term care placements.

Level 2 - A more holistic approach to day services/opportunities to address issues other than health/disability which may have an impact on well-being. This service will aim to support more independent service users who may be isolated and need more inclusion and interaction. This will involve providing support, information, advice, meals, etc. This will include guidance in health and wellbeing and opportunities for therapies, group activities, education and information sessions.

Level 3 - Services for older people who require support as a result of their physical or mental difficulties. These services will provide support to carers in the form of daily respite relieving them from their intense caring role. Each client will have their care and activities tailor made to meet their individual needs.

2. Premises

Successful grant applications have enabled planned refurbishment and more urgent repair of the Day Centre to be achieved.

Improved Utility Area

The first phase of improvement to the service areas of the Day Centre has been completed. Increased demands in the kitchen for meal preparation and cooking necessitated periodic washing up generated throughout the day to be moved elsewhere. Increasing demand for laundry facilities needed more suitable and efficient facilities and appropriate facilities for storage of cleaning materials, equipment and the disposal of dirty water were much needed. A complete re-design and refit of the utility area, including commercial quality appliances, has provided these necessary improvements.

Internal Doors

The replacement of doors throughout the building, including specially manufactured fire doors, has been completed.

Kitchen

The kitchen is a key facility. Replacement of small appliances and equipment have been made as these items reached the end of useful life. Plans for significant improvement of the kitchen have been made and much initial formal planning work completed. It has also been necessary to replace the commercial dishwasher and replace filter panels in the main extractor. Despite the increased pressure on the kitchen a 5* hygiene rating has been maintained.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

3. Day Services

Introduction

The charity provides high quality day care for older people funded either through personal care budgets or by customers self-funding.

Under the leadership of Anneliese Maerz, the Day Centre Manager, our well-motivated and well-trained staff have created a welcoming Day Centre offering a warm, comfortable and caring environment with a wide range of stimulating activities, high quality homecooked meals and refreshments throughout the day. This is further enhanced by the Meals on Heels service which reaches into the wider community and made possible by the excellent volunteer delivery team. The hard work and dedication of staff and volunteers has created an enviable reputation, and this is reflected in the continuing growth in demand for our services.

a. Networking

With this carefully created reputation and the wide-ranging networking conducted by Anneliese knowledge of the charity continues to improve and is an important factor contributing to increased customer numbers. The following illustrates the range of organisations with which regular contact is maintained:

Meeting Type	Organisers
Social Prescribing	NNDC
Norfolk Care Association – Day Services Subgroup	NorCA
Healthier Sheringham	Cllr Liz Withington
Networking day for organisations providing Practical Support	Healthier Sheringham
Whole day visit Community Connector	NNDC
Networking day for organisations providing social support	Healthier Sheringham
Cost of Living meeting with Anglia Water and ways to help vulnerable people	Anglian Water
Market Position Statement Review	NCC
Meeting with NCC commissioner for Day Services	NCC
Sheringham Dementia Friendly Community Engagement Day	SDFC
Brokerage referral process for day care	NCC
Sheringham Helps Day at The Lighthouse	Healthier Sheringham
Dementia Open Forum	UEA

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Use of Day Centre Services

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
Full days	1,807	1,340	777	ND	410	591	ND
Half days	427	293	212	205	211	427	554
Meals on Heels	5,564	4,460	3,875	1,613	421	369	352
Centre meals	2,926	2,032	281	ND	ND	ND	ND
Baths	389	267	111	34	183	94	103
Laundry	51	7#	24	ND	ND	ND	ND

Notes

ND - No data or service not active.

- Tumble dryer breakdown has limited the provision of service.

b. Activities

The charity prides itself on the quality and variety of activities available at the Day Centre and, whenever possible, enjoyable excursions. During the summer three boat trips on The River Bure enabled most Day Centre customers to experience and for some revisit the natural beauty of the Broads National Park. Activities at the Day Centre have maintained singing and music sessions provided by a number of local soloists and groups as well as staff. Similarly art sessions led by a visiting tutor, staff and volunteers remain popular as do the seasonally themed craft sessions. The activity programme has seen the addition of a Victorian Magic Show, a performance by Sheringham Morris Dancers, fortnightly health and wellness sessions including hand massages and music and movement therapy.

The well-established pet therapy programme involved visiting alpacas, dogs, guinea pigs and owls. A second 'robocat' has been recruited to ease Tabatha's workload.

c. Staffing

Staff levels have been increased over the year to meet the increased number of customers and significantly increased number of meals served. The staff comprises:

Centre Manager

Anneliese Maerz

Office Manager

Alison Craske

Senior Care Workers

Rebecca Lipyeat

Jennifer Smith

Support Workers

Molly Billman

Susan Frazer

Brenda Bywater

Ann Harrington

Kerry Hogan

Karen Mallet

Chef

Lynn Reid

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Kitchen Assistant

Paul Kavanagh

Cleaner

Lyudmyla Birtwell

Volunteers

Kim Bingham
Bob Brand
Sue Churchyard
Graham Colombe
Angela Cooper
Susan Frazer
Ross Hadden
Anthony Hyde
Christine Money
Sarah Rankin
Sue Rosser
June Silcock
Elisabeth Williams

d. Inhouse Training

Staff

All staff undertake programmed mandatory continuation training and training relevant to their role to maintain individual skills and ensure current good practice is used. Staff training is supervised by the Centre Manager and the charity has contracted iHASCO to provide on-line training. Training is provided in the following subjects:

Fire Awareness
COSHH
Infection Prevention and Control
First Aid RIDDOR
Health and Safety Essentials
Food Allergy Awareness
Data Protection GDPR
Food Safety Hygiene
Safeguarding Adults
Risk Assessment
Moving and Handling People
Medication Awareness
Dementia Awareness
Deaf Awareness
Equality and Diversity
First Aid Appointed Person
Level 2 Dementia
Lone Working
CPR/Defibrillator Training

This training system can also be utilised by Volunteers and Trustees.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Centre Manager Training and Conferences attended:

Title of training/conferences	Organisers	Date
The Cost of Living impact on the Voluntary Sector; How Norfolk Compares	New Philanthropy Capital	27/4/23
Positivi-tea Public Day	NNC	18/5/23
MCA/DOLS training	Lynda Clayden	25/5/23
Dementia Open Forum	UEA	4/6/23
Webinar on Carer Friendly Tick Award	Carers Matter	8/6/23
Dementia Open Forum; Treating Depression in Dementia	UEA	22/6/23
Market Position Statement Webinar	NCC	7/10/23
Community Services Review	NCC	21/7/23
Volunteer Event, Sheringham Golf Club	Liz Withington	14/9/23
Fee Up-lift meeting	NCC	15/9/23
Beyond Grant Funding; Diverse models for VCSEs	Good Finance	19/9/23
Shaping the Market; IT support	NCC	3/8/23
Meeting with Duncan Baker MP	DB	22/9/23
Importance of Hydration	NCC	3/10/23
Self-Assessment	NCC	17/10/23
Dementia Open Forum; Dementia and driving	UEA	26/23
In-trend Commissioning Framework	NCC	1/11/23
Care Provider Event	Norfolk and Suffolk Care Support	14/11/23
Strengthening Communities	NCC	6/12/23
Brain Injury and Care Pathways	Headway	12/11/23
Dementia Open Forum Equal Opportunity and Social Prescribing for people with dementia	UEA	25/1/24
Networking Day for organisations providing Practical Support	Healthier Sheringham	17/2/24

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Trustee Training Record

Whilst our Trustees have wide experience and professional backgrounds, it is recognised that developing further knowledge in this field is always beneficial. We regularly utilise the free seminars specific to the charities sector provided by a local law firm. Trustees also have access to resources produced by the National Council for Voluntary Organisations (NVCO).

b. Investment policy and performance

We are a small charity and do not have an active investment policy at the present time. Funds not required for working capital are held on a deposit account.

Financial review

a. Overview

The Trustees of Age Concern North Norfolk had expected that 2023/24 would be a difficult year for funding. Our most significant costs continue to be insurance, necessary accounting and audit services, utilities, food costs (for delivery of the lunch service) and staff wages (noting that we continue to use volunteers where possible and staff wages are not excessive).

Our income continues from two key avenues; grants generated from the generous trusts and foundations who continue to support our work, and income from business activities which are the subsidised charges asked of users of the centre. The former intended to keep the latter as low as possible.

Trustees were clear that income and expenditure for the capital kitchen / utility upgrade would be separate from any income generated for revenue costs.

Many charities are seeing a reduction of income from trusts and foundations as those organisations have seen their investment incomes decrease due to economic uncertainties, leading to smaller grant budgets, and there is increased competition for those budgets.

Despite these challenges, the charity's financial results for the year ended 31 March 2024 were reasonable. We continue to spend our restricted funds as required, carrying fewer over into the 2024/25 financial year. This has included progress on the kitchen / utility room update.

Trusts and foundation income did decrease, as expected, but with increased custom at the centre and in the community, income from charitable activities increased.

Expenditure was broadly in-line with budget, other than food costs which increased even beyond the additional budget we put in place. At 31 March 2024 the charity had funds of **£312,978** (including £145,194 in fixed assets), having used approximately £12,000 of our reserves to support income in the year. Crucially for us, the charity appointed our first fundraiser at the centre, who will work to diversify our income channels to better prepare us for the future.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

b. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to remain operational for the foreseeable future. Consequently, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Our income comes from sales of our day and related services to both Social Services and self-funding clients and from grants and donations. Income remains a challenging issue but we have expanded our clientele considerably. We are still reliant on grants to balance income and expenditure.

c. Reserves policy

The Trustees have designated £85,700 to cover redundancy and four months running costs as contingency against existing grant funding applications proving unsuccessful.

On 31 March 2024, the charity had "free reserves", being unrestricted funds which have not been designated and are not represented by fixed assets, of **£62,865** (2023: £109,812).

d. Material investments policy

In accordance with the Memorandum of Association the charity has the power to invest funds not immediately required for its own purposes in or upon such investments, securities or property of whatsoever nature and wherever situate as may be thought fit provided that the Board seek written professional advice, unless concluded that it is unnecessary or inappropriate to do so.

e. Principal risks and uncertainties

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate these risks.

Structure, governance and management

a. Constitution

Age Concern North Norfolk is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 30 January 2003.

The charity is constituted under a Memorandum of Association dated 30 January 2003 and is a registered charity number 1097115.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association. We have updated our Trustees Policy which includes the Induction Process and Trustee outline duties.

We are delighted to have appointed Susan Rosser and Sally-Ann McCracken to the Board of Trustees in the year.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

We continue to attempt to recruit suitable personnel who have the necessary expertise and human relations skills appropriate for the task of helping to run a small charity. North Norfolk has a large number of small and medium- sized charities consequently demand for suitable trustees is high and recruitment remains a challenge.

c. Organisational structure and decision-making policies

Age Concern North Norfolk is a Charitable Company Limited by guarantee, and the financial liability of the trustees, is limited to £1 each. This limitation applies only where the Trustees can be shown to have acted within the legal and regulatory framework.

The Charity is governed by a Board of Trustees, with the Day Centre Manager having operational responsibility for staff and services.

The role of the Board of Trustees (The Board) is defined by Charity Commission rules and our own Articles of Association. The Board is responsible for ensuring it has achievable and effective plans in place to govern, manage and deliver services and other activities. Trustees are recruited through open advertisement in local free papers and through word of mouth. All trustees are encouraged to undertake available training and to fully acquaint themselves with the Charity's policies and procedures and with Charitable law and regulations.

We work with a network of organisations in the voluntary and statutory sectors to ensure the best outcomes for our target client group. We are part of the unincorporated association of the Assembly of Independent Age Concern and Age UK charities.

There are currently 10 part time staff (including the Office Manager, Senior Workers, Care Workers, Cooks and Cleaner) who are under the management of the Day Centre Manager.

The Board of Trustees consists of a variable number of volunteer Trustees. The minimum is 3 Trustees.

The Board is responsible for all financial decisions made by the charity and oversees the Centre Manager in all tasks relating to the provision of services and the recruitment, training, management and welfare of staff.

Plans for future periods

Our challenges for the year ahead are to:

- continue to increase usage of our services thereby providing greater public benefit.
- remain flexible in the difficult financial climate and to respond to client need in new ways as appropriate.
- build sustainability of our services through increased income, improving facilities and efficient use of resources.
- maintain, improve and diversify funding streams, including but not limited to donations and legacies.
- continue to develop our marketing plan, including using social media and the local press, to increase awareness of our Age Concern North Norfolk brand and services.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

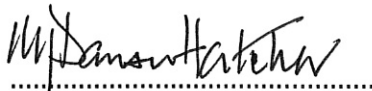
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Thanks

The Board of Trustees thank the Centre Manager, staff and volunteers of the charity for their dedication and hard work over the year. This has resulted in the continuing growth in customers wanting to use our services and enabled the charity to successfully meet its key purpose of improving the well-being of older people in the Sheringham area assisting with making later life a fulfilling and enjoyable experience.

We would also like to thank all those individuals and organisations who have provided services and support, often above and beyond their contracts.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Mark Danson-Hatcher

Date: 18 July 2024

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2024

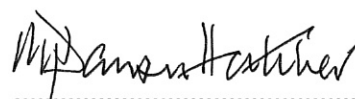
The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Approved by order of the members of the board of Trustees and signed on its behalf by:


.....
Mark Danson-Hatcher

Date: 18 July 2024

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Independent Examiner's Report to the Trustees of Age Concern North Norfolk ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2024.

Responsibilities and Basis of Report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 23 July 2024

Alice Lynch BSc FCA DChA

MA Partners LLP
7 The Close
Norwich
Norfolk
NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	42,325	54,438	96,763	162,493
Charitable activities	4	-	150,328	150,328	105,380
Investments		-	3,064	3,064	1,098
Total income		42,325	207,830	250,155	268,971
Expenditure on:					
Raising funds		-	11,056	11,056	10,638
Charitable activities	5	47,172	204,321	251,493	221,495
Total expenditure		47,172	215,377	262,549	232,133
Net (expenditure)/income		(4,847)	(7,547)	(12,394)	36,838
Transfers between funds	13	(15,714)	15,714	-	-
Net movement in funds		(20,561)	8,167	(12,394)	36,838
Reconciliation of funds:					
Total funds brought forward		39,780	285,592	325,372	288,534
Net movement in funds		(20,561)	8,167	(12,394)	36,838
Total funds carried forward		19,219	293,759	312,978	325,372

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 19 to 33 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	145,194	136,500
		<u>145,194</u>	<u>136,500</u>
Current assets			
Debtors	11	2,362	923
Cash at bank and in hand		173,045	194,367
		<u>175,407</u>	<u>195,290</u>
Creditors: amounts falling due within one year	12	(7,623)	(6,418)
Net current assets		<u>167,784</u>	<u>188,872</u>
Total assets less current liabilities		<u>312,978</u>	<u>325,372</u>
Total net assets		<u><u>312,978</u></u>	<u><u>325,372</u></u>
Charity funds			
Restricted funds	13	19,219	39,780
Unrestricted funds	13	293,759	285,592
Total funds		<u><u>312,978</u></u>	<u><u>325,372</u></u>

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

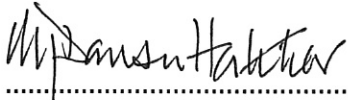
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


.....
Mark Danson-Hatcher

Date: 18 July 2024

The notes on pages 19 to 33 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. General information

Age Concern North Norfolk is a company incorporated in England and Wales. The registered office and principal place of business is 35b Cremer Street, Sheringham, Norfolk, NR26 8DZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age Concern North Norfolk ("the charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.3 Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis. The freehold property is not depreciated as the residual value is considered to be higher than the book value.

Depreciation is provided on the following basis:

Fixtures and fittings	-	20%
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Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset at the date of disposal and are recognised in the Statement of Financial Activities.

2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.9 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.11 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Donations	1,025	16,838	17,863	85,905
Legacies	-	-	-	37,938
Grants	41,300	37,600	78,900	38,650
Total 2024	<u>42,325</u>	<u>54,438</u>	<u>96,763</u>	<u>162,493</u>
<i>Total 2023</i>	<u>45,152</u>	<u>117,341</u>	<u>162,493</u>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

4. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Income from charitable activities - Day Centre	137,145	137,145	91,976
Income from charitable activities - Other services	13,183	13,183	13,404
Total 2024	<u>150,328</u>	<u>150,328</u>	<u>105,380</u>
<i>Total 2023</i>	<u>105,380</u>	<u>105,380</u>	

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	<i>Total 2023 £</i>
Promoting the wellbeing of older people	<u>47,172</u>	<u>204,321</u>	<u>251,493</u>	<u>221,495</u>
<i>Total 2023</i>	<u>59,973</u>	<u>161,522</u>	<u>221,495</u>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Promoting the wellbeing of older people	<u>180,301</u>	<u>71,192</u>	<u>251,493</u>	<u>221,495</u>
<i>Total 2023</i>	<u>151,382</u>	<u>70,113</u>	<u>221,495</u>	

AGE CONCERN NORTH NORFOLK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2024 £	<i>Total funds 2023 £</i>
Staff costs	150,388	126,928
Food	26,096	18,383
Travel and transport	3,492	2,662
Agency staff	214	239
Other direct costs	111	3,170
	180,301	151,382

Analysis of support costs

	Total funds 2024 £	<i>Total funds 2023 £</i>
Premises	31,792	33,609
General overheads	19,518	16,082
Governance costs	12,862	14,172
Depreciation	7,020	6,232
Other support costs	-	18
	71,192	70,113

7. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £3,000 (2023 - £1,980), and fees for payroll, bookkeeping, management accounts and company secretarial assistance of £9,118 (2023 - £11,449).

AGE CONCERN NORTH NORFOLK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

8. Staff costs

	2024	2023
	£	£
Wages and salaries	147,402	125,614
Social security costs	1,510	212
Contribution to defined contribution pension schemes	1,476	1,102
	150,388	126,928

The average number of persons employed by the charity during the year was as follows:

	2024	2023
	No.	No.
Manager	1	1
Support	7	6
Kitchen	2	2
Administrator	1	1
Cleaner	1	1
	12	11

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits received by key management personnel for their services to the charity was £25,745 (2023 - £23,606).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

AGE CONCERN NORTH NORFOLK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2023	108,578	63,662	172,240
Additions	-	15,714	15,714
At 31 March 2024	<u>108,578</u>	<u>79,376</u>	<u>187,954</u>
Depreciation			
At 1 April 2023	-	35,740	35,740
Charge for the year	-	7,020	7,020
At 31 March 2024	<u>-</u>	<u>42,760</u>	<u>42,760</u>
Net book value			
At 31 March 2024	<u>108,578</u>	<u>36,616</u>	<u>145,194</u>
At 31 March 2023	<u>108,578</u>	<u>27,922</u>	<u>136,500</u>

11. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	1,343	31
Prepayments and accrued income	1,019	892
	<u>2,362</u>	<u>923</u>

AGE CONCERN NORTH NORFOLK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

12. Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	1,951	2,571
Accruals and deferred income	5,672	3,847
	7,623	6,418

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Redundancy	4,280	-	-	-	4,280
Maintenance	5,000	-	-	-	5,000
4 months running costs	30,000	-	-	46,420	76,420
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>46,420</u>	<u>85,700</u>
General funds					
Unrestricted funds	<u>246,312</u>	<u>207,830</u>	<u>(215,377)</u>	<u>(30,706)</u>	<u>208,059</u>
Total Unrestricted funds	<u>285,592</u>	<u>207,830</u>	<u>(215,377)</u>	<u>15,714</u>	<u>293,759</u>

AGE CONCERN NORTH NORFOLK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

13. Statement of funds (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Restricted funds					
N C C Infection Control	1,588	-	(1,588)	-	-
Independent Age	37	-	(37)	-	-
Geoffrey Watling Charity	64	-	(64)	-	-
NCF - Response & Recovery Fund	3,346	-	(3,346)	-	-
NCF - Connecting Older People	6,000	-	(6,000)	-	-
NCF - Intergenerational Activity Groups	7,659	-	(7,659)	-	-
The Robert McAlpine Foundation	5,107	-	(5,107)	-	-
Helen Hamlyn Trust	3,000	-	(3,000)	-	-
D C Moncrieff Charitable Trust - note 1	750	-	(750)	-	-
Magic Little Grants - note 1	-	500	(500)	-	-
Albert Hunt - note 2	-	2,000	(2,000)	-	-
The Doyly Carte - note 2	-	1,600	(254)	-	1,346
F W Foundation - note 1	3,929	10,000	(8,049)	-	5,880
Anton Jurgens Charitable Trust - note 1	-	2,000	-	-	2,000
HDH Wills - note 2	-	1,000	-	-	1,000
Mr and Mrs Philip Rackham Charitable Trust	-	500	-	-	500
Co-op Supermarket appeal - note 1	-	1,025	-	-	1,025
Kitchen Refurbishment - note 3	8,300	23,700	(8,818)	(15,714)	7,468
	39,780	42,325	(47,172)	(15,714)	19,219
Total of funds	325,372	250,155	(262,549)	-	312,978

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

13. Statement of funds (continued)

Note 1 - restricted for food purchases / lunch club.

Note 2 - restricted for boat trip / activities.

Note 3 - funding for the refurbishment of the kitchen area of the Day Centre has been received from the National Community Fund, McAlpine Foundation, Elsie Pilkington Charitable Trust, Geoffrey Watling Charity, R C Snelling Charitable Trust, Charles Littlewood Hill Trust and The Clan Trust.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

13. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
Unrestricted funds					
Designated funds					
Redundancy	4,280	-	-	-	4,280
Maintenance	5,000	-	-	-	5,000
4 months running costs	30,000	-	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds					
Unrestricted funds	<u>196,409</u>	<u>223,819</u>	<u>(172,160)</u>	<u>(1,756)</u>	<u>246,312</u>
Total Unrestricted funds	<u>235,689</u>	<u>223,819</u>	<u>(172,160)</u>	<u>(1,756)</u>	<u>285,592</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

13. Statement of funds (continued)

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
Restricted funds					
N C C Infection Control	2,000	-	(2,000)	-	-
Independent Age	4,000	-	(4,000)	-	-
Geoffrey Watling Charity	230	-	(193)	-	37
Francis Winham Foundation	1,250	-	(1,250)	-	-
NCF - Response & Recovery Fund	3,486	(1,898)	-	-	1,588
NCF - Connecting Older People	4,367	-	(4,367)	-	-
NCF - Intergenerational Activity Groups	636	6,000	(2,707)	-	3,929
The Robert McAlpine Foundation	10,000	15,000	(25,000)	-	-
Helen Hamlyn Trust	295	-	(231)	-	64
D C Moncrieff Charitable Trust - note 1	9,809	-	(9,809)	-	-
Magic Little Grants - note 1	7,882	-	(223)	-	7,659
Albert Hunt - note 2	2,500	-	(4,186)	1,686	-
The Doyly Carte - note 2	5,390	-	(2,044)	-	3,346
F W Foundation - note 1	-	6,000	-	-	6,000
Anton Jurgens Charitable Trust - note 1	1,000	-	(1,070)	70	-
HDH Wills - note 2	-	3,000	-	-	3,000
Mr and Mrs Philip Rackham Charitable Trust	-	8,300	-	-	8,300
Co-op Supermarket appeal - note 1	-	750	-	-	750
Kitchen Refurbishment - note 3	-	8,000	(2,893)	-	5,107
	<u>52,845</u>	<u>45,152</u>	<u>(59,973)</u>	<u>1,756</u>	<u>39,780</u>
Total of funds	<u>288,534</u>	<u>268,971</u>	<u>(232,133)</u>	<u>-</u>	<u>325,372</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	39,280	-	-	46,420	85,700
General funds	246,312	207,830	(215,377)	(30,706)	208,059
Restricted funds	39,780	42,325	(47,172)	(15,714)	19,219
	<u>325,372</u>	<u>250,155</u>	<u>(262,549)</u>	<u>-</u>	<u>312,978</u>

Summary of funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
Designated funds	39,280	-	-	-	39,280
General funds	196,409	223,819	(172,160)	(1,756)	246,312
Restricted funds	52,845	45,152	(59,973)	1,756	39,780
	<u>288,534</u>	<u>268,971</u>	<u>(232,133)</u>	<u>-</u>	<u>325,372</u>

AGE CONCERN NORTH NORFOLK
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

15. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	-	145,194	145,194
Current assets	19,219	156,188	175,407
Creditors due within one year	-	(7,623)	(7,623)
Total	19,219	293,759	312,978

Analysis of net assets between funds - prior period

	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets	-	136,500	136,500
Current assets	39,780	155,510	195,290
Creditors due within one year	-	(6,418)	(6,418)
Total	39,780	285,592	325,372

16. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The pension cost charge represents contributions payable by the charity to the fund and amounted to **£1,476** (2023: £1,102). No amounts were payable to the fund at the balance sheet date.

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2024.

Accounts



AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023

Trustees	Mark Danson-Hatcher, Chair Paul Harding (resigned 14 July 2022) Amy Franklin (appointed 1 April 2022) Glyn Davies (appointed 30 May 2022) Christopher Bingham (appointed 21 September 2022) Natalia Collins (appointed 15 December 2022, resigned 20 March 2023) Jennie Cummings-Knight MA, MBACP, PGCE, FHEA (resigned 13 October 2022)
Company registered number	04675599
Charity registered number	1097115
Registered office	35b Cremer Street Sheringham Norfolk NR26 8DZ
Centre Manager	Anneliese Maerz
Accountants	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the financial statements of the charity for the year 1 April 2022 to 31 March 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The aims, objectives and activities of the charity are reviewed regularly. This review looks at achievements and outcomes in the period 1 April 2022 to 31 March 2023, at the success of each activity and the benefits brought to older people in North Norfolk. Guidance on public benefit provided by the Charity Commission has been used to review our aims and objectives and in planning our future activities. All our services are available to people in the central part of the North Norfolk District Council area.

The charity's objectives, set out in our Articles of Association, are to promote the wellbeing of older people in and around North Norfolk by:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

b. Activities undertaken to achieve objectives

The main areas of activity aimed at achieving our objectives are:

1. Day Centre Hub

Day and half day service which can include a freshly prepared home cooked lunch and a wide range of enjoyable, stimulating activities for customers.

2. Meals on Heels

The provision of high quality, hot and cold, nutritionally balanced meals prepared and cooked at the Day Centre and delivered to customers at home.

3. Bathing and personal care.

A specially equipped bathroom with bath and shower facilities. Fully qualified and vetted staff provide support and assistance as necessary.

4. Laundry service

A fast turn round for clothing, bed linen and towels using Day Centre facilities.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities (continued)

5. Limited Home Visits

Linked to Meals on Heels, generally a short wellbeing check for more vulnerable customers.

6. Intergenerational Work

Older and younger people working together gain an increased respect for each other. Links with Gresham's School and Paston College have continued to develop throughout the year. The students interact with our clientele providing social contact, some help with technology as well as involving themselves in organised activities such as art, crafting, quizzes and gently active games. Paston College students preparing for a career in the Care sector can gain and document valuable experience and contribute to the positive environment the Day Centre offers.

The focus of our work for this year has been:

Continued improvement of the environment and services the Day Centre offers.

Ensuring our Meals on Heels service provides high quality meals and value for money.

Further developing staff expertise and skills in the care of older people in a Day Centre setting, including deeper knowledge and understanding of the support those with dementia require.

Expanding and improving our network with relevant statutory and charity sector organisations to increase awareness of Age Concern North Norfolk.

We have also been working on:

Improving publicity, including web presence and use of printed media

Further improvement of our offer to customers thereby improving uptake of our day and other services

To provide support for carers

To work more closely with Dementia Friendly Groups and to work more closely with the Council (Integrated Care) in the area

Driving down costs without damaging the quality of our services

c. Main activities undertaken to further the charity's purposes for the public benefit

Our activities further the charity's purposes for the public benefit. When older people are cared for, with the provision of the range of services that we offer at Age Concern North Norfolk, there is a much wider impact on health services and family and social networks. The dangers of isolation and loneliness are minimised and there is a sense of community cohesion.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

a. Review of activities

1. Business Plan

The current Business Plan, adopted at the June 2021 AGM, expires on 31 March 2024.

The basis of the plan is the charity will offer three levels of service:

Level 1 - A service which acknowledges that the over 50s of today (future service users) are increasingly more active and looking for services that are geared towards maintaining their health, wellbeing and independent lifestyle, thereby preventing them from being admitted into long term care placements.

Level 2 - A more holistic approach to day services/opportunities to address issues other than health/disability which may have an impact on well-being. This service will aim to support more independent service users who may be isolated and need more inclusion and interaction. This will involve providing support, information, advice, meals, etc. This will include guidance in health and wellbeing and opportunities for therapies, group activities, education and information sessions.

Level 3 - Services for older people who require support as a result of their physical or mental difficulties. These services will provide support to carers in the form of daily respite relieving them from their intense caring role. Each client will have their care and activities tailor made to meet their individual needs.

2. Premises

Successful grant applications have enabled planned refurbishment and more urgent repair of the Day Centre to be achieved.

Improved heating and hot water system

Assessment of the main boiler following a breakdown, and the deteriorating performance of the heating system in early autumn, prompted our decision to bring forward the improvement and complete overhaul of the system. Work was completed in early October. Some initial problems were successfully resolved and there is a substantial improvement to the comfort of the building.

Internal Doors

The replacement of doors throughout the building, including specially manufactured fire doors, has been progressed during the year achieving improved safety and appearance.

Computer and Phone Systems

The new systems have significantly improved efficiency, eased administration and the ability to respond quickly to enquiries. Support contracts have ensured staff were able to rapidly master these systems, contributing to a favourable and business-like impression of the charity.

Other works

General repairs

Remedial and re-decoration work to the kitchen and bathroom ceilings has been completed.

Redecoration of the lobby connecting the Day Centre main room, toilets and offices has continued the theme of the main room. The use of colour and new doors provides customers with impaired vision or dealing with the effects of dementia a better appreciation of distance and perspective.

Kitchen

The kitchen is a key facility. Replacement of small appliances and equipment have been made as these items reached the end of useful life. It has also been necessary to replace the commercial dishwasher and replace filter panels in the main extractor. Scheduled hygiene inspection of the kitchen by NNDC has resulted in a

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

continued 5* rating.

Manager's Office

The work needed to fully re-purpose this room as an office has not been possible this year.

External Building Work

Failed/failing render on the eastern boundary wall has been removed. The wall itself is sound and the passageway is safe. The use of the limited space around the Day Centre is being reconsidered. A full building survey was commissioned including a drone camera survey of the roof. Generally, the building is in good order for its age and construction. A continuing programme of normal preventative maintenance was recommended.

DAY SERVICES

Introduction

The charity provides high quality day care for older people funded either through personal care budgets or by customers self-funding.

Under the leadership of Anneliese Maerz, the Day Centre Manager, our well-motivated and well-trained staff team have created a welcoming Day Centre offering a warm, comfortable and caring environment with a wide range of stimulating activities, high quality homecooked meals with refreshments throughout the day. This is further enhanced by the Meals on Heels service which reaches into the wider community and made possible by the excellent volunteer delivery team. The hard work and dedication of staff and volunteers has created an enviable reputation, and this is reflected in the continuing growth in demand for our services.

Networking

With this carefully created reputation and the wide-ranging networking conducted by Anneliese's knowledge of the charity has been significantly improved and is also an important factor contributing to increased customer numbers. The following illustrates the range of organisations with which regular contact is maintained:

Meeting Type	Organisers	Dates/frequency
Social Prescribing	NNDC	Weekly online, last in the month is Face to face
Norfolk Care Association – Day Services Subgroup	NorCA	Quarterly online plus AGMs
Healthier Sheringham	Cllr Liz Withington	Monthly
Warm Spaces	Cllr Liz Withington	3/10/22, 02/02/23
Networking day for organisations providing Practical Support	Healthier Sheringham	24/10/22
Community Manager interview panel member	The Salvation Army	01/11/22
Whole day visit of Jenna Barwell Community Connector	NNDC	26/10/22
Networking day for organisations providing social support	Healthier Sheringham	07/11/22
Cost of Living meeting with Anglia Water and ways to help vulnerable people	Anglian Water	11/11/22
Market Position Statement Review	NCC	18/11/22
Meeting with commissioner for Day Services	NCC	19/12/22
Sheringham Dementia Friendly Community Engagement Day	SDFC	21/01/23
Brokerage referral process for day care	NCC	16/02/23
Sheringham Helps Day at The Lighthouse	Healthier Sheringham	18/02/23
Opening of The Salvation Army Food Club	TSA	23/02/23
Volunteer Recruitment Day	Merchant Place, Cromer	15/03/23

AGE CONCERN NORTH NORFOLK
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

In addition, contact is maintained with the Parish Nurse of The Salvation Army, Norfolk Police, the Living Well Officer for Community Health, Norfolk Older People's Strategic Partnership, Carers Matter Norfolk, NCC Community Learning Programme, NCC Creative Art and Wellbeing programme, the Dementia Nurse at Sheringham Medical Centre and Foodshare.

Use of Day Centre Services

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Full days	1,340	777	ND	410	591	ND	ND
Half days	293	212	205	211	427	554	ND
Meals on Heels	4,460	3,875	1,613	421	369	352	204
Centre meals	2,032	281	ND	ND	ND	ND	ND
Baths	267	111	34	183	94	103	155
Laundry	7#	24	ND	ND	ND	ND	ND

Notes

ND - No data or service not active.

- Tumble dryer breakdown has limited the provision of service. Commercial quality replacement machine in course of supply

Activities

Facilities at the Day Centre have been enhanced with the purchase of a Portable Mobii Unit, usually referred to as the Magic Table, an interactive projection device which provides games puzzles and competitions. The device can project onto the floor, table-top, wall or other surfaces, used individually or in group activities. The charity is pleased to be the first in North Norfolk to introduce this technology to a Day Centre thanks to funding from the Poors and Ploughlet Trust (a Sheringham Charitable Trust), RC Snelling Trust, Norfolk Community Fund and NNDC Arts and Culture Fund.

Another first for the charity is the acquisition of a lifelike robotic tabby cat named Tabitha. The interactive robot pet has proved very popular and comes close to providing the proven soothing effect of domestic and other animals. However, our activity programme has included visits to the Day Centre from miniature Donkeys, Owls, Guinea Pigs and individual pet dogs and cats.

Other activities this year have included musical entertainment from Sheringham Ukulele Players, soloists playing a variety of instruments and singing sessions led by staff. A strong art group has developed and practical craft sessions including flower arranging and sewing continue to be popular. All staff members and some of our volunteers are responsible for producing the varied and engaging programme enjoyed throughout the year, which included many highlights, not least the welcome booking of an Ice Cream van for a very hot afternoon in July.

3. Staffing and training

Staffing

Staff levels have been increased over the year to meet the increased number of customers and significantly increased number of meals served. The staff comprises:

Centre Manager

Anneliese Maerz

Office Manager

Alison Craske

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

Senior Care Workers

Rebecca Lipyeat
Jennifer Smith

Support Workers

Molly Billman
Ann Harrington
Susie Lee
Karen Mallet

Chef

Lynn Reid

Kitchen Assistant/Relief Support Worker

Belinda Watts

Cleaner

Lyudmyla Birtwell

Volunteers

Kim Bingham
Bob Brand
Sue Churchyard
Graham Colombe
Angela Cooper
Susan Frazer
Ross Hadden
Anthony Hyde
Christine Money
Sarah Rankin
Sue Rosser
June Silcock
Elisabeth Williams

Inhouse Training

Staff

All staff undertake programmed mandatory continuation training and training relevant to their role to maintain individual skills and ensure current good practice is used. Staff training is supervised by the Centre Manager and the charity has contracted iHASCO to provide on-line training. Training is provided in the following subjects:

Fire Awareness
COSHH
Infection Prevention and Control
First Aid RIDDOR
Health and Safety Essentials
Food Allergy Awareness
Data Protection GDPR
Food Safety Hygiene
Safeguarding Adults
Risk Assessment
Moving and Handling People

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

Medication awareness
Dementia Awareness
Deaf Awareness
Equality and Diversity
First Aid Appointed Person
Level 2 Dementia
Lone Working
CPR/Defibrillator Training

This training system can also be utilised by Volunteers and Trustees.

Centre Manager Training and Conferences attended

Title of training/conferences	Organisers	Date
The Secrets of Effective Teams	NorCA	30/05/22
Shaping the Market	NNC	06/06/22
Workshop on Social Care Pay Framework	NorCA	09/06/22
Dementia Open Forum	UEA	30/6/22,24/11/22
Talk to Nurses at Sheringham Surgery	The Surgery	27/07/22
Care Quality for all Providers	NCC	02/08/22
Market Position Statement Webinar	NCC	07/10/22
Talk to students at Paston College	Paston College	17/10/22
Coop Community Fund Webinar	Coop	20/10/22
Norfolk Health and Wellbeing Partnership Thematic Workshop on Ageing	NNDC	31/10/22
Cost of Living Summit	NNDC	03/11/22
Food Aid and Distribution		24/11/22
Shaping the Market; Workforce and Skills	NCC	06/12/22
Coop Community Fund meeting with other sponsored projects	Coop Community Fund	08/12/22
Invitation for professionals to view new home in Holt	The Home	18/01/23
Zellar Webinar on being Green and Sustainable in our business	Zellar/Coop Bank	01/03/23
Tips and Tricks for Stretching the Budget	In Kind Direct	23/03/23

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

Trustee Training Record

Whilst our Trustees are from an experienced and professional background, it is recognised that the acquisition of further knowledge in this field is always beneficial. A local Law Firm provides free access to a series of seminars on a regular basis.

Trustees also have access to resources produced by the National Council for Voluntary Organisations (NVCO).

b. Investment policy and performance

We are a small charity and do not have an active investment policy at the present time. Funds not required for working capital are held on a deposit account.

Financial review

a. Overview

The charity's finances are stable.

Total income for the year rose from £229,644 to £268,971. Generally, our income from charitable activities has continued to improve following recovery from the effects of the Covid-19 Pandemic. However, the current financial climate has presented further unanticipated and potentially longer-term problems whilst creating an increased demand for our services.

Despite these factors income from donations and grants has remained reasonably strong this year with £123,843 from donations (including legacies) and £38,650 from grants.

The net surplus for the year was £36,838.

The charity's balance sheet shows an increase in net current assets from £149,801 to £188,872 and total funds as at 31 March 2023 were £325,372 of which £285,592 are unrestricted and £39,780 restricted.

b. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to remain operational for the foreseeable future. Consequently, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Our income comes from sales of our day and related services to both Social Services and self-funding clients and from grants and donations. Income remains a challenging issue but we have expanded our clientele considerably. We are still reliant on grants to balance income and expenditure.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

c. Reserves policy

The Trustees have designated £4,280 to cover redundancy costs and £30,000 being an estimate of four month's running costs as contingency against existing grant funding applications proving unsuccessful. In the light of recent significant increases in costs any necessary revisions to these figures will be considered early in the new financial year. A further £5,000 has been designated as contingency against unforeseen maintenance costs.

As at 31 March 2023, the charity had "free reserves", being unrestricted funds which have not been designated and are not represented by fixed assets, of £109,812 (2022: £57,676).

d. Material investments policy

In accordance with the Memorandum of Association the charity has the power to invest funds not immediately required for its own purposes in or upon such investments, securities or property of whatsoever nature and wherever situate as may be thought fit provided that the Board seek written professional advice, unless concluded that it is unnecessary or inappropriate to do so.

e. Principal risks and uncertainties

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate these risks.

Structure, governance and management

a. Constitution

Age Concern North Norfolk is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 30 January 2003.

The charity is constituted under a Memorandum of Association dated 30 January 2003 and is a registered charity number 1097115.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co opted under the terms of the Articles of Association. We have updated our Trustees Policy which includes the Induction Process and Trustee outline duties.

During the year Paul Harding resigned as Trustee due to changes in his personal circumstances.

Having completed their probationary period Amy Franklin and Glyn Davies have joined the Board of Trustees; Amy has taken on the role of Finance Trustee and Glyn the PR and Publicity role.

We are pleased to have recruited Christopher Bingham who has completed the induction and is currently within his probationary period. Natalia Collins also joined the Board in the year but subsequently resigned due to other commitments.

We continue to attempt to recruit suitable personnel who have the necessary expertise and human relations skills necessary for the task of helping to run a small charity. North Norfolk has a great many small and medium sized charities and trustees often have multiple commitments when they join Age Concern North Norfolk.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

Age Concern North Norfolk is a Charitable Company Limited by guarantee, and the financial liability of the trustees, is limited to £1 each. This limitation applies only where the Trustees can be shown to have acted within the legal and regulatory framework.

The Charity is governed by a Board of Trustees, with the Centre Manager having operational responsibility for staff and services.

The role of the Board of Trustees (The Board) is defined by Charity Commission rules and our own Articles of Association. The Board is responsible for ensuring it has achievable and effective plans in place to govern, manage and deliver services and other activities. Trustees are recruited through open advertisement in local free papers and through word of mouth. All trustees are encouraged to undertake available training and to fully acquaint themselves with the Charity's policies and procedures and with Charitable law and regulations.

We work with a network of organisations in the voluntary and statutory sectors to ensure the best outcomes for our target client group. We are part of the unincorporated association of the Assembly of Independent Age Concern and Age UK charities.

The Centre Manager has a 30 hour per week contract from 8 February 2021. There are currently 10 other part time staff (including the Office Manager, Senior Workers, Care Workers, Cooks and Cleaner) who are under the management of the Centre Manager.

The Board of Trustees consists of a variable number of volunteer Trustees including the Chair and Vice-Chair; the minimum is 3 Trustees.

The Board is responsible for all financial decisions made by the charity and oversees the Centre Manager in all tasks relating to the provision of services and the recruitment, training, management and welfare of staff.

Plans for future periods

Our challenges for the year ahead are to:

- continue to increase usage of our services and consolidate our staffing base, thereby providing greater public benefit.
- remain flexible in the difficult financial climate and to respond to client need in new ways as appropriate.
- build sustainability of our services through increased income, improving facilities and efficient use of resources.
- maintain and improve funding streams, including donations and legacies; we have produced and started distribution of a Legacy Leaflet.
- continue to develop our marketing plan, including using social media and the local press, to increase awareness of our Age Concern North Norfolk brand and services.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

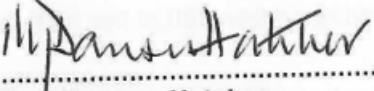
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Thanks

The Board of Trustees thank the Centre Manager, staff and volunteers of the Charity for their dedication and hard work over the year. This has resulted in the continuing growth in customers wanting to use our services and enabled the Charity to successfully meet its key purpose of improving the well-being of older people in the Sheringham area assisting with making later life a fulfilling and enjoyable experience.

We would also like to thank all those individuals and organisations who have provided services and support, often above and beyond their contracts.

Approved by order of the members of the board of Trustees and signed on their behalf by:


.....
Mark Danson-Hatcher

Date: 20 July 2023

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

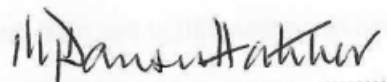
The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Approved by order of the members of the board of Trustees and signed on its behalf by:


.....
Mark Danson-Hatcher

Date: 20 July 2023

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Independent Examiner's Report to the Trustees of Age Concern North Norfolk ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2023.

Responsibilities and Basis of Report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 21 July 2023

Mrs Alice Lynch BSc ACA DChA

MA Partners LLP
7 The Close
Norwich
Norfolk
NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	45,152	117,341	162,493	142,415
Charitable activities	4	-	105,380	105,380	87,138
Investments		-	1,098	1,098	91
Total income		45,152	223,819	268,971	229,644
Expenditure on:					
Raising funds		-	10,638	10,638	9,162
Charitable activities	5	59,973	161,522	221,495	166,800
Total expenditure		59,973	172,160	232,133	175,962
Net (expenditure)/income		(14,821)	51,659	36,838	53,682
Transfers between funds	13	1,756	(1,756)	-	-
Net movement in funds before other recognised gains/(losses)		(13,065)	49,903	36,838	53,682
Other recognised gains/(losses):					
Losses on disposal of tangible fixed assets		-	-	-	(2,257)
Net movement in funds		(13,065)	49,903	36,838	51,425
Reconciliation of funds:					
Total funds brought forward		52,845	235,689	288,534	237,109
Net movement in funds		(13,065)	49,903	36,838	51,425
Total funds carried forward		39,780	285,592	325,372	288,534

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 19 to 33 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	136,500	138,733
		136,500	138,733
Current assets			
Debtors	11	923	1,628
Cash at bank and in hand		194,367	154,730
		195,290	156,358
Creditors: amounts falling due within one year	12	(6,418)	(6,557)
Net current assets		188,872	149,801
Total assets less current liabilities		325,372	288,534
Total net assets		325,372	288,534
Charity funds			
Restricted funds	13	39,780	52,845
Unrestricted funds	13	285,592	235,689
Total funds		325,372	288,534

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

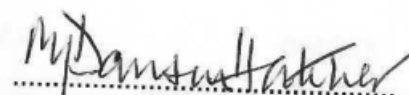
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


.....
Mark Danson-Hatcher

Date: 20 July 2023

The notes on pages 19 to 33 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

1. General information

Age Concern North Norfolk is a company incorporated in England and Wales. The registered office and principal place of business is 35b Cremer Street, Sheringham, Norfolk, NR26 8DZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age Concern North Norfolk ("the charity") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

2. Accounting policies (continued)

2.3 Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis. The freehold property is not depreciated as the residual value is considered to be higher than the book value.

Depreciation is provided on the following basis:

Fixtures and fittings	-	20%
-----------------------	---	-----

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset at the date of disposal and are recognised in the Statement of Financial Activities.

2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

2. Accounting policies (continued)

2.9 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.11 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Donations	9,750	76,155	85,905	55,189
Legacies	-	37,938	37,938	-
Grants	35,402	3,248	38,650	87,226
Total 2023	<u>45,152</u>	<u>117,341</u>	<u>162,493</u>	<u>142,415</u>
<i>Total 2022</i>	<u>64,868</u>	<u>77,547</u>	<u>142,415</u>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

4. Income from charitable activities

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Income from charitable activities - Day Centre	73,934	73,934	62,727
Income from charitable activities - Other services	31,446	31,446	24,411
Total 2023	<u>105,380</u>	<u>105,380</u>	<u>87,138</u>
<i>Total 2022</i>	<u>87,138</u>	<u>87,138</u>	

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £	<i>Total 2022 £</i>
Promoting the wellbeing of older people	<u>59,973</u>	<u>161,522</u>	<u>221,495</u>	<u>166,800</u>
<i>Total 2022</i>	<u>23,310</u>	<u>143,490</u>	<u>166,800</u>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Promoting the wellbeing of older people	<u>151,382</u>	<u>70,113</u>	<u>221,495</u>	<u>166,800</u>
<i>Total 2022</i>	<u>110,624</u>	<u>56,176</u>	<u>166,800</u>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
Staff costs	126,928	97,237
Food	18,383	11,285
Agency staff	239	415
Travel and transport	2,662	1,328
Other direct costs	3,170	359
	151,382	110,624

Analysis of support costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
Depreciation	6,232	4,783
Premises	33,609	17,873
General overheads	16,082	17,469
Other direct costs	18	-
Governance costs	14,172	16,051
	70,113	56,176

7. Independent examiner's remuneration

	2023 £	<i>2022 £</i>
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	1,980	1,900
Fees payable to the charity's independent examiner in respect of:		
All other services not included above	11,449	7,669

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

8. Staff costs

	2023	2022
	£	£
Wages and salaries	125,614	96,420
Social security costs	212	97
Contribution to defined contribution pension schemes	1,102	720
	126,928	97,237

The average number of persons employed by the charity during the year was as follows:

	2023	2022
	No.	No.
Manager	1	1
Support	6	4
Kitchen	2	2
Administrator	1	1
Cleaner	1	1
	11	9

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits received by key management personnel for their services to the charity was £23,606 (2022 - £22,001).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2022	108,578	59,663	168,241
Additions	-	3,999	3,999
At 31 March 2023	<u>108,578</u>	<u>63,662</u>	<u>172,240</u>
Depreciation			
At 1 April 2022	-	29,508	29,508
Charge for the year	-	6,232	6,232
At 31 March 2023	<u>-</u>	<u>35,740</u>	<u>35,740</u>
Net book value			
At 31 March 2023	<u>108,578</u>	<u>27,922</u>	<u>136,500</u>
At 31 March 2022	<u>108,578</u>	<u>30,155</u>	<u>138,733</u>

11. Debtors

	2023 £	2022 £
Due within one year		
Trade debtors	31	832
Other debtors	-	49
Prepayments and accrued income	892	747
	<u>923</u>	<u>1,628</u>

AGE CONCERN NORTH NORFOLK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

12. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	2,571	4,335
Accruals and deferred income	3,847	2,222
	<u>6,418</u>	<u>6,557</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds						
Designated funds						
Redundancy	4,280	-	-	-	-	4,280
Maintenance	5,000	-	-	-	-	5,000
4 months running costs	30,000	-	-	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds						
Unrestricted funds	196,409	223,819	(172,160)	(1,756)	-	246,312
Total Unrestricted funds	<u>235,689</u>	<u>223,819</u>	<u>(172,160)</u>	<u>(1,756)</u>	<u>-</u>	<u>285,592</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

13. Statement of funds (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Restricted funds						
Good Companions Lunch Club	2,000	-	(2,000)	-	-	-
Green Hall Foundation	4,000	-	(4,000)	-	-	-
Independent Age	230	-	(193)	-	-	37
Mrs Smith & Mount Trust	1,250	-	(1,250)	-	-	-
Norfolk County Council ("NCC") Infection Control	3,486	(1,898)	-	-	-	1,588
National Lottery - Outreach	4,367	-	(4,367)	-	-	-
Francis Winham Foundation	636	6,000	(2,707)	-	-	3,929
Garfield Weston	10,000	15,000	(25,000)	-	-	-
Geoffrey Watling Charity	295	-	(231)	-	-	64
National Lottery - Reaching Out, Reaching Back	9,809	-	(9,809)	-	-	-
NCF - Intergenerational Activity Groups	7,882	-	(223)	-	-	7,659
NCF - Norfolk Household Support Fund	2,500	-	(4,186)	1,686	-	-
NCF - Response & Recovery Fund	5,390	-	(2,044)	-	-	3,346
NCF - Connecting Older People	-	6,000	-	-	-	6,000

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

13. Statement of funds (continued)

Statement of funds - current year (continued)

		Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Tesco Bags of Help	1,000	-	(1,070)	70	-	-
Helen Hamlyn Trust	-	3,000	-	-	-	3,000
National Community Fund	-	8,300	-	-	-	8,300
D C Moncrieff Charitable Trust - Lunch Club	-	750	-	-	-	750
The Robert McAlpine Foundation	-	8,000	(2,893)	-	-	5,107
	<u>52,845</u>	<u>45,152</u>	<u>(59,973)</u>	<u>1,756</u>	<u>-</u>	<u>39,780</u>
Total of funds	<u><u>288,534</u></u>	<u><u>268,971</u></u>	<u><u>(232,133)</u></u>	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>325,372</u></u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

13. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Unrestricted funds						
Designated funds						
Redundancy	4,280	-	-	-	-	4,280
Maintenance	5,000	-	-	-	-	5,000
4 months running costs	30,000	-	-	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds						
Unrestricted funds	179,042	164,776	(152,652)	7,500	(2,257)	196,409
Total Unrestricted funds	<u>218,322</u>	<u>164,776</u>	<u>(152,652)</u>	<u>7,500</u>	<u>(2,257)</u>	<u>235,689</u>
Restricted funds						
Good Companions Lunch Club	2,000	-	-	-	-	2,000
Green Hall Foundation	4,000	-	-	-	-	4,000
Independent Age	635	-	(405)	-	-	230
Mrs Smith & Mount Trust	1,250	-	-	-	-	1,250
Norfolk County Council ("NCC") Infection Control	476	13,115	(10,105)	-	-	3,486
National Lottery - Outreach	2,500	-	-	(2,500)	-	-

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

13. Statement of funds (continued)

Statement of funds - prior year (continued)

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Francis Winham Foundation	7,926	-	(3,559)	-	-	4,367
Garfield Weston	-	6,000	(5,364)	-	-	636
Geoffrey Watling Charity	-	10,000	-	-	-	10,000
National Lottery - Reaching Out, Reaching Back	-	1,500	(1,205)	-	-	295
NCF - Intergenerational Activity Groups	-	-	-	-	-	-
NCF - Norfolk Household Support Fund	-	9,809	-	-	-	9,809
NCF - Response & Recovery Fund	-	7,944	(62)	-	-	7,882
NCF - Connecting Older People	-	2,500	-	-	-	2,500
Tesco Bags of Help	-	8,000	(2,610)	-	-	5,390
Helen Hamlyn Trust	-	2,500	-	(2,500)	-	-
National Community Fund	-	2,500	-	(2,500)	-	-
D C Moncrieff Charitable Trust - Lunch Club	-	-	1,000	-	-	1,000
The Robert McAlpine Foundation	-	-	-	-	-	-
	<u>18,787</u>	<u>63,868</u>	<u>(22,310)</u>	<u>(7,500)</u>	<u>-</u>	<u>52,845</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

13. Statement of funds (continued)

	<i>Balance at 1 April 2021</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2022</i>
	£	£	£	£	£	£
Total of funds	237,109	228,644	(174,962)	-	(2,257)	288,534

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022	Income	Expenditure	Transfers in/out	Balance at 31 March 2023
	£	£	£	£	£
Designated funds	39,280	-	-	-	39,280
General funds	196,409	223,819	(172,160)	(1,756)	246,312
Restricted funds	52,845	45,152	(59,973)	1,756	39,780
	288,534	268,971	(232,133)	-	325,372

Summary of funds - prior year

	<i>Balance at 1 April 2021</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2022</i>
	£	£	£	£	£	£
Designated funds	39,280	-	-	-	-	39,280
General funds	179,042	164,776	(152,652)	7,500	(2,257)	196,409
Restricted funds	18,787	63,868	(22,310)	(7,500)	-	52,845
	237,109	228,644	(174,962)	-	(2,257)	288,534

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	-	136,500	136,500
Current assets	39,780	155,510	195,290
Creditors due within one year	-	(6,418)	(6,418)
Total	39,780	285,592	325,372

Analysis of net assets between funds - prior year

	<i>Restricted funds 2022 £</i>	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Tangible fixed assets	-	138,733	138,733
Current assets	52,845	103,513	156,358
Creditors due within one year	-	(6,557)	(6,557)
Total	52,845	235,689	288,534

16. Pension commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The pension cost charge represents contributions payable by the Charity to the fund and amounted to **£1,102** (2022: £720). No amounts were payable to the fund at the balance sheet date.

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2023.

AGE CONCERN NORTH NORFOLK

England & Wales - Charity number 1097115

Accounts

Registered number: 04675599
Charity number: 1097115



AGE CONCERN NORTH NORFOLK

(A Company Limited by Guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022

Trustees	Jennie Cummings-Knight MA, MBACP, PGCE, FHEA, Chair Mark Danson-Hatcher Susan Mette (resigned 15 July 2021) Beverley Hopkins (appointed 1 May 2021, resigned 15 July 2021) Paul Harding (appointed 10 October 2021)
Company registered number	04675599
Charity registered number	1097115
Registered office	35b Cremer Street Sheringham Norfolk NR26 8DZ
Manager	Anneliese Maerz
Accountants	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the financial statements of the charity for the year 1 April 2021 to 31 March 2022. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

We regularly review our aims, objectives and activities. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each activity and the benefits they have brought to older people in north Norfolk. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. All our services are available to people in the central portion of the North Norfolk District Council area.

Our objectives as set out in our Articles of Association are to promote the wellbeing of older people in and around North Norfolk by:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Activities undertaken to achieve objectives

Our main activities for achieving our objectives come under the following headings:

1. Day Centre

We offer a full day's service including breakfast, a home-cooked meal for lunch, and a range of activities for customers.

2. Meals on Heels

Our 'Meals on Heels' service offers a hot, home-cooked main meal with the option of adding a pudding that is delivered to your door. This service is perfect for those who would prefer to stay at home, yet still want to receive a delicious and filling meal.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Objectives and activities (continued)

3. Home Visits

These may include a range of services including accompanying customers to appointments and assistance with routine tasks. Volunteers (fully trained and DBS checked) drop in on a regular basis to befriend customers who may be semi housebound.

4. Intergenerational Work

We have active links with local schools including Gresham's and Sheringham High School. The students interact with our clientele for the provision of mutual social support, computer help and craft activities. During the past year the link with Gresham's school has been re-kindled and some of the students have been visiting our customers at the Day Centre regularly.

We will be endeavouring to continue to raise our profile in the area by special events, advertising, networking and giving talks to selected groups. We aim to continue to strengthen our links with Dementia Friendly Sheringham and Dementia Friendly Cromer, under the auspices of Age Concern North Norfolk.

The Chair has had the opportunity to speak on BBC Radio Norfolk several times over the past year, raising awareness about the issues that affect older people.

We have also attempted the following:

- To improve the publicity including web presence and leaflets offered by Age Concern, together with monthly articles in the Free Press (Rose Villa Publications group).
- To further improve our facilities (including cleansing and sanitisation measures with regard to the Virus Covid 19) and to continue to improve uptake of our day and other services
- To deliver re-branded home care services including help for carers
- To work more closely with Dementia Friendly Groups and to work more closely with the Council (Integrated Care) in the area

c. Main activities undertaken to further the charity's purposes for the public benefit

All of our activities further the charity's purposes for the public benefit. When older people are cared for, with the provision of the range of services that we offer at Age Concern North Norfolk, there is a much wider impact on health services and family and social networks. The dangers of isolation and loneliness are minimised and there is a sense of community cohesion. Older and younger people work together and gain an increased respect for each other.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

a. Review of activities

BUSINESS PLAN

We are currently using the plan put in place following the AGM in June 2021 which covers the period to 31 March 2024.

Level 1 - A service which acknowledges that the over 50s of today (future service users) are increasingly more active and looking for services that are geared towards maintaining their health, wellbeing and independent lifestyle, thereby preventing them from being admitted into long term care placements.

Level 2 - A more holistic approach to day services/opportunities to address issues other than health/disability which may have an impact on well-being. This service will aim to support more independent service users who may be isolated and need more inclusion and interaction. This will involve providing support, information, advice, meals, etc. This will include guidance in health and wellbeing and opportunities for therapies, group activities, education and information sessions.

Level 3 - Services for older people who require support as a result of their physical or mental difficulties. These services will provide support to carers in the form of daily respite relieving them from their intense caring role. Each client will have their care and activities tailor made to meet their individual needs.

PREMISES

Day Services Hub

The Trustees are pleased to report that the refurbishment of the Good Companions' Hall, or the Day Services Hub as it is now known, continues with grant funding secured for general refurbishment.

New Staff Room

Funding received for Covid secure sanitary measures enabled us to refurbish a bespoke room for staff needs, meaning that they were able to make drinks separately from the main kitchen, avoiding cross contamination. In addition staff now have a quiet area in which to study and in which to support carers of customers, as necessary.

Internal Doors

Some of our internal doors needed replacing for reasons of hygiene and we have been able also to re-decorate parts of the building, in line with our general Covid premises improvement measures.

Computer and Phone Systems

Funding secured also enabled us to upgrade our computer systems and phone lines thereby reducing the risk of any data breaches in the future.

Ongoing work

Ceilings - Some ceilings need skimming under hygiene regulations but we have been unable to locate local companies with time to commit to our needs at the time of writing.

Kitchen - Some items have been replaced and we have identified that the filter system needs refurbishment. We are sourcing local companies to facilitate this process as soon as possible.

Manager's Office - The defunct water pipework associated with client treatments in the past also needs to be cleared out and made good, and we are again sourcing local companies to do this work.

External Building Work - The ageing of the concrete rendering on the back (shared) wall dividing the premises from another property needs refurbishment. We are looking into access rights and responsibilities. The

AGE CONCERN NORTH NORFOLK
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

intention is to make the area around the premises into a useable, attractive garden-like space that will increase the ability of the Centre to hold larger events, especially during the summer months.

DAY SERVICES

The service provides traditional day care for older people, both those with personal budgets and those who self fund.

Under the leadership of Anneliese Maerz, appointed in February 2021, the number of customers has increased significantly.

The contact with Integrated Care for Social Services customers has been renewed and regular meetings have been set up with various stakeholders in Norfolk County Council and North Norfolk District Council. In addition, networking contacts have expanded to include the following: Sheringham Dementia Friendly Community, Parish Nurse (The Salvation Army), Norfolk Police, the Living Well Officer for Community Health, Norfolk Older People's Strategic Partnership, Carers Matter Norfolk, NCC Community Learning Programme, NCC Creative Art and Wellbeing programme, Gresham's School, The Salvation Army, Dementia Nurse at Sheringham Surgery, Foodshare, Deputy Mayor Sue Brisbane and local councillor Liz Withington.

	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
Total	1,270	200	1,435	2,590	1,761	932
Half days	212	205	211	427	554	
Full days	777	-	410	591		
Meals on Heels	3,875	1,613	421	369	352	204
Baths	111	34	183	94	103	155

- Lunch Club: 281 meals
- Laundry: 24 customers
- At the end of March 2022, there was an average of 39 Direct Access customers a month (2021: 24 Direct Access customers). The reason for this was that we did not recruit any more Social Services customers during the Covid pandemic.
- Intergenerational Activities: There were 9 visits in the year which included a teacher coming to do a yoga session with clients.

Activities this year have included: visits of alpacas, guinea pigs, and Newfoundland dogs; Musical entertainment from Sheringham Ukulele group, Roy on the piano accordion and other soloists; arts and craft, reminiscent packs from the local library; flower arranging, making lavender bags and Christmas cards and decorations.

STAFFING AND TRAINING

Staffing

We have increased our staffing levels over the year to reflect the increased number of customers and the increased number of meals served:

- Manager
- Office Manager
- Senior Keyworker/support worker 2 members
- Keyworker/support worker 4 members
- Relief Staff 2 members
- Cook, Assistant Cook

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

- Cleaner

Inhouse Training

- Confidentiality
- Keyworking
- Care plans/Risk Assessment
- Data protection
- Record keeping
- Personal Boundaries
- Dementia Awareness
- Deaf Awareness
- Level 2 in Dementia

Courses Attended by Staff 2021-2022

Care Certificate: Understand your role	Coronavirus Awareness	COSHH
Deaf Awareness	Dementia (Level 2)	Dementia Awareness
Fire Awareness	First Aid Requirements & RIDDOR	Food Allergy Awareness
Food Safety & Hygiene (Level 2)	GDPR Essentials	
Hazard Analysis and Critical Control Points (Levels 2 and 3)		
Health & Safety Basics & Essentials	Health & Safety for Managers	Infection Prevention & Control
Lone working	Medication Awareness (Care Homes)	Moving and Handling
Risk Assessment	Risk assessment in the workplace	Safeguarding Vulnerable Adults

Trustee Training Record

Date	Provider	Session
27 April 2021	Alzheimer's Society	'Cure the Care' and Dementia Action Week Webinar
28 May 2021	NCC	The new Financial model Zoom
1 June 2021	Fareshare Go	Webinar about the scheme and the Food Offer
15 June 2021	NCF	Accounting for Charities Webinar
18 August 2021	Alzheimer's Society	Dementia and Hearing Loss Webinar
14 October 2021	NCC	Q&A webinar for Day Services
3 November 2021	NNDC	Webinar on Clutter and Hoarding
17 February 2022	Alzheimer's Society	Dementia Champion's Webinar about changes to role

b. Investment policy and performance

We are a small charity and do not have an active investment policy at the present time. Funds not required for working capital are held on a deposit account.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Financial review

a. Overview

The charity's finances are stable.

Total income for the year rose from £165,649 to £229,644. The previous year's income from charitable activities was impacted by Covid, this recovered in the current financial year resulting in an increase in income from £45,774 to £87,138. Voluntary income remained strong with £55,189 receivable from donations and £87,226 from grants.

Total expenditure rose from £134,022 to £175,962. The increase is largely attributable to the increase in staff costs up from £62,390 to £97,237 as the team has expanded to meet the demand for our services.

The net surplus for the year was £51,425.

The charity's balance sheet shows an increase in net current assets from £113,609 to £149,801 and total funds as at 31 March 2022 were £288,534 of which £235,689 are unrestricted and £52,845 restricted.

b. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

The charity's income comes from sales of day and related services to both Social Services and self-funding clients and from grants and donations. Generating income, as ever, remains a challenging issue but we have expanded our clientele considerably. We are still reliant on grants to fill the gaps between income and expenditure, but have been up and running following the Covid hiatus since July 2021.

c. Reserves policy

The Trustees have designated £4,280 to cover redundancy costs and £30,000 being an estimate of four month's running costs to provide a "buffer" should the application for ongoing grants prove to be unsuccessful. A further £5,000 has been designated for a maintenance fund to cover unforeseen maintenance costs.

As at 31 March 2022, the charity had "free reserves", being unrestricted funds which have not been designated and are not represented by fixed assets, of **£57,676 (2021: £55,542)**.

d. Material Investments policy

In accordance with the Memorandum of Association the charity has the power to invest funds not immediately required for its own purposes in or upon such investments, securities or property of whatsoever nature and wherever situate as may be thought fit provided that the Board seek written professional advice, unless concluded that it is unnecessary or inappropriate to do so.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

e. Principal risks and uncertainties

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate these risks. We have spent time over the year fine tuning our policies and procedures, particularly in relation to the GDPR regulations and Health and Safety updates, with the help of Wisteria Lodge HR. We have released our updated Business Plan to cover 2021-2024.

Structure, governance and management

a. Constitution

Age Concern North Norfolk is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 30 January 2003.

The charity is constituted under a Memorandum of Association dated 30 January 2003 and is a registered charity number 1097115.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co opted under the terms of the Articles of Association. We are currently updating our Trustees Policy which includes the Induction Process and Trustee outline duties.

Over the past year, we have welcomed Paul Harding who has been helping with the Finance Trustee role, alongside the Chair.

Beverley Hopkins joined us briefly as a Trustee at the beginning of the year, but then decided instead to bring her experience with working with the Deaf and the use of Signage to us as a general Volunteer. She has given some training sessions at the Day Centre, which will be a great help with our target group of older people, many of whom have age related hearing loss. Two other potential Trustees also decided to help at the Day Centre in assisting with meal preparation and in delivering meals.

We continue to attempt to recruit suitable personnel who have the necessary expertise and human relations skills necessary for the task of helping to run a small charity. North Norfolk has a great many small and medium sized charities and trustees often have multiple commitments when they join Age Concern North Norfolk. At the time of the publishing of this report (July 2022) we have welcomed 2 new trustees: Amy Franklin and Glyn Davies, currently within their probationary period.

We could not operate as a going concern without the support of numerous other volunteers who help in various ways. Some of our volunteers also help with Befriending phone calls. Our pool of general volunteers is gradually expanding.

c. Organisational structure and decision-making policies

Age Concern North Norfolk is a Charitable Company Limited by guarantee, and the financial liability of the Trustees, is limited to £1 each. This limitation applies only where the Trustees can be shown to have acted within the legal and regulatory framework.

The charity is governed by a Board of Trustees, with the Manager having operational responsibility for staff and services.

The role of the Board of Trustees is defined by the rules set out by the Charity Commission and by our Articles

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management (continued)

of Association. The Board is responsible for ensuring it has achievable and effective plans in place to govern, manage and deliver services and other activities. Trustees are recruited through open advertisement in local free papers and through word of mouth. All Trustees are encouraged to undertake available training and to fully acquaint themselves with the charity's policies and procedures and with Charitable law and regulations.

We work with a network of organisations in the voluntary and statutory sectors to ensure the best outcomes for our target client group. We are part of the unincorporated association of the Assembly of Independent Age Concern and Age UK charities.

The General Manager is on a 30 hour contract and there are currently 10 other part time staff (including the Office Manager, Senior Workers, Care Workers, Cook and Cleaner) who are under the management of the General Manager.

The Board is responsible for all financial decisions made by the charity, and oversees the Manager in all tasks pertaining to the running of Services and the recruitment and management of staff.

Plans for future periods

Our challenges for the year ahead are to:

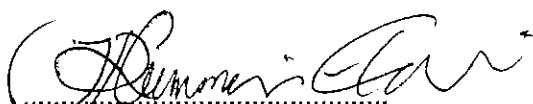
- Continue to increase usage of our services and consolidate our staffing base, thereby providing greater public benefit;
- remain flexible in the light of the aftermath of the Covid virus crisis and to respond to client need in new ways as appropriate;
- build sustainability of our services through increased income, improving facilities and efficient use of resources;
- maintain and improve funding streams, including through encouraging donations and legacies; we are working on a Legacy Leaflet;
- continue to develop our marketing plan, including using Social Media and the Local Press, to increase awareness of our Age Concern North Norfolk brand and services.

Thanks

The Trustees thank our staff and other volunteers. Throughout the past challenging year they have worked hard to promote the well being of older people and help make later life a fulfilling and enjoyable experience.

We also thank all those individuals and organisations who have provided services and support, often above and beyond their contracts.

Approved by order of the members of the board of Trustees and signed on their behalf by:


Jennie Cummings-Knight

Date: 14 July 2022

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2022

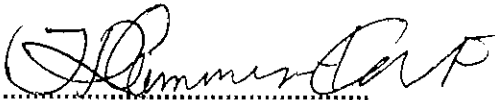
The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Approved by order of the members of the board of Trustees and signed on its behalf by:



Jennie Cummings-Knight

Date: 14 July 2022

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Independent Examiner's Report to the Trustees of Age Concern North Norfolk ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2022.

Responsibilities and Basis of Report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

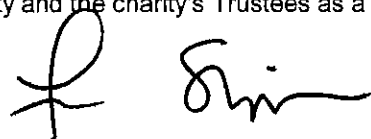
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 14 July 2022

Mr F M E Shippam BSc FCA DChA

MA Partners LLP
7 The Close
Norwich
Norfolk
NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	3	64,868	77,547	142,415	119,853
Charitable activities	4	-	87,138	87,138	45,774
Investments		-	91	91	22
Total income		64,868	164,776	229,644	165,649
Expenditure on:					
Raising funds		-	9,162	9,162	9,062
Charitable activities	5	23,310	143,490	166,800	124,960
Total expenditure		23,310	152,652	175,962	134,022
Net income		41,558	12,124	53,682	31,627
Transfers between funds	14	(7,500)	7,500	-	-
Net movement in funds before other recognised gains/(losses)		34,058	19,624	53,682	31,627
Other recognised gains/(losses):					
Losses on disposal of tangible fixed assets	10	-	(2,257)	(2,257)	-
Net movement in funds		34,058	17,367	51,425	31,627
Reconciliation of funds:					
Total funds brought forward		18,787	218,322	237,109	205,482
Net movement in funds		34,058	17,367	51,425	31,627
Total funds carried forward		52,845	235,689	288,534	237,109

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 15 to 29 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	10	138,733	123,500
		<u>138,733</u>	<u>123,500</u>
Current assets			
Debtors	11	1,628	549
Cash at bank and in hand		154,730	118,336
		<u>156,358</u>	<u>118,885</u>
Creditors: amounts falling due within one year	12	(6,557)	(5,276)
Net current assets		<u>149,801</u>	<u>113,609</u>
Total assets less current liabilities		<u>288,534</u>	<u>237,109</u>
Total net assets		<u><u>288,534</u></u>	<u><u>237,109</u></u>
Charity funds			
Restricted funds	14	52,845	18,787
Unrestricted funds	14	235,689	218,322
Total funds		<u><u>288,534</u></u>	<u><u>237,109</u></u>

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

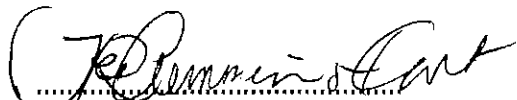
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


Jennie Cummings-Knight

Date: 14 July 2022

The notes on pages 15 to 29 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. General information

Age Concern North Norfolk is a company incorporated in England and Wales. The registered office and principal place of business is 35b Cremer Street, Sheringham, Norfolk, NR26 8DZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age Concern North Norfolk meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.5 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis.

Depreciation is provided on the following basis:

Fixtures and fittings	-	20%
-----------------------	---	-----

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset at the date of disposal and are recognised in the Statement of Financial Activities.

2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

2.9 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.10 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.11 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	<i>Total funds 2021 £</i>
Donations	12,500	42,689	55,189	25,914
Grants	52,368	34,858	87,226	93,939
Total 2022	64,868	77,547	142,415	119,853
<i>Total 2021</i>	<i>96,239</i>	<i>23,614</i>	<i>119,853</i>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. Income from charitable activities

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from charitable activities - Day Centre	62,727	62,727	36,898
Income from charitable activities - Other services	24,411	24,411	8,876
Total 2022	<u>87,138</u>	<u>87,138</u>	<u>45,774</u>
<i>Total 2021</i>	<u>45,774</u>	<u>45,774</u>	

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Promoting the wellbeing of older people	23,310	143,490	166,800	124,960
<i>Total 2021</i>	<u>93,074</u>	<u>31,886</u>	<u>124,960</u>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	Total funds 2021 £
Promoting the wellbeing of older people	110,624	56,176	166,800	124,960
<i>Total 2021</i>	<u>73,940</u>	<u>51,020</u>	<u>124,960</u>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2022 £	<i>Total funds 2021 £</i>
Staff costs	97,237	62,390
Food	11,285	3,151
Agency staff	415	5,091
Travel and transport	1,328	968
Other direct costs	359	2,340
Total 2022	110,624	73,940

Analysis of support costs

	Total funds 2022 £	<i>Total funds 2021 £</i>
Depreciation	4,783	6,653
Premises	17,873	7,195
General overheads	17,469	15,723
Governance costs	16,051	21,449
	56,176	51,020

7. Independent examiner's remuneration

	2022 £	<i>2021 £</i>
Fees payable to the charity's independent examiner for the independent examination of the charity's annual accounts	1,900	1,800
Fees payable to the charity's independent examiner in respect of:		
All other services not included above	7,669	4,013

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

8. Staff costs

	2022	2021
	£	£
Wages and salaries	96,420	61,745
Social security costs	97	(137)
Contribution to defined contribution pension schemes	720	782
	<u>97,237</u>	<u>62,390</u>

The average number of persons employed by the charity during the year was as follows:

	2022	2021
	No.	No.
Charitable activities	8	4
Fundraising	1	1
	<u>9</u>	<u>5</u>

No employee received remuneration amounting to more than £60,000 in either year.

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2021	108,578	47,515	156,093
Additions	-	22,273	22,273
Disposals	-	(10,125)	(10,125)
At 31 March 2022	<u>108,578</u>	<u>59,663</u>	<u>168,241</u>
Depreciation			
At 1 April 2021	-	32,593	32,593
Charge for the year	-	4,783	4,783
On disposals	-	(7,868)	(7,868)
At 31 March 2022	<u>-</u>	<u>29,508</u>	<u>29,508</u>
Net book value			
At 31 March 2022	<u>108,578</u>	<u>30,155</u>	<u>138,733</u>
At 31 March 2021	<u>108,578</u>	<u>14,922</u>	<u>123,500</u>

A number of fixture and fittings were recycled during the year. The net book value of these assets at disposal was **£2,257**. This has given rise to a loss on disposal of **£2,257** in the Statement of Financial Activities as £NIL proceeds were received.

11. Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	832	-
Other debtors	49	45
Prepayments and accrued income	747	504
	<u>1,628</u>	<u>549</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

12. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	4,335	2,845
Other creditors	-	272
Accruals and deferred income	2,222	2,159
	<u>6,557</u>	<u>5,276</u>

13. Financial Instruments

	2022	2021
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	<u>154,730</u>	<u>118,336</u>

Financial assets measured at fair value through income and expenditure comprise cash at bank and in hand.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds						
Designated funds						
Redundancy	4,280	-	-	-	-	4,280
Maintenance	5,000	-	-	-	-	5,000
4 months running costs	30,000	-	-	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds						
Unrestricted funds	179,042	164,776	(152,652)	7,500	(2,257)	196,409
Total Unrestricted funds	<u>218,322</u>	<u>164,776</u>	<u>(152,652)</u>	<u>7,500</u>	<u>(2,257)</u>	<u>235,689</u>
Restricted funds						
Good Companions Lunch Club	2,000	-	-	-	-	2,000
Green Hall Foundation	4,000	-	-	-	-	4,000
Independent Age	635	-	(405)	-	-	230
Mrs Smith & Mount Trust	1,250	-	-	-	-	1,250
Norfolk County Council ("NCC") Infection Control	476	13,115	(10,105)	-	-	3,486

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Norfolk Community Foundation ("NCF") - Silk Purse	2,500	-	-	(2,500)	-	-
National Lottery - Outreach	7,926	-	(3,559)	-	-	4,367
Francis Winham Foundation	-	6,000	(5,364)	-	-	636
Garfield Weston	-	10,000	-	-	-	10,000
Geoffrey Watling Charity	-	1,500	(1,205)	-	-	295
National Lottery - Reaching Out, Reaching Back	-	9,809	-	-	-	9,809
NCF - Intergeneration al Activity Groups	-	7,944	(62)	-	-	7,882
NCF - Norfolk Household Support Fund	-	2,500	-	-	-	2,500
NCF - Response & Recovery Fund	-	8,000	(2,610)	-	-	5,390
R C Snelling	-	2,500	-	(2,500)	-	-
Sheringham Poors and Ploughlets Trust	-	2,500	-	(2,500)	-	-
Tesco Bags of Help	-	1,000	-	-	-	1,000
	<u>18,787</u>	<u>64,868</u>	<u>(23,310)</u>	<u>(7,500)</u>	<u>-</u>	<u>52,845</u>
Total of funds	<u>237,109</u>	<u>229,644</u>	<u>(175,962)</u>	<u>-</u>	<u>(2,257)</u>	<u>288,534</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Statement of funds (continued)

During the year restricted funding was received totalling £7,500 toward the purchase of an interactive table. The table was purchased in the year and is included in fixed asset additions. The restriction has therefore been satisfied and the funding received has been transferred to unrestricted funds.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

14. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2021 £</i>
Unrestricted funds					
Designated funds					
Redundancy	4,280	-	-	-	4,280
Maintenance	5,000	-	-	-	5,000
4 months running costs	30,000	-	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds					
Unrestricted funds	141,524	69,410	(40,947)	9,055	179,042
Total Unrestricted funds	<u>180,804</u>	<u>69,410</u>	<u>(40,947)</u>	<u>9,055</u>	<u>218,322</u>
Restricted funds					
Cromer	611	-	(611)	-	-
KIT Club	292	-	(292)	-	-
Big Lottery - Intergenerational	1,916	-	(1,916)	-	-
Norfolk Community Foundation ("NCF")	3,500	-	(3,500)	-	-
NCF - Silk Purse	2,500	-	-	-	2,500
Lunch Club and Befriending	1,000	-	(1,000)	-	-
Good Companions Lunch Club	2,000	-	-	-	2,000
Connecting Older People	9,908	-	-	(9,908)	-
NCF - Community Outreach	2,950	-	(2,950)	-	-
NCF - COVID	-	10,500	(10,503)	3	-
Garfield Weston	-	10,000	(10,219)	219	-
CAF Coronavirus Emergency	-	9,972	(10,522)	550	-
The Edward Gostling	-	3,800	(3,861)	61	-
Souter	-	2,000	(2,020)	20	-
NCC Infection Control	-	12,922	(12,446)	-	476

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

14. Statement of funds (continued)

Statement of funds - prior year (continued)

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2021 £</i>
NCF Winter Resilience	-	5,000	(5,000)	-	-
Independent Age	-	5,545	(4,910)	-	635
Mrs Smith & Mount Trust	-	2,500	(1,250)	-	1,250
Green Hall Foundation	-	4,000	-	-	4,000
National Lottery - Outreach	-	30,000	(22,074)	-	7,926
	<u>24,677</u>	<u>96,239</u>	<u>(93,074)</u>	<u>(9,055)</u>	<u>18,787</u>
Total of funds	<u>205,481</u>	<u>165,649</u>	<u>(134,021)</u>	<u>-</u>	<u>237,109</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers In/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	39,280	-	-	-	-	39,280
General funds	179,042	164,776	(152,652)	7,500	(2,257)	196,409
Restricted funds	18,787	64,868	(23,310)	(7,500)	-	52,845
	<u>237,109</u>	<u>229,644</u>	<u>(175,962)</u>	<u>-</u>	<u>(2,257)</u>	<u>288,534</u>

Summary of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	39,280	-	-	-	39,280
General funds	141,524	69,410	(40,947)	9,055	179,042
Restricted funds	24,677	96,239	(93,074)	(9,055)	18,787
	<u>205,481</u>	<u>165,649</u>	<u>(134,021)</u>	<u>-</u>	<u>237,109</u>

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	138,733	138,733
Current assets	52,845	103,513	156,358
Creditors due within one year	-	(6,557)	(6,557)
Total	<u>52,845</u>	<u>235,689</u>	<u>288,534</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Restricted funds 2021 £</i>	<i>Unrestricted funds 2021 £</i>	<i>Total funds 2021 £</i>
Tangible fixed assets	-	123,500	123,500
Current assets	18,787	100,098	118,885
Creditors due within one year	-	(5,276)	(5,276)
Total	<u>18,787</u>	<u>218,322</u>	<u>237,109</u>

17. Pension commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

The pension cost charge represents contributions payable by the Charity to the fund and amounted to **£720 (2021: £782)**. No amounts were payable to the fund at the balance sheet date.

18. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2022.

Accounts

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

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AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Jennie Cummings-Knight MA, MBACP, PGCE, FHEA, Chair Betty Balding (resigned 10 September 2020) Mark Danson-Hatcher Juliet English Mary Land (resigned 1 May 2020) Aubrey Poberefsky (resigned 30 May 2020) Susan Mette (appointed 15 September 2020)
Company registered number	04675599
Charity registered number	1097115
Registered office	35b Cremer Street Sheringham Norfolk NR26 8DZ
Manager	Anneliese Maerz
Accountants	MA Partners LLP Chartered Accountants 7 The Close Norwich Norfolk NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the financial statements of the Charity for the year 1 April 2020 to 31 March 2021. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

We regularly review our aims, objectives and activities. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each activity and the benefits they have brought to older people in North Norfolk. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. All our services are available to people in the central portion of the North Norfolk District Council area.

Our objectives as set out in our Articles of Association are to promote the wellbeing of older people in and around North Norfolk by:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

b. Activities undertaken to achieve objectives

Our main activities for achieving our objectives come under the following headings:

1. Day Centre Hub

We offer a full day's service including breakfast, a home cooked meal for lunch, and a range of activities for customers;

2. Meals on Heels

This service has been developed further this year during the Pandemic Covid 19

3. Pop In and Kit Groups (Suspended during the last year due to Covid 19)

These are social groups for older people, the Pop In in Cromer and the KIT group in Sheringham. Customers meet for coffee and activities, including trips out

4. Home Visits (Due to Covid 19, these visits were restricted over the course of 2020)

These may include a range of services including accompanying customers to appointments and assistance with routine tasks. Volunteers (fully trained and DBS checked) drop in on a regular basis to befriend customers who may be semi housebound.

Intergenerational Work

We have active links with local schools including Gresham's and Sheringham High School. The students interact with our clientele for the provision of mutual social support, computer help and craft activities. However, due to Covid 19 the Intergenerational Project did not operate this past year. Our annual Tea Dance was also cancelled.

The main focus of our work for this year has been:

Our Meals On Heels Service and Telephone Support for Clients

We provided lunch and activities for clients for only 3 months of the past year, due to Covid 19 (21 September – 23 December). We are endeavouring to continue to raise our profile in the area by special events, advertising, networking and giving talks to selected groups. We aim to continue to strengthen our links with Dementia Friendly Sheringham and Dementia Friendly Cromer, under the auspices of Age Concern North Norfolk.

We have also attempted the following:

- To improve the publicity including web presence and leaflets offered by Age Concern
- To further improve our facilities (including cleansing and sanitisation measures with regard to the Virus Covid 19) and to continue to improve uptake of our day and other services
- To deliver re-branded home care services including help for carers
- To work more closely with Dementia Friendly Groups and to work more closely with the Council (Integrated Care) in the area

c. Main activities undertaken to further the Charity's purposes for the public benefit

All of our activities further the charity's purposes for the public benefit. When older people are cared for, with the provision of the range of services that we offer at Age Concern North Norfolk, there is a much wider impact on health services and family and social networks. The dangers of isolation and loneliness are minimised and there is a sense of community cohesion. Older and younger people work together and gain an increased respect for each other.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

a. Review of activities

BUSINESS PLAN

We are currently using the plan put in place in 2017, which covers a 2017-2020. This plan includes a 3 tier model of service delivery. We will be publishing our updated 2021-2024 Business Plan before the AGM in June 2021.

Level 1 - Services for older people who require support as a result of their physical or mental difficulties. These services will provide support to carers in the form of daily respite relieving them from their intense caring role. Each client will have their care and activities tailor made to meet their individual needs.

Level 2 - A more holistic approach to day services/opportunities to address issues other than health/disability which may have an impact on well-being. This service will aim to support more independent service users who may be isolated and need more inclusion and interaction. This will involve providing support, information, advice, meals, etc. This will include guidance in health and wellbeing and opportunities for therapies, group activities, education and information sessions.

Level 3 - A service which acknowledges that the over 50s of today (future service users) are increasingly more active and looking for services that are geared towards maintaining their health, wellbeing and independent lifestyle, thereby preventing them from being admitted into long term care placements.

PREMISES

The Trustees are pleased to report that the refurbishment of the Good Companions' Hall, or the Day Services Hub as it is now known, continues with grant funding secured for general refurbishment in a Covid secure manner. In February 2020 a funding bid was prepared through our Fund raising support agency Felton's. However, due to the Covid 19 pandemic this was effectively put on hold. We have instead successfully applied for emergency funding to help us re-structure our services over the coming year. In addition we are re-commissioning the small front office as a Staff Room to enable staff to be better supported during the working day. There will also be an area for study and a dedicated area for the preparation of snacks and drinks, separate to the main kitchen. This is part of our Covid Secure renovations.

DAY SERVICES

The service provides traditional day care for older people, both those with personal budgets and those who self fund. Beneficiaries of the service over the past 12 months are: 2019-2020: 1,228; we are aware that this is a significant reduction over the past year and we will be addressing the possible causes of this in our revised Business Plan for 2021-2024.

General

The trustees became aware during the last quarter of the financial year that our Social Services clients had dropped by approximately 50%. An investigation into this was launched and plans to refresh our contacts within Social Services were made.

Staffing Issue

The Manager raised a Grievance against two trustees in June 2020. A significant data breach was also discovered. A number of external professional HR individuals and a solicitor were procured to formally investigate the situation over a 7 month period, and the manager was dismissed from her post on 13.11.2020 for Gross Misconduct.

A new Manager, Anneliese Maerz, was appointed in February 2021.

The contact with Integrated Care for Social Services customers has been renewed and regular meetings are

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

being set up with Ruth Cheese and other staff members.

2020-2021: 200; 2019-2020: 1,435 (2018-2019: 2,590) including lunch and activities (2017-2018: 1761) (2016-2017: 932)

- Half day 2020-2021: 205; 2019-2020: 211 2018-2019 427 (2017-2018) 554 (approximately the same as 2019-2020 even though we were closed for 9 months of the year)
- 2020-2021: No full days due to Covid 19; 2019-2020 Full Day 410 2018-2019 591
- Meals on Heels 2020-2021: 1,613 2019-2020: 421 2018-2019 369 (2017-2018: 352) (2016-2017: 204) Meals on Heels: Increase of more than treble the number in 2019-2020
- 2020-2021: Baths: 34; 2019-2020 Baths: 183 2018-2019 Baths 94 (2017-2018: 103) (2016-2017: 155) (6 in May last year, 40 in May this year): Increase on last year's numbers: nearly twice as many
- Home Visits 2020-2021: 97; 2019-2020: 1046 2018-2019 905 (Reduction due to Covid 19)
- Social Services (Direct Access) referred customers increased from 24 in May 2018 to 104 for April 2019. For 2020: there was a gradual decrease in Direct Access Customers and this number has stayed approximately the same over the past year. At the end of March 2021 there was an average of 24 Direct Access customers a month (total of 240 for the year). The reason for this was the fact that we did not recruit any more Social Services customers during the Covid 19 pandemic.
- Pop In and Kit Clubs have approximate numbers as follows 2020-2021: Groups did not operate due to 19 (2019-2020: 120) 144, 01-06.2019) and (2019-2020: 120 Kit Club) attendees over the past year.
- Intergenerational Activities: 2020-2021: No Intergenerational Work due to Covid 19; 2019-2020: approximately 540 2017-2018: 370 people
- Past Activities have included: Scams Presentation; Potted Plants; Reminiscence 1940s using Tablet Computers to search for pictures and performers, also Street View to look at old residences; Quizzes.

STAFFING AND TRAINING

Staffing

We have maintained staffing levels over the year

- Manager
- Office Manager
- Senior Keyworker/support worker 1 member
- Keyworker/support worker 2 members
- Relief Staff 2 members
- Maternity leave Senior Keyworker
- Cook
- Cleaner

Inhouse Training

- Confidentiality
- Keyworking
- Care plans/Risk Assessment
- Data protection
- Record keeping
- Personal Boundaries

Courses Attended by Staff 2020-2021 (items from list below)

Fire Awareness
COSHH
First Aid Requirements & RIDDOR

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Food Allergy Awareness
Food Safety & Hygiene (Level 2)
GDPR Essentials
Health & Safety Basics & Essentials
Health & Safety for Managers
Infection Prevention & Control
Risk Assessment
Safeguarding Vulnerable Adults
Moving and Handling
Risk assessment in the workplace
Coronavirus Awareness
Medication Awareness (Care Homes)
Level 2 Food Hygiene and Safety for Catering
Levels 2 and 3 Hazard Analysis and Critical Control Points
Care Certificate: Understand your role

Trustee Training Record

Date	Provider	Session
5 June 2020	Clapham and Collinge	Charities Virtual Legal Update: Covid-19 and Beyond -
21 July 2020	NCC	Transformation plan Day centre providers update
1 October 2020	Charities Commission	AGM via You tube
October 2020	NCC	Infection Control Fund - Day centre providers update
2 December 2020	Norfolk and Suffolk Care Support	Norfolk Care Support group update
26 January 2021	NCC	Day centre providers update- Delivery and Finance
5 February 2021	NCC	Alcove Video Phones
	NCF/ Barclays	Philanthropy in a Covid World
23 February 2021	NCF / Birketts	Role and responsibilities of Charity Trustees

b. Investment policy and performance

We are a small charity and do not have an active investment policy at the present time. Funds not required for working capital are held on a deposit account.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

The Charity's income comes from sales of day and related services to both Social Services and self-funding clients and from grants and donations. Income as ever remains a challenging issue. We are still reliant on grants to fill the gaps between income and expenditure but are expanding our Meals on Heels service and hope to be up and running by early Summer with the Day Centre open once again.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

b. Reserves policy

The Trustees have designated £4,280 to cover redundancy costs and £30,000 being an estimate of four month's running costs to provide a "buffer" should the application for ongoing grants prove to be unsuccessful. A further £5,000 has been designated for a maintenance fund to cover unforeseen maintenance costs.

As at 31 March 2021, the charity had "free reserves" (being unrestricted funds which have not been designated and are not represented by fixed assets) of £55,542 (2020 - £13,355).

c. Material investments policy

In accordance with the Memorandum of Association the charity has the power to invest funds not immediately required for its own purposes in or upon such investments, securities or property of whatsoever nature and wherever situate as may be thought fit provided that the Board seek written professional advice, unless concluded that it is unnecessary or inappropriate to do so.

d. Principal risks and uncertainties

The major risks to which the Charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate these risks.

Structure, governance and management

a. Constitution

Age Concern North Norfolk is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 30 January 2003.

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

We are currently updating our Trustees Policy which includes the Induction Process.

Over the past year, we have welcomed Susan Mette as a Trustee. Susan has joined us in the role of Marketing Trustee, bringing with her a wealth of general experience from other previous roles.

Betty Balding resigned from the Board of Trustees after a total of 17 years of service, in September 2020.

Juliet English, who joined us in March 2020, assisted in the management of the Day Centre during the time of the suspension of the Manager whilst under investigation and during the Covid 19 pandemic, and gave support to the staff above and beyond the call of duty. She also helped with finance matters. Juliet resigned in March 2021.

Beverley Hopkins joined us following Juliet's departure. Beverley has experience with working with the Deaf and the use of Signage and will be a great help with our target group of older people, many of whom have age related hearing loss.

We continue to attempt to recruit suitable Trustees who have the relevant expertise and human relations skills necessary for the task of helping to run a small charity. North Norfolk has a great many small and medium sized charities and Trustees often have multiple commitments when they join Age Concern North Norfolk.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

We could not operate as a going concern without the support of numerous other volunteers who help in various ways. Some of our volunteers also help with Befriending phone calls.

c. Organisational structure and decision-making policies

The Charity is governed by the Board of Trustees, with the Manager having operational responsibility for staff and services.

The role of the Board of Trustees is defined by the rules set out by the Charity Commission and by our Articles of Association. The Board is responsible for ensuring it has achievable and effective plans in place to govern, manage and deliver services and other activities. Trustees are recruited through open advertisement in local free papers and through word of mouth. All Trustees are encouraged to undertake available training and to fully acquaint themselves with the Charity's policies and procedures and with Charitable law and regulations.

We work with a network of organisations in the voluntary and statutory sectors to ensure the best outcomes for our target client group. We are part of the unincorporated association of the Assembly of independent Age Concern and Age UK charities.

The General Manager appointed in February 2021 is on a 30 hour contract and there are currently 6 other part time staff (including the Office Manager, Senior Workers, Care Workers, Cook and Cleaner) who are under the management of the General Manager.

The Board oversees the General Manager in all tasks pertaining to the running of services and the recruitment and management of staff.

Plans for future periods

Our challenges for the year ahead are to:

- increase usage of our services and continue to consolidate our staffing base, thereby providing greater public benefit;
- remain flexible in the light of the ongoing Covid 19 virus crisis and to respond to client need in new ways as appropriate;
- build sustainability of our services through increased income, improving facilities and efficient use of resources;
- maintain and improve funding streams, including through encouraging donations and legacies;
- continue to develop our marketing plan to increase awareness of our Age Concern North Norfolk brand and services.

Members' liability

The Members of the Charity guarantee to contribute an amount not exceeding £1 to the assets of the Charity in the event of winding up.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

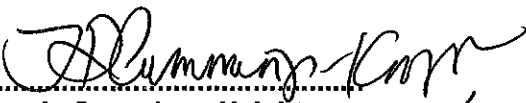
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Thanks

The Trustees would like to thank our staff and other volunteers. Throughout the past very challenging year they have worked hard to promote the well being of older people and help make later life a fulfilling and enjoyable experience.

We would also like to thank all those individuals and organisations who have provided services and support, often above and beyond their contracts.

Approved by order of the members of the board of Trustees and signed on their behalf by:


.....
Jennie Cummings-Knight

Chair of Trustees

Date: 15 July 2021

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on its behalf by:


.....
Jennie Cummings-Knight, Chair of Trustees

Date: 15 July 2021

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2021

Independent Examiner's Report to the Trustees of Age Concern North Norfolk ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2021.

Responsibilities and Basis of Report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

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. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 23 July 2021

Mr F M E Shippam BSc FCA DChA

MA Partners LLP
7 The Close
Norwich
Norfolk
NR1 4DJ

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	3	96,239	23,614	119,853	36,827
Charitable activities	4	-	45,774	45,774	84,708
Other trading activities		-	-	-	153
Investments		-	22	22	317
Total income		96,239	69,410	165,649	122,005
Expenditure on:					
Raising funds		-	9,062	9,062	9,092
Charitable activities	5	93,074	31,885	124,959	130,034
Total expenditure		93,074	40,947	134,021	139,126
Net income/(expenditure)					
Transfers between funds	14	3,165 (9,055)	28,463 9,055	31,628 -	(17,121) -
Net movement in funds		(5,890)	37,518	31,628	(17,121)
Reconciliation of funds:					
Total funds brought forward		24,677	180,804	205,481	222,602
Net movement in funds		(5,890)	37,518	31,628	(17,121)
Total funds carried forward		18,787	218,322	237,109	205,481

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 15 to 27 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	10	123,500	128,169
		<u>123,500</u>	<u>128,169</u>
Current assets			
Debtors	11	549	602
Cash at bank and in hand		118,336	82,675
		<u>118,885</u>	<u>83,277</u>
Creditors: amounts falling due within one year	12	(5,276)	(5,965)
Net current assets		113,609	77,312
Total assets less current liabilities		<u>237,109</u>	<u>205,481</u>
Total net assets		<u><u>237,109</u></u>	<u><u>205,481</u></u>
Charity funds			
Restricted funds	14	18,787	24,677
Unrestricted funds	14	218,322	180,804
Total funds		<u><u>237,109</u></u>	<u><u>205,481</u></u>

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

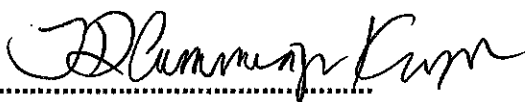
The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04675599

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


.....
Jennie Cummings-Knight
Chair of Trustees

Date: 15 July 2021

The notes on pages 15 to 27 form part of these financial statements.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

Age Concern North Norfolk is a company incorporated in England and Wales. The registered office and principal place of business is 35b Cremer Street, Sheringham, Norfolk, NR26 8DZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age Concern North Norfolk meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.5 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis.

Depreciation is provided on the following basis:

Fixtures and fittings	-	25%
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2.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

2.9 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Donations	12,300	13,614	25,914	17,919
Grants	83,939	10,000	93,939	18,908
Total 2021	<u>96,239</u>	<u>23,614</u>	<u>119,853</u>	<u>36,827</u>
<i>Total 2020</i>	<u>18,908</u>	<u>17,919</u>	<u>36,827</u>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

4. Income from charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Income from charitable activities - Day Centre	-	36,898	36,898	56,014
Income from charitable activities - Other services	-	8,876	8,876	28,694
Total 2021	-	45,774	45,774	84,708
<i>Total 2020</i>	<i>156</i>	<i>84,552</i>	<i>84,708</i>	

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Promoting the wellbeing of older people	93,074	31,885	124,959	130,034
<i>Total 2020</i>	<i>590</i>	<i>129,444</i>	<i>130,034</i>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Promoting the wellbeing of older people	73,940	51,019	124,959	130,034
<i>Total 2020</i>	<i>97,668</i>	<i>32,366</i>	<i>130,034</i>	

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2021 £	<i>Total funds 2020 £</i>
Staff costs	62,390	90,008
Food	968	774
Agency staff	5,091	-
Travel and transport	3,151	6,129
Other direct costs	2,340	757
Total 2021	73,940	97,668

Analysis of support costs

	Total funds 2021 £	<i>Total funds 2020 £</i>
Depreciation	6,653	6,549
Premises	7,195	7,573
General overheads	15,723	11,917
Governance costs	21,449	6,327
	51,020	32,366

7. Independent examiner's remuneration

	2021 £	<i>2020 £</i>
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	1,800	930
Fees payable to the Charity's independent examiner in respect of:		
All other services not included above	4,013	3,751

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. Staff costs

	2021	<i>2020</i>
	£	£
Wages and salaries	61,745	<i>87,866</i>
Social security costs	(137)	<i>1,093</i>
Contribution to defined contribution pension schemes	782	<i>1,049</i>
	62,390	<i>90,008</i>

The average number of persons employed by the Charity during the year was as follows:

	2021	<i>2020</i>
	No.	No.
Charitable activities	4	<i>4</i>
Fundraising	1	<i>1</i>
	5	<i>5</i>

No employee received remuneration amounting to more than £60,000 in either year.

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (*2020 - £NIL*).

During the year ended 31 March 2021, no Trustee expenses have been incurred (*2020 - £NIL*).

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2020	108,578	45,531	154,109
Additions	-	1,984	1,984
At 31 March 2021	<u>108,578</u>	<u>47,515</u>	<u>156,093</u>
Depreciation			
At 1 April 2020	-	25,940	25,940
Charge for the year	-	6,653	6,653
At 31 March 2021	<u>-</u>	<u>32,593</u>	<u>32,593</u>
Net book value			
At 31 March 2021	<u>108,578</u>	<u>14,922</u>	<u>123,500</u>
<i>At 31 March 2020</i>	<u>108,578</u>	<u>19,591</u>	<u>128,169</u>

11. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	-	98
Other debtors	45	-
Prepayments and accrued income	504	504
	<u>549</u>	<u>602</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12. Creditors: Amounts falling due within one year

	2021	<i>2020</i>
	£	£
Trade creditors	2,845	<i>3,976</i>
Other creditors	272	<i>279</i>
Accruals and deferred income	2,159	<i>1,710</i>
	<u>5,276</u>	<u><i>5,965</i></u>

13. Financial instruments

	2021	<i>2020</i>
	£	£
Financial assets		
Financial assets measured at fair value through income and expenditure	<u>118,336</u>	<u><i>82,675</i></u>

Financial assets measured at fair value through income and expenditure comprise cash at bank and in hand.

AGE CONCERN NORTH NORFOLK
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Redundancy	4,280	-	-	-	4,280
Maintenance	5,000	-	-	-	5,000
4 months running costs	30,000	-	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds					
Unrestricted funds	<u>141,524</u>	<u>69,410</u>	<u>(40,947)</u>	<u>9,055</u>	<u>179,042</u>
Total Unrestricted funds	<u>180,804</u>	<u>69,410</u>	<u>(40,947)</u>	<u>9,055</u>	<u>218,322</u>
Restricted funds					
Cromer	611	-	(611)	-	-
KIT Club	292	-	(292)	-	-
Big Lottery - Intergenerational	1,916	-	(1,916)	-	-
Norfolk Community Foundation ("NCF")	3,500	-	(3,500)	-	-
NCF - Silk Purse	2,500	-	-	-	2,500
Lunch Club and Befriending services	1,000	-	(1,000)	-	-
Good Companions Lunch Club	2,000	-	-	-	2,000
Connecting Older People	9,908	-	-	(9,908)	-
NCF - Community Outreach	2,950	-	(2,950)	-	-
NCF - COVID	-	10,500	(10,503)	3	-
Garfield Weston	-	10,000	(10,219)	219	-
CAF Coronavirus Emergency	-	9,972	(10,522)	550	-
The Edward Gostling	-	3,800	(3,861)	61	-
Souter	-	2,000	(2,020)	20	-
NCC Infection Control	-	12,922	(12,446)	-	476
NCF - Winter Resilience	-	5,000	(5,000)	-	-
Independent Age	-	5,545	(4,910)	-	635

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Mrs Smith & Mount Trust	-	2,500	(1,250)	-	1,250
Green Hall Foundation	-	4,000	-	-	4,000
National Lottery - Outreach	-	30,000	(22,074)	-	7,926
	<u>24,677</u>	<u>96,239</u>	<u>(93,074)</u>	<u>(9,055)</u>	<u>18,787</u>
Total of funds	<u>205,481</u>	<u>165,649</u>	<u>(134,021)</u>	<u>-</u>	<u>237,109</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2020 £</i>
Unrestricted funds				
Designated funds				
Redundancy	4,280	-	-	4,280
Maintenance	5,000	-	-	5,000
4 months running costs	30,000	-	-	30,000
	<u>39,280</u>	<u>-</u>	<u>-</u>	<u>39,280</u>
General funds				
Unrestricted funds	<u>177,119</u>	<u>102,941</u>	<u>(138,536)</u>	<u>141,524</u>
Total Unrestricted funds	<u>216,399</u>	<u>102,941</u>	<u>(138,536)</u>	<u>180,804</u>
Restricted funds				
Cromer	611	-	-	611
KIT Club	176	156	(40)	292
Big Lottery - Intergenerational	1,916	-	-	1,916
Norfolk Community Foundation ("NCF")	-	3,500	-	3,500
NCF - Silk Purse	-	2,500	-	2,500
Lunch Club and Befriending services	-	1,000	-	1,000
Good Companions Lunch Club	-	2,000	-	2,000
Connecting Older People	-	9,908	-	9,908
NCF - Community Outreach	3,500	-	(550)	2,950
	<u>6,203</u>	<u>19,064</u>	<u>(590)</u>	<u>24,677</u>
Total of funds	<u><u>222,602</u></u>	<u><u>122,005</u></u>	<u><u>(139,126)</u></u>	<u><u>205,481</u></u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	39,280	-	-	-	39,280
General funds	141,524	69,410	(40,947)	9,055	179,042
Restricted funds	24,677	96,239	(93,074)	(9,055)	18,787
	<u>205,481</u>	<u>165,649</u>	<u>(134,021)</u>	<u>-</u>	<u>237,109</u>

Summary of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
Designated funds	39,280	-	-	39,280
General funds	177,119	102,941	(138,536)	141,524
Restricted funds	6,203	19,064	(590)	24,677
	<u>222,602</u>	<u>122,005</u>	<u>(139,126)</u>	<u>205,481</u>

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	123,500	123,500
Current assets	18,787	100,098	118,885
Creditors due within one year	-	(5,276)	(5,276)
Total	<u>18,787</u>	<u>218,322</u>	<u>237,109</u>

AGE CONCERN NORTH NORFOLK
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Restricted funds 2020 £</i>	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Tangible fixed assets	-	128,169	128,169
Current assets	24,677	58,600	83,277
Creditors due within one year	-	(5,965)	(5,965)
Total	<u>24,677</u>	<u>180,804</u>	<u>205,481</u>

17. Pension commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to **£782** (2020 - £1,049). No amounts were payable to the fund at the balance sheet date.

18. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2021.