

Age UK Hull and East Yorkshire

England & Wales · Charity number 1101418

Details

Other names	AGE CONCERN HULL, AGE UK HULL
Status	Registered
Legal form	Charitable company
Company number	04792749
Registered	2004-01-08
Register	View on the Charity Commission register

Contact

Address	Axida House 350 Preston Road Hull HU9 5HH
Phone	01482 324 644
Email	info@ageukhull.org.uk
Website	www.ageukhull.org.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 KINGSTON UPON HULL (HEREINAFTER CALLED "THE AREA OF BENEFIT").

Activities: To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable across Hull and East Yorkshire.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Amateur Sport, Economic/community Development/employment
- **Who:** Elderly/old People

Geography

- **Area of benefit:** IN AND AROUND KINGSTON UPON HULL
- East Riding Of Yorkshire
- Kingston Upon Hull City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£672,477	£777,594	£563,054	32
2024-03-31	£525,634	£592,383	£668,171	32
2023-03-31	£429,113	£500,890	-	-
2022-03-31	£547,527	£418,255	£806,697	28
2021-03-31	£538,157	£494,040	£677,425	24

Trustees

Name	Role	Appointed
Peter David Duffield	Chair	2018-04-01
Frederick Thomas Owen		2024-04-08
Jayne Mansfield		2014-06-30
Michael Johnson		2026-01-21
Rebecca Jayne Howes		2023-03-13

Age UK Hull and East Yorkshire

England & Wales - Charity number 1101418

Accounts



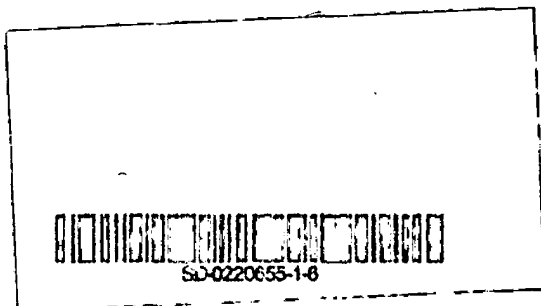
Smailes Goldie
CHARTERED ACCOUNTANTS

REGISTERED NUMBER:04792749
REGISTERED CHARITY NUMBER:1101418

Age UK Hull and East Yorkshire Limited

Financial Statements

31 March 2025



FRIDAY



AEGRNYAP
A13 05/12/2025 #153
COMPANIES HOUSE



Age UK Hull and East Yorkshire Limited

Contents of the Financial Statements for the year ended 31st March 2025

	Page
Report of the Trustees	1 to 8
Report of the Independent Auditors	9 to 12
Statement of Financial Activities	13
Balance Sheet	14
Cash Flow Statement	15
Notes to the Cash Flow Statement	16
Notes to the Financial Statements	17 to 24

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees **for the year ended 31st March 2025**

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2024 to 31 March 2025.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity'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 (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Hull is a charity and registered company which is governed by a board of Trustees.

Introduction by the Chair

In 2024/25 Age UK Hull and East Yorkshire continued to strengthen the breadth and depth of its services for older people across the region.

We moved to our new premises on Preston Road in East Hull and have now settled in to accommodation that gives room for further expansion as and when the time is right

2024/25 saw us celebrate our 75th anniversary. In the 75 years of our existence, we've had 5 different names, 7 different homes and supported well over 500,000 of the region's most vulnerable older people.

Our Information and Advice service provides the region's only older-person-dedicated welfare benefits advice service. The sudden change in July 2024 to Winter Fuel Allowance eligibility provided a significant challenge to the team, however swift and innovative changes to services and working closely with partners saw us successfully increase take up of eligible benefits by over 37%.

Across the year, all of our other services also saw significant increases in demand - not just in terms of the number of people requiring support, but also in the complexity of needs with which older people were presenting. Loneliness and isolation continue to be on the increase, exacerbating other issues older people are dealing with.

Community Companions continued to help people overcome barriers to transport, the number of lonely older people supported by our Befriending services hit an all-time high, our Volunteer numbers continued to increase, the Falls Service prevented 98% of clients falling again, the Walking Football programme went from strength to strength and our Home Support service grew by over 30%.

Social groups continue to be our highest profile community-based activity, helping over 250 older people each week, and this year several new groups were established across the region. Our Christmas social lunches saw over 350 people come together to share in wonderful food, entertainment and receive an individual gift. And we couldn't have imagined that our Christmas shoe box appeal would see the local community provide and distribute over 1,100 Christmas gift boxes to the region's most isolated and vulnerable older people.

Whilst the charity continued to deliver much needed services we also campaigned and advocated for older people. During the 2024/25 year we did much to raise the issue of Domestic Abuse and its effect on older people, holding a regional learning event attended by over 125 people.

Along with delivering all this, the team secured the externally verified Charity Quality Standard and Quality of Information and Signposting Standard. Whilst we believe that we're doing a good job it is gratifying to receive such external recognition.

Financing all this amazing work continues to be a significant challenge. Careful use has been made of the funds we have secured, and our reserves have continued to be invested to sustain our services. Plans for the future involve both strategic funding developments along with a programme of community-based fundraising, including remembering Jean, "The Bee Lady".

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees **for the year ended 31st March 2025**

In early August 2025 we said goodbye to our Chief Executive of the last three years as he moved on to a position with the Age UK National organisation. After a thorough recruitment process, we were delighted to welcome our new CEO, Simon Himsworth, to the organisation on 1st September 2025. Simon brings a wealth of experience in managing complex organisations and has an excellent track record.

As ever, the strength of our organisation is the dedication of our staff and our volunteers, never more so than now when there is increasing demand for our services but diminishing financial resources available for the charity sector in general.

On behalf of the Board of Trustees, I should like to thank all of our staff and volunteers for their unstinting efforts in helping us to achieve our vision for all older people to live gratifying sustainable independent later lives.

The future will be challenging but, as a Board of Trustees, we're confident that we have the team and plans in place in order to continue our support for older people across the Hull and East Yorkshire region.

OBJECTIVES AND ACTIVITIES

Objectives and activities

Taking account of the needs of older people within the charity's area of benefit are central to the trustees' approach to 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)'.

Our vision is: "For all older people to live gratifying sustainable independent later lives".

Our mission in pursuing that vision is to: "Ensure that older people get the services and support they need where and when they need them."

The Trustees' report details how these objectives were achieved in 2024/25 through the provision of our charitable services, which we are continuing to deliver during 2025/26.

Financial review

Principal funding sources

Most of our services are delivered under contract or through grant aid. We continue to be extremely grateful to everyone who funds us to support older people in Hull and East Yorkshire.

Reserves policy

Age UK Hull and East Yorkshire's Board of trustees has reviewed the amount of reserves it regards as a minimum prudent requirement and has concluded that provision for six months administration, public education and fundraising costs is sufficient. This would allow time to manage cost reductions or fund appeals as required whilst minimising the impact on service provision.

Based on the forecast for 2025/26, the desired minimum reserve level is approximately £400,000. As at 31 March 2025, free reserves less amounts held as fixed assets stands at £541,198. Additional funds are to be utilised for additional service enhancement, building capacity and expanding the public information programme going forward.

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees for the year ended 31st March 2025

OBJECTIVES AND ACTIVITIES

Age UK Pathway for a gratifying sustainable and enjoyable later life

The Age UK Pathway for a gratifying sustainable and enjoyable later life forms the focus of our service development, design and delivery around four key elements:

- How can we help - assess needs and understand what support is needed
- Make a plan - who is going to do what, where and when so needs are met
- Independence matters - supporting people to live sustainably in the community
- Friendship matters - ensuring older people can enjoy later life

Age UK Hull and East Yorkshire services

All of our activities are organised into 4 main themes:

- 1 Positive activities
- 2 Home support
- 3 Befriending
- 4 Information and advice

Positive Activities

This activity theme is all about our services that support older people to engage in activities that promote mental and physical well-being.

Older people can face many barriers to being engaged in their communities - for example the impact of age-related illnesses and medical issues can restrict mobility, and the loss of a life partner can have a devastating impact upon many aspects of life. We also continue to deal with many older people who are still very reluctant to leave the house, gather in larger groups and especially to travel independently.

However, delivering services and activities that are attractive and beneficial for older people to attend, and which are based in the heart of the communities in which they live, are crucial factors in creating a reason for older people to "come out" of their homes. We also support older people to overcome both the physical and emotional barriers they may have to leaving their homes.

Our Community Companions service helps lonely and socially isolated older people reconnect with their communities by helping them feel more confident in getting out and about and using transport - whether it is walking, bus, taxi or community transport.

The service matches lonely and isolated older people with a trained Community Companion volunteer. The aim of the service is to reduce loneliness and isolation amongst older people by helping them to reconnect with their local communities, their friends, and family. We support them to leave their homes using either public transport, community transport, taxis, walking or even cycling. We help older people address the barriers they face in leaving their homes, such as anxiety or a lack of confidence.

Social Groups

Our social groups are spread across the Hull and East Yorkshire region, held in venues which are accessible and in the heart of the communities which older people live. They provide the opportunity to meet, socialise and also access support and advice. During the year 6,254 attendance were recorded over 379 sessions.

Walking Football

The Age UK Hull and East Yorkshire walking football programme is all about helping older people in communities to keep active and to improve physical and mental wellbeing through playing the game. The sessions are open to anyone over the age of 50 regardless of ability or previous experience. 1667 attendances were spread over 99 sessions held across venues throughout the year.

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees **for the year ended 31st March 2025**

OBJECTIVES AND ACTIVITIES

Falls

Falls are a common, but often overlooked, cause of injury. Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls.

The Age UK Hull and East Yorkshire Falls prevention team members visit older people in their homes and carry out holistic risk assessments to identify any potential risks in the home, as well as offering advice on how to prevent any further falls occurring. Team members also go out into the community and offer information and advice to Social groups, as well as other professionals working in Health and Social Care.

In the period, 53 home visits/falls assessments were conducted and 141 people attended 16 talks/presentations that were delivered.

Home Support

We have an established team of trusted, trained, and experienced Home Support Workers on whom older people can rely to help them to continue to live independently in their own homes.

Over the 2024/25 period we have invested and developed our Home Support service and greatly increased the range of services we offer to include:

- Cleaning
- One-Off spring Clean
- Laundry/Ironing
- Meal Preparation
- House Sitting Calls
- Medication Prompting & Support
- Shopping (with you or for you)
- Escorting to Appointments - or going for a coffee & a chat
- Walking your Dog
- Holiday Packages - Support whilst family/carers are away.
- And we essentially simply tell people to just ask us & we will see what we can do.

Cleaning people's homes is still the most commonly used service - with feedback from family members highlighting services such as shopping and escorting clients to appointments as really supporting them, taking some of the load off their shoulders when they are supporting their elderly loved ones.

Befriending

Our Befriending service aims to reduce loneliness for housebound older people by providing regular contact, made by a fully trained and supported Age UK Hull and East Yorkshire Volunteer Befriender. Contact is made in a variety of ways, with our focus being to engage and support the lonely older person in a way which suits them best.

Overall 323 individual service users accessed our befriending services during 2024/25.

Telephone Befriending Service

- The Telephone Befriending service aims to reduce loneliness by providing a regular telephone call, allowing the older person to enjoy general conversation on subjects that interest them.
- 191 older people received a befriending phone call each week.

Home Visiting Befriending Service

- This service provides support to older individuals who are housebound in the comfort of their own home. Our trained volunteers are matched to the service user and provide regular friendship visits with the aim of reducing the feelings of social isolation and loneliness.
- 117 isolated and housebound older people received regularly home visits during 2024/25.

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees for the year ended 31st March 2025

OBJECTIVES AND ACTIVITIES

Penpal Befriending

- Our Penpal befriending service matches older members of our community with pen friends who have common interests or simply share that feeling of excitement when a handwritten letter is posted through the door!
- We actively recruit older people to join Penpal Befriending, alongside other volunteers. Letters are sent monthly with service users receiving regular letters.

Volunteers are at the core of all aspects of the Befriending service. Each Volunteer receives an induction and full training on befriending and listening skills, along with on-going regular supervision and support.

Information and Advice

Our Information and Advice service provides help and support for older people on a variety of issues, offering a free and confidential information and advice service for older people, their families, carers and partner agencies.

Our dedicated and trained team of professional advisors help assess and identify what benefits older people in need may be entitled to and then provide guidance and support in completing application for benefits claims. Attendance Allowance, Carers Allowance, Pension Credit, Housing Benefit and Cost of Living Grants form the core of the benefit claims support we offer.

During the year, the team received over 12,500 incoming calls.

STRATEGIC REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Company's governing document is its Memorandum and Articles.

Organisational structure

The body responsible for the general control and management of the Charity is the Board of Trustees.

A nominated Trustee advises and liaises with senior managers on matters of finance, personnel, health & safety, volunteering and fundraising.

The Trustees delegate the day-to-day management of the charity to an executive team which executes the policies and strategies defined by the board.

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees **for the year ended 31st March 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Membership of the Board

The Board comprises 5 Trustee members (a quorum of 3) and meets a minimum of 4 times a year.

Method of appointment or election of trustees:

New Trustees are recruited and appointed using various methods. These methods include advertising, networking and by making a direct approach to people that might be interested and have necessary skills and experience. Age UK Hull's Policies and Procedures in respect of Trustee recruitment and development are thorough and include key elements relating to services and activities, legislation, equal opportunities and diversity.

Risk management

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal controls across the entire organisation of Age UK Hull. 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.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- Assurance to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated and utilised.
- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts, and performance indicators.
- Delegation of authority and segregation of duties.
- Identification and management of risk.
- Although there is no requirement for an audit under the Companies Act the Trustees do.

The Trustees have in place a formal risk management process to assess and document risks and implement risk management strategies. This process includes review by Trustees, Chief Executive Officer and the Executive Team. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks. Risk management is embedded in the day-to-day processes of the Charity.

The Risk Management Plans also aim to safeguard the staff and volunteers, customers and the Charity's reputation. Age UK Hull ensures that staff are trained and properly supported, that there is a Safeguarding Policy in place for older people using the services and that adequate personal, public and professional liability insurance is in operation.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04792749 (England and Wales)

Registered Charity number

1101418

Registered office

Axida House
350 Preston Road
Hull
East Yorkshire
HU9 5HH

Age UK Hull and East Yorkshire Limited

Registered number: 04792749

Report of the Trustees **for the year ended 31st March 2025**

Trustees

P D Duffield LLB FCA
R J Howes
M Johnson (resigned 21.7.2025)
J E Mansfield
F T Owen (appointed 8.4.2024)
J A Mills (appointed 21.10.2024)

Company Secretary

P D Duffield LLB FCA

Auditors

Smailes Goldie
Chartered Accountants
Statutory Auditor
Regent's Court
Princess Street
Hull
East Yorkshire
HU2 8BA

Bankers

Bank of Scotland
33 Old Broad Street
PO BOX 100
BX2 1LB

Solicitors

Rollits
Citadel House
High Street
Hull
HU1 1QE

CHANGE OF NAME

The charitable company passed a special resolution on 24th July 2025 changing its name from Age UK Hull to Age UK Hull and East Yorkshire Limited.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Hull and East Yorkshire Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

Age UK Hull and East Yorkshire Limited

Report of the Trustees for the year ended 31st March 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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

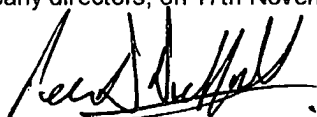
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Smailes Goldie, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 17th November 2025 and signed on the board's behalf by:



P D Duffield LLB FCA - Trustee

Report of the Independent Auditors to the Members of Age UK Hull and East Yorkshire Limited

Opinion

We have audited the financial statements of Age UK Hull and East Yorkshire Limited (the 'charitable company') for the year ended 31st March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Members of Age UK Hull and East Yorkshire Limited

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Report of the Independent Auditors to the Members of Age UK Hull and East Yorkshire Limited

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, tax legislation, data protection, anti-bribery, employment, environmental and health and safety legislation. An understanding of these laws and regulations and the extent of compliance was obtained through discussion with management and inspecting legal and regulatory correspondence.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

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

Report of the Independent Auditors to the Members of Age UK Hull and East Yorkshire Limited

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Luke Taylor BSc. FCA (Senior Statutory Auditor)
for and on behalf of Smailes Goldie
Chartered Accountants
Statutory Auditor
Regent's Court
Princess Street
Hull
East Yorkshire
HU2 8BA

17th November 2025

Age UK Hull and East Yorkshire Limited

Statement of Financial Activities

for the year ended 31st March 2025

		2025 Unrestricted fund £	2024 Total funds £
INCOME AND ENDOWMENTS FROM	Notes		
Donations and legacies	2	59,816	38,119
Charitable activities	4		
Charitable Activities		612,660	487,515
Investment income	3	<u>1</u>	<u>-</u>
Total		<u>672,477</u>	<u>525,634</u>
 EXPENDITURE ON			
Charitable activities	5		
Charitable Activities		<u>777,594</u>	<u>592,383</u>
 NET INCOME/(EXPENDITURE)		(105,117)	(66,749)
 RECONCILIATION OF FUNDS			
Total funds brought forward		<u>668,171</u>	<u>734,920</u>
 TOTAL FUNDS CARRIED FORWARD		<u>563,054</u>	<u>668,171</u>

The notes form part of these financial statements

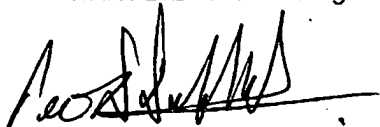
Age UK Hull and East Yorkshire Limited

Balance Sheet

31st March 2025

	Notes	2025 Unrestricted fund £	2024 Total funds £
FIXED ASSETS			
Tangible assets	11	21,769	27,769
Investments	12	<u>87</u>	<u>87</u>
		21,856	27,856
CURRENT ASSETS			
Debtors	13	49,456	31,784
Cash at bank		<u>581,831</u>	<u>704,738</u>
		631,287	736,522
CREDITORS			
Amounts falling due within one year	14	<u>(54,672)</u>	<u>(49,246)</u>
NET CURRENT ASSETS		<u>576,615</u>	<u>687,276</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		598,471	715,132
CREDITORS			
Amounts falling due after more than one year	15	<u>(35,417)</u>	<u>(46,961)</u>
NET ASSETS		<u>563,054</u>	<u>668,171</u>
FUNDS	18		
Unrestricted funds		<u>563,054</u>	<u>668,171</u>
TOTAL FUNDS		<u>563,054</u>	<u>668,171</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 17th November 2025 and were signed on its behalf by:



P D Duffield LLB FCA - Trustee

The notes form part of these financial statements

Age UK Hull and East Yorkshire Limited

Cash Flow Statement

for the year ended 31st March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	(104,779)	(80,079)
Interest paid		<u>(2,596)</u>	<u>(1,460)</u>
Net cash used in operating activities		<u>(107,375)</u>	<u>(81,539)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,989)	(4,043)
Sale of intangible fixed assets		4,255	-
Sale of tangible fixed assets		(4,255)	-
Interest received		<u>1</u>	<u>-</u>
Net cash used in investing activities		<u>(3,988)</u>	<u>(4,043)</u>
Cash flows from financing activities			
Loan repayments in year		(12,000)	(12,000)
Interest Paid		<u>456</u>	<u>554</u>
Net cash used in financing activities		<u>(11,544)</u>	<u>(11,446)</u>
Change in cash and cash equivalents in the reporting period		<u>(122,907)</u>	<u>(97,028)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>704,738</u>	<u>801,766</u>
Cash and cash equivalents at the end of the reporting period		<u><u>581,831</u></u>	<u><u>704,738</u></u>

The notes form part of these financial statements

Age UK Hull and East Yorkshire Limited

Notes to the Cash Flow Statement

for the year ended 31st March 2025

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(105,117)	(66,749)
Adjustments for:		
Depreciation charges	5,734	5,113
Loss on disposal of fixed assets	4,255	-
Interest received	(1)	-
Interest paid	2,596	1,460
Increase in debtors	(17,672)	(2,938)
Increase/(decrease) in creditors	<u>5,426</u>	<u>(16,965)</u>
Net cash used in operations	<u>(104,779)</u>	<u>(80,079)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank	<u>704,738</u>	<u>(122,907)</u>	<u>581,831</u>
	<u>704,738</u>	<u>(122,907)</u>	<u>581,831</u>
Debt			
Debts falling due within 1 year	(12,000)	-	(12,000)
Debts falling due after 1 year	<u>(46,961)</u>	<u>11,544</u>	<u>(35,417)</u>
	<u>(58,961)</u>	<u>11,544</u>	<u>(47,417)</u>
Total	<u>645,777</u>	<u>(111,363)</u>	<u>534,414</u>

The notes form part of these financial statements

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements

for the year ended 31st March 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimated uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

Income received for services provided is accounted for on an accruals basis.

Cash donations, gifts and legacies are included in full in the income and expenditure account as they are received. Any significant non-cash donations are included in the income and expenditure account at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Grants and other funding of revenue nature are deferred and released to the income and expenditure account over the period to which they relate.

Bank interest is included in the income and expenditure account on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

General Equipment	- 10% - 33% on cost
Fixtures and Fittings	- 10% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued for the year ended 31st March 2025

1. ACCOUNTING POLICIES - continued

Fund accounting

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised at an initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

Investments

Investments both current and fixed are included at fair value within the accounts.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	51,404	20,070
Legacies	<u>8,412</u>	<u>18,049</u>
	<u>59,816</u>	<u>38,119</u>

3. INVESTMENT INCOME

	2025	2024
	£	£
Interest receivable	<u>1</u>	<u>-</u>

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued for the year ended 31st March 2025

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025 £	2024 £
Grants	Charitable Activities	381,735	331,272
Fees charged to clients	Charitable Activities	230,925	156,243
		<u>612,660</u>	<u>487,515</u>

Grants in the year included in the above are as follows:

	£
District/City Council	203,308
Age UK National	22,913
Hey Smile Foundation	6,800
Two Ridings Community Foundation	82,406
Ann Watson Trust	1,356
Citizens Advice	20,994
Sports England	11,958
Joseph & Annie Cattle	1,000
Charitable Trusts	31,000
	<u>381,735</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 6) £	Totals £
Charitable Activities	<u>603,462</u>	<u>174,132</u>	<u>777,594</u>

6. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Charitable Activities	<u>101,235</u>	<u>2,596</u>	<u>70,301</u>	<u>174,132</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025 £	2024 £
Auditors' remuneration	13,290	8,880
Depreciation - owned assets	5,734	5,112
Deficit on disposal of fixed assets	<u>4,255</u>	<u>-</u>

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued

for the year ended 31st March 2025

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2025 nor for the year ended 31st March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2025 nor for the year ended 31st March 2024.

9. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	479,107	396,989
Social security costs	27,460	21,729
Other pension costs	7,690	6,475
	<u>514,257</u>	<u>425,193</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Administrative & Support	14	6
Charitable Activities	<u>18</u>	<u>23</u>
	<u>32</u>	<u>29</u>

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	38,119
Charitable activities	
Charitable Activities	<u>487,515</u>
Total	<u>525,634</u>
EXPENDITURE ON	
Charitable activities	
Charitable Activities	<u>592,383</u>
NET INCOME/(EXPENDITURE)	(66,749)
RECONCILIATION OF FUNDS	
Total funds brought forward	<u>734,920</u>
TOTAL FUNDS CARRIED FORWARD	<u>668,171</u>

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued for the year ended 31st March 2025

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	General equipment £	Totals £
COST			
At 1st April 2024	41,731	39,340	81,071
Additions	1,549	2,440	3,989
Disposals	-	(12,158)	(12,158)
At 31st March 2025	<u>43,280</u>	<u>29,622</u>	<u>72,902</u>
DEPRECIATION			
At 1st April 2024	32,513	20,789	53,302
Charge for year	1,521	4,213	5,734
Eliminated on disposal	-	(7,903)	(7,903)
At 31st March 2025	<u>34,034</u>	<u>17,099</u>	<u>51,133</u>
NET BOOK VALUE			
At 31st March 2025	<u>9,246</u>	<u>12,523</u>	<u>21,769</u>
At 31st March 2024	<u>9,218</u>	<u>18,551</u>	<u>27,769</u>

12. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1st April 2024 and 31st March 2025	<u>87</u>
NET BOOK VALUE	
At 31st March 2025	<u>87</u>
At 31st March 2024	<u>87</u>

There were no investment assets outside the UK.

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	19,602	19,368
Prepayments and accrued income	<u>29,854</u>	<u>12,416</u>
	<u>49,456</u>	<u>31,784</u>

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued for the year ended 31st March 2025

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Other loans (see note 16)	12,000	12,000
Trade creditors	7,752	10,784
Social security and other taxes	8,840	8,244
Accruals and deferred income	<u>26,080</u>	<u>18,218</u>
	<u>54,672</u>	<u>49,246</u>

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Other loans (see note 16)	<u>35,417</u>	<u>46,961</u>

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The loan is repayable at £12,000 per annum and will be repaid by 31 March 2029.

16. LOANS

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>12,000</u>	<u>12,000</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>24,000</u>	<u>24,000</u>
Amounts falling due between two and five years:		
Other loans - 2-5 years	<u>11,417</u>	<u>22,961</u>

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	29,616	-
Between one and five years	<u>95,753</u>	-
	<u>125,369</u>	-

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued

for the year ended 31st March 2025

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	668,171	(105,117)	563,054
TOTAL FUNDS	<u>668,171</u>	<u>(105,117)</u>	<u>563,054</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	672,477	(777,594)	(105,117)
TOTAL FUNDS	<u>672,477</u>	<u>(777,594)</u>	<u>(105,117)</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	734,920	(66,749)	668,171
TOTAL FUNDS	<u>734,920</u>	<u>(66,749)</u>	<u>668,171</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	525,634	(592,383)	(66,749)
TOTAL FUNDS	<u>525,634</u>	<u>(592,383)</u>	<u>(66,749)</u>

Age UK Hull and East Yorkshire Limited

Notes to the Financial Statements - continued

for the year ended 31st March 2025

18. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	734,920	(171,866)	563,054
TOTAL FUNDS	<u>734,920</u>	<u>(171,866)</u>	<u>563,054</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,198,111	(1,369,977)	(171,866)
TOTAL FUNDS	<u>1,198,111</u>	<u>(1,369,977)</u>	<u>(171,866)</u>

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2025.

20. LIMITED BY GUARANTEE

The company is limited by guarantee.

Age UK Hull and East Yorkshire

England & Wales - Charity number 1101418

Accounts

Age UK Hull Annual report 2023/24

Supporting local people in later life



Contents

Introduction by the Chair	4
Values and Behaviours	5
Age UK Pathway for a Gratifying Sustainable and Enjoyable Later Life	6
Age UK Hull and East Yorkshire Services	7
1. Positive Activities	7
2. Home Support	19
3. Befriending	21
4. Information and Advice	23
Trustees' Report	28
Objectives and Activities	28
Financial Review	29
Structure, Governance and Management	29
Statement of Trustees' Responsibilities	31
Statement of Financial Activities	32
Balance Sheet	33
Cash Flow Statement	34
Notes to the Cash Flow Statement	35
Notes to the Financial Statements	36
Detailed Statement of Financial Activities	42

“

Our vision

Older people can live happy independent later lives.

”

“

Our mission

Ensuring local older people get the services and support they need.

”

Introduction by the Chair

2023/24 has continued to see Age UK Hull and East Yorkshire strengthen the breadth and depth of its services for older people across the region.

The main highlights of the period are the Community Companions project, the growth of the Home Support service and our relocation plans.

Community Companions is a significant project for the charity to secure, and doing so clearly demonstrated to a major central government department (the Department for Culture Media and Sport - DCMS) that the charity is capable of delivering such a major programme. We know that barriers to transport are the single largest factor in tackling isolation and loneliness amongst older people and the project has enabled us to make significant progress in supporting older people to overcome these. It has also enabled us to learn more about supporting older members of the LGBTQ+I and BAME communities, and whilst this work is very much in its infancy it has already been recognised by Age UK (our national partner) as a model they want us to share across the nationwide Age UK network.

The Home Support service has grown significantly this year, exceeding all expectations. The broadening of the services offered and an unwavering commitment to service quality, along with the inherent trust customers have in the Age UK brand are the main factors behind the growth. And we have been able to successfully handle this level of growth because of our earlier decision to significantly invest in an appropriate CRM system.

The year has also seen us reach a decision to relocate the charity from what was only ever meant to be a post Covid temporary administrative hub in central Hull, to a fit for purpose building on Preston Road in East Hull. We see this move as a real seminal moment for the charity and as Chair I have every confidence that the team, our volunteers, partners and my fellow trustees will ensure the relocation is a success.

Whilst we have highlighted these aspects of our 2023/24 work, we are immensely proud of the rest of the work the whole charity continues to deliver in making life changing impacts for older people, and their carers/families. This report highlights all this work, not just reporting figures but also telling the stories of the difference this has made to people's lives.

This is a report upon the 2023/24 year that has passed, yet we are very much looking forward to the year ahead. 2024/25 sees us enter our 75th Jubilee year, complete the relocation, and deliver plans to achieve a number of externally assessed quality standards, all of which will play a significant role in securing partner and funder investment in our work.

The charity is in a good place, it is in good hands, we're very proud of what we achieved this year and we are looking forward to the year ahead.



Peter David Duffield LLB FCA
Chair of Trustees

Values and Behaviours

Values

At Age UK Hull and East Yorkshire (HEY), we do whatever it takes so that older people can live happy and independent later lives and get the services and support they need.

Our Age UK HEY values help us to do just that. They underpin everything we say and do, how we work with people, behave towards them and communicate.



Age UK Pathway for a Gratifying Sustainable and Enjoyable Later Life

The Age UK Pathway for a gratifying sustainable and enjoyable later life forms the focus of our service development, design and delivery around four key elements:



Age UK Hull and East Yorkshire Services

All of our activities are organised into 4 main themes:

1.

**Positive
Activities**

2.

**Home
Support**

3.

Befriending

4.

**Information
and Advice**



1. Positive Activities

This activity theme is all about our services that support older people to engage in activities that promote mental and physical well-being.

Older people can face many barriers to being engaged in their communities – for example the impact of age-related illnesses and medical issues can restrict mobility, and the loss of a life partner can have a devastating impact upon many aspects of life. And along with the continued Covid-19 legacy effects we continue to deal with many older people who are still very reluctant to leave the house, gather in larger groups and especially to travel independently.

However, delivering services and activities that are attractive and beneficial for older people to attend, and which are based in the heart of the communities in which they live are crucial factors in creating a reason for older people to “come out” of their homes. And we don’t just leave it there, we also support older people to overcome both the physical and emotional barriers they may have to leaving their homes.

Community Companions – Know Your Neighbourhood

This programme was the largest and most significant project Age UK Hull and East Yorkshire had secured in recent years.

It has 3 core aspects:

1

Community Companions (travel)

2

BAME

3

LGBTQ+i

Community Companions (travel) helps lonely and socially isolated older people reconnect with their communities by helping them feel more confident getting out and about and using transport – whether it is walking, bus, taxi or community transport.

The service matches lonely and isolated older people with a trained Community Companion volunteer. The aim of the service is to reduce loneliness and isolation amongst older people by helping them to reconnect with their local communities, their friends, and family. We support them to leave their homes using either public transport, community transport, taxis, walking or even cycling. We help older people address the barriers they face in leaving their homes, such as anxiety or a lack of confidence.

Our volunteer “Community Companions” accompany older people on journeys and provide empowering, gradual support to enable them to be able to take the journey alone. Support usually last 6-8 weeks and increases confidence levels, encourages independence and reduces the anxiety that many older people experience after prolonged periods of isolation.

In the 2023/24 period the Community Companions (travel) service launched in November 2023, yet managed to deliver:



28

Referrals



27

Clients joined the programme



36

Home visits were conducted



Community Companions (travel)

Case Study

BP was referred to us by the Health & wellbeing Coach at her local GP surgery as she wanted to develop the confidence to go out alone to a Social Group in the city.

BP had never married or had children, and her only companion was her little dog Chloe, who kept her company for many years and helped her through hip replacement surgery. Unfortunately, in November 2023 Chloe passed away, leaving BP still recovering at home alone with what she describes as 'no purpose'.

BP was initially referred to our Befriending service as she was lonely, however it became clear she lacked confidence getting out and about, so our Community Companions team stepped in. We visited her and assessed her needs and discussed and set some goals – the ultimate goal being to get to a Social Group.

We spent time discussing local bus routes, community transport and the use of taxis. With some support, mentoring and accompanied trips/travel opportunities BP now attends our weekly Streetlife group.



“ I am no longer lonely or isolated, I have made new friends and feel like I now have 'purpose' I'm eternally grateful to Age UK HEY.

BP

”



Community Companions (travel)

Case Study

Mr & Mrs G were referred individually by their daughter, who lives away and had heard about Age UK HEY services and our Community Companions programme on our website. She had become increasingly worried about her parents who had remained housebound since the Covid-19 pandemic.

We immediately arranged a home visit to Mr & Mrs G where we learned that Mrs G had become lonely at home, with her mental and physical health declining significantly over the last few years. Mr G was the only driver, so if she needed to go out she would need to ask him to take her, but she really wanted to be independent and to take herself to places.

“ Mr & Mrs G’s daughter couldn’t have been happier...”

Mum and Dad are so much better now. I believe that your interaction helped with this, they just needed someone from the outside to give them a kick! We cannot thank you enough.

And Mr G had also become isolated and as was upset and worried about Mrs G and her issues, and for himself he wanted to find social groups in the area to go to.

Support was delivered over a number of weeks and the change was amazing! With our support and encouragement we helped them achieve smaller goals at first which over time helped them both reach their ultimate goal.

Mrs G now has a mobility scooter and regularly attends a knit and natter group twice a week and has the confidence to use her scooter to shop on her own.

Mr G now attends regular Men in Shed sessions twice a week and has made a new friend whom he meets weekly on an evening to attend a quiz night.

This is an example of Community Companions intervention that did not need any volunteer input and shows that some people just need the confidence of somebody else letting them know ‘they can do it’.

Community Companions (BAME and LGBTQ+i) is focused upon bringing our expertise and knowledge about supporting older people and working alongside organisations that are embedded within the two communities of focus so we can help build their capacity and also reach older people in their communities.

Community Companions (BAME) worked closely with Hull Afro-Caribbean Association (HACA) and Women Accede (WA) – both organisations are well rooted and respected in their BAME communities. Working together we ran a series of regular drop-in sessions, advice surgeries and activities all of which successfully engaged with older BAME people and developed capacity to provide support and advice.

In the period:



5

Drop in Sessions



67

Attendees



10

Attendees at
Hull Christmas
meal



10

Attendees at
East Riding
Christmas meal



Community Companions (LGBTQ+i) enabled us to build connections and develop relationships with organisations which the community trusted. Whilst this took time great foundations were built and “The Next Chapter Book Group for the over 50’s LGBTQ+ community” was started. Advertised as being for older people who are passionate about literature that celebrates and explores the LGBTQ+ community, it provides a safe and welcoming space to discuss thought-provoking books whilst connecting with like-minded individuals.

2 book club sessions have been held so far (with dates set for another 12 months) – the first attracted 4 attendees with the second attracting 6 - clearly showing potential to grow in the future.

Social Groups

Our social groups are spread across the Hull and East Yorkshire region, held in venues which are accessible and in the heart of the communities which older people live. They provide the opportunity to meet, socialise and also access support and advice.

Working with volunteers and supporting other self-managed groups, 8 groups meet each week across the region, with future plans to grow even more.

In the period:

- 347 sessions were held
- 6,644 attendances were recorded
- 15 volunteers supported groups across the region

Highlights from group directly run Age UK Hull and East Yorkshire:

Two attendees,
Gladys & George
started 'dating'



**Lots of big birthdays
were celebrated in
this year, 4 x 90th
birthdays!**



**Kingston
swing
dancing
lessons**

**Lots of guest speakers
including Healthwatch,
Yorkshire Water, Scam
Awareness, PCSOs**



And of course, the usual
and very popular quizzes,
music and bingo!

We also worked with Mires Beck Nursery, based out in North Cave in East Riding. As a charity they provide a range of horticultural/green therapeutic activities to a wide range of individuals, and in partnership with them we developed an older persons focused group activities as therapy. The group rapidly became established and they managed to do lots of fun activities - woodland walks, painting plant pots, hessian bag painting and the usual quiz, word games and bingo.

In Walkington, East Riding, there was a well-established semi-independent social group which needed support, and we worked alongside them to become an Age UK HEY group and much has been achieved in this period:

50 sessions – with
an average weekly
attendance of 35
service users



**Attended the
Christmas
lunch in
Cottingham**



**Received
shoebox
hampers**

**Included in our guest speaker
rota, receiving talks from KCOM,
Emotional Wellbeing Hub,
Healthwatch & Age UK HEY services**



In Brough, East Riding, working with dedicated and committed volunteers, we were able to commence our first solely volunteer led social group. In the period they delivered:

**26 sessions
– with an
average of
22 clients
per session**

**Hosted a talk
by Wendy
Mitchell**



There was initial
support from
East Riding
of Yorkshire
Council

**Received
shoebox hampers**



**They attended
the Christmas
lunch in
Cottingham**

The group has also been included
in our guest speaker rota, receiving
talks from KCOM, Emotional
Wellbeing Hub, Healthwatch &
Age UK HEY services

Social group

Case Study

Mrs D is a service user who doesn't just attend one of our groups, but also helps out at our group called "Feel Good Thursdays". She enjoys the social interaction and helping out with the washing up and the tea trolley!

However it wasn't always this way. Mrs D initially joined the group when her husband was in full-time residential nursing care. Sadly, he died and Mrs D was devastated and ceased coming to the social group. However, after a number weeks Mrs D came back to the social group, and it transformed her situation.

“

With my husband in residential care, I visited him every day, and after his passing it left such a big gap in my life. But I managed to pluck up the courage to come back to the social group and I hadn't realised how much I had missed it. The support from both the staff and the other people attending the group has helped to give me a sense of purpose again.

Mrs D

”



Mrs D has gone on to continue to be a regular attendee, and like many social group attendees has found that at times attending the social group has ensured she could quickly access the support she needed. Age UK HEY have helped Mrs D when she had a fall, accessing our support services, and we have also provided her with information and advice resulting in additional benefit claims and funding for a stair lift.

There are many, many Age UK HEY social group attendees with very similar stories to that of Mrs D. The groups provide not just a great range of activities at them, but also a “reason” for older people to come out of their house and make that journey. And the journey itself is beneficial in terms of the physical exercise and also the confidence it builds in breaking down barriers of isolation and loneliness.

Walking Football

The Age UK Hull and East Yorkshire walking football programme is all about helping older people in communities to keep active and to improve physical and mental wellbeing through playing the game. The sessions are open to anyone over the age of 50 regardless of ability or previous experience.



98 sessions were held across venues throughout the year, with an average attendance of over 14 people per session.

“ Whist still being able to play the ‘beautiful game’ is good – and I suppose the exercise is too – what we all really appreciate is the friendship and social opportunities it gives us. We might only be on the pitch for an hour – but we spend just as long in café afterwards with each other just talking about anything and everything!

Walking football attendee ”



Falls

Falls are a common, but often overlooked, cause of injury. Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls.

The Age UK Hull & East Yorkshire Falls prevention team visit older people in their homes and carry out holistic risk assessments to identify any potential risks in the home as well as offer advice on how to prevent any further falls occurring. Our Team also go out into the community and offer information and advice to Social groups as well as other professionals working in Health and Social Care.

In the period our falls team achieved the below:



Falls Support and Prevention Services

Case Study 1

LS called our office after a family member recommended, they contact us, as they wanted some help in their bathroom due to reduced mobility issues. We made a referral to the CHCP falls team for a full assessment. LS has many complex health problems and with her husband looking after her needs she is now having to sleep downstairs – neither of them can get out unless for medical appointments and they are both now feeling isolated. After the full CHCP assessment, aids and adaptations were put into the house, with plans for further adaptations to be installed – all enabling LS and her husband to have far greater mobility about the house.

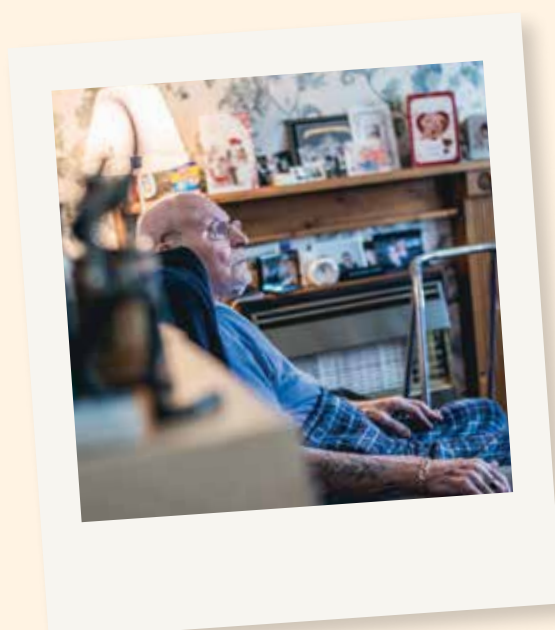
LS's husband was very happy with the help they have been provided with so far and thanked us for referring his wife to the CHCP Falls team as it has helped them a lot. And we also signposted the husband to CISS (Carers Information Support Service) for support and information on the Home Library service, as they find it hard to go out. We also discussed benefit entitlements, and they are aware we can support them both with such enquires should they wish.



Case Study 2

The Age UK HEY Information and Advice team were working with a service user who told them he had fallen several times. He has mental health problems, had attempted suicide several times and is receiving support for mental health problems. Whilst he has a history of falls, he had never had a falls assessment before, so we conducted one and a referral was made to CHCP falls team for a full assessment.

We followed up a few weeks later, as we do with all service users, and he was very happy. The falls team were coming to install some aids for him. He thanked us for all the help and contact we have made on his behalf and he is looking forward to being more independent and able to stay in his marital home, which he feels will help with his mental health as he has been anxious about his situation. We also encouraged him to consider accessing our befriending services and signposted him to HEY MIND and Lets Talk for further support.



IT and Biscuits

Delivered in partnership with KCOM, our IT & Biscuits sessions are all focused at helping older people to feel more confident online. Attendees have the opportunity to learn how to use the internet to stay in touch with friends and family, pay household bills and provide easy access to interests and information.

We also encourage older people to bring along whatever IT devices they may have and we help them to learn how to use them, learn what the devices are capable of and how to get best from them – all whilst remaining safe and secure whilst online.

From smart phones, to a slow PC/lap top to simply sending an email, our team of Age UK HEY staff and volunteers and expert staff from KCOM are getting more and more older people online, and safely. At a time when many services are going online - covering everything from banking, energy bills to accessing health services, there is such a critical need for services such as IT and Biscuits.

During 2023/2024 IT and Biscuits achieved:



12

Sessions delivered

13

Older people per session

4

KCOM staff per session

2

Age UK HEY volunteers per session



2. Home Support

At Age UK Hull & East Yorkshire, we pride ourselves on supporting and encouraging older people to live independently in their own homes. We have an established team of trusted, trained, and experienced Home Support Workers who older people can rely on to help them to continue to live independently in their own homes.

Over the 2023/24 period we have invested and developed our Home Support service and greatly increased the range of services we offer to include:



Cleaning



One-off spring clean



Laundry/ironing



Meal preparation



House sitting calls



Medication
prompting &
support



Shopping (with you
or for you)



Escorting you to
appointments - or
going for a coffee
& a chat



Walking your dog



Holiday packages
- support whilst
family/carers are
away

...and we simply tell people to just ask us, and we will see what we can do.

Cleaning people's homes is still the most commonly used service – with feedback from family members highlighting services such as shopping and escorting clients to appointments as really supporting them, taking some of the load off their shoulders when they are supporting their elderly loved ones.

This development has seen some amazing results:

- **6,976 hrs of support delivered**
- **143 individual customers**
- **17 members of staff now engaged**

We have also invested in the infrastructure and systems required to support such an expansion with the

recruitment of admin staff and implementation of a new CRM system. These developments have streamlined resource planning, payroll processes and invoicing. Enabling BACS payments and card payments over the phone has also reduced administration and sped up income collection. Future plans are to move to direct debit invoice payments – which many clients are already asking for.

The service is operated on a break-even basis, so service user charges are closely affected by changes such as inflationary pressures and changes to the national minimum wage. During this period charges were increased to maintain a break-even position and only 5 clients chose to cease the service as a result.



Home Support Case Study

A family member contacted us as their sister had become a recluse since getting long covid and was unable to go shopping for herself and was also too frightened to go out due to poor mobility and her mental health was severely impacted by this lack of mobility.

Visits were arranged once every 2 weeks, with our Home Support worker starting off by ordering the clients shopping via telephone and getting this delivered the following day. We chose to do it this way first as the client wanted to build rapport and trust with us and this successfully greatly reduced the client's anxiety. After a few months, the client was confident enough for our staff member to go and get their shopping for them and a few months later the client felt confident enough to go out shopping with us. These have turned into weekly shopping visits for the client and they are a lot more confident and far less anxious.

We did not at first think we would be able to support this client when they were first assessed as due to their mental health, anxiety and the frustration they were feeling it really difficult to break through when communicating with them.

However, all that was required was a little time and patience by our staff team, and we've been able to get this client to where they are today – both the client and her sister (who made the initial contact) are so much happier.



3. Befriending

Our Befriending service aims to reduce loneliness for older people by providing regular contact, made by a fully trained and supported Age UK Hull and East Yorkshire Volunteer Befriender. Contact is made in a variety of ways, with our focus being to engage and support the lonely older person in a way which suits them best.

Overall 372 individual service users accessed our befriending services during 2023/24.

Telephone Befriending Service

- The Telephone Befriending service aims to reduce loneliness by providing a regular telephone call, allowing the older person to enjoy general conversation on subjects that interest them.



Home Visiting Befriending Service

- This service provides support to older individuals who are housebound in the comfort of their own home. Our trained volunteers are matched to the service user and provide regular friendship visits with the aim of reducing the feelings of social isolation and loneliness.

Penpal Befriending

- Our Penpal befriending service matches older members of our community with pen friends who have common interests or simply share that feeling of excitement when a handwritten letter is posted through the door!
- We actively recruit older people to join Penpal Befriending, alongside other volunteers. Letters are sent monthly and writing sets are provided for those that need them.
- The Penpal service was very much in its infancy during 2023/24 however it has grown from strength to strength during the period, with 26 service users receiving regular letters.

Volunteers are at the core of all aspects of the Befriending service. Each Volunteer receives an induction and full training on befriending and listening skills, along with on-going regular supervision and support. Our team of volunteers delivered some amazing achievements during 2023/24:

14,846

total hours of
befriending support

6,188

hours in telephone
befriending – (42%)

8,658

hours in home visiting
befriending – (58%)

Befriending Service

Case Study 1

A son referred his Dad to us as he was worried about how lonely and isolated he was increasingly finding his Dad to be.

Mr W is 96 years old and lives with his wife, of the same age, who has dementia. Mr W struggles with his own mobility and also cares for his wife. As a result of her dementia Mrs W doesn't speak, leaving Mr W feeling very lonely and very frustrated. They have 3 children, who all live away, however one of them visits every weekend. Mr W wants to keep living in his own home with his wife and is afraid they may have to go into residential care but knows his wife wouldn't cope with the change, so they had arranged for carers to come and provide support.

We were able to match Mr W with a home visiting befriending volunteer, LH, who lived close by and also had experience of dementia as she helped care for her Grandma.

Regular visits soon started to take place.

The relationship between Mr & Mrs W and the volunteer LH quickly blossomed and Mr W thoroughly enjoys her weekly Friday visits. They cover all topics and it is clearly evident how much LH also enjoys her chats with Mr W too, hearing all his incredible stories. On Good Friday, LH brought Mr and Mrs W fish and chips at lunchtime, and they all sat at the table. Mr & Mrs W were incredibly grateful and thoroughly enjoyed it so they will be doing that again! Mrs W also has a relationship with LH and is comfortable in her presence, with LH helping her back to her chair when she is wandering.

As is the case with many volunteer befrienders, they often get almost as much out of their befriending activity as do the people they are spending time with.

Case Study 2

J is a Home Visiting Befriender who classes himself as young at heart, and he lives on his own so appreciates the difficulties this can bring. He has befriended a number of people, all with differing needs, and is happy to make a difference.

J was a volunteer at Hull Royal Infirmary as a Meet and Greeter but during Covid the position was stopped and never re started. John enjoyed meeting people and helping them around the hospital, so wanted to chat to different people who are lonely and isolated. Being a volunteer makes him feel fulfilled and the rewards of making a difference to someone else. He likes to have a purpose in life and a reason to get up in a morning keeping busy.

By becoming a befriender meant that J now had a purpose again since Covid. We have many people in need of company and J is very flexible and is happy to visit several people on his daily walks which means he has a purpose for a walk keeping him fit and healthy whilst doing good. J now has a number of

people he visits and even if they get admitted into hospital he visits them in there to keep the continuity and they see a familiar face. This also helps the family at visiting times. John is also visiting a lady who is in hospital long term and needed company as the family were at work and were unable to make daytime visits.

"I'm happy to visit anyone at home or in hospital, there are many older people who need my help"

John feels like he is making a big difference, and he enjoys chatting and making friends. And by being a volunteer he is also getting the benefits of what having a befriender gets.

He has made a real friend with one gentleman who lives near his home who are similar ages and have lots in common. **"He is a great chap and we have loads in common, he is very funny and we have a laugh".**

4. Information and Advice

Our Information and Advice service provides help and support for older people on a variety of issues, offering a free and confidential information and advice service for older people, their families, carers and partner agencies.

Our dedicated and trained team of professional advisors help assess and identify what benefits older people in need may be entitled to and then provide guidance and support in completing application for benefits claims. Attendance Allowance, Carers Allowance, Pension Credit, Housing Benefit and Cost of Living Grants form the core of the benefit claims support we offer.

The advice and support doesn't stop there – with our team also providing support upon a variety of areas of support including local services, crime prevention, utility/energy costs and efficiency measures, housing, health, care and social issues.



2023/24 has proven to be one of the most challenging years yet for our welfare advice service. Demand for support has risen significantly from across Hull city and especially from across the wider East Riding region.

Not only has the number of older people requiring support increased, but so has the complexity of their needs. This adds considerable strain to an already stretched and limited resource. We are increasingly finding that each service user enquiry is taking longer to deal with due to multiple areas of advice and support, which then necessitates more intensive follow ups and on-going support.

For the first time in a number of years we have had to close the service to new enquires several times during the 2023/24 period simply because of the scale and level of demand.

The extra pressure of supporting these clients has placed significant logistical and emotional demands upon our team of staff and volunteers. However, despite this the team have performed magnificently, and securing the resources to grow the team and develop further capacity is a priority for us during the next 12 months.

And even though we have faced such an unprecedented level of demand, we have yet again achieved some amazing results:



3136

Incoming enquiries were handled



1798

Clients were supported



360

Benefit assessment checks completed



234

Benefit application forms were supported

We can't emphasise enough the success and impact that this figure delivers. Our team of 2 advisors, supported by a small team of dedicated volunteers, are responsible for bringing in over £1.6 million of extra income into the region – this is then spent locally by those older people to live happy and independent later lives.

Our success not only represents a significant financial investment into Hull and East Yorkshire, but also delivers significant financial savings to the public purse. The service users accessing our support use the extra income to keep healthy - they can now get to health appointments and buy in the additional aids/support they need to continue living at home – this drastically reduces the demand these older people place upon local health services.

Building upon these successes we are aiming to raise the profile of this message of “prevention” and its wider impacts across the region, to firmly establish clear cases of support for further investment in this core area of our work.

Wills and Lasting Power of Attorney (LPA)

Working in partnership with local solicitors Brewer Wallace regular sessions are held at our offices where older people are able to access 30 minutes of free (no obligation) legal advice regarding wills and LPA.

This support has seen many older people then go on to seek formal legal advice regarding their wills or LPA and as a result tell us that they feel far more settled and comforted knowing that such sensitive matters have been dealt with.

£1,642,182
– value of benefits
secured for Hull
and East Yorkshire
residents

CAB Project

Working jointly with Hull and East Riding Citizens Advice Bureau we have recruited and trained volunteers, sharing them between organisations and building up their experiences and skills. With the CAB being more of generalist provider then volunteers get a good grounding in generalist advice work, where as their time at Age UK Hull and East Yorkshire develops specific skills and knowledge regarding older people.

Over time this has seen volunteer numbers grow across both organisations, with skills and knowledge developing further. After initial training then the volunteers then focus their interests and specialisms and a number have elected to focus time and energy with us at Age UK HEY, adding significant value and capacity to our Information and Advice teams work.



Information and advice

Case Study

A couple contacted Age UK HEY making enquiries about attendance allowance – a benefit to assist people with mobility and care needs. He was 80 and she 74 yrs old, they did not claim any disability benefits. Mrs F had tried applying for attendance allowance (AA) before, but as is often the case with many older people she did not know how to fill in the AA form so did not bother with it because it was so complicated.

Mr F cared for his wife, personally caring for her throughout the day and night. He used to help her dress, wash, do meals, medication etc, all whilst also managing to look after himself. They have no family in the area and Mrs F cannot go out on her own. She is in a lot of pain so takes a lot of medication to help with this. Mr F has to take her to all of her medical appointments and collects her medication as well.

Mrs F used to attend one of social groups but is now unable to attend because of her mobility problems, and rarely goes out. However she did remember that when attending the group she had heard about the help our Information and Advice service can, so she thought she would give us a try to see if we could help her and her husband.

Mrs F was awarded the higher rate of attendance allowance, giving them an extra income of £101.75 a week and was also given back pay of £1017. This additional income enables them to pay for taxi's to get to medical appointments and to go shopping. It has also given them the extra money to pay for a cleaner, a gardener and a chiropodist to visit their home.

With our advice and support Mr F contacted social services regarding getting aids and adaptations for the home and now has a walking stick, walking frame and successfully applied for a blue parking badge.



“

Thank you very much for your support. I would have never been able to do the attendance allowance form if you had not helped me. I could not do it before and we are very grateful for the way you helped us. Getting the attendance allowance makes a big difference to our weekly income.

Mr F

”

Mr & Mrs F now know to come back to us in the future if they ever need help and we have improved their quality of life. They've both told us they will pass on the details of Age UK HEY to other people, and we know from experience that this really does encourage others to come to us for help.

Sadly, this is far from a one-off set of circumstances. We regularly come across clients who don't know what support they may be entitled to and how to apply for benefit support as it can often be very complicated.

Volunteers

Volunteers underpin every element of our work.

Everyday volunteers are in our offices helping with everything from answering the phones, administration, filing and delivering vital information and advice support to older people.

Our social groups operate every day of each week, and many are supported by volunteers working alongside paid staff. This year two entirely volunteer led social groups have developed, and this has enabled us to reach and support older people in areas of East Yorkshire which wouldn't have been possible without volunteers.

We have also partnered with a number of local businesses delivering a range of employee volunteering opportunities – an area we are developing further in 2024/25.



And everything else...

Whilst all the core areas of activity are busy delivering the services and support local older people need – we have also been doing many of things too:

Christmas lunches

Meals were held in Hull and East Yorkshire providing isolated older people the opportunity to come together for a meal and share in fellowship and entertainment along with festive food. Over 170 older people attended and we were very thankful for the support of KCOM staff volunteers and our own volunteers and trustees for their support at these events - and we have plans to significantly expand the numbers in 2024.

“Thank you for the lovely time we had at Christmas. What a surprise, free raffles and the hampers. You must be really proud of your staff for the wonderful work they do and the volunteers”.

Nora





Christmas shoebox appeal

935 shoe boxes all containing a range of special gifts and useful everyday items were distributed to vulnerable older people across the region. We had 9 collection points and an army of both our own volunteers and from local business, especially Smith and Nephew and KCOM, checked and packed and helped distribute a record number of shoe boxes. In 2024 we are aiming to exceed the 1000 shoebox milestone!

“Thank you so much for the beautiful box my mum received from you. She was overwhelmed. Thank you so much”.

“One lady was so overcome by the kindness she was in tears”

Volunteer distributor

York Ebor Races

We were shortlisted to win £10,000 as part of the Sky Bet Community Fund awarded at the York Ebor Race Festival. We didn't win the main prize but came home with a £1,000 cheque - CEO had a wonderful day out with one of our longest serving volunteers on ladies day, and two senior managers enjoyed the main Ebor race day - all courtesy of the Sky Bet Community Fund.

East Riding VCSE Collaborative

The CEO has played an active role in the innovative and developmental collaborative, initiated by HEY Smile. The collaborative is working strategically to lobby, influence and bring about change across East Riding and strengthen the role and raise the profile of the VCSE sector as a whole. The Age UK HEY CEO sits on the collaborative board representing 'Adults and Older People'.

Staff Training

We value, support and invest in our team – creating opportunities for staff to share knowledge and experience with each other and also investing in external training opportunities for all. This year our CEO became a Clore Fellow via their Experienced Leader Programme and also is undertaking training to be a coach.

Also a number of other staff have been supported to step up into leadership opportunities within the charity and to underpin this we have enabled them to engage in new to leadership and emerging leadership training opportunities.

Relocation

Towards the end of the year we were finally able to identify a new office base to relocate to. It will mean moving out of the city centre, however it provides much needed space for our expanding services and a far more welcoming and usable space to provide face to face services to older people. It will also provide an excellent foundation upon which to take the charity forward on the next stage of our development.



Trustees' Report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2023 to 31 March 2024.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity'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 (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Hull is a charity and registered company which is governed by a board of Trustees.

Objectives and Activities

Taking account of the needs of older people within the charity's area of benefit are central to the trustees' approach to 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)'.

Our vision is: "For all older people to live gratifying sustainable independent later lives".

Our mission in pursuing that vision is to: "Ensure that older people get the services and support they need where and when they need them."

As Age UK Hull we are the only organisation in the region with a focus on older people and their needs. We are uniquely best placed to ensure that the older people of the region get the services they need where and when they need them.

The Trustees' report details how these objectives were achieved in 2023/24 through the provision of our charitable services, which we are continuing to deliver during 2024/25.

Financial Review

Principal funding sources

Most of our services are delivered under contract or through grant aid. We continue to be extremely grateful to everyone who funds us to support older people in Hull and East Yorkshire.

Reserves policy

Age UK Hull Board of trustees has reviewed the amount of reserves it regards as a minimum prudent requirement and has concluded that provision for six months administration, public education and fundraising costs is sufficient. This would allow time to manage cost reductions or fund appeals as required whilst minimising the impact on service provision.

Based on the forecast for 2024/25, the desired minimum reserve level is approximately £300,000. As at 31 March 2024, free reserves less amounts held as fixed assets stands at £640,315. Additional funds are to be utilised for additional service enhancement, building capacity and expanding the public information programme going forward.

Structure, Governance and Management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Company's governing document is its Memorandum and Articles.

Organisational structure

The body responsible for the general control and management of the Charity is the Board of Trustees.

A nominated Trustee advises and liaises with senior managers on matters of finance, personnel, health & safety, volunteering and fundraising.

The Trustees delegate the day-to-day management of the charity to an executive team which executes the policies and strategies defined by the board.

Membership of the Board

The Board comprises 5 Trustee members (a quorum of 3) and meets a minimum of 4 times a year. The Board are actively recruiting trustees.

Method of appointment or election of trustees:

New Trustees are recruited and appointed using various methods. These methods include advertising, networking and by making a direct approach to people that might be interested and have necessary skills and experience. Age UK Hull's Policies and Procedures in respect of Trustee recruitment and development are thorough and include key elements relating to services and activities, legislation, equal opportunities and diversity.

Risk management

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal controls across the entire organisation of Age UK Hull. 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.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- Assurance to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated and utilised.
- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts, and performance indicators.
- Delegation of authority and segregation of duties.
- Identification and management of risk.
- Although there no requirement for an audit under the companies act the trustees do

The Trustees have in place a formal risk management process to assess and document risks and implement risk management strategies. This process includes review by Trustees, Chief Executive Officer and the Executive Team. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks. Risk management is embedded in the day-to-day processes of the Charity.

The Risk Management Plans also aim to safeguard the staff and volunteers, customers and the Charity's reputation. Age UK Hull ensures that staff are trained and properly supported, that there is a Safeguarding Policy in place for older people using the services and that adequate personal, public and professional liability insurance is in operation.

Reference and administrative details

Registered Company number – 04792749 (England and Wales)

Registered Charity number – 1101418

Registered office:

Axida House,
350 Preston Road
Hull HU9 5HH

Trustees

- Peter David Duffield LLB FCA
- Jayne Mansfield
- Rebecca Howes
- Daniel James Gladstone – resigned 09/10/23
- Jillian Louise Gledhill – resigned 17/12/23
- Fred Owen – appointed 08/04/24
- Julie Mills – appointed 21/10/24

Auditors

Smailes Goldie
Regents Court
Princess St
Hull
HU2 8BA

Solicitors

Rollits
Citadel House
High Street
Hull
HU1 1QE

Bankers

Bank of Scotland
33 Old Broad Street
PO Box 100
BX2 1LB

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Age UK Hull for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 21st October 2024 and signed on the board's behalf by:

Peter David Duffield LLB FCA

Chair of Trustees

Statement of Financial Activities

for the year ended 31st March 2024

		2024	2023
		Unrestricted funds	Total funds
	Note	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2	38,119	53,150
Charitable activities	3		
Charitable activities		487,515	375,963
Total		525,634	429,113
EXPENDITURE ON			
Charitable activities	4		
Charitable activities		592,383	500,890
NET INCOME / (EXPENDITURE)		(66,749)	(71,777)
RECONCILIATION OF FUNDS			
Total funds brought forward		734,920	806,697
TOTAL FUNDS CARRIED FORWARD		668,171	734,920

Balance Sheet

For the year ended 31 March 2024

		2024	2023
		Unrestricted funds	Total funds
	Note	£	£
FIXED ASSETS			
Tangible assets	10	27,769	28,838
Investments	11	87	87
		27,856	28,925
CURRENT ASSETS			
Debtors	12	31,784	28,846
Cash at bank		704,738	801,766
		736,522	830,612
CREDITORS			
Amounts falling due within one year	13	(49,246)	(66,211)
NET CURRENT ASSETS		687,276	764,401
TOTAL ASSETS LESS CURRENT LIABILITIES		715,132	793,326
CREDITORS			
Amounts falling due after more than one year	14	(46,961)	(58,406)
NET ASSETS		668,171	734,920
FUNDS	16		
Unrestricted funds		668,171	734,920
TOTAL FUNDS		668,171	734,920

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2024. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 18th December 2024 and were signed on its behalf by:

Peter David Duffield LLB FCA

Chair of Trustees

Cash Flow Statement

For the year ended 31 March 2024

		2024	2023
	Note	£	£
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated from operations	1	(80,079)	104,826
Interest paid		(1,460)	(1,254)
		<u>(81,539)</u>	<u>103,572</u>
Net cash (used in)/provided by operating activities			
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(4,043)	(10,135)
		<u>(4,043)</u>	<u>(10,135)</u>
Net cash used in investing activities			
CASH FLOWS FROM FINANCING ACTIVITIES			
Loan repayments in year		(12,000)	(12,000)
Interest Paid		554	651
		<u>(11,446)</u>	<u>(11,349)</u>
Net cash used in financing activities			
CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD		(97,028)	82,088
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD		801,766	719,678
CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD		704,738	801,766

Notes to the Cash Flow Statement

For the year ended 31 March 2024

1. Reconciliation of net expenditure to net cash flow from operating activities

	2024	2023
	£	£
NET (EXPENDITURE)/INCOME FOR THE REPORTING PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)	(66,749)	(71,777)
Adjustments for:		
Depreciation charges	5,113	4,663
Interest paid	1,460	1,254
Gains/Losses on Investments	-	28
(Increase)/decrease in debtors	(2,938)	142,427
(Decrease)/increase in creditors	(16,965)	28,231
Net cash (used in)/provided by operations	(80,079)	104,826

2. Analysis of changes in net funds

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
NET CASH			
Cash at bank	801,766	(97,028)	704,738
	<u>801,766</u>	<u>(97,028)</u>	<u>704,738</u>
DEBT			
Debts falling due within 1 year	(12,000)	-	(12,000)
Debts falling due after 1 year	(58,406)	11,445	(46,961)
	<u>(70,406)</u>	<u>11,445</u>	<u>(58,961)</u>
Total	<u>731,360</u>	<u>(85,583)</u>	<u>645,777</u>

Notes to the Financial Statements

For the year ended 31 March 2024

1. Accounting policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

Income received for services provided is accounted for on an accruals basis.

Cash donations, gifts and legacies are included in full in the income and expenditure account as they are received. Any significant non-cash donations are included in the income and expenditure account at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Grants and other funding of revenue nature are deferred and released to the income and expenditure account over the period to which they relate.

Bank interest is included in the income and expenditure account on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

General Equipment - 10% on cost
Fixtures and fittings - 10% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised at an initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

Investments

Investments both current and fixed are included at fair value within the accounts.

2. Donations and legacies

	2024	2023
	£	£
Donations	20,070	11,185
Legacies	18,049	41,965
	38,119	53,150

3. Income from charitable activities

		2024	2023
		£	£
Grants	Charitable Activities	331,272	278,400
Fees charged to clients	Charitable Activities	156,243	97,563
		487,515	375,963

Grants in the year included above are as follows:

	£
District/City Council	115,635
Age UK National	39,115
Two Ridings Community Foundation	67,430
National Lottery	74,773
KCOM Partnership	8,333
Charitable Trusts	25,986
	331,272

4. Charitable activities costs

	Direct costs	Support costs (see note 5)	Totals
	£	£	£
Charitable activities	487,229	105,154	592,383

5. Support costs

	Management	Finance	Governance costs	Totals
	£	£	£	£
Charitable activities	52,291	1,459	51,404	105,154

6. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):	2024	2023
	£	£
Auditors' remuneration	8,880	6,000
Depreciation – owned assets	5,112	4,664

7. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2024 nor for the year ended 31st March 2023.

8. Staff costs

	2024	2023
	£	£
Wages and salaries	396,989	337,862
Social security costs	21,729	7,534
Other pension costs	6,475	4,507
	425,193	349,903

The average monthly number of employees during the year was as follows:

	2024	2023
Administrative and support	6	6
Charitable Activities	23	17
	29	23

No employees received emoluments in excess of £60,000.

9. Comparatives for the statement of financial activities

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	53,150
Charitable activities	
Charitable activities	375,963
Total	429,113
EXPENDITURE ON	
Charitable activities	
Charitable activities	500,890
NET INCOME/(EXPENDITURE)	(71,777)
RECONCILIATION OF FUNDS	
Total funds brought forward	806,697
TOTAL FUNDS CARRIED FORWARD	734,920

10. Tangible fixed assets

	Fixtures and fittings £	General equipment £	Totals £
COST			
At 1st April 2023	40,531	36,497	77,028
Additions	1,200	2,843	4,043
At 31st March 2024	41,731	39,340	81,071
DEPRECIATION			
At 1st April 2023	31,410	16,780	48,190
Charge for year	1,103	4,009	5,112
At 31st March 2024	32,513	20,789	53,302
NET BOOK VALUE			
At 31st March 2024	9,218	18,551	27,769
At 31st March 2023	9,121	19,717	28,838

11. Fixed asset investments

	Listed investments £
MARKET VALUE	
At 1st April 2023 and 31st March 2024	87
NET BOOK VALUE	
At 31st March 2024	87
At 31st March 2023	87

There were no investment assets outside the UK.

12. Debtors: amounts falling due within one year

	2024 £	2023 £
Trade debtors	19,368	19,764
Prepayments and accrued income	12,416	9,082
	31,784	28,846

13. Creditors: amounts falling due within one year

	2024	2023
	£	£
Other loans (see note 15)	12,000	12,000
Trade creditors	10,784	7,138
Social security and other taxes	8,244	6,809
Accruals and deferred income	18,218	40,264
	49,246	66,211

14. Creditors: amounts falling due after more than one year

	2024	2023
	£	£
Other loans (see note 15)	46,961	58,406

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The loan is repayable at £12,000 per annum and will be repaid by 31 March 2029.

15. Loans

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Other loans	12,000	12,000
Amounts falling between one and two years:		
Other loans – 1-2 years	24,000	24,000
Amounts falling due between two and five years:		
Other loans – 2-5 years	22,961	34,406

16. Movement in funds

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
UNRESTRICTED FUNDS			
General fund	734,920	(66,749)	668,171
TOTAL FUNDS	<u>734,920</u>	<u>(66,749)</u>	<u>668,171</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	525,634	(592,383)	(66,749)
TOTAL FUNDS	<u>525,634</u>	<u>(592,383)</u>	<u>(66,749)</u>

Comparatives for movement in funds:

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
UNRESTRICTED FUNDS			
General fund	806,697	(71,777)	734,920
TOTAL FUNDS	<u>806,697</u>	<u>(71,777)</u>	<u>734,920</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	429,113	(500,890)	(71,777)
TOTAL FUNDS	<u>429,113</u>	<u>(500,890)</u>	<u>(71,777)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22	Net movement in funds	At 31.3.24
	£	£	£
UNRESTRICTED FUNDS			
General fund	806,697	(138,526)	668,171
TOTAL FUNDS	<u>806,697</u>	<u>(138,526)</u>	<u>668,171</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
UNRESTRICTED FUNDS			
General fund	954,747	(1,093,273)	(138,526)
TOTAL FUNDS	<u>954,747</u>	<u>(1,093,273)</u>	<u>(138,526)</u>

17. Related party disclosures

During the year to 31 March 2024, Age UK Hull was supplied with IT hardware, software and support services from Jupiter IT Solutions Limited, of which Mr D J Gladstone is a director of. The total of services charged until Mr D J Gladstone resigned as trustee on 9 October 2023 was £9,852. These transactions were all at arms length.

18. Limited by guarantee

The company is limited by guarantee.

Detailed Statement of Financial Activities

For the year ended 31 March 2024

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	20,070	11,185
Legacies	18,049	41,965
	<u>38,119</u>	<u>53,150</u>
Charitable activities		
Grants	331,272	278,400
Fees charged to clients	156,243	97,563
	<u>487,515</u>	<u>375,963</u>
Total incoming resources	525,634	429,113

EXPENDITURE**Charitable activities**

Wages	396,989	331,649
Social security	21,729	-
Pensions	6,475	1,435
Telephone	7,003	7,781
Postage and stationery	7,231	4,288
Premises	3,137	186
Office Costs - IT	9,884	1,579
Professional Fees	11,657	3,408
Staff Costs	5,522	4,474
Other Expenses	16,498	23,777
Fixtures and fittings	1,104	1,014
	487,229	379,591

2024 **2023**

£ **£**

SUPPORT COSTS

Wages	-	6,213
Social security	-	7,534
Pensions	-	3,072
Postage and stationery	1,470	473
Sundries	2,677	1,178
Office Costs - IT	1,435	87
Premises	30,976	26,730
Staff Costs	2,882	547
Professional Fees	8,842	9,326
Computer equipment	4,009	3,650
	52,291	58,810

FINANCE

Bank charges	1,459	1,254
--------------	--------------	-------

Governance costs

Auditors' remuneration	8,880	6,000
Accountancy and legal fees	42,524	55,235
	51,404	61,235
Total resources expended	592,383	500,890
Net expenditure	(66,749)	(71,777)

t 01482 324644
e hello@ageukhull.org.uk

350 Preston Road, Hull HU9 5HH

www.ageuk.org.uk/hull

Age UK Hull Annual report 2023/24

Supporting local people in later life



Contents

Introduction by the Chair	4
Values and Behaviours	5
Age UK Pathway for a Gratifying Sustainable and Enjoyable Later Life	6
Age UK Hull and East Yorkshire Services	7
1. Positive Activities	7
2. Home Support	19
3. Befriending	21
4. Information and Advice	23
Trustees' Report	28
Objectives and Activities	28
Financial Review	29
Structure, Governance and Management	29
Statement of Trustees' Responsibilities	31
Statement of Financial Activities	32
Balance Sheet	33
Cash Flow Statement	34
Notes to the Cash Flow Statement	35
Notes to the Financial Statements	36
Detailed Statement of Financial Activities	42



“

Our vision

Older people can live happy independent later lives.

”

“

Our mission

Ensuring local older people get the services and support they need.

”

Introduction by the Chair

2023/24 has continued to see Age UK Hull and East Yorkshire strengthen the breadth and depth of its services for older people across the region.

The main highlights of the period are the Community Companions project, the growth of the Home Support service and our relocation plans.

Community Companions is a significant project for the charity to secure, and doing so clearly demonstrated to a major central government department (the Department for Culture Media and Sport - DCMS) that the charity is capable of delivering such a major programme. We know that barriers to transport are the single largest factor in tackling isolation and loneliness amongst older people and the project has enabled us to make significant progress in supporting older people to overcome these. It has also enabled us to learn more about supporting older members of the LGBTQ+I and BAME communities, and whilst this work is very much in its infancy it has already been recognised by Age UK (our national partner) as a model they want us to share across the nationwide Age UK network.

The Home Support service has grown significantly this year, exceeding all expectations. The broadening of the services offered and an unwavering commitment to service quality, along with the inherent trust customers have in the Age UK brand are the main factors behind the growth. And we have been able to successfully handle this level of growth because of our earlier decision to significantly invest in an appropriate CRM system.

The year has also seen us reach a decision to relocate the charity from what was only ever meant to be a post Covid temporary administrative hub in central Hull, to a fit for purpose building on Preston Road in East Hull. We see this move as a real seminal moment for the charity and as Chair I have every confidence that the team, our volunteers, partners and my fellow trustees will ensure the relocation is a success.

Whilst we have highlighted these aspects of our 2023/24 work, we are immensely proud of the rest of the work the whole charity continues to deliver in making life changing impacts for older people, and their carers/families. This report highlights all this work, not just reporting figures but also telling the stories of the difference this has made to people's lives.

This is a report upon the 2023/24 year that has passed, yet we are very much looking forward to the year ahead. 2024/25 sees us enter our 75th Jubilee year, complete the relocation, and deliver plans to achieve a number of externally assessed quality standards, all of which will play a significant role in securing partner and funder investment in our work.

The charity is in a good place, it is in good hands, we're very proud of what we achieved this year and we are looking forward to the year ahead.



Peter David Duffield LLB FCA

Chair of Trustees

Values and Behaviours

Values

At Age UK Hull and East Yorkshire (HEY), we do whatever it takes so that older people can live happy and independent later lives and get the services and support they need.

Our Age UK HEY values help us to do just that. They underpin everything we say and do, how we work with people, behave towards them and communicate.



Age UK Pathway for a Gratifying Sustainable and Enjoyable Later Life

The Age UK Pathway for a gratifying sustainable and enjoyable later life forms the focus of our service development, design and delivery around four key elements:



Age UK Hull and East Yorkshire Services

All of our activities are organised into 4 main themes:

1.

**Positive
Activities**

2.

**Home
Support**

3.

Befriending

4.

**Information
and Advice**



1. Positive Activities

This activity theme is all about our services that support older people to engage in activities that promote mental and physical well-being.

Older people can face many barriers to being engaged in their communities – for example the impact of age-related illnesses and medical issues can restrict mobility, and the loss of a life partner can have a devastating impact upon many aspects of life. And along with the continued Covid-19 legacy effects we continue to deal with many older people who are still very reluctant to leave the house, gather in larger groups and especially to travel independently.

However, delivering services and activities that are attractive and beneficial for older people to attend, and which are based in the heart of the communities in which they live are crucial factors in creating a reason for older people to “come out” of their homes. And we don’t just leave it there, we also support older people to overcome both the physical and emotional barriers they may have to leaving their homes.

Community Companions – Know Your Neighbourhood

This programme was the largest and most significant project Age UK Hull and East Yorkshire had secured in recent years.

It has 3 core aspects:

1

Community Companions (travel)

2

BAME

3

LGBTQ+i

Community Companions (travel) helps lonely and socially isolated older people reconnect with their communities by helping them feel more confident getting out and about and using transport – whether it is walking, bus, taxi or community transport.

The service matches lonely and isolated older people with a trained Community Companion volunteer. The aim of the service is to reduce loneliness and isolation amongst older people by helping them to reconnect with their local communities, their friends, and family. We support them to leave their homes using either public transport, community transport, taxis, walking or even cycling. We help older people address the barriers they face in leaving their homes, such as anxiety or a lack of confidence.

Our volunteer “Community Companions” accompany older people on journeys and provide empowering, gradual support to enable them to be able to take the journey alone. Support usually last 6-8 weeks and increases confidence levels, encourages independence and reduces the anxiety that many older people experience after prolonged periods of isolation.

In the 2023/24 period the Community Companions (travel) service launched in November 2023, yet managed to deliver:



28

Referrals



27

Clients joined the programme



36

Home visits were conducted



Community Companions (travel)

Case Study

BP was referred to us by the Health & wellbeing Coach at her local GP surgery as she wanted to develop the confidence to go out alone to a Social Group in the city.

BP had never married or had children, and her only companion was her little dog Chloe, who kept her company for many years and helped her through hip replacement surgery. Unfortunately, in November 2023 Chloe passed away, leaving BP still recovering at home alone with what she describes as 'no purpose'.

BP was initially referred to our Befriending service as she was lonely, however it became clear she lacked confidence getting out and about, so our Community Companions team stepped in. We visited her and assessed her needs and discussed and set some goals – the ultimate goal being to get to a Social Group.

We spent time discussing local bus routes, community transport and the use of taxis. With some support, mentoring and accompanied trips/travel opportunities BP now attends our weekly Streetlife group.



“ I am no longer lonely or isolated, I have made new friends and feel like I now have 'purpose' I'm eternally grateful to Age UK HEY.

BP

”



Community Companions (travel) Case Study

Mr & Mrs G were referred individually by their daughter, who lives away and had heard about Age UK HEY services and our Community Companions programme on our website. She had become increasingly worried about her parents who had remained housebound since the Covid-19 pandemic.

We immediately arranged a home visit to Mr & Mrs G where we learned that Mrs G had become lonely at home, with her mental and physical health declining significantly over the last few years. Mr G was the only driver, so if she needed to go out she would need to ask him to take her, but she really wanted to be independent and to take herself to places.

“ Mr & Mrs G’s daughter couldn’t have been happier...”

Mum and Dad are so much better now. I believe that your interaction helped with this, they just needed someone from the outside to give them a kick! We cannot thank you enough.

And Mr G had also become isolated and as was upset and worried about Mrs G and her issues, and for himself he wanted to find social groups in the area to go to.

Support was delivered over a number of weeks and the change was amazing! With our support and encouragement we helped them achieve smaller goals at first which over time helped them both reach their ultimate goal.

Mrs G now has a mobility scooter and regularly attends a knit and natter group twice a week and has the confidence to use her scooter to shop on her own.

Mr G now attends regular Men in Shed sessions twice a week and has made a new friend whom he meets weekly on an evening to attend a quiz night.

This is an example of Community Companions intervention that did not need any volunteer input and shows that some people just need the confidence of somebody else letting them know ‘they can do it’.

Community Companions (BAME and LGBTQ+i) is focused upon bringing our expertise and knowledge about supporting older people and working alongside organisations that are embedded within the two communities of focus so we can help build their capacity and also reach older people in their communities.

Community Companions (BAME) worked closely with Hull Afro-Caribbean Association (HACA) and Women Accede (WA) – both organisations are well rooted and respected in their BAME communities. Working together we ran a series of regular drop-in sessions, advice surgeries and activities all of which successfully engaged with older BAME people and developed capacity to provide support and advice.

In the period:



5

Drop in Sessions



67

Attendees



10

Attendees at
Hull Christmas
meal



10

Attendees at
East Riding
Christmas meal



Community Companions (LGBTQ+i) enabled us to build connections and develop relationships with organisations which the community trusted. Whilst this took time great foundations were built and “The Next Chapter Book Group for the over 50’s LGBTQ+ community” was started. Advertised as being for older people who are passionate about literature that celebrates and explores the LGBTQ+ community, it provides a safe and welcoming space to discuss thought-provoking books whilst connecting with like-minded individuals.

2 book club sessions have been held so far (with dates set for another 12 months) – the first attracted 4 attendees with the second attracting 6 - clearly showing potential to grow in the future.

Social Groups

Our social groups are spread across the Hull and East Yorkshire region, held in venues which are accessible and in the heart of the communities which older people live. They provide the opportunity to meet, socialise and also access support and advice.

Working with volunteers and supporting other self-managed groups, 8 groups meet each week across the region, with future plans to grow even more.

In the period:

- 347 sessions were held
- 6,644 attendances were recorded
- 15 volunteers supported groups across the region

Highlights from group directly run Age UK Hull and East Yorkshire:

Two attendees,
Gladys & George
started 'dating'



**Lots of big birthdays
were celebrated in
this year, 4 x 90th
birthdays!**



**Kingston
swing
dancing
lessons**

**Lots of guest speakers
including Healthwatch,
Yorkshire Water, Scam
Awareness, PCSOs**



And of course, the usual
and very popular quizzes,
music and bingo!

We also worked with Mires Beck Nursery, based out in North Cave in East Riding. As a charity they provide a range of horticultural/green therapeutic activities to a wide range of individuals, and in partnership with them we developed an older persons focused group activities as therapy. The group rapidly became established and they managed to do lots of fun activities - woodland walks, painting plant pots, hessian bag painting and the usual quiz, word games and bingo.

In Walkington, East Riding, there was a well-established semi-independent social group which needed support, and we worked alongside them to become an Age UK HEY group and much has been achieved in this period:

50 sessions – with
an average weekly
attendance of 35
service users



**Attended the
Christmas
lunch in
Cottingham**



**Received
shoebox
hampers**

**Included in our guest speaker
rota, receiving talks from KCOM,
Emotional Wellbeing Hub,
Healthwatch & Age UK HEY services**



In Brough, East Riding, working with dedicated and committed volunteers, we were able to commence our first solely volunteer led social group. In the period they delivered:

**26 sessions
– with an
average of
22 clients
per session**

**Hosted a talk
by Wendy
Mitchell**



There was initial
support from
East Riding
of Yorkshire
Council

**Received
shoebox hampers**



**They attended
the Christmas
lunch in
Cottingham**

The group has also been included
in our guest speaker rota, receiving
talks from KCOM, Emotional
Wellbeing Hub, Healthwatch &
Age UK HEY services

Social group

Case Study

Mrs D is a service user who doesn't just attend one of our groups, but also helps out at our group called "Feel Good Thursdays". She enjoys the social interaction and helping out with the washing up and the tea trolley!

However it wasn't always this way. Mrs D initially joined the group when her husband was in full-time residential nursing care. Sadly, he died and Mrs D was devastated and ceased coming to the social group. However, after a number weeks Mrs D came back to the social group, and it transformed her situation.

“

With my husband in residential care, I visited him every day, and after his passing it left such a big gap in my life. But I managed to pluck up the courage to come back to the social group and I hadn't realised how much I had missed it. The support from both the staff and the other people attending the group has helped to give me a sense of purpose again.

Mrs D

”



Mrs D has gone on to continue to be a regular attendee, and like many social group attendees has found that at times attending the social group has ensured she could quickly access the support she needed. Age UK HEY have helped Mrs D when she had a fall, accessing our support services, and we have also provided her with information and advice resulting in additional benefit claims and funding for a stair lift.

There are many, many Age UK HEY social group attendees with very similar stories to that of Mrs D. The groups provide not just a great range of activities at them, but also a “reason” for older people to come out of their house and make that journey. And the journey itself is beneficial in terms of the physical exercise and also the confidence it builds in breaking down barriers of isolation and loneliness.

Walking Football

The Age UK Hull and East Yorkshire walking football programme is all about helping older people in communities to keep active and to improve physical and mental wellbeing through playing the game. The sessions are open to anyone over the age of 50 regardless of ability or previous experience.



98 sessions were held across venues throughout the year, with an average attendance of over 14 people per session.

“ Whist still being able to play the ‘beautiful game’ is good – and I suppose the exercise is too – what we all really appreciate is the friendship and social opportunities it gives us. We might only be on the pitch for an hour – but we spend just as long in café afterwards with each other just talking about anything and everything!

Walking football attendee ”



Falls

Falls are a common, but often overlooked, cause of injury. Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls.

The Age UK Hull & East Yorkshire Falls prevention team visit older people in their homes and carry out holistic risk assessments to identify any potential risks in the home as well as offer advice on how to prevent any further falls occurring. Our Team also go out into the community and offer information and advice to Social groups as well as other professionals working in Health and Social Care.

In the period our falls team achieved the below:



Falls Support and Prevention Services

Case Study 1

LS called our office after a family member recommended, they contact us, as they wanted some help in their bathroom due to reduced mobility issues. We made a referral to the CHCP falls team for a full assessment. LS has many complex health problems and with her husband looking after her needs she is now having to sleep downstairs – neither of them can get out unless for medical appointments and they are both now feeling isolated. After the full CHCP assessment, aids and adoptions were put into the house, with plans for further adoptions to be installed – all enabling LS and her husband to have far greater mobility about the house.

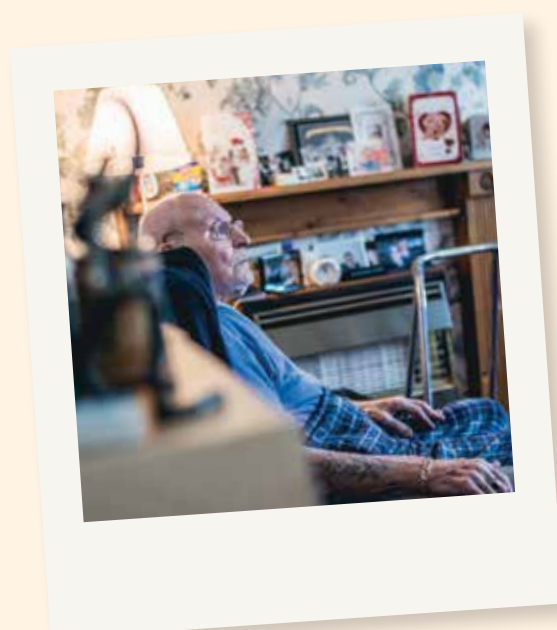
LS's husband was very happy with the help they have been provided with so far and thanked us for referring his wife to the CHCP Falls team as it has helped them a lot. And we also signposted the husband to CISS (Carers Information Support Service) for support and information on the Home Library service, as they find it hard to go out. We also discussed benefit entitlements, and they are aware we can support them both with such enquires should they wish.



Case Study 2

The Age UK HEY Information and Advice team were working with a service user who told them he had fallen several times. He has mental health problems, had attempted suicide several times and is receiving support for mental health problems. Whilst he has a history of falls, he had never had a falls assessment before, so we conducted one and a referral was made to CHCP falls team for a full assessment.

We followed up a few weeks later, as we do with all service users, and he was very happy. The falls team were coming to install some aids for him. He thanked us for all the help and contact we have made on his behalf and he is looking forward to being more independent and able to stay in his marital home, which he feels will help with his mental health as he has been anxious about his situation. We also encouraged him to consider accessing our befriending services and signposted him to HEY MIND and Lets Talk for further support.



IT and Biscuits

Delivered in partnership with KCOM, our IT & Biscuits sessions are all focused at helping older people to feel more confident online. Attendees have the opportunity to learn how to use the internet to stay in touch with friends and family, pay household bills and provide easy access to interests and information.

We also encourage older people to bring along whatever IT devices they may have and we help them to learn how to use them, learn what the devices are capable of and how to get best from them – all whilst remaining safe and secure whilst online.

From smart phones, to a slow PC/lap top to simply sending an email, our team of Age UK HEY staff and volunteers and expert staff from KCOM are getting more and more older people online, and safely. At a time when many services are going online - covering everything from banking, energy bills to accessing health services, there is such a critical need for services such as IT and Biscuits.

During 2023/2024 IT and Biscuits achieved:



12

Sessions delivered

13

Older people per session

4

KCOM staff per session

2

Age UK HEY volunteers per session



2. Home Support

At Age UK Hull & East Yorkshire, we pride ourselves on supporting and encouraging older people to live independently in their own homes. We have an established team of trusted, trained, and experienced Home Support Workers who older people can rely on to help them to continue to live independently in their own homes.

Over the 2023/24 period we have invested and developed our Home Support service and greatly increased the range of services we offer to include:



Cleaning



One-off spring clean



Laundry/ironing



Meal preparation



House sitting calls



Medication
prompting &
support



Shopping (with you
or for you)



Escorting you to
appointments - or
going for a coffee
& a chat



Walking your dog



Holiday packages
- support whilst
family/carers are
away

...and we simply tell people to just ask us, and we will see what we can do.

Cleaning people's homes is still the most commonly used service – with feedback from family members highlighting services such as shopping and escorting clients to appointments as really supporting them, taking some of the load off their shoulders when they are supporting their elderly loved ones.

This development has seen some amazing results:

- **6,976 hrs of support delivered**
- **143 individual customers**
- **17 members of staff now engaged**

We have also invested in the infrastructure and systems required to support such an expansion with the

recruitment of admin staff and implementation of a new CRM system. These developments have streamlined resource planning, payroll processes and invoicing. Enabling BACS payments and card payments over the phone has also reduced administration and sped up income collection. Future plans are to move to direct debit invoice payments – which many clients are already asking for.

The service is operated on a break-even basis, so service user charges are closely affected by changes such as inflationary pressures and changes to the national minimum wage. During this period charges were increased to maintain a break-even position and only 5 clients chose to cease the service as a result.



Home Support Case Study

A family member contacted us as their sister had become a recluse since getting long covid and was unable to go shopping for herself and was also too frightened to go out due to poor mobility and her mental health was severely impacted by this lack of mobility.

Visits were arranged once every 2 weeks, with our Home Support worker starting off by ordering the clients shopping via telephone and getting this delivered the following day. We chose to do it this way first as the client wanted to build rapport and trust with us and this successfully greatly reduced the client's anxiety. After a few months, the client was confident enough for our staff member to go and get their shopping for them and a few months later the client felt confident enough to go out shopping with us. These have turned into weekly shopping visits for the client and they are a lot more confident and far less anxious.

We did not at first think we would be able to support this client when they were first assessed as due to their mental health, anxiety and the frustration they were feeling it really difficult to break through when communicating with them.

However, all that was required was a little time and patience by our staff team, and we've been able to get this client to where they are today – both the client and her sister (who made the initial contact) are so much happier.



3. Befriending

Our Befriending service aims to reduce loneliness for older people by providing regular contact, made by a fully trained and supported Age UK Hull and East Yorkshire Volunteer Befriender. Contact is made in a variety of ways, with our focus being to engage and support the lonely older person in a way which suits them best.

Overall 372 individual service users accessed our befriending services during 2023/24.

Telephone Befriending Service

- The Telephone Befriending service aims to reduce loneliness by providing a regular telephone call, allowing the older person to enjoy general conversation on subjects that interest them.



Home Visiting Befriending Service

- This service provides support to older individuals who are housebound in the comfort of their own home. Our trained volunteers are matched to the service user and provide regular friendship visits with the aim of reducing the feelings of social isolation and loneliness.

Penpal Befriending

- Our Penpal befriending service matches older members of our community with pen friends who have common interests or simply share that feeling of excitement when a handwritten letter is posted through the door!
- We actively recruit older people to join Penpal Befriending, alongside other volunteers. Letters are sent monthly and writing sets are provided for those that need them.
- The Penpal service was very much in its infancy during 2023/24 however it has grown from strength to strength during the period, with 26 service users receiving regular letters.

Volunteers are at the core of all aspects of the Befriending service. Each Volunteer receives an induction and full training on befriending and listening skills, along with on-going regular supervision and support. Our team of volunteers delivered some amazing achievements during 2023/24:

14,846

total hours of
befriending support

6,188

hours in telephone
befriending – (42%)

8,658

hours in home visiting
befriending – (58%)

Befriending Service

Case Study 1

A son referred his Dad to us as he was worried about how lonely and isolated he was increasingly finding his Dad to be.

Mr W is 96 years old and lives with his wife, of the same age, who has dementia. Mr W struggles with his own mobility and also cares for his wife. As a result of her dementia Mrs W doesn't speak, leaving Mr W feeling very lonely and very frustrated. They have 3 children, who all live away, however one of them visits every weekend. Mr W wants to keep living in his own home with his wife and is afraid they may have to go into residential care but knows his wife wouldn't cope with the change, so they had arranged for carers to come and provide support.

We were able to match Mr W with a home visiting befriending volunteer, LH, who lived close by and also had experience of dementia as she helped care for her Grandma.

Regular visits soon started to take place.

The relationship between Mr & Mrs W and the volunteer LH quickly blossomed and Mr W thoroughly enjoys her weekly Friday visits. They cover all topics and it is clearly evident how much LH also enjoys her chats with Mr W too, hearing all his incredible stories. On Good Friday, LH brought Mr and Mrs W fish and chips at lunchtime, and they all sat at the table. Mr & Mrs W were incredibly grateful and thoroughly enjoyed it so they will be doing that again! Mrs W also has a relationship with LH and is comfortable in her presence, with LH helping her back to her chair when she is wandering.

As is the case with many volunteer befrienders, they often get almost as much out of their befriending activity as do the people they are spending time with.

Case Study 2

J is a Home Visiting Befriender who classes himself as young at heart, and he lives on his own so appreciates the difficulties this can bring. He has befriended a number of people, all with differing needs, and is happy to make a difference.

J was a volunteer at Hull Royal Infirmary as a Meet and Greeter but during Covid the position was stopped and never re started. John enjoyed meeting people and helping them around the hospital, so wanted to chat to different people who are lonely and isolated. Being a volunteer makes him feel fulfilled and the rewards of making a difference to someone else. He likes to have a purpose in life and a reason to get up in a morning keeping busy.

By becoming a befriender meant that J now had a purpose again since Covid. We have many people in need of company and J is very flexible and is happy to visit several people on his daily walks which means he has a purpose for a walk keeping him fit and healthy whilst doing good. J now has a number of

people he visits and even if they get admitted into hospital he visits them in there to keep the continuity and they see a familiar face. This also helps the family at visiting times. John is also visiting a lady who is in hospital long term and needed company as the family were at work and were unable to make daytime visits.

“I'm happy to visit anyone at home or in hospital, there are many older people who need my help”

John feels like he is making a big difference, and he enjoys chatting and making friends. And by being a volunteer he is also getting the benefits of what having a befriender gets.

He has made a real friend with one gentleman who lives near his home who are similar ages and have lots in common. **“He is a great chap and we have loads in common, he is very funny and we have a laugh”.**

4. Information and Advice

Our Information and Advice service provides help and support for older people on a variety of issues, offering a free and confidential information and advice service for older people, their families, carers and partner agencies.

Our dedicated and trained team of professional advisors help assess and identify what benefits older people in need may be entitled to and then provide guidance and support in completing application for benefits claims. Attendance Allowance, Carers Allowance, Pension Credit, Housing Benefit and Cost of Living Grants form the core of the benefit claims support we offer.

The advice and support doesn't stop there – with our team also providing support upon a variety of areas of support including local services, crime prevention, utility/energy costs and efficiency measures, housing, health, care and social issues.



2023/24 has proven to be one of the most challenging years yet for our welfare advice service. Demand for support has risen significantly from across Hull city and especially from across the wider East Riding region.

Not only has the number of older people requiring support increased, but so has the complexity of their needs. This adds considerable strain to an already stretched and limited resource. We are increasingly finding that each service user enquiry is taking longer to deal with due to multiple areas of advice and support, which then necessitates more intensive follow ups and on-going support.

For the first time in a number of years we have had to close the service to new enquires several times during the 2023/24 period simply because of the scale and level of demand.

The extra pressure of supporting these clients has placed significant logistical and emotional demands upon our team of staff and volunteers. However, despite this the team have performed magnificently, and securing the resources to grow the team and develop further capacity is a priority for us during the next 12 months.

And even though we have faced such an unprecedented level of demand, we have yet again achieved some amazing results:



3136

Incoming enquiries were handled



1798

Clients were supported



360

Benefit assessment checks completed



234

Benefit application forms were supported

We can't emphasise enough the success and impact that this figure delivers. Our team of 2 advisors, supported by a small team of dedicated volunteers, are responsible for bringing in over £1.6 million of extra income into the region – this is then spent locally by those older people to live happy and independent later lives.

Our success not only represents a significant financial investment into Hull and East Yorkshire, but also delivers significant financial savings to the public purse. The service users accessing our support use the extra income to keep healthy - they can now get to health appointments and buy in the additional aids/support they need to continue living at home – this drastically reduces the demand these older people place upon local health services.

Building upon these successes we are aiming to raise the profile of this message of “prevention” and its wider impacts across the region, to firmly establish clear cases of support for further investment in this core area of our work.

Wills and Lasting Power of Attorney (LPA)

Working in partnership with local solicitors Brewer Wallace regular sessions are held at our offices where older people are able to access 30 minutes of free (no obligation) legal advice regarding wills and LPA.

This support has seen many older people then go on to seek formal legal advice regarding their wills or LPA and as a result tell us that they feel far more settled and comforted knowing that such sensitive matters have been dealt with.

£1,642,182
– value of benefits
secured for Hull
and East Yorkshire
residents

CAB Project

Working jointly with Hull and East Riding Citizens Advice Bureau we have recruited and trained volunteers, sharing them between organisations and building up their experiences and skills. With the CAB being more of generalist provider then volunteers get a good grounding in generalist advice work, where as their time at Age UK Hull and East Yorkshire develops specific skills and knowledge regarding older people.

Over time this has seen volunteer numbers grow across both organisations, with skills and knowledge developing further. After initial training then the volunteers then focus their interests and specialisms and a number have elected to focus time and energy with us at Age UK HEY, adding significant value and capacity to our Information and Advice teams work.



Information and advice

Case Study

A couple contacted Age UK HEY making enquiries about attendance allowance – a benefit to assist people with mobility and care needs. He was 80 and she 74 yrs old, they did not claim any disability benefits. Mrs F had tried applying for attendance allowance (AA) before, but as is often the case with many older people she did not know how to fill in the AA form so did not bother with it because it was so complicated.

Mr F cared for his wife, personally caring for her throughout the day and night. He used to help her dress, wash, do meals, medication etc, all whilst also managing to look after himself. They have no family in the area and Mrs F cannot go out on her own. She is in a lot of pain so takes a lot of medication to help with this. Mr F has to take her to all of her medical appointments and collects her medication as well.

Mrs F used to attend one of social groups but is now unable to attend because of her mobility problems, and rarely goes out. However she did remember that when attending the group she had heard about the help our Information and Advice service can, so she thought she would give us a try to see if we could help her and her husband.

Mrs F was awarded the higher rate of attendance allowance, giving them an extra income of £101.75 a week and was also given back pay of £1017. This additional income enables them to pay for taxi's to get to medical appointments and to go shopping. It has also given them the extra money to pay for a cleaner, a gardener and a chiropodist to visit their home.

With our advice and support Mr F contacted social services regarding getting aids and adaptations for the home and now has a walking stick, walking frame and successfully applied for a blue parking badge.



“

Thank you very much for your support. I would have never been able to do the attendance allowance form if you had not helped me. I could not do it before and we are very grateful for the way you helped us. Getting the attendance allowance makes a big difference to our weekly income.

Mr F

”

Mr & Mrs F now know to come back to us in the future if they ever need help and we have improved their quality of life. They've both told us they will pass on the details of Age UK HEY to other people, and we know from experience that this really does encourage others to come to us for help.

Sadly, this is far from a one-off set of circumstances. We regularly come across clients who don't know what support they may be entitled to and how to apply for benefit support as it can often be very complicated.

Volunteers

Volunteers underpin every element of our work.

Everyday volunteers are in our offices helping with everything from answering the phones, administration, filing and delivering vital information and advice support to older people.

Our social groups operate every day of each week, and many are supported by volunteers working alongside paid staff. This year two entirely volunteer led social groups have developed, and this has enabled us to reach and support older people in areas of East Yorkshire which wouldn't have been possible without volunteers.

We have also partnered with a number of local businesses delivering a range of employee volunteering opportunities – an area we are developing further in 2024/25.



And everything else...

Whilst all the core areas of activity are busy delivering the services and support local older people need – we have also been doing many of things too:

Christmas lunches

Meals were held in Hull and East Yorkshire providing isolated older people the opportunity to come together for a meal and share in fellowship and entertainment along with festive food. Over 170 older people attended and we were very thankful for the support of KCOM staff volunteers and our own volunteers and trustees for their support at these events - and we have plans to significantly expand the numbers in 2024.

“Thank you for the lovely time we had at Christmas. What a surprise, free raffles and the hampers. You must be really proud of your staff for the wonderful work they do and the volunteers”.

Nora





Christmas shoebox appeal

935 shoe boxes all containing a range of special gifts and useful everyday items were distributed to vulnerable older people across the region. We had 9 collection points and an army of both our own volunteers and from local business, especially Smith and Nephew and KCOM, checked and packed and helped distribute a record number of shoe boxes. In 2024 we are aiming to exceed the 1000 shoebox milestone!

“Thank you so much for the beautiful box my mum received from you. She was overwhelmed. Thank you so much”.

“One lady was so overcome by the kindness she was in tears”

Volunteer distributor

York Ebor Races

We were shortlisted to win £10,000 as part of the Sky Bet Community Fund awarded at the York Ebor Race Festival. We didn't win the main prize but came home with a £1,000 cheque - CEO had a wonderful day out with one of our longest serving volunteers on ladies day, and two senior managers enjoyed the main Ebor race day - all courtesy of the Sky Bet Community Fund.

East Riding VCSE Collaborative

The CEO has played an active role in the innovative and developmental collaborative, initiated by HEY Smile. The collaborative is working strategically to lobby, influence and bring about change across East Riding and strengthen the role and raise the profile of the VCSE sector as a whole. The Age UK HEY CEO sits on the collaborative board representing 'Adults and Older People'.

Staff Training

We value, support and invest in our team – creating opportunities for staff to share knowledge and experience with each other and also investing in external training opportunities for all. This year our CEO became a Clore Fellow via their Experienced Leader Programme and also is undertaking training to be a coach.

Also a number of other staff have been supported to step up into leadership opportunities within the charity and to underpin this we have enabled them to engage in new to leadership and emerging leadership training opportunities.

Relocation

Towards the end of the year we were finally able to identify a new office base to relocate to. It will mean moving out of the city centre, however it provides much needed space for our expanding services and a far more welcoming and usable space to provide face to face services to older people. It will also provide an excellent foundation upon which to take the charity forward on the next stage of our development.



Trustees' Report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2023 to 31 March 2024.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity'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 (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Hull is a charity and registered company which is governed by a board of Trustees.

Objectives and Activities

Taking account of the needs of older people within the charity's area of benefit are central to the trustees' approach to 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)'.

Our vision is: "For all older people to live gratifying sustainable independent later lives".

Our mission in pursuing that vision is to: "Ensure that older people get the services and support they need where and when they need them."

As Age UK Hull we are the only organisation in the region with a focus on older people and their needs. We are uniquely best placed to ensure that the older people of the region get the services they need where and when they need them.

The Trustees' report details how these objectives were achieved in 2023/24 through the provision of our charitable services, which we are continuing to deliver during 2024/25.

Financial Review

Principal funding sources

Most of our services are delivered under contract or through grant aid. We continue to be extremely grateful to everyone who funds us to support older people in Hull and East Yorkshire.

Reserves policy

Age UK Hull Board of trustees has reviewed the amount of reserves it regards as a minimum prudent requirement and has concluded that provision for six months administration, public education and fundraising costs is sufficient. This would allow time to manage cost reductions or fund appeals as required whilst minimising the impact on service provision.

Based on the forecast for 2024/25, the desired minimum reserve level is approximately £300,000. As at 31 March 2024, free reserves less amounts held as fixed assets stands at £640,315. Additional funds are to be utilised for additional service enhancement, building capacity and expanding the public information programme going forward.

Structure, Governance and Management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Company's governing document is its Memorandum and Articles.

Organisational structure

The body responsible for the general control and management of the Charity is the Board of Trustees.

A nominated Trustee advises and liaises with senior managers on matters of finance, personnel, health & safety, volunteering and fundraising.

The Trustees delegate the day-to-day management of the charity to an executive team which executes the policies and strategies defined by the board.

Membership of the Board

The Board comprises 5 Trustee members (a quorum of 3) and meets a minimum of 4 times a year. The Board are actively recruiting trustees.

Method of appointment or election of trustees:

New Trustees are recruited and appointed using various methods. These methods include advertising, networking and by making a direct approach to people that might be interested and have necessary skills and experience. Age UK Hull's Policies and Procedures in respect of Trustee recruitment and development are thorough and include key elements relating to services and activities, legislation, equal opportunities and diversity.

Risk management

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal controls across the entire organisation of Age UK Hull. 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.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- Assurance to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated and utilised.
- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts, and performance indicators.
- Delegation of authority and segregation of duties.
- Identification and management of risk.
- Although there no requirement for an audit under the companies act the trustees do

The Trustees have in place a formal risk management process to assess and document risks and implement risk management strategies. This process includes review by Trustees, Chief Executive Officer and the Executive Team. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks. Risk management is embedded in the day-to-day processes of the Charity.

The Risk Management Plans also aim to safeguard the staff and volunteers, customers and the Charity's reputation. Age UK Hull ensures that staff are trained and properly supported, that there is a Safeguarding Policy in place for older people using the services and that adequate personal, public and professional liability insurance is in operation.

Reference and administrative details

Registered Company number – 04792749 (England and Wales)

Registered Charity number – 1101418

Registered office:

Axida House,
350 Preston Road
Hull HU9 5HH

Trustees

- Peter David Duffield LLB FCA
- Jayne Mansfield
- Rebecca Howes
- Daniel James Gladstone – resigned 09/10/23
- Jillian Louise Gledhill – resigned 17/12/23
- Fred Owen – appointed 08/04/24
- Julie Mills – appointed 21/10/24

Auditors

Smailes Goldie
Regents Court
Princess St
Hull
HU2 8BA

Solicitors

Rollits
Citadel House
High Street
Hull
HU1 1QE

Bankers

Bank of Scotland
33 Old Broad Street
PO Box 100
BX2 1LB

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Age UK Hull for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 21st October 2024 and signed on the board's behalf by:

Peter David Duffield LLB FCA

Chair of Trustees

Statement of Financial Activities

for the year ended 31st March 2024

		2024	2023
		Unrestricted funds	Total funds
	Note	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2	38,119	53,150
Charitable activities	3		
Charitable activities		487,515	375,963
Total		525,634	429,113
EXPENDITURE ON			
Charitable activities	4		
Charitable activities		592,383	500,890
NET INCOME / (EXPENDITURE)		(66,749)	(71,777)
RECONCILIATION OF FUNDS			
Total funds brought forward		734,920	806,697
TOTAL FUNDS CARRIED FORWARD		668,171	734,920

Balance Sheet

For the year ended 31 March 2024

		2024	2023
		Unrestricted funds	Total funds
	Note	£	£
FIXED ASSETS			
Tangible assets	10	27,769	28,838
Investments	11	87	87
		27,856	28,925
CURRENT ASSETS			
Debtors	12	31,784	28,846
Cash at bank		704,738	801,766
		736,522	830,612
CREDITORS			
Amounts falling due within one year	13	(49,246)	(66,211)
NET CURRENT ASSETS		687,276	764,401
TOTAL ASSETS LESS CURRENT LIABILITIES		715,132	793,326
CREDITORS			
Amounts falling due after more than one year	14	(46,961)	(58,406)
NET ASSETS		668,171	734,920
FUNDS	16		
Unrestricted funds		668,171	734,920
TOTAL FUNDS		668,171	734,920

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2024. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 18th December 2024 and were signed on its behalf by:

Peter David Duffield LLB FCA

Chair of Trustees

Cash Flow Statement

For the year ended 31 March 2024

		2024	2023
	Note	£	£
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated from operations	1	(80,079)	104,826
Interest paid		(1,460)	(1,254)
		<u>(81,539)</u>	<u>103,572</u>
Net cash (used in)/provided by operating activities		(81,539)	103,572
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(4,043)	(10,135)
		<u>(4,043)</u>	<u>(10,135)</u>
Net cash used in investing activities		(4,043)	(10,135)
CASH FLOWS FROM FINANCING ACTIVITIES			
Loan repayments in year		(12,000)	(12,000)
Interest Paid		554	651
		<u>(11,446)</u>	<u>(11,349)</u>
Net cash used in financing activities		(11,446)	(11,349)
CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD		(97,028)	82,088
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD		801,766	719,678
CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD		704,738	801,766

Notes to the Cash Flow Statement

For the year ended 31 March 2024

1. Reconciliation of net expenditure to net cash flow from operating activities

	2024	2023
	£	£
NET (EXPENDITURE)/INCOME FOR THE REPORTING PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)	(66,749)	(71,777)
Adjustments for:		
Depreciation charges	5,113	4,663
Interest paid	1,460	1,254
Gains/Losses on Investments	-	28
(Increase)/decrease in debtors	(2,938)	142,427
(Decrease)/increase in creditors	(16,965)	28,231
Net cash (used in)/provided by operations	(80,079)	104,826

2. Analysis of changes in net funds

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
NET CASH			
Cash at bank	801,766	(97,028)	704,738
	<u>801,766</u>	<u>(97,028)</u>	<u>704,738</u>
DEBT			
Debts falling due within 1 year	(12,000)	-	(12,000)
Debts falling due after 1 year	(58,406)	11,445	(46,961)
	<u>(70,406)</u>	<u>11,445</u>	<u>(58,961)</u>
Total	<u>731,360</u>	<u>(85,583)</u>	<u>645,777</u>

Notes to the Financial Statements

For the year ended 31 March 2024

1. Accounting policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

Income received for services provided is accounted for on an accruals basis.

Cash donations, gifts and legacies are included in full in the income and expenditure account as they are received. Any significant non-cash donations are included in the income and expenditure account at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Grants and other funding of revenue nature are deferred and released to the income and expenditure account over the period to which they relate.

Bank interest is included in the income and expenditure account on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

General Equipment - 10% on cost
Fixtures and fittings - 10% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised at an initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

Investments

Investments both current and fixed are included at fair value within the accounts.

2. Donations and legacies

	2024	2023
	£	£
Donations	20,070	11,185
Legacies	18,049	41,965
	38,119	53,150

3. Income from charitable activities

		2024	2023
		£	£
Grants	Charitable Activities	331,272	278,400
Fees charged to clients	Charitable Activities	156,243	97,563
		487,515	375,963

Grants in the year included above are as follows:

	£
District/City Council	115,635
Age UK National	39,115
Two Ridings Community Foundation	67,430
National Lottery	74,773
KCOM Partnership	8,333
Charitable Trusts	25,986
	331,272

4. Charitable activities costs

	Direct costs	Support costs (see note 5)	Totals
	£	£	£
Charitable activities	487,229	105,154	592,383

5. Support costs

	Management	Finance	Governance costs	Totals
	£	£	£	£
Charitable activities	52,291	1,459	51,404	105,154

6. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	8,880	6,000
Depreciation – owned assets	5,112	4,664

7. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2024 nor for the year ended 31st March 2023.

8. Staff costs

	2024	2023
	£	£
Wages and salaries	396,989	337,862
Social security costs	21,729	7,534
Other pension costs	6,475	4,507
	425,193	349,903

The average monthly number of employees during the year was as follows:

	2024	2023
Administrative and support	6	6
Charitable Activities	23	17
	29	23

No employees received emoluments in excess of £60,000.

9. Comparatives for the statement of financial activities

	Unrestricted funds £
INCOME AND ENDOWMENTS FROM	
Donations and legacies	53,150
Charitable activities	
Charitable activities	375,963
Total	429,113
EXPENDITURE ON	
Charitable activities	
Charitable activities	500,890
NET INCOME/(EXPENDITURE)	(71,777)
RECONCILIATION OF FUNDS	
Total funds brought forward	806,697
TOTAL FUNDS CARRIED FORWARD	734,920

10. Tangible fixed assets

	Fixtures and fittings	General equipment	Totals
	£	£	£
COST			
At 1st April 2023	40,531	36,497	77,028
Additions	1,200	2,843	4,043
At 31st March 2024	41,731	39,340	81,071
DEPRECIATION			
At 1st April 2023	31,410	16,780	48,190
Charge for year	1,103	4,009	5,112
At 31st March 2024	32,513	20,789	53,302
NET BOOK VALUE			
At 31st March 2024	9,218	18,551	27,769
At 31st March 2023	9,121	19,717	28,838

11. Fixed asset investments

	Listed investments
	£
MARKET VALUE	
At 1st April 2023 and 31st March 2024	87
NET BOOK VALUE	
At 31st March 2024	87
At 31st March 2023	87

There were no investment assets outside the UK.

12. Debtors: amounts falling due within one year

	2024	2023
	£	£
Trade debtors	19,368	19,764
Prepayments and accrued income	12,416	9,082
	31,784	28,846

13. Creditors: amounts falling due within one year

	2024	2023
	£	£
Other loans (see note 15)	12,000	12,000
Trade creditors	10,784	7,138
Social security and other taxes	8,244	6,809
Accruals and deferred income	18,218	40,264
	49,246	66,211

14. Creditors: amounts falling due after more than one year

	2024	2023
	£	£
Other loans (see note 15)	46,961	58,406

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The loan is repayable at £12,000 per annum and will be repaid by 31 March 2029.

15. Loans

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Other loans	12,000	12,000
Amounts falling between one and two years:		
Other loans – 1-2 years	24,000	24,000
Amounts falling due between two and five years:		
Other loans – 2-5 years	22,961	34,406

16. Movement in funds

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
UNRESTRICTED FUNDS			
General fund	734,920	(66,749)	668,171
TOTAL FUNDS	<u>734,920</u>	<u>(66,749)</u>	<u>668,171</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	525,634	(592,383)	(66,749)
TOTAL FUNDS	<u>525,634</u>	<u>(592,383)</u>	<u>(66,749)</u>

Comparatives for movement in funds:

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
UNRESTRICTED FUNDS			
General fund	806,697	(71,777)	734,920
TOTAL FUNDS	<u>806,697</u>	<u>(71,777)</u>	<u>734,920</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	429,113	(500,890)	(71,777)
TOTAL FUNDS	<u>429,113</u>	<u>(500,890)</u>	<u>(71,777)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22	Net movement in funds	At 31.3.24
	£	£	£
UNRESTRICTED FUNDS			
General fund	806,697	(138,526)	668,171
TOTAL FUNDS	<u>806,697</u>	<u>(138,526)</u>	<u>668,171</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
UNRESTRICTED FUNDS			
General fund	954,747	(1,093,273)	(138,526)
TOTAL FUNDS	<u>954,747</u>	<u>(1,093,273)</u>	<u>(138,526)</u>

17. Related party disclosures

During the year to 31 March 2024, Age UK Hull was supplied with IT hardware, software and support services from Jupiter IT Solutions Limited, of which Mr D J Gladstone is a director of. The total of services charged until Mr D J Gladstone resigned as trustee on 9 October 2023 was £9,852. These transactions were all at arms length.

18. Limited by guarantee

The company is limited by guarantee.

Detailed Statement of Financial Activities

For the year ended 31 March 2024

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	20,070	11,185
Legacies	18,049	41,965
	<u>38,119</u>	<u>53,150</u>
Charitable activities		
Grants	331,272	278,400
Fees charged to clients	156,243	97,563
	<u>487,515</u>	<u>375,963</u>
Total incoming resources	525,634	429,113

EXPENDITURE**Charitable activities**

Wages	396,989	331,649
Social security	21,729	-
Pensions	6,475	1,435
Telephone	7,003	7,781
Postage and stationery	7,231	4,288
Premises	3,137	186
Office Costs - IT	9,884	1,579
Professional Fees	11,657	3,408
Staff Costs	5,522	4,474
Other Expenses	16,498	23,777
Fixtures and fittings	1,104	1,014
	487,229	379,591

2024 **2023**

£ **£**

SUPPORT COSTS

Wages	-	6,213
Social security	-	7,534
Pensions	-	3,072
Postage and stationery	1,470	473
Sundries	2,677	1,178
Office Costs - IT	1,435	87
Premises	30,976	26,730
Staff Costs	2,882	547
Professional Fees	8,842	9,326
Computer equipment	4,009	3,650
	52,291	58,810

FINANCE

Bank charges	1,459	1,254
--------------	--------------	-------

Governance costs

Auditors' remuneration	8,880	6,000
Accountancy and legal fees	42,524	55,235
	51,404	61,235
Total resources expended	592,383	500,890
Net expenditure	(66,749)	(71,777)

t 01482 324644
e hello@ageukhull.org.uk

350 Preston Road, Hull HU9 5HH

www.ageuk.org.uk/hull

Report of the Independent Auditors to the Trustees of Age UK Hull

Opinion

We have audited the financial statements of Age UK Hull (the 'charitable company') for the year ended 31st March 2024, which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 145 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are

considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, tax legislation, data protection, anti-bribery, employment, environmental and health and safety legislation. An understanding of these laws and regulations and the extent of compliance was obtained through discussion with management and inspecting legal and regulatory correspondence.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

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

Use of our report

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

Smailes Goldie
Chartered Accountants
Statutory Auditor

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Regent's Court
Princess Street
Hull
East Yorkshire
HU2 8BA

18th December 2024

Age UK Hull and East Yorkshire

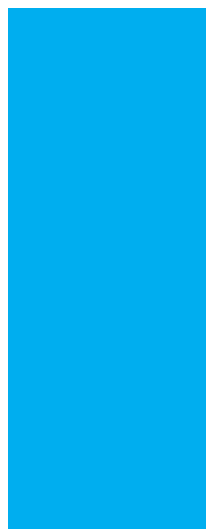
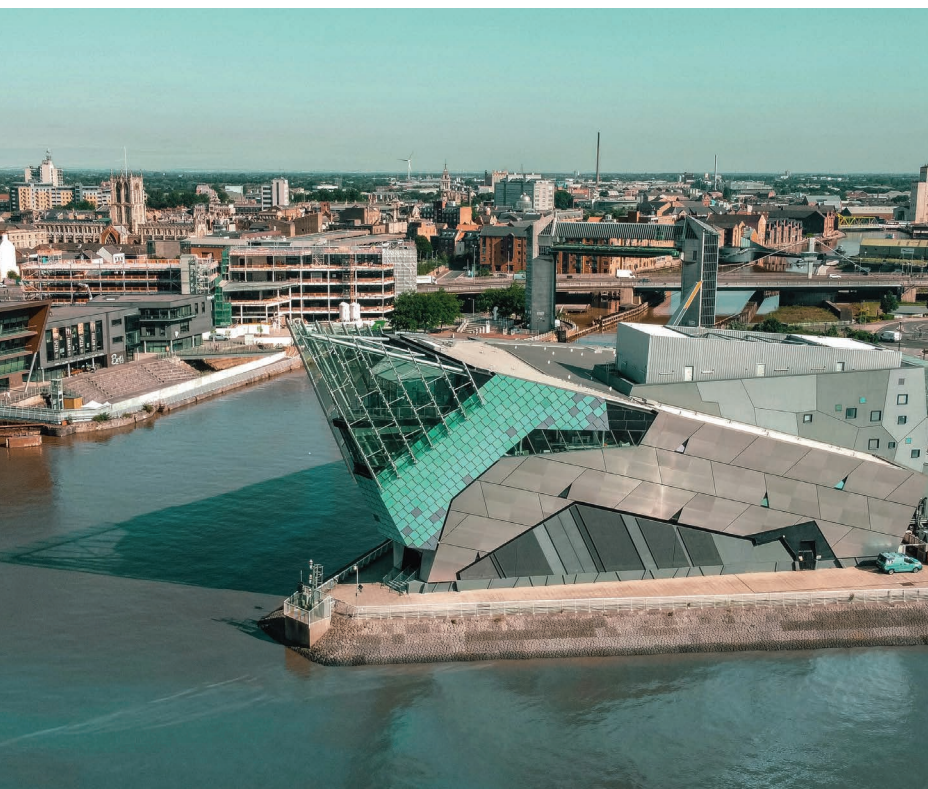
England & Wales - Charity number 1101418

Accounts

Age UK Hull

Annual report 2022/23

Supporting local people in later life



Contents

Introduction by the Chair	3
Trustees’ report	4
Objectives and activities	5
Age UK Pathway for a gratifying sustainable and enjoyable later life	6
Information and Advice Service	8
Positive activities	10
Falls Support and Prevention Services	14
Befriending	16
Christmas Shoe Box Appeal and lunches	18
Home Support	19
Volunteers	20
Added value	21
Financial review	22
Structure, governance and management	22
Statement of trustees’ responsibilities	24
Report of the Independent Auditors to the Trustees of Age UK Hull	25
Statement of financial activities	28
Balance sheet	29
Cash flow statement	30
Notes to the cash flow statement	31
Notes to the financial statements	32

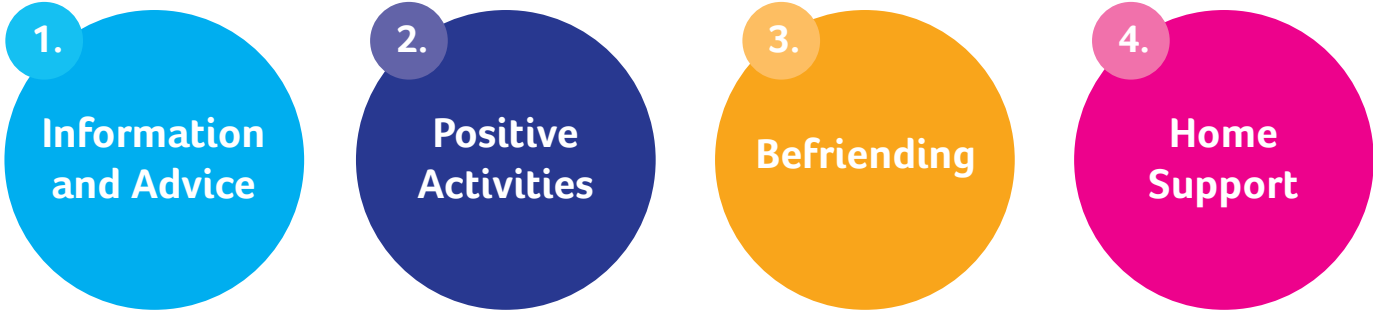
Introduction by the Chair

The 2022/23 period was a year of change, along with some challenges. However, it ended well with much achieved and a clearer direction established.

Our excellent service user focused staff and volunteers continued to deliver and develop front line provision to many older people across the region, meeting an ever-growing demand both in terms of volume and the complexity of the needs older people are facing.

Andy Haynes joined us as CEO in June and immediately re-established focus and clarity to the organisation, leading the staff team through a period of uncertainty and change but always ensuring that the needs of older people were never compromised and remained central to all that the charity did.

2022/23 has seen us achieve a focus on four main areas of activity:



Further external resources were secured throughout the year to support these core areas, in addition to important contract extensions agreed with Hull City Council. Encouraged by these results, as a Board we also invested our own resources, enabling the CEO to establish a new senior management team and also expand the delivery team. The effects of these developments were almost immediate, with the highlights being a Volunteer Conference in March 2023, increased Information and Advice capacity and significant growth in our Home Support services.

The year also saw an enhanced Age UK Hull Christmas Shoe Box Appeal, with over 530 shoe boxes containing welcoming festive treats and much needed essentials gifted to isolated lonely older people across Hull and surrounding areas. And this was complemented by our first Christmas lunches which saw the charity host over 150 older vulnerable people for a meal and afternoon of entertainment.

Along with the development of new partnerships, including innovative service developments with KCOM, UK Government DCMS and VCSE sector collaborations, we have achieved much this year and established a strong platform upon which to build future success.

As Chair of trustees, I know that I speak on behalf of the wider Board in expressing our thanks to all our supporters, partners, financial investors, my fellow trustees and in particular our dedicated staff and volunteer team for all we have achieved in 2022/23. Age UK Hull is very much looking forward to building upon this renewed focus and direction into the future.

Peter David Duffield LLB FCA
Chair of Trustees

Trustees' report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2022 to 31 March 2023.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity'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 (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Hull is a charity and registered company which is governed by a board of Trustees. In 2022/23, the full Board met 10 times.



Objectives and activities

Taking account of the needs of older people within the charity's area of benefit are central to the trustees' approach to 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)'.

Our vision is:
For all older people to live gratifying sustainable independent later lives.

Our mission in pursuing that vision is to:
Ensure that older people get the services and support they need where and when they need them.

It is widely recognised that across the UK we have an ageing population but, whilst there are other agencies which play key roles in supporting the needs of older people, these agencies are very much issue focused.

The most effective way to ensure the best and necessary outcomes are achieved for older people is to ensure that support for them is co-ordinated in an efficient way, removing duplication and ensuring that people get the right help first time.

As Age UK Hull we are the only organisation in the region with a focus on older people and their needs. We are uniquely best placed to ensure that the older people of the region get the services they need where and when they need them.

The Trustees' report below details how these objectives were achieved in 2022/23, through the provision of our charitable services, which we are continuing to deliver during 2023/24.

Age UK Pathway for a gratifying sustainable and enjoyable later life

The Age UK Pathway for a gratifying sustainable and enjoyable later life forms the focus of our service development, design and delivery around four key elements:

How can we help?

Assess needs and understand what support is needed



Make a plan

Who is going to do what, where and when so needs are met



Independence matters

Supporting people to live sustainably in the community



Friendship matters

Ensuring older people can enjoy gratifying later lives



How can we help?

Assess needs and understand what support is needed

To ensure that people get the services they need where and when they need them starts with an effective assessment and triage process. It is at this vital stage of the pathway that older people first connect with Age UK Hull, either as a self-referral or referred by a partner/ professional.

The initial assessment of someone’s needs happens at their first contact – which can happen in person, phone, email. A further internal referral may well then be made so that a more specialist member of staff can then arrange for a more detailed initial assessment of a person’s needs.

Also, we seek at this point to establish if there are needs which we can’t meet, so we can involve other agencies at the earliest opportunity to avoid any delay in accessing support for the service user.



“The aim of our support is to enable older people to live independent fulfilling later lives.”



Make a plan

Who is going to do what, where and when so needs are met

Once there is an understanding of a person’s needs then an appropriate plan can be made to provide the support identified. An older person needing support then receives the support they require from Age UK Hull and may also be referred and supported to access other support from other partners/agencies.

Independence matters

Supporting people to live sustainably in the community

The aim of our support is to enable older people to live independent fulfilling later lives. Equity in support is a key focus for us – recognising that different people will have differing level of needs in order to achieve the sustainability of independent living that they wish and that their needs require.

Also, independent living matters as people living independently require far less statutory sector involvement, either planned support needs (e.g. care package levels, social work support, etc.) and/or emergency support (e.g. emergency hospital admissions – slips/trips/falls – mental health crisis – swifter hospital discharge, etc.). This frees up capacity within the system for those with more complex needs and also generates significant financial efficiencies as those with lower-level needs can be supported in the community.



Friendship matters

Ensuring older people can enjoy gratifying later lives

As older people’s needs are being met and they have the support they require in place then “simply leaving it there” does not achieve what is required and does not then automatically lead to a fulfilling later life. People “need things to do” otherwise they risk becoming isolated, depressed and lonely and then “re-enter the system,” almost always with different or more severe needs.

Also, those older people who may be adequately managing their own needs or have needs which haven’t yet “deteriorated” to requiring external support, benefit from less intense and more preventive focused activities. Friendship for positive engagement matters.

Information and Advice Service

Our Information and Advice provision primarily supports service users to access appropriate benefits, generating greater financial support so that they can sustainably live the independent lives they wish and access the friendship opportunities they desire.

Engagement with service users can begin in several ways, however the below are the main routes, ordered by volume, by which service users access our information and advice provision:

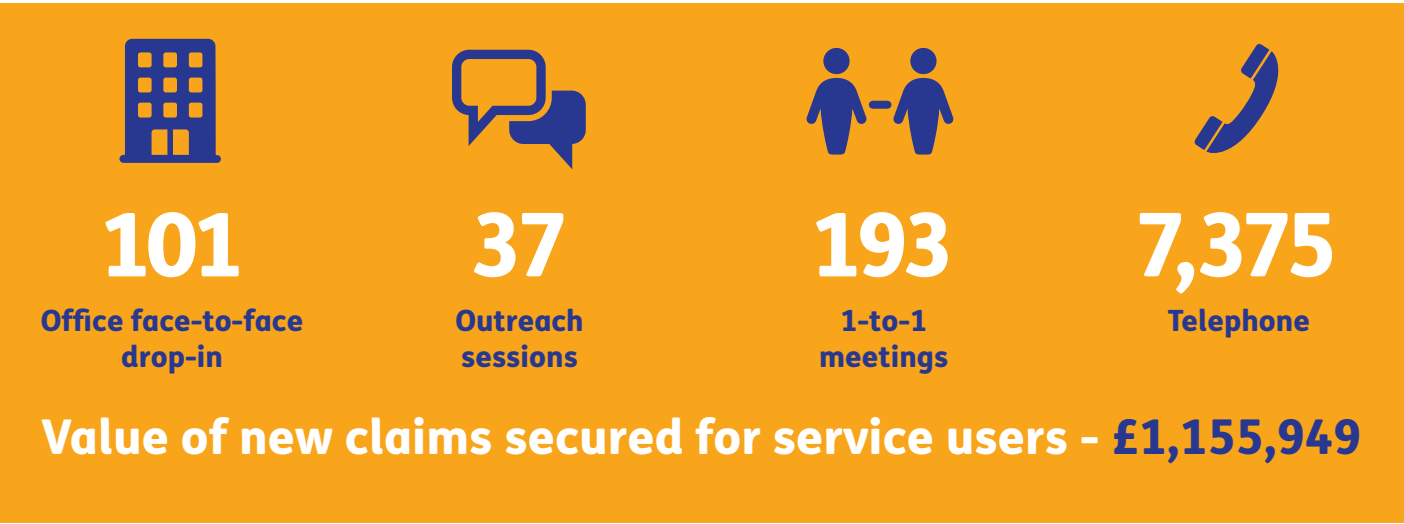
- A cry for help by an older person or someone in their caring network for assistance as someone is struggling to cope.
- Accessing our support for another issue (e.g. loneliness or mobility/falls) and our team identify broader matters and make an internal referral.
- Referral by an external agency/partner.

In 2022/23 our small and dedicated team helped service users to secure new claims worth **£1,155,949**. These are funds from central government, paid as part of peoples benefit entitlement. The funds are then spent locally, by service users, as they support and manage their lives to live sustainably and independently in the community.

Not only do these funds directly contribute into the local economy as service users spend them in their communities supporting their independent sustainable lives. They also play a significant preventative role enabling them to remain healthier and at far less risk of needing crisis intervention by core public services such as adult social care and the health system.

Directly evidencing the “preventative” nature of our work such as this, and valuing the impactful savings they make to the public purse, and using this as a clear case for further investment and support in Age UK Hull by public service providers, is an area we aim to develop in the future.

How service users access and receive information and advice support:



Other notable achievements:

- **100%** success rate for eligible higher rate Attendance Allowance claims.
- Successfully handled **100%** increase in referrals for help to access greater financial support.

“I did a benefits check for a married couple and managed to get them both the highest rate of attendance allowance. When following up, I was able to secure additional benefits for them like extra pension credit, council tax, and housing benefits.

I advised them in getting additional aids for the home, including a care package, and how to get a blue parking badge. This means they felt safer in their home, and gave them greater means. These changes make a huge difference especially with the cost of living crisis.”

Member of staff

Our services are so much more than just a “transaction” where someone has a problem, needs advice and we then send them away the details. Our information and advice service often meets people at times of significant challenge in their lives – with situations often being complex and involving may other issues. This case study highlights the holistic, empathic and sensitive approach the team take to meeting people’s needs.



Information and Advice Case Study

Client B came to us at our office on a cold day in winter. He was visibly upset and in tears, so my colleague asked if I could help him. I took him to a quiet private area and made him a cup of tea; he was so upset he was unable to speak, so I held his hand to reassure him until he was able to talk to me.

After a little while, he gave me his name and I introduced myself and told him all about what I did at Age UK so he felt comfortable. He opened up and told me he had come to see if there was anything we could do to support him as his wife had been taken into a care home for people living with dementia. Client B shared that he wasn’t well himself and he lived with serious chronic illnesses, and he was deemed too unwell to look after his wife at home.

I gave Client B plenty of time to talk and reassured him about his situation, and we discussed the treatments he was due to receive, and the logistics of Client B looking after himself to be well enough to visit his wife regularly.

We ended up talking for a few hours and we were going over benefits as he was also struggling with his finances. He was only in receipt of state pension, so I knew we could discuss attendance allowance, but knowing he had a funeral the next day and he had shared so much with me, I asked Client B to book in with a benefit check with me when he was able to. One of my proudest moments working in Age UK was that Client B came in to see us crying, but when he left he was laughing.

Client B came in for his benefits check the following week and I managed to help him receive the highest rate of attendance allowance, pension credit, housing benefit and council tax support.

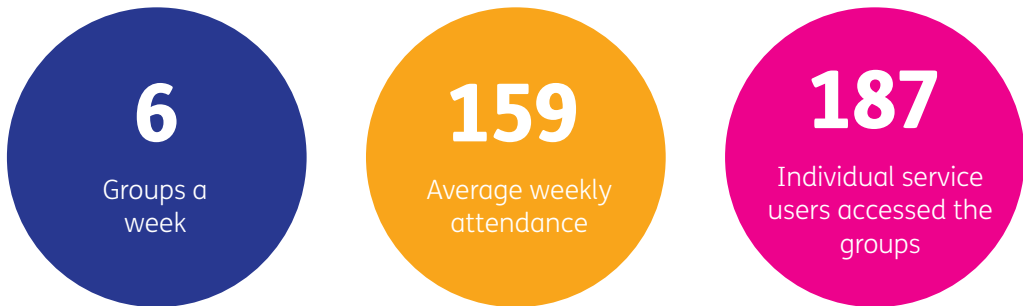
During the time I spent with Client B, he came to terms with the change in his wife’s circumstances and began to rebuild his relationship with his family. This experience will always stay with me and has helped me to continue helping others.

Positive activities

Our positive activities programme provides a range of activities in community-based settings across the city, which improve the quality of life for older people by helping them to be independent and be with other people, especially those who would otherwise be socially isolated, chiefly:

- **Vulnerable older people** – especially those at risk of isolation and loneliness
- **Carers of older people** (unpaid or paid carers) who are older people themselves
- **Other agencies/organisations/services** working with vulnerable older people and their carers

During 2022/23 we delivered:



3 main aims of the service:

1. Preventative – trained staff identify issues and ensure appropriate support is provided to prevent issues requiring further support.

For example, through the regular contact of the trained team at Day Service sessions relationships and especially knowledge of the service user base is built up and matters regarding physical, mental and financial well-being are discussed. Where issues are identified then service users are provided with support from other Age UK Hull services or referred to external agency support e.g. CAB, medical support, falls prevention.

The engagement through this service ensures that people are engaged before they reach a “point of crisis” – preventative advice and support services can be delivered, which are more impactful and financially efficient, than crisis support required from Social Services/Adult Social Care or emergency admission to hospital due to a crisis incident i.e. suicide/self-harm, deteriorating health, slip/trip/fall injury.



2. Positive engagement opportunities – using community venues across the region we ensure provision is as accessible as possible.

We provide a welcoming, relaxed and friendly atmosphere, along with a range of services and activities with the aim of stimulating service users’ physical, recreational, creative and social skills. Trained professional Age UK Hull staff develop supportive relationships with service users who would otherwise be socially isolated, and it is this high-quality contact that forms the central core element of this service.

It is from this basis that the relationships and knowledge of service users’ needs is built, upon which we can then work with the service user to identify the support they require. This support can range from preventing social isolation through simple regular attendance at positive activities, securing support via the Age UK Hull preventative Befriending Service and Falls Support Service, along with other referrals and support to access preventative services and access to direct support.

During 2022/23 we ran weekly groups at 7 different community venues across the city, providing a range of positive engagement opportunities from social groups to chair-based exercise classes and walking football sessions. As the year progressed, a number of the groups reached capacity and we began looking for larger alternative venues. However, this is restricted by available funds and staff/volunteer capacity. The team are exploring the development of new groups in communities not currently covered by existing activity, as we strive to reach out and engage with more older people.

When surveying one of our smaller positive activity groups, with 15 regular attendees, they reported:



Service users also reported that the reason their attendance was regular was because it was easy to get to, accessible, and affordable.

73% of attendees said that distance to social groups and inaccessibility were a factor in why they hadn’t previously attended groups. This underpins our current model for community-based delivery and evidences the need for more groups in locations not currently served by our positive activity sessions.

The value of groups and activities for older people in the community is enormous. One service user, reached out to the group after feeling isolated, lonely and afraid. They were concerned that living alone would mean that if he suffered a fall, or was suddenly unwell, nobody may realise or come to help them for several days. Since consistently attending the group, they were less concerned.

That person said:

“ I was lonely before coming to the group. I’d moved from a different part of Yorkshire and didn’t really know anyone here, so I felt isolated. Now I come weekly, and I never miss a session. I can take part in the sessions as much as I like. My social skills have improved so much, and I don’t feel lonely anymore. ”

One of our positive activity groups focuses on joint activities, and new friendships are evident. Members of the group now go for lunch together and staff have said they have seen “a major difference in everyone in the group, they’re much more confident and they have new friendships. They rely on the group; it helps them socialise and feel less lonely.”

One newcomer to the group attended their first session and said:

The staff expressed the vitality of the group for the members that attend. “When we miss a week for whatever reason, you can’t help but worry about them. It’s only two hours a week but they rely on it - it helps them so much.”

“I’ve had so much fun and I really hope I will be back soon. I’ve told my family how much fun it’s been today - I’ve felt really welcomed.”

Our staff have shown exemplary work in supporting and sustaining the social groups and maintaining contact with all participants.

“I worked with a social group client, who usually attended really regularly but hadn’t been able to for a few sessions due to a period of prolonged ill health. He looked incredibly poorly and he had suffered severe deterioration in his mobility. He could no longer manage to use the bus service he had previously used to attend and he couldn’t afford a taxi. I directed him to my colleague for a financial check, and the client was awarded high rate attendance allowance.

This was absolutely life changing for the client in his new circumstances; he can now afford accessible transport to the social group, and he has eased anxiety about the cost of living crisis. The client is now a regular at the group again and has seen significant improvement in his health.”

Plans for the future involve reaching out to areas not currently covered our positive activity services, in particular areas in East Riding, and we are aiming to develop new activities such as horticulture and also a range of assisted community trips out to locations of interest across the region.

3. Referral and Advocacy – these are core elements of the positive activities programme of activity.

Through the development of the relationships with our trained staff we provide a range of referral and advocacy support to enable older people to be more effective in expressing choices about matters affecting their everyday lives. This can involve helping people to identify what support they need, what support they would like and how they would like to receive it. The focus is upon enabling **older people to get the support they need where and when they need it.**

This can involve supporting people to access preventative services and also walking alongside service users as they navigate care, health and support provision and significantly contributes to people getting the right services and the right time first time. It also links into preventative work, especially in ensuring that service users aren’t a social services or adult social care referral when their needs are better met by direct access to health provision or to other Age UK Hull services e.g. befriending provision, information and advice support. We also ensure that partner agencies, and also other Age UK Hull services, regularly visit all positive activities to promote and share the services that they offer this ensures that we are regularly ensuring that older people are aware of what support is available for their changing needs and how to access it.



Walking football

Walking Football is a unique small-sided ball game similar in some respects to Association Football and this is what makes it such a great sport. When playing the sport, all of the skills once learned come flooding back. Service users also report that memories come back too because the game is familiar. For all those involved they say “It’s the game you love and remember but played in a new way.”

During 2022/23 Walking Football was played at 3 venues across the region. However, due to a reduction in funding, we had to reduce to only 2 venues, though we consulted with service users and they were fully involved in which session was dropped and where to continue with the other weekly sessions.

In discussing the sessions three key factors were identified by the service users:

- **Quality playing surface**
 - **Quality refereeing**
 - **Quality café**
- 

By sourcing two high quality all weather pitches the sessions take place in all weathers, with only one session being lost due to snow and ice! However, there are plans in 2023/24 to source an indoor venue.

Professional supervision of the football sessions is important – it brings structure and control to the games. And it is also important to note that many of the participants played football in their youth and some to quite a senior/professional level. Having an experienced and independent referee brings structure and familiarity to the sessions, ensuring a quality experience for all involved.

And the proximity of a café to the sessions is of vital importance! Whilst the football might be the catalyst that initially brings the service users together, it is the camaraderie and shared experience and love of the game that quickly comes to the fore. And socialising after the sessions is as vital, if not more so, than the actual sessions themselves.

Falls Support and Prevention Services

Our Falls Support and Prevention Service is a core crucial service in supporting vulnerable older people. It provides a range of person-centred and focused work to identify and support those older people most at risk of falls. The service delivers a comprehensive package of assessment, advice, information and referrals to other services in order to prevent falls within the home and to reduce the risk of potential injury, hospital admission and demand on other services.

The skilled Falls Support and Prevention Service team delivers a fully integrated preventative service, linking closely with other community support services such as the Fire Service, Adult Social Care and Health Services to ensure that future falls risks are addressed and minimised. In addition to our work with individuals, the Falls Support and Prevention Service also undertakes group talks and presentations to other professionals and support services, local community groups and other Age UK Hull service teams and actively seeks out opportunities for raising the profile of the Falls Prevention agenda to educate, inform and advise as many people as possible. The team will work creatively and collaboratively to ensure Falls Prevention information and advice is delivered effectively to a diverse range of audiences, groups and individuals.

Over the last 12 months

234 individual service users have accessed the provision.

Key performance information:



Key outcomes achieved:

Older people often receive a range of support from a range of agencies dependent upon their needs, including of course direct from Age UK Hull.

Being an organisation focused on the holistic needs of older people, we often find ourselves supporting the older person in developing and managing their access to the other support services they need. This is a vital, but often overlooked and undervalued, aspect of our work – especially regarding the work undertaken by our Falls Support and Prevention Service. By ensuring that older people do not become inappropriate burdens on the adult and social care system and health services, we add significant value to many HCC funded services and other statutory agencies.

For example:

- The Falls Team, via their advice, can ensure that people do not become a hospital's most expensive and costly admission – emergency admission requiring surgery i.e. broken bones/injuries sustained due to a fall.
- The Falls Team can speed up rehabilitation timescales, resulting in shorter hospital stays and reduced likelihood of readmission through effective assessment and support where falls/mobility is an issue.
- Preventative work – Our Home Support team regularly visit older people in their homes and are trained to identify potential issues the older person may be having – this ensures referrals for assessments/support are made “before” something happens – a key preventative aspect of our work.

Falls Support and Prevention Services

Case Study 1

A Home Support worker delivering a cleaning service notices that carpets/rugs in the property are all rucked up and difficult to clean. A brief conversation with the older resident about this identified that the rubber stoppers have been lost from her walking frame, dragging and rucking up the floor coverings. The lady said she'd almost fallen as a result.

The Home Support worker contacts the Age UK Falls Team who conduct a telephone assessment and refer the lady to the Integrated Falls Service, who with our support then visit the lady in her home and simply replace the four rubber stops needed on her frame. We then attend and helped remove/tidy away damaged rugs and the lady can now move safely about her home.



Case Study 2

Client A was referred to the Age UK Hull Falls Team for help and access to falls prevention advice after receiving help with applying for benefits from the Age UK Hull Information and Advice service. During the home assessment, the falls worker signposted them to relevant local services to help with the fitting of grab rails in their property as they were facing a long council waiting list and were anxious about the effects of a possible fall. Additionally, they were referred to the lifeline service in case of another fall to help ease this anxiety by knowing they had someone to contact if they needed to. We also spoke to their close family and even signposted their daughter to a carers support service local to them, because she was visiting them most days on her own.

When we followed up with Client A, they had made significant positive changes to their daily life, saying they “wanted to thank Age UK Hull for everything.

“It has made such a difference in our lives. The lifeline was fitted, we have grab rails now in case of a fall, and our benefits are getting sorted.”

The service users’ daughter was additionally able to access support from the local carers service.



Cases such as this highlight our holistic approach because a service user initially accessing the Information and Advice service benefits is then referred internally for other support, resulting in a significant positive change for this client's daily life beyond benefits, and eased not only their anxiety but also their family's too.

Befriending

Befriending offers supportive, reliable relationships through staff and volunteer befrienders to people who would otherwise be socially isolated. This high-quality befriending contact, which takes place via telephone or a home visit, forms the central core element of this service.

It is from this basis that the relationships and knowledge of service users' needs is built, upon which we can then work with the service user to identify the support they require. This support can range from preventing social isolation through simple regular contact, to supporting access to preventative services and access to direct support.



Crucial core service in supporting those vulnerable older people across the city to remain independent, be supported where they need it to access lower-level support which is vital in preventing any issues occurring in the first instance or worsening.

The service accepts referrals from a wide range of agencies, including self-referrals from older people themselves or their carers/family. Age UK Hull then “match” the older person with a professionally trained and supervised Befriender who, through regular contact usually by phone, connects with and builds up a rapport with the older person. In those conversations, which to the untrained ear may sound like just a social chat, we sensitively enquire about the older person’s well-being and seek to identify any issues they may have and how they are being dealt with. The focus isn’t on assessment and care planning, because that may see service users just disengage with the service, but it is upon building a rapport and trust so that service users know there is someone they can turn to for support.

Over the last 12 months

 **198**

Individuals have received support

 **46**

Received a weekly home visit from a member of our volunteer befriending team

 **141**

Received a weekly telephone call from a member of our volunteer befriending team

A total of 74 volunteers are actively providing Befriending visits and calls.

What the above figures don’t show is, through our befriending and advocacy services, how many service users were then referred on to other Age UK Hull or partner services.

For example, a befriending and advocacy service user experiencing loneliness and isolation is referred to our positive activities service and issues such as benefits/ welfare advice or falls risks are referred on to other Age UK Hull colleagues or partners for support.

Whilst the Befriending Service is a simple one to explain, what cannot and must never be underestimated is the far-reaching impact such an effective provision delivers.

Befriending Service Case Study 1

Originally Mrs T was looking for someone to befriend her as she had recently retired from work and, because her only local friends were work colleagues and all her best friends lived many miles away, she was quite lonely. We called Mrs T and had a long chat and she then decided she could volunteer to befriend someone. Mrs T says it’s the best thing she has ever done!

When Mrs T became an Age UK Hull Befriending volunteer, we only offered telephone befriending. We matched Mrs T with her first lady (KL) and they used to have lovely conversations over the phone. Eventually following extra home visiting training and completing the full DBS Mrs T met KL face to face for the first time. KL was so happy to be able to talk to someone face to face after such a long time of isolation.

Mrs T still visits KL in the care home she has gone into, and she is always happy to see her and tells people Mrs T is her best friend!



Last week KL was waiting in the garden for Mrs T and asked her what they were doing that day. She has early onset dementia and as her husband works, she looks forward to Mrs T’s visits each week and now remembers! They normally walk to the local shopping centre and have a coffee and cake and a chat. The lady loves to people watch, so they normally sit by the window! They both enjoy each other’s company and Mrs T says she has a lovely sense of humour, so they get on really well. Mrs T really looks forward to visiting her each week too. Both benefit from the service – befriender and befriender.

Case Study 2

We received a referral from Client C, who had recently suffered a stroke and as a result had long-term dysphasia (impaired speech) and was finding communication really difficult. Client C had been a secondary school teacher and was really upset by the changes in her ability and had struggled to settle in her new home which she had moved to due to the change in her needs. We were able to match Client C with a fantastic volunteer who had been a primary school teacher. They had an introductory visit and after the visit, the volunteer had the idea to source books that Client C had shown an interest in and begin reading to her. As Client C wasn’t able to hold a book, she found it really helpful as a form of communication that wasn’t frustrating or upsetting. The volunteer is incredibly thoughtful, and patient and he has proven to be a fantastic match.

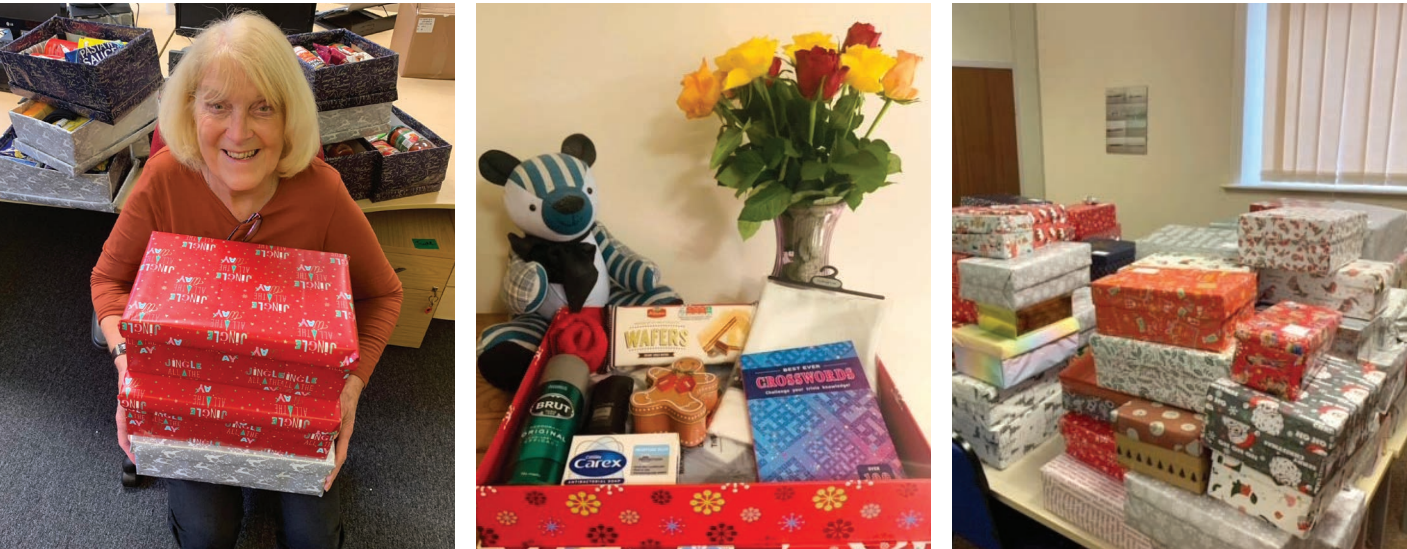


The profile and reputation of our Befriending activity also caught the attention and national media in late 2022, with the work of the befrienders featuring on [ITV Calendar News](#) as part of a series of how loneliness and isolation is tackled in communities across the Yorkshire and North Lincolnshire region.

 **watch video**



Christmas Shoe Box Appeal and lunches



The newly appointed senior management team also brought with them new ideas on developing and growing services, and a wider range of activities and opportunities to involve others in making a difference for older people at a time of the year when feelings of isolation and loneliness can often feel magnified.

A “Christmas Shoe Box Appeal” was launched, where people were invited to either make up a shoe box of festive treats, practical useful everyday items and a special gift or donate such items to Age UK Hull – and the charity would then distribute the boxes to older people, whom we had identified as being vulnerable.

Over 530 shoe boxes were distributed across the region, bringing a much-needed lift to people living in isolation. It also provided an excellent engaging opportunity to raise awareness of the issue of isolation and loneliness that many older people can face and what simple acts people can make to assist and reach out to people in need.

Christmas service user lunches were also a development we took forward this year.

Whilst each of our positive activity groups would hold their own “party”, on canvassing service users many expressed a wish to meet more “people like us”, so we set about hosting two Christmas Lunches in Hull and Beverley. Sponsorship was secured to provide the lunches at minimal cost to service users, along with a range of entertainment for the event itself. Over 120 people attended both lunches and what was clearly established was the enjoyment many got from attending these events.

Both these initiatives were very well received, with enquires from service users for 2023 already being received. Venues for 2023 have already being booked and we fully expect both the number of shoe boxes and lunch attendees to grow in 2023/24.



Over **530** shoe boxes were distributed across the region, bringing a much-needed lift to people living in isolation.

Home Support

The Age UK Hull Home Support Service provides a charged-for service to support older people in Hull and the East Riding to live independently in their home by providing a member of staff to assist with daily living and household tasks.

The CEO reviewed this service within a few months of his appointment and identified it as an excellent growth opportunity, and in late 2022 a new Home Support management structure was put in place and growth and development plans established for 2023 and beyond. The CEO, along with the Home Support management team, visited other local Age UKs to develop good practice and build a strong operational model for the charity.

These plans and learning were swiftly put in place and even within the last quarter of 2022/23 the service had developed a whole new range of services:



Cleaning



One off deep cleaning



Laundry/ironing



Meal preparation



House sitting calls



Medication prompting & support



Shopping (with you or for you)



Escorting you to appointments – or going for a coffee & a chat



Anything else – just ask us

And the impact was felt instantly in performance for the 2022/23 period:

- **Worked with over 120 clients**
- **Delivered over 4,000 hours of support**

Whilst the range of service rapidly expanded, we ensured we kept a core focus upon a key element our Home Support customers valued – the individual Home Support worker which visited them in their homes.

All Home Support Workers are carefully selected by Age UK Hull. They are sensitive to the needs of people in later life and are trained to provide a high-quality standard of Home Support Services. We also continued to ensure that the same Home Support Worker visits clients on each visit to ensure consistency in the services that they provide and to build trust and rapport with clients.

Changes and developments to the Home Support service began to come into effect in early 2023, and the plans for 2023/24 are looking exciting.

Volunteers

Over the years Age UK Hull has had a long track record of working with volunteers, whereby they formed a vital and essential resource entwined throughout many Age UK Hull services – many of which could have not operated at anything near the capacity they were able to as a result of volunteer input.

In fact, some services, Befriending especially, could have not existed at all without volunteer support.

Recovering from Covid – its effects were present even in 2022/23. The withdrawal in March 2020 of face-to-face services saw Age UK Hulls volunteers lose many of their opportunities to support the charity’s services. Following the relocation of the charity to its current base and transformation of our delivery model to community-based venues, many of the original volunteering opportunities were lost.

However, the new CEO and recently appointed Services Manager both come from very strong volunteering backgrounds and within a few months of being in their posts they began to re-develop the volunteering opportunities across the charity.

In late December 2022 funding was secured from the UK Government DCMS “Know your neighbourhood fund”, the focus of which was to make Hull a better place to volunteer. This funding enabled the team to engage proactively with previous Age UK Hull volunteers and to develop the systems and processes to build and develop further volunteering across the charity.

Taking on board feedback from recent volunteers, past and present, alongside plans to recruit volunteers and develop new opportunities across the charity, Age UK Hull facilitated an event for volunteers to come together, celebrate and meet one another.



Held at the Hull Hilton in March 2023, the aim of the event was to show how valued the volunteers and their work are. There was a series of interactive talks, discussion and participatory sessions, including specialised input from HEY MIND.

The beginnings of a successful renewal and growing of a much appreciated volunteer community was established. Volunteers were strongly encouraged to share their experiences and feedback to improve our opportunities. They learnt about the charity from the staff themselves, including a keynote address by the CEO, and all the work the wider team does behind the scenes. Future plans were shared, which helped volunteers engage and be inspired to continue volunteering.

The event was also an opportunity for us as a charity to recognise the huge part they play in meeting the charity’s goals and supporting so many members of our community.

As a staff member shared:



“ I am very proud of all the Befriending volunteers because they offer so much time, patience and kindness. The project couldn’t exist without them. There are many stories of true friendships that develop making a huge difference to someone’s life. ”

And as an organisation we have further invested in volunteering by appointing a Volunteer Co-Ordinator in late 2022/23, with plans to significantly grow our volunteer capacity and engagement into 2023/24.

Added value



Older people often receive support from a range of agencies dependent upon their needs, including of course direct from Age UK Hull.

Being an organisation focused upon the holistic needs of older people we often find ourselves supporting the older person in developing and managing their access to the other support services they need.

This is a vital, but often overlooked and undervalued, aspect of our work.

By ensuring that older people do not become inappropriate burdens upon the adult and social care system and health services adds significant value to many publicly funded services and other statutory agencies.

Over the next few years, we are aiming to better understand, and especially better articulate to external agencies/funders, the added value of our work and especially the preventative nature of what we do. More clearly establishing and presenting a strong case for support, that put quite simply, evidences that money spent with Age UK Hull delivers significant downstream savings as we prevent many from reaching points of crisis and we ensure people stay well and safe.

Financial review

Principal funding sources

Most of our services are delivered under contract or through grant aid. We have also been the grateful recipient of legacy gifts that continue to the cost of our charitable activities. Where any such legacies come with restrictions, we have ensured that these are adhered to.

We continue to be extremely grateful to everyone who funds us to support older people in Hull and the surrounding areas.

Reserves policy

Age UK Hull Board of trustees has reviewed the amount of reserves it regards as a minimum prudent requirement and has concluded that provision for six months administration, public education and fundraising costs is sufficient. This would allow time to manage cost reductions or fund appeals as required whilst minimising the impact on service provision.

Based on the forecast for 2023/24, the desired minimum reserve level is approximately £300,000. As at 31 March 2023, free reserves less amounts held as fixed assets stands at £734,920. Additional funds are to be utilised for additional service enhancement, building capacity and expanding the public information programme going forward.

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Company’s governing document is its Memorandum and Articles.

Organisational structure

The body responsible for the general control and management of the Charity is the Board of Trustees.

A nominated Trustee advises and liaises with senior managers on matters of finance, personnel, health & safety, volunteering and fundraising.

The Trustees delegate the day-to-day management of the charity to an executive team which executes the policies and strategies defined by the board.

Membership of the Board

The Board comprises 5 Trustee members (a quorum of 3) and meets a minimum of 4 times a year.

Method of appointment or election of trustees:

New Trustees are recruited and appointed using various methods. These methods include advertising, networking and by making a direct approach to people that might be interested and have necessary skills and experience. Age UK Hull’s Policies and Procedures in respect of Trustee recruitment and development are thorough and include key elements relating to services and activities, legislation, equal opportunities and diversity.

Risk management

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal controls across the entire organisation of Age UK Hull. 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.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. Internal control processes implemented by the Trustees include:

- Assurance to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated and utilised.
- A strategic plan and an annual budget approved by the Trustees.
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts, and performance indicators.
- Delegation of authority and segregation of duties.
- Identification and management of risk.
- Although there no requirement for an audit under the companies act the trustees do

The Trustees have in place a formal risk management process to assess and document risks and implement risk management strategies. This process includes review by Trustees, Chief Executive Officer and the Executive Team. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks. Risk management is embedded in the day-to-day processes of the Charity.

The Risk Management Plans also aim to safeguard the staff and volunteers, customers and the Charity’s reputation. Age UK Hull ensures that staff are trained and properly supported, that there is a Safeguarding Policy in place for older people using the services and that adequate personal, public and professional liability insurance is in operation.

Reference and administrative details

Registered Company number – 04792749 (England and Wales)

Registered Charity number – 1101418

Registered office:

Silvester House
Silvester Street
The Maltings
Hull
East Yorkshire
HU1 3HA

Trustees

Jayne Mansfield
Daniel James Gladstone – resigned 09/10/23
Jillian Louise Gledhill – resigned 17/12/23
Michael Johnson
Peter David Duffield LLB FCA
Rebecca Howes – appointed 13/03/23

Auditors

Harris Lacey and Swain
Chartered Accountants and Statutory Auditors
Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Solicitors

Rollits
Citadel House
High Street
Hull
HU1 1QE

Bankers

Bank of Scotland
33 Old Broad Street
PO Box 100
BX2 1LB

Statement of trustees’ responsibilities

The trustees (who are also the directors of Age UK Hull for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards 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 charitable company will continue in business.

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company’s auditors are unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 20th December 2023 and signed on the board’s behalf by:

Peter David Duffield LLB FCA
Chair of Trustees

Report of the Independent Auditors to the Trustees of Age UK Hull

Opinion

We have audited the financial statements of Age UK Hull (the ‘charitable company’) for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company’s affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees’ use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company’s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- The charitable company has not kept adequate accounting records; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

Audit response to risks identified

- The nature of the industry and sector, control environment and business performance including key drivers for directors’ remuneration, bonus levels and performance targets
- Results of our enquiries of management and their own identification and assessment of the risks of irregularities;
- Any matters we identified having obtained and reviewed the companies’ documentation of their policies and procedures relating to:
- Identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- The internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- The matters discussed among the audit engagement team including regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in relation to revenue deferrals. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act, UK Corporate Governance Code and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company’s ability to operate or to avoid a material penalty.

Audit response to risks identified

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management concerning actual and potential litigation and claims;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reading minutes of meetings of those charged with governance
- Obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of tax provisions; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or noncompliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

For and on behalf of Harris Lacey and Swain Chartered Accountants and Statutory Auditors.

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006.

Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Date: 21st December 2023

Statement of financial activities

For the year ended 31 March 2023

			2023	2022
		Unrestricted funds	Restricted funds	Total funds
Note	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	2	429,113	-	429,113
Other income		-	-	494
Total		429,113	-	429,113
EXPENDITURE ON				
Charitable activities	3			
Charitable activities		500,890	-	418,255
NET INCOME / (EXPENDITURE)		(71,777)	-	129,272
RECONCILIATION OF FUNDS				
Total funds brought forward		806,697	-	677,425
TOTAL FUNDS CARRIED FORWARD		734,920	-	806,697

Balance sheet

For the year ended 31 March 2023

			2023	2022
		Unrestricted funds	Restricted funds	Total funds
Note	£	£	£	£
FIXED ASSETS				
Tangible assets	10	28,838	-	28,838
Investments	11	87	-	115
		28,925	-	28,925
CURRENT ASSETS				
Debtors	12	28,846	-	28,846
Cash at bank and in hand		801,766	-	801,766
		830,612	-	830,612
CREDITORS				
Amounts falling due within one year	13	(66,211)	-	(66,211)
		764,401	-	852,971
NET CURRENT ASSETS				
		793,326	-	876,453
TOTAL ASSETS LESS CURRENT LIABILITIES				
CREDITORS				
Amounts falling due after more than one year	14	(58,406)	-	(58,406)
		734,920	-	806,697
NET ASSETS				
FUNDS				
Unrestricted funds	16		734,920	806,697
TOTAL FUNDS			734,920	806,697

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 19 December 2023 and were signed on its behalf by:

Peter David Duffield LLB FCA

Chair of Trustees

Cash flow statement

For the year ended 31 March 2023

	Note	2023 £	2022 £
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated from operations	1	104,826	7,622
Interest paid		(1,254)	(747)
Net cash provided by operating activities		103,572	6,875
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(10,135)	(386)
Net cash (used in)/provided by investing activities		(10,135)	(386)
CASH FLOWS FROM FINANCING ACTIVITIES			
Loan repayments in year		(12,000)	(12,000)
Loan interest		651	747
Net cash used in financing activities		(11,349)	(11,253)
CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD		82,088	(4,764)
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD		719,678	724,442
CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD		801,766	719,678

Notes to the cash flow statement

For the year ended 31 March 2023

1. Reconciliation of net (expenditure)/income to net cash flow from operating activities

	2023 £	2022 £
NET (EXPENDITURE)/INCOME FOR THE REPORTING PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)	(71,777)	129,272
Adjustments for:		
Depreciation charges	4,663	3,649
Interest paid	1,254	747
Gains/Losses on Investments	28	-
Decrease/(increase) in debtors	142,427	(137,943)
Increase in creditors	28,231	11,897
Net cash provided by operations	104,826	7,622

2. Analysis of changes in net funds

	At 1.4.22 £	Cash flow £	At 31.3.23 £
NET CASH			
Cash at bank and in hand	719,678	82,088	801,766
	719,678	82,088	801,766
DEBT			
Debts falling due within 1 year	(12,000)	-	(12,000)
Debts falling due after 1 year	(69,756)	11,350	(58,406)
	(81,756)	11,350	(70,406)
Total	637,922	93,438	731,360

Notes to the financial statements

For the year ended 31 March 2023

1. Accounting policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS102, 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 2015)’ and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

Income received for services provided is accounted for on an accruals basis.

Cash donations, gifts and legacies are included in full in the income and expenditure account as they are received. Any significant non-cash donations are included in the income and expenditure account at the trustees’ estimate of their market value when received. The value of voluntary help is not included in the accounts.

Grants and other funding of a revenue nature are deferred and released to the income and expenditure account over the period to which they relate.

Bank interest is included in the income and expenditure account on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

General Equipment - 10% on cost
Fixtures and fittings - 10% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company’s pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised a initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

Investments

Investments both current and fixed are included at fair value within the accounts.

2. Donations and legacies

	2023	2022
	£	£
Fees charged to clients	97,563	104,802
Donations	11,185	14,094
Legacies	41,965	175,283
Grants	278,400	252,854
	429,113	547,033

Grants in the year included above are as follows:

	£
Community Service	143,535
Age UK TAM Exit Grant	50,073
Age UK National	26,303
Grants - Charitable Trusts	38,270
NHS CCG	15,239
Walking Football	4,980
	278,400

3. Charitable activities costs

	Direct costs	Support costs (see note 4)	Totals
	£	£	£
Charitable activities	379,591	121,299	500,890

4. Support costs

	Management	Finance	Governance costs	Totals
		£	£	£
Charitable activities	58,810	1,254	61,235	121,299

5. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):	2023	2022
	£	£
Depreciation – owned assets	4,664	3,649

6. Auditors’ remuneration

	2023	2022
	£	£
Fees payable to the charity’s auditors and their associates for the audit of the charity’s financial statements	6,000	3,000

7. Trustees’ remuneration and benefits

There were no trustees’ remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees’ expenses

There were no trustees’ expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

8. Staff costs

	2023	2022
	£	£
Wages and salaries	345,396	333,568
Other pension costs	4,507	(3,575)
	349,903	329,993

The average monthly number of employees during the year was as follows:

	2023	2022
Administrative and support	23	28

No employees received emoluments in excess of £60,000.

9. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	537,033	10,000	547,033
Other income	494	-	494
Total	537,527	10,000	547,527
EXPENDITURE ON			
Charitable activities			
Charitable activities	385,028	33,227	418,255
NET INCOME/(EXPENDITURE)	152,499	(23,227)	129,272
Transfers between funds	9,067	(9,067)	-
Net movement in funds	161,566	(32,294)	129,272
RECONCILIATION OF FUNDS			
Total funds brought forward	645,132	32,293	677,425
TOTAL FUNDS CARRIED FORWARD	806,698	(1)	806,697

10. Tangible fixed assets

COST

At 1 April 2022	36,497	30,396	66,893
Additions	-	10,135	10,135
At 31 March 2023	36,497	40,531	77,028

DEPRECIATION

At 1 April 2022	13,130	30,396	43,526
Charge for year	3,650	1,014	4,664
At 31 March 2023	16,780	31,410	48,190

NET BOOK VALUE

At 31 March 2023	19,717	9,121	28,838
At 31 March 2022	23,367	-	23,367

11. Fixed asset investments

MARKET VALUE

At 1 April 2022	115
Impairments	(28)

At 31 March 2023	87
------------------	----

NET BOOK VALUE

At 31 March 2023	87
At 31 March 2022	115

There were no investment assets outside the UK.

12. Debtors: amounts falling due within one year

	2023	2022
	£	£
Trade debtors	19,764	9,160
Prepayments and accrued income	9,082	160,340
Other debtors	-	1,773
	28,846	171,273

13. Creditors: amounts falling due within one year

	2023	2022
	£	£
Other loans (see note 15)	12,000	12,000
Trade creditors	7,138	2,039
Social security and other taxes	6,809	4,979
Other creditors	-	2,100
Accruals and deferred income	40,264	16,862
	<u>66,211</u>	<u>37,980</u>

Other loans comprises a loan from Hull City Council. An amount of £12,000 is repayable within 12 months and £58,407 is repayable after more than the year.

14. Creditors: amounts falling due after more than one year

	2023	2022
	£	£
Other loans (see note 15)	<u>58,406</u>	<u>69,756</u>

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The amount is repayable at £12,000 per annum and will be wholly repaid by 31 March 2029.

15. Loans

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>12,000</u>	<u>12,000</u>
Amounts falling between one and two years:		
Other loans – 1-2 years	<u>24,000</u>	<u>24,000</u>
Amounts falling due between two and five years:		
Other loans – 2-5 years	<u>34,406</u>	<u>45,756</u>

16. Movement in funds

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
UNRESTRICTED FUNDS			
General fund	806,697	(77,677)	729,020
Befriending Advocacy Service	-	15,414	15,414
Preventative Day Opportunities	-	11,215	11,215
Home Support Services	-	(4,718)	(4,718)
Benefits Advice & Health Promotion	-	4,141	4,141
Falls Support and Prevention Services	-	4,205	4,205
NHS Hull CCG	-	83	83
East Riding Legacy	-	(14,295)	(14,295)
The Francis and Cyril Bibby Trust	-	(92)	(92)
Walking Football	-	(6,566)	(6,566)
National Lottery 70th Birthday Grant	-	(4,590)	(4,590)
Age UK Cost of Living Response	-	(27)	(27)
Two Ridings Community Grant	-	1,130	1,130
	<u>806,697</u>	<u>(71,777)</u>	<u>734,920</u>
	<u>806,697</u>	<u>(71,777)</u>	<u>734,920</u>
TOTAL FUNDS			

16. Movement in funds – continued

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	127,229	(204,906)	(77,677)
Befriending Advocacy Service	35,768	(20,354)	15,414
Preventative Day Opportunities	46,056	(34,841)	11,215
Home Support Services	78,288	(83,006)	(4,718)
Benefits Advice & Health Promotion	28,596	(24,455)	4,141
Falls Support and Prevention Services	48,788	(44,583)	4,205
NHS Hull CCG	20,026	(19,943)	83
East Riding Legacy	-	(14,295)	(14,295)
The Francis and Cyril Bibby Trust	-	(92)	(92)
Walking Football	10,347	(16,913)	(6,566)
National Lottery 70th Birthday Grant	-	(4,590)	(4,590)
Age UK Cost of Living Response	3,123	(3,150)	(27)
Two Ridings Community Grant	30,892	(29,762)	1,130
	<u>429,113</u>	<u>(500,890)</u>	<u>(71,777)</u>
TOTAL FUNDS	<u>429,113</u>	<u>(500,890)</u>	<u>(71,777)</u>

16. Movement in funds – continued

Comparatives for movement in funds

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	305,455	152,543	348,699	806,697
Befriending Advocacy Service	2,923	2,726	(5,649)	-
Preventative Day Opportunities	5,775	1,630	(7,405)	-
Home Support Services	-	(10,610)	10,610	-
Benefits Advice & Health Promotion	-	1,574	(1,574)	-
Falls Support and Prevention Services	32,213	4,795	(37,008)	-
NHS Hull CCG	-	4,079	(4,079)	-
East Riding Legacy	298,766	(11,821)	(286,945)	-
The Francis and Cyril Bibby Trust	-	97	(97)	-
Walking Football	-	7,820	(7,820)	-
National Lottery 70th Birthday Grant	-	(335)	335	-
	<u>645,132</u>	<u>152,498</u>	<u>9,067</u>	<u>806,697</u>
RESTRICTED FUNDS				
Two Ridings	376	(512)	136	-
Lottery Fund	4,537	-	(4,537)	-
Age UK Lottery	23,437	(18,771)	(4,666)	-
Age UK COVID 19 Emergency Activities	3,943	(3,943)	-	-
	<u>32,293</u>	<u>(23,226)</u>	<u>(9,067)</u>	<u>-</u>
TOTAL FUNDS	<u>677,425</u>	<u>129,272</u>	<u>-</u>	<u>806,697</u>

16. Movement in funds – continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	262,905	(110,362)	152,543
Befriending Advocacy Service	36,000	(33,274)	2,726
Preventative Day Opportunities	40,072	(38,442)	1,630
Home Support Services	70,926	(81,536)	(10,610)
Benefits Advice & Health Promotion	29,588	(28,014)	1,574
Falls Support and Prevention Services	49,061	(44,266)	4,795
NHS Hull CCG	24,388	(20,309)	4,079
East Riding Legacy	(1)	(11,820)	(11,821)
The Francis and Cyril Bibby Trust	300	(203)	97
Hull Aid in Sickness Trust Christmas Party	836	(836)	-
Walking Football	8,452	(632)	7,820
North Bank Forum Self Isolation Award	15,000	(15,000)	-
National Lottery 70th Birthday Grant	-	(335)	(335)
	537,527	(385,029)	152,498
RESTRICTED FUNDS			
Two Ridings	9,999	(10,511)	(512)
Age UK Lottery	1	(18,772)	(18,771)
Age UK COVID 19 Emergency Activities	-	(3,943)	(3,943)
	10,000	(33,226)	(23,226)
TOTAL FUNDS	547,527	(418,255)	129,272

16. Movement in funds – continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	305,455	74,866	348,699	729,020
Befriending Advocacy Service	2,923	18,140	(5,649)	15,414
Preventative Day Opportunities	5,775	12,845	(7,405)	11,215
Home Support Services	-	(15,328)	10,610	(4,718)
Benefits Advice & Health Promotion	-	5,715	(1,574)	4,141
Falls Support and Prevention Services	32,213	9,000	(37,008)	4,205
NHS Hull CCG	-	4,162	(4,079)	83
East Riding Legacy	298,766	(26,116)	(286,945)	(14,295)
The Francis and Cyril Bibby Trust	-	5	(97)	(92)
Walking Football	-	1,254	(7,820)	(6,566)
National Lottery 70th Birthday Grant	-	(4,925)	335	(4,590)
Age UK Cost of Living Response	-	(27)	-	(27)
Two Ridings Community Grant	-	1,130	-	1,130
	645,132	80,721	9,067	734,920
RESTRICTED FUNDS				
Two Ridings	376	(512)	136	-
Lottery Fund	4,537	-	(4,537)	-
Age UK Lottery	23,437	(18,771)	(4,666)	-
Age UK COVID 19 Emergency Activities	3,943	(3,943)	-	-
	32,293	(23,226)	(9,067)	-
TOTAL FUNDS	677,425	57,495	-	734,920

16. Movement in funds – continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
UNRESTRICTED FUNDS			
General fund	390,134	(315,268)	74,866
Befriending Advocacy Service	71,768	(53,628)	18,140
Preventative Day Opportunities	86,128	(73,283)	12,845
Home Support Services	149,214	(164,542)	(15,328)
Benefits Advice & Health Promotion	58,184	(52,469)	5,715
Falls Support and Prevention Services	97,849	(88,849)	9,000
NHS Hull CCG	44,414	(40,252)	4,162
East Riding Legacy	(1)	(26,115)	(26,116)
The Francis and Cyril Bibby Trust	300	(295)	5
Hull Aid in Sickness Trust Christmas Party	836	(836)	-
Walking Football	18,799	(17,545)	1,254
North Bank Forum Self Isolation Award	15,000	(15,000)	-
National Lottery 70th Birthday Grant	-	(4,925)	(4,925)
Age UK Cost of Living Response	3,123	(3,150)	(27)
Two Ridings Community Grant	30,892	(29,762)	1,130
	966,640	(885,919)	80,721
RESTRICTED FUNDS			
Two Ridings	9,999	(10,511)	(512)
Age UK Lottery	1	(18,772)	(18,771)
Age UK COVID 19 Emergency Activities	-	(3,943)	(3,943)
	10,000	(33,226)	(23,226)
TOTAL FUNDS	976,640	(919,145)	57,495

17. Related party disclosures

During the year to 31 March 2023, Age UK Hull was supplied with IT hardware, software and support services from Jupiter IT Solutions Limited, of which Mr D J Gladstone is a director of. These transactions all were all at arm’s length.

18. Limited by guarantee

The company is limited by guarantee.

t 01482 324644
e hello@ageukhull.org.uk

Silvester House, Silvester Street, The Maltings, Hull HU1 3HA

www.ageuk.org.uk/hull

Age UK Hull and East Yorkshire

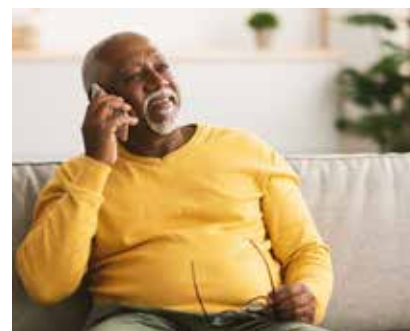
England & Wales - Charity number 1101418

Accounts

Age UK Hull

Annual report 2021/22

Supporting local people in later life



Contents

Reference and administrative details of the Charity, its trustees and advisers	3
Introduction by the Chair	4
Trustees' report	5
Needs	6
Objectives and activities	7
Achievements and performance	8
Befriending Service	9
Day Opportunities – Positive Activities	13
Falls Support and Prevention Services	17
Information and Advice Service	21
Home Support Service	23
2021/22 – service user feedback	24
Partnership working	25
Statement of trustees' responsibilities	27
Independent auditors' report	28
Statement of financial activities	31
Balance sheet	32
Cash flow statement	33
Notes to the cash flow statement	34
Notes to the financial statements	35

Reference and administrative details of the Charity, its trustees and advisers

For the year ended 31 March 2022

Trustees	Chair - Peter Duffield LLB FCA Jayne Mansfield Daniel James Gladstone Jillian Louise Gledhill Michael Johnson
Company registered number	04792749 (England and Wales)
Charity registered number	1101418
Registered office	Silvester House, Silvester Street, The Maltings, Hull, East Yorkshire HU1 3HA
Senior management team	CEO - Pam Davies Services Manager – Cheryl Oakeshott Finance Manager – Jane Lister
Independent auditors	Harris Lacey and Swain, Chartered Accountants and Statutory Auditors, Suite 1, The Riverside Building, Hessle, East Yorkshire HU13 0DZ
Bankers	Bank of Scotland, 33 Old Broad Street, PO Box 100 BX2 1LB
Solicitors	Rollits, Citadel House, High Street, Hull HU1 1QE

Introduction by the Chair

The 2021/22 period proved to be yet another challenging year, but in a very different way to the Covid-19 impacts of the previous 12 months.

Our efforts very much focused upon establishing face-to-face services out in the community, a real change from our pre pandemic centre-based approach. And as they did during the pandemic, the staff team have responded amazingly well.

New service venues in the heart of communities across Hull, and areas of East Riding, were identified and a wide range of needs led services were developed. Face to face preventative day opportunity services resumed, along with home visits providing falls advice and support, welfare and benefits advice, befriending support and other home support services. By the end of the year we had a wide range of activities and services taking place, supporting many older people to remain living independently in their homes and enjoying gratifying later lives.

As can be seen in this report, despite the challenges, Age UK Hull has achieved a great deal, making a significant difference to the lives of older people and those who care for them. As Chair of trustees, I know that I speak on behalf of the wider Board in recognising and applauding the dedication and commitment of the Age UK Hull staff team in achieving the successes the charity has this year.

Finally, as 2021/22 ended we said farewell to CEO Pam Davies as she left to pursue other challenges and shortly afterwards, we welcomed Andy Haynes as new CEO.

Our thanks go to all of our supporters, partners, financial investors, my fellow trustees and in particular our dedicated staff team. Age UK Hull is very much looking forward to the future and successfully building upon what has been achieved in 2021/22.



Peter Duffield

Chair

Trustees' report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2020 to 31 March 2021.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity'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 (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Hull is a charity and registered company which is governed by a board of Trustees. In 2020/21, the full Board met 9 times. Due to on-going impacts of the Covid pandemic, all meetings in the year were held online.





Needs

Age UK (Age UK Hull national partner) recently produced a report titled **“Estimating need in older people”**. This older person focused nationwide piece of research identified that **72% of older people**, aged 65yrs+ **faced at least one of six core issues**:



Ill health



Poverty



**Care and
support
needs**



Loneliness



**Social
isolation**



**Poor
housing**

For Hull, this equates to over 20,000 older people and across East Riding it is over 250,000 older people managing one or more of these key areas of need.

Objectives and activities

Taking account of the needs of older people within the charity's area of benefit are central to the trustees' approach to 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)'.

Our vision is:

"For all older people to live gratifying independent later lives"

Our mission in pursuing that vision is to:

"Ensure that older people get the services and support they need where and when they need them."

We believe in a holistic, person centred approach, supporting older people to achieve their own needs and wants, and empowering them to maintain their independence. We do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

The Trustees' report below details how these objectives were achieved in 2021/22, through the provision of our charitable services, which we are continuing to deliver during 2022/23.

Achievements and performance

2021/22 remained a challenging year as we dealt with the lingering effects and impacts of the Covid-19 pandemic, along with establishing a more community-based service delivery model across Hull and East Riding.

Yet we were able to achieve much.

Responded to

5605
calls.



We have helped
people gain access
to **£1,182,197**
in benefits

We have
undertaken **3012**
calls to our most
vulnerable users
providing specific
support.



We are
extremely
grateful
for **97** new
volunteers
to support
us with
our service
delivery.



which will improve their lives
and enable them to continue
to live independently in the
community.

We have made

11,434

wellbeing calls to
vulnerable
older people.



We have provided
6656
people with valuable
information and
advice.



Befriending Service

Our Befriending service aims to reduce loneliness for people aged 50 or over, by providing a regular telephone call or home visit to support people in the comfort of their own home. The simple act of a regular spoken call or in person visit significantly reduce the feelings of social isolation and loneliness many older people experience.

Volunteers make a regular telephone call or visit, enabling the older person to enjoy general conversation on subjects that interest them. Our trained volunteers are matched to the service users' needs/interests and receive training and support on befriending and listening skills.

176 individuals have received support over the last 12 months

- 35 received a weekly home visit from a member of our volunteer befriending team (over 1,500 home visits conducted in 21/22).
- 141 received a weekly telephone call from a member of our volunteer befriending team (over 6,700 befriending calls conducted in 21/22).

A total of 74 volunteers were involved in Befriending visits and calls.

Age UK Hull also reviewed and evaluated the service as part of our annual quality assurance and service users feedback activity – this work identified a range of other outcomes achieve through the Befriending service:

appointments (hospital/health provision) and more social activities e.g. a simple trip out to the shops (here we refer to our volunteer provision in Age UK Hull and our Home Support service).

Initial and ongoing contact was handled well?

Agree Strongly agree



Was the match they had been offered a good one for them?

Disagree Agree Strongly agree



Ongoing contact was at the right level?

Disagree Agree Strongly agree



Upon further investigation, it was the initial match that wasn't a good fit, but the 2nd (and occasionally the 3rd) match saw a successful match.

This affected a small number of service users and upon investigation they simply wanted more befriending contact. Also, many often wanted home visits rather than just tele-befriending. However limited resources (financial and operational) prevented us from doing more – there is a clear an unmet need/pent up demand for home visiting and befrienders to accompany service users to important

Befriendees, service users being supported, were asked their views of the impact of befriending on themselves:

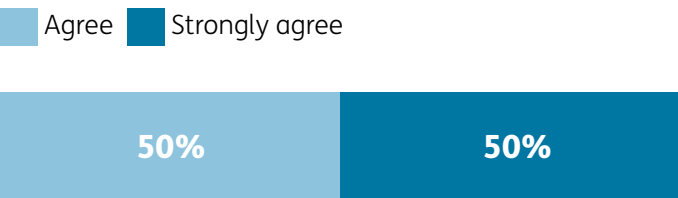
I have increased confidence



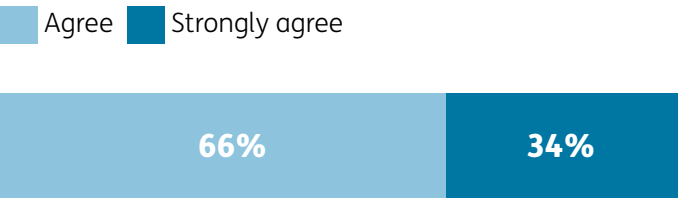
I have increased self-esteem



As a result of meeting my befriender I feel more positive



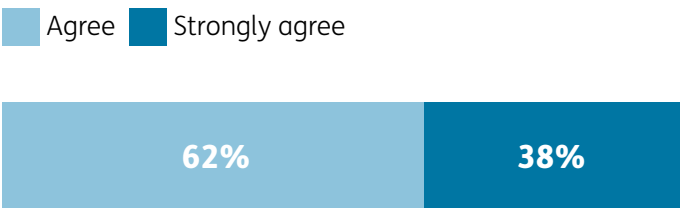
As a result of meeting my befriender I feel more relaxed and confident about speaking to people



As a result of meeting my befriender I have more people and activities in my life



As a result of meeting my befriender I feel more motivated



The final question asked for any other comments, with the responses being overwhelmingly positive, and they could all be summarised by stating:

“Befriendees stressed the importance of the service in their lives and the difference it has made for them.”

Befriending Service

Case Study 1

About the person

Mr XXXX is a 95 year old Veteran who has lived through 2 world wars. He lives alone after his wife passed away following over 60 years of happy marriage. He misses her terribly and they both had a great love of fell walking which he misses. His only son lives in Australia and hadn't visited him for a number of years. His job was in electronics in the shipping industry after the war.

What was the situation?

Mr XXXX is a 95 year old Veteran who has lived through 2 world wars. He lives alone after his wife passed away following over 60 years of happy marriage. He misses her terribly and they both had a great love of fell walking which he misses. His only son lives in Australia and hadn't visited him for a number of years. His job was in electronics in the shipping industry after the war.

What did Age UK Hull do to make a difference?

After the initial telephone call with Mr XXXXXX it was fairly obvious that he was very lonely and isolated and the need for a home visiting befriender was important. Although we had a shortage of volunteers living in the area he lived we contacted an existing volunteer to see if it was something she could help with. She agreed immediately and an initial first visit was set up fairly quickly with Mr XXXX. On this first visit he told us his life story from where he was brought up as a child, meeting his wife at an early age, going to war then returning to civilian life as a family. He talked for over 2 hours which showed how little interaction he had had and how he needed to chat and have someone to listen to him. The volunteer visited regularly twice a week spending over an hour on each visit. The following month Mr XXXX picked up a stomach infection and became very unwell and dehydrated, a situation we noticed and helped ensure support was provided, and he was admitted into hospital and as he was so frail and weak was in for some time.



Whilst there his befriending volunteer visited him keeping up the contact and checking on him which he really appreciated. Once home with the befrienders support he eventually managed to get daily carers in place which meant he could stay in his own home.

What outcomes were achieved?

With his befrienders help he has also managed to master Skype so he can now communicate with his Son in Australia and see him. This has now benefited Mr XXXX and his befriender as they can now communicate by Skype.

Quotes / feedback

- 'He's a bit of a character and I don't think there has been any visits recently where we haven't found something to laugh about'
- 'I talk to Sharon on Skype'
- 'She's a very wide awake lady'
- 'We have a good giggle about all sorts of things'
- 'I Skype with Mr XXXX twice a week for about an hour and a half, he is managing OK and enjoys our time together (as do I)'

Befriending Service

Case Study 2

About the person

A 75-year-old female living with dementia living on her own supported by her Daughter on a daily basis. Married for many years until her Husband passed away and it was soon after Mrs XXXX started to experience forgetfulness and within a year she was diagnosed with dementia. The Daughter states she always felt her Mother would have dementia in older life as this was genetic through her Mother's family, and thinks that this was brought on after the shock of her Father/Husband passing after caring for him in ill health until the end. Mrs XXXX also suffers with epilepsy, but this is controlled with medication.

What was the situation?

Mrs XXXX was referred to Age UK Hull Befriending Services by a Community Programme Co-Ordinator from MHA Live at Home. Mrs XXXX was deteriorating in her dementia and this was not helped by not being able to go out on her own. She was low in mood and experiencing feelings of isolation and loneliness.

During the start of the pandemic, she had a regular weekly telephone call from a Volunteer.

Mrs XXXX's Daughter telephoned Befriending Co-Ordinator Age UK Hull Ingram in March 2022 as she was beside herself with the deterioration of her Mother's dementia, low in mood and experiencing isolation and loneliness to the point her Mother was calling the daughter up to ten times a day and at night. The Daughter explained her Mother was always in tears, not always understanding and she felt the pandemic and lock downs contributed to the deterioration in her Mother. The Daughter stated she was supported by the Alzheimer's Society and they said the pandemic has been a huge impact on those living with dementia. Was there anything Age UK Hull could do?



What did Age UK Hull and East Riding do to make a difference?

Fortunately, a previous Befriending Volunteer had just returned back to her Volunteer role following the birth of baby was still on maternity leave from her job. She was an experienced telephone and home visiting Befriender and Age UK Hull contacted the Daughter of the client who was very excited about the befriender visiting.

What outcomes were achieved?

On the first visit, the Daughter introduced the befriender to her Mother. Normally this would have been done by the Befriending Co-Ordinator, but thinking Mrs XXXX could be overwhelmed on this first visit by having everyone there, and as XXXX was an experienced Volunteer, it was left to the Daughter and XXXX to make the introductions.

The visits continued weekly. As a result of this the telephone calls became less frequent to the Daughter. Mrs XXXX improved, no longer experienced low in mood and was more content at home.

Quotes / feedback

The Daughter has stated that when the befriender went on holiday for three weeks, soon after her Mother started to get low in mood again and the Daughter experienced an increase in telephone calls again with her Mother in tears. As soon as the befriender returned from their holiday, the Daughter had less calls and her Mother picked up again in mood. The Daughter also says it is a welcome relief for her knowing her Mum is safe with the experience the befriender has got.

Day Opportunities – Positive Activities

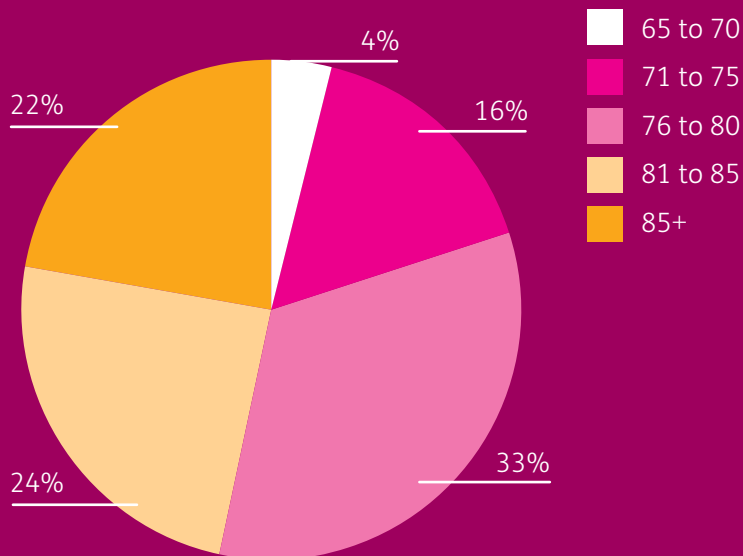
Our Positive Activities strand of service delivery focuses upon supporting older people to engage in meaningful activities that tackle isolation and focus upon providing preventative advice and support.

Preventative Day Opportunities Services are a core crucial service in supporting vulnerable older people across Hull and East Riding. It provides day opportunities and services for vulnerable older people, which not only gives them a focus and opportunities for socialisation, but also provides a variety of lower-level activities, in particular mental and physical stimulation which are major contributors to preventing older people entering points of crisis and needing more intensive services.

And where older people have needed more intensive services from adult social care or health services, the Preventative Day Opportunities Service provides a range of support activities that complement and further shorten service user rehabilitation timescales or prevent relapses or the worsening of conditions.

- **178 - individual service users have accessed the provision over the last 12 months.**
- **138 - average weekly attendance at day services**

Age range of Preventative Day Opportunities Service users:



67 yrs

Youngest Preventative Day Opportunities Service user

100 yrs

Oldest Preventative Day Opportunities Service user

80.1 yrs

Average age of Preventative Day Opportunities Service user

All of the Preventative Day Opportunities Services are designed and focused upon the needs of the older person, ensuring that they don't become dependent upon any Age UK Hull provision or that provided by other agencies. The focus is very much upon enabling older people to remain independent, be supported where they need it to access lower-level support which is vital in preventing any issues occurring in the first instance or worsening.

Attending any of the day services groups, you will hear attendee’s comment:

“This is the only thing that got me out after Covid-19 – and it gave me the confidence to then go on and do other things – if I hadn’t had this then I may well have just carried on staying in, and I dread to think how much more lonely I might have become.”

Age UK Hull also reviewed and evaluated the service as part of our annual quality assurance and service users feedback activity.

Preventative Day Opportunities service users were asked their views of the impact of the day services they access upon themselves:

On a scale of 1 to 10 (10 being the highest) how lonely or isolated did you feel before attending Age UK Hull Preventative Day Opportunities Services?

Quite a lot Extremely



The average score for all respondents was 7.8.

On a scale of 1 to 10 (10 being the highest) how lonely or isolated do you feel since attending Age UK Hull Preventative Day Opportunities Services?

A little Not much at all



The average score for all respondents was 4.6.

On a scale of 1 to 10 (10 being a lot) how have you found that attending an Age UK Preventative Day Opportunities Services has helped to improve your confidence and wellbeing?

Quite a bit A lot



The average score for all respondents was 8.3.





Walking football

Towards the end of 2021/22 we launched the Age UK Hull Walking Football programme. It gives anyone, regardless of previous football experience, the opportunity to improve fitness and mobility, instead of staying home.

It's football, but without all the sprinting, running and jogging. It's safer, with no heading or clashes and tackling only with reduced contact. It makes the Age UK Hull Walking Football programme the fun and easy way for people to return to football or discover playing for the first time. Attendees make new friends, socialise together, and become part of something good.

Whilst there's the game, there's obviously everything else around the game. The laugh, the post-match drink and chat about the game, or anything else service users fancy.

Weekly sessions have been started at 3 community venues across Hull and East Riding, and during 2021/22 we delivered:

- **32 sessions**
- **Total of 242 participants**

Of those 242 participants we supported:

18%

of people sustained their usual level of activity

25%

of people increased their activity from 1 day a week to 2 days a week

38%

of people increased their activity from 2 days a week to 3 days a week

9%

of people increased their activity from 3 days a week to 4-7 days a week

The Walking Football programme is scheduled to run throughout 2022/23 and we are encouraged by the start that has been made.

Positive Activities

Case Study 1

Background

An 88 yr old woman with dementia who has been an Age UK Hull client for a number years, developing dementia during her time as a service user with us. More recently her mobility began to deteriorate, leading to increased isolation/loneliness which also contributed to a worsening of her dementia, and managing in her home environment was becoming increasingly problematic. Her family all work full-time and were unable to provide the care and support needed.



What we found

Reduced mobility, high risk of a fall	Referred to Age UK Hull Falls team. After a home visit handrails and walking aids were fitted by partner agencies.
Potential fire hazards	Age UK Hull team also referred the client to the local fire service. They swiftly made a home visit, giving the service user advice and information and smoke/fire alarms were fitted.
Unable to keep a home clean and a healthy living space	The Age UK Hull Home Support team visit on a weekly basis providing assistance with cleaning, changing bed linen, laundry and other household tasks.
Difficulty in preparing meals	Age UK Hull Information and Advice team provided details about appropriate home catering services and the service user is now able to access regular health meals.

Case Study 2

Mr XXXX, social group attendee recently brought into conversation that he had fallen when he was in the shower, he was on the floor and unable to get up for 45 minutes. From the conversation we referred him to the Age UK Hull Falls Department.

A member of our falls team contacted him and after a discussion with Mr XXXX we helped refer him to other organisations for further support. What did become apparent is Mr XXXX was actually wearing his Lifeline at the time around his neck but did not think to press it. After a simple chat between us and his friends Mr XXXX will get a wrist strap for his Lifeline as it will be easier to press it from his wrist.



Falls Support and Prevention Services

Falls are a common, but often overlooked, cause of injury. Around one in three adults over 65 who live at home will have at least one fall a year, and about half of these will have more frequent falls.



Most falls don't result in serious injury. However, there's always a risk that a fall could lead to broken bones, and it can cause the person to lose confidence, become withdrawn and feel as if they've lost their independence.

The Age UK Hull Falls Support and Prevention team can visit people in their homes, carrying out holistic risk assessments to identify any potential risks in the home as well as offer advice on how to prevent any further falls occurring. Our team also goes out into the community and offer information and advice to social groups as well as other professionals working in Health and Social Care.

In 2021/22 - Falls Support and Prevention Services:



74

Total referrals received



31

Telephone assessments/
information



56

Home visits and falls assessments undertaken



19

Fall awareness talks/
presentations delivered



217

People attended falls awareness sessions/
presentations

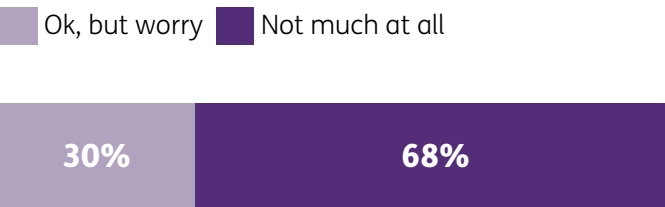


132

Referrals were made to 16 other agencies

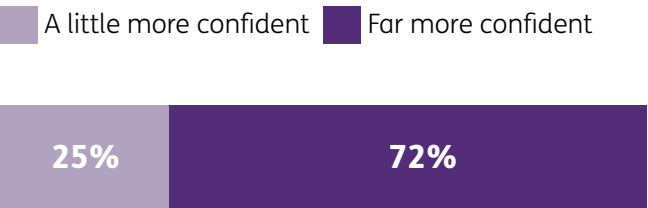
Age UK Hull also reviewed and evaluated the Falls Support and Prevention Services as part of our annual quality assurance and service users feedback activity. Falls Support and Prevention Service users were asked their views of the impact of the services:

On a scale of 1 to 10 (10 being the highest) how confident did you feel about moving about your home before receiving support from Age UK Hull Falls Support and Prevention Services:



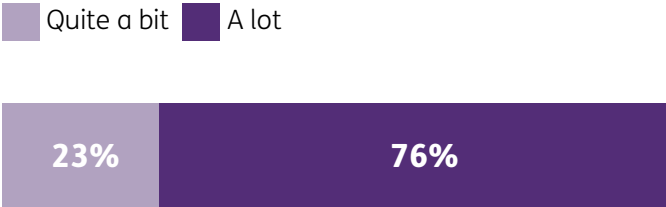
The average score for all respondents was **4.6**.

On a scale of 1 to 10 (10 being the highest) how confident did you feel after receiving support from Age UK Hull Falls Support and Prevention Services?



The average score for all respondents was **7.8**.

On a scale of 1 to 10 (10 being a lot) how have you found that receiving support from Age UK Falls Support and Prevention Services has helped to improve your confidence and ability to get and out more?



The average score for all respondents was **8.5**.



Falls Support and Prevention Services

Case Study 1

About the person

Mr XXXX is a Veteran and is aged 88. He lived alone in a private rented house where he had lived in most of his adult life. Until recently he had been very independent, but recent falls and failing health had affected both his confidence and mobility.

He had regular contact with both his daughters, however the younger daughter who lived nearby struggled to assist him due to her own disabilities and the eldest daughter works fulltime.

What was the situation?

The eldest daughter contacted the local Age UK office after she returned from Australia to visit family for Christmas. She explained that there had been a noticeable decline in her father's health, and he had also admitted to falling again.

Due to the Christmas period the family had been unable to get any help from his GP practice, so she contacted Social Services on arrival at her father's home on 03/01/22. They explained it would be at least a week before anyone could attend, so she rang our office the same day after consulting with family. When she was subsequently put through to me, she was very upset. She specified that as well as falling again that morning, it appeared he hadn't washed and had soiled himself. He told her he hadn't eaten properly or even made it up to his bed over the last couple of days either.

What did Age UK Hull and East Riding do to make a difference?

I explained I was able to attend that day and proceeded to speak to him to enable me to get his consent and arrange a time suitable to them both.

On arrival I explained I was there to help him stay safe within his home through Falls Prevention information and also refer him onto other relevant services for further intervention if appropriate. It was obvious he was struggling with his mobility and had a cut near his right eye.



When I asked him how he was, he continued to tell me that he had used the television to steady himself and had fallen onto the mantelpiece.

After initial discussions around Falls Prevention, he wanted to demonstrate how he was still mobile within the home and so began using an office chair to wheel himself around the living room. Whilst doing so he kept bumping into things and had particular difficulty in going through to the kitchen. Therefore, he got onto his hands and knees and crawled through the door. His daughter was concerned, as it became apparent that he perhaps he hadn't left the living room for a few days. However, he made it clear that he still wanted to remain in the home he had shared with his wife, so we completed relevant paperwork for a referral to CHCP for a full falls assessment to help with this.

I then discussed with him about managing short term and suggested that perhaps I could contact Social Services on their behalf, to see if an earlier visit could be arranged. He then became upset and said he was in fact struggling and was unable to cope but hadn't wanted to worry his family over Christmas. He then agreed with his daughter that I could contact them.

After receiving his consent, I immediately returned to the office and rang through the 'See & Solve' system and also processed the CHCP falls referral in case this was still required.



Falls Support and Prevention Services

Case Study 1 cont.

What outcomes were achieved?

After contacting his daughter for a courtesy follow up call, she explained that Social Services had actually visited Mr XXXX the next morning. She described how they had arranged an emergency GP visit which subsequently resulted into hospitalisation, due to him having 3 spinal compressions. This could explain his lack of mobility at the time. He is now in respite care at a nearby residential home and is continually improving. The family will contact CHCP again with regards a full falls assessment, if and when Mr XXXX moves back to his home.

Quotes / feedback

His daughter went onto say she was glad that she contacted Age UK Hull and was subsequently put through to Falls Prevention. She stated that not only had it had been dealt with quickly, but the visit had also influenced her father to get help, which initially he was unwilling to do.

Information and Advice Service

Age UK Hull offers a free Information & Advice Service. The service is a quality-accredited, free and confidential service for people aged over 50, their families and their carers.

Our advisers are trained to help with almost any issue faced by people over 50 with some of our most popular information and advice requests relating to:

- Benefits checks
- Consumer advice
- Housing support and advice
- Non-residential and residential care
- Caring benefits/support
- Money matters
- Legal matters
- Health and disability support & advice

Age UK Hull Information and Advice Services can be accessed via a number of routes and as 2021/22 progressed and face to face services resumed the team were increasingly proactive in getting out into the community to promote our services and raise awareness.

A summary of 2021/22 information and advice service KPI's are as below:

1464	21	3494	381
individual service users advised	home visits	information and advice calls made	referrals made to other agencies

As a result of this activity a total of £1,182,197 of additional benefit income was secured during 2021/22 for the most vulnerable older residents of Hull and East Riding.

This additional income is used directly by service users to manage their care and support needs, and as a result a high percentage of them are able to remain living independent and sustainable lives in the community.

Information and Advice

Case Study 1

It was brought to our attention that Mr XXXX, a social group attendee, had been befriended by a lady who was unfortunately a drug addict, she unfortunately used to play him just to take his money. We have worked with local PCSOs and Mr XXXX's daughter to support him and reduce the risk to him. The local PCSOs regularly visit him to make sure he is ok, and his daughter now has control of his money so nothing like this can happen again.



Case Study 2

Mr XXXX, aged 75 contacted Age UK Hull because he had a faulty water pump which affected his heating system and had a cold home and he has had it in for the past 37 years. He had tried to get help from the Council to get it fixed and was getting nowhere. We contacted the Warm Home Team to get a grant to replace the water pump and radiators. The Warm Home Team replaced the water pump and the radiators. The client is very happy and said he would not have been able to do it without our help. He said it was the best Christmas present he has ever had and thanked Age UK Hull for our support.



Case Study 3

Mr XXXX aged 86 and his wife who is aged 82 contacted Age UK Hull for benefit advice. His wife was already getting the high rate of attendance allowance and Mr XXXX was looking after her. Age UK Hull carried out a benefit check and found that Mr XXXX was also entitled to attendance allowance because he also has health problems. We helped him apply for this and he was awarded the high rate of attendance allowance at £92.40 a week. After updating the previous benefit check we applied for carers allowance for them looking after each other and they were then awarded an extra £38.27 a week pension credit and the council tax £18.08 a week.

They are better off by £148.75 a week. They are also entitled to a free TV license and help with health costs as well and they received the cost-of-living payments as well. They said they were very glad they came to Age UK Hull for advice, because it has given them the extra money that they need to pay the bills with everything going up in price.



Home Support Service

The Age UK Hull Home Support Service provides an independent not for profit service to help people in Hull and East Riding to live independently in their home.

As people get older, it can sometimes become harder to keep on top of some tasks around the home. Our Home Support Service provides a flexible, fully trained personal assistant to help service users and their carers with a variety of day-to-day tasks.

During 2021/22 our services focused upon cleaning and being a friendly face supporting people with everyday household tasks.

Our Home Support Service begins with a free (no obligation) initial assessment, often including a benefits check to help ensure service users are claiming the benefits they are entitled to. The Home Support Service is a paid-for service, and over the years, our hundreds of customers have told us that they really value the service because:

- We provide a full hour's service, and don't take time off for travelling.
- All of our Home Support workers are fully trained, and DBS checked.
- We aim to provide the same Home Support worker every time, as often as we can so that you can expect to see the same friendly face and really get to know your support worker.
- As a charity, we don't make a profit. Any small surplus goes back into providing free services for older people across Hull and East Riding.
- Our service complements other care services really well.
- Whilst a not profit activity, any Home Support Service financial surpluses are immediately re-invested to support the wider work for Age UK Hull.

During 2021/22 the Home Support Service we:

- **Worked with 90 clients**
- **Delivered 3715 hours of support**

As face-to-face services developed throughout 2021/22 the Home Support Service began to identify other support needs, the trialling of which was explored and will be developed into the future:



Shopping



Laundry



Preparing meals



Gardening



Attending
hospital/GP
appointments



Digital support e.g.
Skyping family



Socialising



Correspondence



Support with
finances

2021/22 – service user feedback



“ When my mum passed away three years ago, dad became very lonely and extremely isolated, especially through the pandemic. We were always trying to persuade dad to attend a Social Group, he finally attended an Age UK Hull group and enjoyed it straight away. He loves the company, the quizzes and the Bingo. Him and my mum used to love bingo and quizzes, she would buy all the magazines and they would do the puzzles together! Since he started attending his confidence has increased no end. He has made lots of new friends and they often chat about my mum with him too.

The daughter of one of our social group attendees

”

“ The best thing about the group I attend is meeting new people. We all get on well together like a little family. I enjoy all the quizzes, it keeps my mind ticking over, If I didn't have the club, I would feel isolated again.

Mrs XXXX

”

“ One weekend, a group of us who usually attend one of the social groups, organised going to a craft fayre and then afterwards we all went back to Ethels house for a mini afternoon tea with scones she had made herself that morning. It's so good to get out and about with other people, something I wouldn't have done if I had been on my own.

”

Partnership working

Partnership working is central to our mission of **ensuring that older people get the support and services they need where and when they need them.**

We work collaboratively with a wide range of partners, to ensure that older people can access the help they need, delivering services together and also referring and accepting referrals for support.

We are constantly striving to ensure we develop strong and healthy partnerships across Hull and East Yorkshire and will particularly focus upon this during next year (2022/23).

We are very grateful to all our partners, some of whom have commented upon the nature and effectiveness of our joint work.

“ Age UK Hull Community Teams play an essential role across the city of Hull, building a friendly and trusting partnership with local organisations and communities. This partnership makes clear communication possible between ourselves at Healthwatch Hull and the social groups hosted by Age UK's Community Teams. Social groups are fundamental to the way in which we operate our engagement, communications and daily activities, allowing us access to the local community in a safe and professional manner for both ourselves and local residents.

As an independent champion, Healthwatch listen and promote the experiences and views of local people using health and social care services which we feed back to care providers. The social groups hosted by Age UK are a great source of support and advice to its attendees, allowing organisation's such as ourselves to offer our important services, guidance and support with health and social care related issues.

Our extremely valuable partnership is also reflected online, using our media and communications presence and multiple social media platforms to promote essential information.

Healthwatch Hull

“ The fallout of the Covid-19 pandemic demonstrated the sheer increased rates of loneliness and isolation amongst older people within our community. Thankfully, we joined forces with the fantastic people at Age UK Hull establish a new project called 'Our Best Years', which has played an integral role in tackling loneliness and isolation head on. Age UK Hull have been excellent in their enterprising approach to the project, broaching new ideas to make sessions more engaging, thus attracting more people to attend.

Ultimately, we now have a project that offers inclusive physical activity and social development opportunities such as arts and crafts, music, poetry reading, bingo, quizzes and reminiscence with ex-players.

Hull FC Community Foundation

“ I would like to thank the Age UK Hull Benefits Advice team for their continued support for our unpaid carers, who we refer to them for benefit advice. I have received numerous reports on how helpful, personable and thorough they have been with unpaid carers on ensuring that they are well equipped to apply for any benefits and saving them time from trying to understand the, quite often, difficult processes that this entails. ”

Carers Information and Support Service (CHCP)

“ Referring to Age UK Hull has been really useful due to the high demands of internal NHS/health care services.

Julie, part of the falls team, has been great to plan home visits, assess and signpost when required. It has been a great service to refer to reduce waiting times, improve patient care and great communication via email. ”

City Health Care Partnership - Hull

“ Thank you so much for all the support with benefit advice that you have given me in my role as a Support Worker here at the Alzheimer's Society.

Your advice and information has been very valuable to helping me support my service users. I refer people to you, and their feedback to your telephone calls has been amazing they have said you have supported them with all their benefit applications and given you fabulous feedback on the service that you have given them. ”

Alzheimer's Society UK

“ Age UK Hull do a wonderful job in supporting older people with advice and guidance when help is needed, particularly in relation to DWP benefits and entitlement questions. The claim help service has proved invaluable in getting older people the financial assistance they need, especially with rising living costs being a key issue and concern right now. ”

DWP

Funding our services

Most of our services are delivered under contract or through grant aid. We continue to be extremely grateful to everyone who funds us to support older people in Hull and the surrounding areas.



Statement of trustees' responsibilities

The trustees (who are also the directors of Age UK Hull for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 22nd December 2022 and signed on the board's behalf by:

Peter David Duffield LLB FCA

Trustee

Report of the Independent Auditors to the Trustees of Age UK Hull

Opinion

We have audited the financial statements of Age UK Hull (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events

or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or

- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

Audit response to risks identified

- the nature of the industry and sector, control environment and business performance including key drivers for directors' remuneration, bonus levels and performance targets
- results of our enquiries of management and their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the companies' documentation of their policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team including regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in relation to revenue deferrals. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act, UK Corporate Governance Code and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate or to avoid a material penalty.

Audit response to risks identified

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance
- obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of tax provisions; and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or noncompliance with laws and regulations throughout the audit.

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

Use of our report

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

For and on behalf of Harris Lacey and Swain
Chartered Accountants and Statutory Auditors

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Date: 22nd December 2022

Statement of financial activities

For the year ended 31 March 2022

			2022	2021
		Unrestricted funds	Restricted funds	Total funds
	Note	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	3	537,033	10,000	547,033
Other trading activities	4	-	-	-
Other income		494	-	494
Total		<u>537,527</u>	<u>10,000</u>	<u>547,527</u>
EXPENDITURE ON				
Raising funds	5	-	-	-
Charitable activities	6			
Charitable activities		385,028	33,226	418,255
Total		<u>385,028</u>	<u>33,226</u>	<u>418,255</u>
NET INCOME / (EXPENDITURE)		152,498	(23,226)	129,272
Transfers between funds	18	9,067	(9,067)	-
Net movement in funds		161,565	(32,293)	129,272
RECONCILIATION OF FUNDS				
Total funds brought forward		645,132	32,293	677,425
TOTAL FUNDS CARRIED FORWARD		<u>806,697</u>	<u>-</u>	<u>806,697</u>

Balance sheet

For the year ended 31 March 2022

			2022	2021
		Unrestricted funds	Restricted funds	Total funds
	Note	£	£	£
FIXED ASSETS				
Tangible assets	12	23,367	-	23,367
Investments	13	115	-	115
		23,482	-	23,482
CURRENT ASSETS				
Debtors	14	171,273	-	171,273
Cash at bank and in hand		719,678	-	719,678
		890,951	-	890,951
CREDITORS				
Amounts falling due within one year	15	(37,980)	-	(37,980)
		852,971	-	852,971
NET CURRENT ASSETS				
		876,453	-	876,453
TOTAL ASSETS LESS CURRENT LIABILITIES				
CREDITORS				
Amounts falling due after more than one year	16	(69,756)	-	(69,756)
		806,697	-	806,697
NET ASSETS				
FUNDS				
	18			
Unrestricted funds			806,697	645,132
Restricted funds			-	32,293
TOTAL FUNDS				
			806,697	677,425

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements were approved by the Board of Trustees and authorised for issue on 22nd December 2022 and were signed on its behalf by:

Peter David Duffield LLB FCA

Trustee

Cash flow statement

For the year ended 31 March 2022

		2022	2021
	Note	£	£
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated from operations	1	7,622	300,759
Interest paid		(747)	(1,961)
Net cash provided by operating activities		<u>6,875</u>	<u>298,798</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(386)	(11,407)
Sale of tangible fixed assets		-	700,000
Net cash (used in)/provided by investing activities		<u>(386)</u>	<u>688,593</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Loan repayments in year		(12,000)	(317,600)
Loan interest		747	1,703
Net cash used in financing activities		<u>(11,253)</u>	<u>(315,897)</u>
CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD		<u>(4,764)</u>	<u>671,494</u>
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD		<u>724,442</u>	<u>52,948</u>
CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD		<u><u>719,678</u></u>	<u><u>724,442</u></u>

Notes to the cash flow statement

For the year ended 31 March 2022

1. Reconciliation of net income to net cash flow from operating activities

	2022	2021
	£	£
NET INCOME FOR THE REPORTING PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)	129,272	44,117
Adjustments for:		
Depreciation charges	3,649	3,204
Interest paid	747	1,961
(Increase)/decrease in debtors	(137,943)	321,485
Increase/(decrease) in creditors	11,897	(70,008)
Net cash provided by operations	<u>7,622</u>	<u>300,759</u>

2. Analysis of changes in net funds

	At 1/4/21	Cash flow	At 31/3/22
	£	£	£
NET CASH			
Cash at bank and in hand	724,442	(4,764)	719,678
	<u>724,442</u>	<u>(4,764)</u>	<u>719,678</u>
DEBT			
Debts falling due within 1 year	(12,000)	-	(12,000)
Debts falling due after 1 year	(81,009)	11,253	(69,756)
	<u>(93,009)</u>	<u>11,253</u>	<u>(81,756)</u>
Total	<u>631,433</u>	<u>6,489</u>	<u>637,922</u>

Notes to the financial statements

For the year ended 31 March 2022

1. Subsidiary companies

Age UK Hull holds 1 share in Age UK Hull and East Riding.

2. Accounting policies

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS102, 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 2015)' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

Income received for services provided is accounted for on an accruals basis.

Cash donations, gifts and legacies are included in full in the income and expenditure account as they are received. Any significant non-cash donations are included in the income and expenditure account at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Grants and other funding of a revenue nature are deferred and released to the income and expenditure account over the period to which they relate.

Bank interest is included in the income and expenditure account on an accruals basis.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 10% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised at initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

3. Donations and legacies

	2022	2021
	£	£
Gifts	104,802	13,837
Donations	14,094	47,327
Legacies	175,283	8,913
Grants	252,854	384,059
	<u>547,033</u>	<u>454,136</u>

Grants in the year included above are as follows:

	£
Community Service	162,417
Age UK TAM Exit Grant	50,073
Grants - other	11,501
HMRC Gift Aid	108
NHS CCG	21,255
Walking Football	7,500
	<u>252,854</u>

4. Other trading activities

	2022	2021
	£	£
Shop income	-	37
Home Support - private clients	-	23,090
Sundry income	-	1
Wheelchair hire	-	90
	<u>-</u>	<u>23,218</u>

5. Raising funds

	2022	2021
	£	£
Other trading activities		
Purchases	<u>-</u>	<u>83</u>

6. Charitable activities costs

	Direct costs	Support costs (see note 7)	Totals
	£	£	£
Charitable activities	<u>333,090</u>	<u>85,165</u>	<u>418,255</u>

7. Support costs

	Management	Finance	Governance costs	Totals
		£	£	£
Charitable activities	<u>78,818</u>	<u>747</u>	<u>5,600</u>	<u>85,165</u>

8. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Auditors' remuneration	3,000	9,090
Depreciation - owned assets	3,649	24,310

9. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

10. Staff costs

No employee was paid in excess of £60,000 per annum in 2021 or in 2020.

11. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	302,732	151,404	454,136
Other trading activities	23,218	-	23,218
Other income	60,804	-	60,804
Total	386,754	151,404	538,158
EXPENDITURE ON			
Raising funds	-	83	83
Charitable activities			
Charitable activities	353,023	140,935	493,958
Total	353,023	141,018	494,041
NET INCOME	33,731	10,386	44,117
Transfers between funds	291,094	(291,094)	-
Net movement in funds	324,825	(280,708)	44,117
RECONCILIATION OF FUNDS			
Total funds brought forward	320,306	313,002	633,308
TOTAL FUNDS CARRIED FORWARD	645,131	32,294	677,425

12. Tangible fixed assets

	General equipment	Fixtures and fittings	Totals
	£	£	£
COST			
At 1 April 2021	36,111	30,396	66,507
Additions	386	-	386
At 31 March 2022	<u>36,497</u>	<u>30,396</u>	<u>66,893</u>
DEPRECIATION			
At 1 April 2021	9,481	30,396	39,877
Charge for year	3,649	-	3,649
At 31 March 2022	<u>13,130</u>	<u>30,396</u>	<u>43,526</u>
NET BOOK VALUE			
At 31 March 2022	<u>23,367</u>	<u>-</u>	<u>23,367</u>
At 31 March 2021	<u>26,630</u>	<u>-</u>	<u>26,630</u>

Land and buildings were held on a long leasehold of 125 years.

13. Fixed asset investments

	Listed investments
	£
MARKET VALUE	
At 1 April 2021 and 31 March 2022	<u>115</u>
NET BOOK VALUE	
At 31 March 2022	<u>115</u>
At 31 March 2021	<u>115</u>

There were no investment assets outside the UK.

14. Debtors: amounts falling due within one year

	2022	2021
	£	£
Trade debtors	9,160	12,185
Prepayments and accrued income	160,340	21,145
Other debtors	<u>1,773</u>	<u>-</u>
	<u>171,273</u>	<u>33,330</u>

15. Creditors: amounts falling due within one year

	2022	2021
	£	£
Other loans (see note 17)	12,000	12,000
Trade creditors	2,039	739
Social security and other taxes	4,979	5,226
Other creditors	2,100	-
Hull and East Riding Trading Ltd	-	(13,840)
Accruals and deferred income	16,862	21,958
	<u>37,980</u>	<u>26,083</u>

Other loans comprises a loan from Hull City Council. An amount of £12,000 is repayable within 12 months and £69,756 is repayable after more than the year.

16. Creditors: amounts falling due after more than one year

	2022	2021
	£	£
Other loans (see note 17)	<u>69,756</u>	<u>81,009</u>

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The amount is repayable at £12,000 per annum and will be wholly repaid by 31 March 2029.

17. Loans

An analysis of the maturity of loans is given below:

	2022	2021
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>12,000</u>	<u>12,000</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>24,000</u>	<u>24,000</u>
Amounts falling due between two and five years:		
Other loans - 2-5 years	<u>45,756</u>	<u>57,009</u>

18. Movement in funds

	At 1/4/21	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	305,455	152,543	348,699	806,697
Advocacy	2,923	2,726	(5,649)	-
Day Opportunities	5,775	1,630	(7,405)	-
Home Support	-	(10,610)	10,610	-
Benefits Advice	-	1,574	(1,574)	-
Falls Prevention	32,213	4,795	(37,008)	-
NHS Hull CCG	-	4,079	(4,079)	-
East Riding	298,766	(11,821)	(286,945)	-
The Francis and Cyril Bibby Trust	-	97	(97)	-
Walking Football	-	7,820	(7,820)	-
Lottery Funding 70th Party	-	(335)	335	-
	645,132	152,498	9,067	806,697
RESTRICTED FUNDS				
Two Ridings	376	(512)	136	-
Lottery Fund	4,537	-	(4,537)	-
Age UK Lottery	23,437	(18,771)	(4,666)	-
Age UK COVID 19 Emergency Activities	3,943	(3,943)	-	-
	32,293	(23,226)	(9,067)	-
TOTAL FUNDS	677,425	129,272	-	806,697

18. Movement in funds – continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
UNRESTRICTED FUNDS			
General fund	262,905	(110,362)	152,543
Advocacy	36,000	(33,274)	2,726
Day Opportunities	40,072	(38,442)	1,630
Home Support	70,926	(81,536)	(10,610)
Benefits Advice	29,588	(28,014)	1,574
Falls Prevention	49,061	(44,266)	4,795
NHS Hull CCG	24,388	(20,309)	4,079
East Riding	(1)	(11,820)	(11,821)
The Francis and Cyril Bibby Trust	300	(203)	97
Hull Aid in Sickness Trust Christmas Party	836	(836)	-
Walking Football	8,452	(632)	7,820
North Bank Forum Self Isolation Award	15,000	(15,000)	-
Lottery Funding 70th Party	-	(335)	(335)
	537,527	(385,029)	152,498
RESTRICTED FUNDS			
Two Ridings	9,999	(10,511)	(512)
Age UK Lottery	1	(18,772)	(18,771)
Age UK COVID 19 Emergency Activities	-	(3,943)	(3,943)
	10,000	(33,226)	(23,226)
TOTAL FUNDS	547,527	(418,255)	129,272

18. Movement in funds – continued

Comparatives for movement in funds

	At 1/4/20	Net movement in funds	Transfers between funds	At 31/3/21
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	314,098	(254,056)	245,413	305,455
Advocacy	27,098	264	(24,439)	2,923
Day Opportunities	(21,731)	752	26,754	5,775
Home Support	(9,272)	(14,700)	23,972	-
Benefits Advice	21,916	5,027	(26,943)	-
Health and Fitness	(33,065)	(9,120)	42,185	-
Falls Prevention	22,955	22,865	(13,607)	32,213
Fundraising	4,313	-	(4,313)	-
NHS Hull CCG	(117)	-	117	-
East Riding	2,957	295,809	-	298,766
Catering	(18,404)	(7,210)	25,614	-
Retail	9,558	(5,899)	(3,659)	-
	<u>320,306</u>	<u>33,732</u>	<u>291,094</u>	<u>645,132</u>
RESTRICTED FUNDS				
Building Fund	291,094	-	(291,094)	-
Ministry of Defence	3,547	(3,547)	-	-
Two Ridings	416	(40)	-	376
Lottery Fund	4,537	-	-	4,537
Age UK Lottery	13,408	10,029	-	23,437
Age UK COVID 19 Emergency Activities	-	3,943	-	3,943
	<u>313,002</u>	<u>10,385</u>	<u>(291,094)</u>	<u>32,293</u>
TOTAL FUNDS	<u>633,308</u>	<u>44,117</u>	<u>-</u>	<u>677,425</u>

18. Movement in funds – continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
UNRESTRICTED FUNDS			
General fund	(140,123)	(113,933)	(254,056)
Advocacy	36,263	(35,999)	264
Day Opportunities	36,088	(35,336)	752
Home Support	52,177	(66,877)	(14,700)
Benefits Advice	28,990	(23,963)	5,027
Health and Fitness	13,777	(22,897)	(9,120)
Falls Prevention	49,486	(26,621)	22,865
East Riding	297,500	(1,691)	295,809
Catering	10,772	(17,982)	(7,210)
Retail	1,824	(7,723)	(5,899)
	<u>386,754</u>	<u>(353,022)</u>	<u>33,732</u>
RESTRICTED FUNDS			
Ministry of Defence	-	(3,547)	(3,547)
Two Ridings	10,042	(10,082)	(40)
Lottery Fund	48,000	(48,000)	-
Age UK Lottery	10,037	(8)	10,029
COVID Support	12,814	(12,814)	-
Age UK COVID 19 Emergency Activities	45,531	(41,588)	3,943
Rank Foundation	24,980	(24,980)	-
	<u>151,404</u>	<u>(141,019)</u>	<u>10,385</u>
TOTAL FUNDS	<u>538,158</u>	<u>(494,041)</u>	<u>44,117</u>

18. Movement in funds – continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/20	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
UNRESTRICTED FUNDS				
General fund	314,098	(101,513)	594,112	806,697
Advocacy	27,098	2,990	(30,088)	-
Day Opportunities	(21,731)	2,382	19,349	-
Home Support	(9,272)	(25,310)	34,582	-
Benefits Advice	21,916	6,601	(28,517)	-
Health and Fitness	(33,065)	(9,120)	42,185	-
Falls Prevention	22,955	27,660	(50,615)	-
Fundraising	4,313	-	(4,313)	-
NHS Hull CCG	(117)	4,079	(3,962)	-
East Riding	2,957	283,988	(286,945)	-
Catering	(18,404)	(7,210)	25,614	-
Retail	9,558	(5,899)	(3,659)	-
The Francis and Cyril Bibby Trust	-	97	(97)	-
Walking Football	-	7,820	(7,820)	-
Lottery Funding 70th Party	-	(335)	335	-
	<u>320,306</u>	<u>186,230</u>	<u>300,161</u>	<u>806,697</u>
RESTRICTED FUNDS				
Building Fund	291,094	-	(291,094)	-
Ministry of Defence	3,547	(3,547)	-	-
Two Ridings	416	(552)	136	-
Lottery Fund	4,537	-	(4,537)	-
Age UK Lottery	13,408	(8,742)	(4,666)	-
	<u>313,002</u>	<u>(12,841)</u>	<u>(300,161)</u>	<u>-</u>
TOTAL FUNDS	<u>633,308</u>	<u>173,389</u>	<u>-</u>	<u>806,697</u>

18. Movement in funds – continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
UNRESTRICTED FUNDS			
General fund	122,782	(224,295)	(101,513)
Advocacy	72,263	(69,273)	2,990
Day Opportunities	76,160	(73,778)	2,382
Home Support	123,103	(148,413)	(25,310)
Benefits Advice	58,578	(51,977)	6,601
Health and Fitness	13,777	(22,897)	(9,120)
Falls Prevention	98,547	(70,887)	27,660
NHS Hull CCG	24,388	(20,309)	4,079
East Riding	297,499	(13,511)	283,988
Catering	10,772	(17,982)	(7,210)
Retail	1,824	(7,723)	(5,899)
The Francis and Cyril Bibby Trust	300	(203)	97
Hull Aid in Sickness Trust Christmas Party	836	(836)	-
Walking Football	8,452	(632)	7,820
North Bank Forum Self Isolation Award	15,000	(15,000)	-
Lottery Funding 70th Party	-	(335)	(335)
	924,281	(738,051)	186,230
RESTRICTED FUNDS			
Ministry of Defence	-	(3,547)	(3,547)
Two Ridings	20,041	(20,593)	(552)
Lottery Fund	48,000	(48,000)	-
Age UK Lottery	10,038	(18,780)	(8,742)
COVID Support	12,814	(12,814)	-
Age UK COVID 19 Emergency Activities	45,531	(45,531)	-
Rank Foundation	24,980	(24,980)	-
	161,404	(174,245)	(12,841)
TOTAL FUNDS	1,085,685	(912,296)	173,389

19. Related party disclosures

There were no related party transactions for the year ended 31 March 2022.

	2022	2021
	£	£
INCOME AND ENDOWMENTS	129,272	44,117
Donations and legacies		
Gifts	104,802	13,837
Donations	14,094	47,327
Legacies	175,283	8,913
Grants	252,854	384,059
	<u>547,033</u>	<u>454,136</u>
Other trading activities		
Shop income	-	37
Home Support - private clients	-	23,090
Sundry income	-	1
Wheelchair hire	-	90
	<u>-</u>	<u>23,218</u>
Other income		
Covid 19 JRS	494	60,804
	<u>494</u>	<u>60,804</u>
Total incoming resources	547,527	538,158
EXPENDITURE		
Other trading activities		
Purchases	-	83
Charitable activities		
Wages	329,993	373,029
Motor and travel expenses	3,097	737
Irrecoverable VAT	-	2,453
Bad debts	-	252
	<u>333,090</u>	<u>376,471</u>
Support costs – management		
Rates and water	-	3,203
Insurance	6,670	8,283
Light and heat	-	4,109
Carried forward	6,670	15,595

19. Related party disclosures – continued

	2022	2021
	£	£
Management		
Brought forward	6,670	15,595
Telephone	8,767	12,032
Postage, stationery and advertising	6,792	4,456
Computer software	14,512	15,705
Sundries	7,850	4,871
Property costs	30,578	35,318
Depn of general equipment	3,649	3,204
	<u>78,818</u>	<u>91,181</u>
Finance		
Bank interest	747	1,961
Governance costs		
Auditors' remuneration	3,000	9,090
Accountancy fees	1,588	5,533
Legal and professional fees	1,012	9,722
	<u>5,600</u>	<u>24,345</u>
Total resources expended	<u>418,255</u>	<u>494,041</u>
Net income	<u><u>129,272</u></u>	<u><u>44,117</u></u>

t 01482 324644
e hello@ageukhull.org.uk

Silvester House, Silvester Street, The Maltings, Hull HU1 3HA

www.ageuk.org.uk/hull

Accounts

REGISTERED COMPANY NUMBER: 04792749 (England and Wales)
REGISTERED CHARITY NUMBER: 1101418

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2021
for
Age UK Hull

Harris Lacey and Swain
Chartered Accountants and Statutory Auditors
Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Age UK Hull

**Contents of the Financial Statements
for the Year Ended 31 March 2021**

	Page
Report of the Trustees	1 to 4
Report of the Independent Auditors	5 to 8
Statement of Financial Activities	9
Balance Sheet	10 to 11
Cash Flow Statement	12
Notes to the Cash Flow Statement	13
Notes to the Financial Statements	14 to 25

**Report of the Trustees
for the Year Ended 31 March 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Our Philosophy:-

Age UK Hull exists to promote the well being of older people in Hull, recognising their right to independence, fulfilment, dignity and choices, working with them to help make later life a gratifying and enjoyable experience.

Age UK Hull is an independent local charity working within the city boundaries and although a brand partner of Age UK, all monies raised are spent locally for the older people of Hull. The organisation was founded in 1949 and our current office is at Silvester House.

We continue to raise awareness of our work with people 50 and over throughout the city, with a view to engaging them in our activities both as supporters of, and participants in the provision of our services and development of our resources. We will continue to provide support for the most vulnerable members of the community, taking into account at all times the changing nature of the city's population. We will address the diverse aspirations, expectations and needs of older people and campaign on their behalf. We will also at the same time continue to influence policy makers across the city on this issue.

The organisation aims to set the agenda for later life and play an influencing role in changing society's approach to older people. Our focus is helping unlock the potential for our ageing population and support the development of a strong and vibrant economic, social and cultural later life for people in Hull. The key to our success will be how, here in the city of Hull, we can respond to the challenges set for us within the national and the local policy context.

**Report of the Trustees
for the Year Ended 31 March 2021**

OBJECTIVES AND ACTIVITIES

Significant activities

The financial year has continued to be challenging, given that we entered the first lockdown in mid-March 2020 due to the Covid 19 pandemic, with the impact of the pandemic clearly evidenced in the Charity's accounts for the year ended March 2021.

We did not know at that point that we would not re-open or restart our activities, due to the pandemic, for another nine months during which time we completed the sale of Bradbury House in July 2020 to Hull City Council. During 2019, the Board of Trustees had investigated the possibility of selling Bradbury House to release some much needed development funding. In late 2019, we were approached by Hull City Council regarding the possible sale of Bradbury House and, after much negotiation and consultation, the sale was agreed in principle by the Age UK Board at the end of March 2020 with the sale completed in July 2020.

Closure of both the building due to the lockdown periods during this financial year and also the Charity's services such as the restaurant, shop and fitness suite and the need for us to cease delivering 'paid for' services such as Home Support and Day Care/Opportunities, has impacted on the Charity's finances significantly. All of the staff team worked from home from March 2020 until June 2021 but have continued, during all of that period, to deliver an exceptional level of Information and Advice, Benefits Advice, Befriending and Well-being calls to older people and their families.

We moved into a new base on the ground floor of Silvester House, joining our colleagues Pickering and Ferens Homes in their city centre headquarters in July 2020 and from June 2021 opened the offices to the public, gradually increasing our opening hours. Staff continue now to work from home and the office as required.

In the year ended 31st March 2021, although all service delivery was home based, our core service of Information and Advice for all people aged 50 plus continued by telephone and online. This service has offered specific advice and support to over 6000 people, which is truly outstanding and well above the average annual amount of support.

Benefits Advice delivered to Hull's older people is a major part of our work and we rely on additional funding from Hull City Council and donations to enable this service to continue. During this financial year, we advised 900 people, with a total of £1,382,821 claimed on their behalf. These benefits have had a huge impact on people's lives, particularly so during the pandemic.

Our Home Support service restarted after the second lockdown finished in April 2021 and, although we were unable to offer this service during this financial year due to safety guidelines we supported this client group with shopping as required, thus enabling people to stay safe in their own homes. Following a slow restart of this service, numbers of clients are growing steadily and new staff are being recruited.

We have 147 active volunteers supporting Age UK Hull across all our departments, especially Befriending, and without their loyalty and dedication we would not be able to operate. During the pandemic we recruited 121 new befriending volunteers to assist with the growing number of people who needed wellbeing and friendship calls. We could not have functioned and provided the support we did without them and a big thank you goes out to all of them. Our very important and growing Befriending service is currently supporting 223 clients.

Due to the lack of ongoing resources, we continue to concentrate our support just to Hull and its surrounding areas.

Public benefit

Some of our activities and who we try to help are described on the preceding pages. All our charitable activities focus on enhancing the quality of life of older people in Hull and are undertaken to further our charitable purposes for the public benefit.

STRATEGIC REPORT

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

**Report of the Trustees
for the Year Ended 31 March 2021**

The Company's governing document is its Memorandum and Articles

Organisational structure

The body responsible for the general control and management of the Charity is the Board of Trustees. Membership of the Board consists of:

- The Chair elected by members of the Organisation.
- Such other number of persons elected by the members of the Organisation as may from time to time be determined in regulations adopted and issued in accordance with Clause 25A(2) of the Constitution.
- Those persons co-opted in accordance with Clause 28A of the Constitution.

The Board comprises 5 Trustee members and meets 12 times a year. A nominated Trustee advises and liaises with senior managers on matters of finance, personnel, health & safety, volunteering and fundraising.

The Trustees delegate the day to day management of the charity to an executive team which executes the policies and strategies defined by the board.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04792749 (England and Wales)

Registered Charity number

1101418

Registered office

Silvester House
Silvester Street
The Maltings
Hull
East Yorkshire
HU1 3HA

Trustees

Jayne Mansfield
Daniel James Gladstone
Jillian Louise Gledhill
Michael Johnson
Peter David Duffield LLB FCA

Auditors

Harris Lacey and Swain
Chartered Accountants and Statutory Auditors
Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Solicitors

Rollits
Citadel House
High Street
Hull
HU1 1QE

Age UK Hull

**Report of the Trustees
for the Year Ended 31 March 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Bank of Scotland
33 Old Broad Street
PO Box 100
BX2 1LB

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Hull for the purposes of company law) are responsible for preparing the Report of the Trustees 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on ~~17 DECEMBER 2021~~ and signed on the board's behalf by:



.....
Peter David Duffield LLB FCA - Trustee

Report of the Independent Auditors to the Trustees of Age UK Hull

Opinion

We have audited the financial statements of Age UK Hull (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Report of the Independent Auditors to the Trustees of
Age UK Hull**

Responsibilities of trustees

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

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

Report of the Independent Auditors to the Trustees of Age UK Hull

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 145 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

Audit response to risks identified

- the nature of the industry and sector, control environment and business performance including key drivers for directors' remuneration, bonus levels and performance targets
- results of our enquiries of management and their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the companies' documentation of their policies and procedures relating to:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of noncompliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team including regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in relation to revenue deferrals. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act, UK Corporate Governance Code and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate or to avoid a material penalty.

Audit response to risks identified

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance
- obtained an understanding of provisions and held discussions with management to understand the basis of recognition or non-recognition of tax provisions; and

**Report of the Independent Auditors to the Trustees of
Age UK Hull**

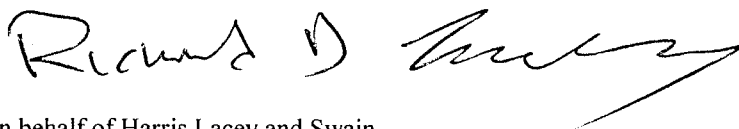
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or noncompliance with laws and regulations throughout the audit.

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

Use of our report

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



for and on behalf of Harris Lacey and Swain
Chartered Accountants and Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Suite 1
The Riverside Building
Hessle
East Yorkshire
HU13 0DZ

Date: 17/12/21

Age UK Hull

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	302,734	151,405	454,139	658,634
Other trading activities	4	23,215	(1)	23,214	290,697
Investment income	5	-	-	-	6
Other income		60,804	-	60,804	2,661
Total		386,753	151,404	538,157	951,998
EXPENDITURE ON					
Raising funds	6	-	83	83	13,515
Charitable activities	7				
Charitable Activities		353,022	140,935	493,957	2,390,298
Total		353,022	141,018	494,040	2,403,813
NET INCOME/(EXPENDITURE)		33,731	10,386	44,117	(1,451,815)
Transfers between funds	19	291,094	(291,094)	-	-
Net movement in funds		324,825	(280,708)	44,117	(1,451,815)
RECONCILIATION OF FUNDS					
Total funds brought forward		320,306	313,002	633,308	2,085,123
TOTAL FUNDS CARRIED FORWARD		645,131	32,294	677,425	633,308

The notes form part of these financial statements

Balance Sheet
31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	13	26,630	-	26,630	718,428
Investments	14	115	-	115	115
		<u>26,745</u>	<u>-</u>	<u>26,745</u>	<u>718,543</u>
CURRENT ASSETS					
Debtors	15	33,330	-	33,330	354,815
Cash at bank and in hand		692,149	32,293	724,442	52,948
		<u>725,479</u>	<u>32,293</u>	<u>757,772</u>	<u>407,763</u>
CREDITORS					
Amounts falling due within one year	16	(107,092)	81,009	(26,083)	(401,692)
		<u>618,387</u>	<u>113,302</u>	<u>731,689</u>	<u>6,071</u>
NET CURRENT ASSETS					
		<u>618,387</u>	<u>113,302</u>	<u>731,689</u>	<u>6,071</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>645,132</u>	<u>113,302</u>	<u>758,434</u>	<u>724,614</u>
CREDITORS					
Amounts falling due after more than one year	17	-	(81,009)	(81,009)	(91,306)
		<u>645,132</u>	<u>32,293</u>	<u>677,425</u>	<u>633,308</u>
NET ASSETS		<u>645,132</u>	<u>32,293</u>	<u>677,425</u>	<u>633,308</u>
FUNDS	19				
Unrestricted funds				645,132	320,306
Restricted funds				32,293	313,002
TOTAL FUNDS				<u>677,425</u>	<u>633,308</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

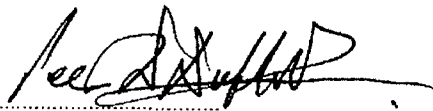
These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The notes form part of these financial statements

Age UK Hull

Balance Sheet - continued
31 March 2021

The financial statements were approved by the Board of Trustees and authorised for issue on ~~17 DECEMBER 2021~~ and were signed on its behalf by:



Peter David Duffield LLB FCA - Trustee

The notes form part of these financial statements

Age UK Hull

**Cash Flow Statement
for the Year Ended 31 March 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	300,759	(56,683)
Interest paid		(1,961)	(6,749)
Net cash provided by/(used in) operating activities		298,798	(63,432)
Cash flows from investing activities			
Purchase of tangible fixed assets		(11,407)	(19,199)
Sale of tangible fixed assets		700,000	-
Net cash provided by/(used in) investing activities		688,593	(19,199)
Cash flows from financing activities			
Loan repayments in year		(317,600)	(22,400)
Loan interest		1,703	6,111
Net cash used in financing activities		(315,897)	(16,289)
Change in cash and cash equivalents in the reporting period		671,494	(98,920)
Cash and cash equivalents at the beginning of the reporting period		52,948	151,868
Cash and cash equivalents at the end of the reporting period		724,442	52,948

The notes form part of these financial statements

Age UK Hull

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2021**

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	44,117	(1,451,815)
Adjustments for:		
Depreciation charges	3,204	28,512
Interest paid	1,961	6,749
Impairment of assets	-	1,684,337
Decrease in stocks	-	1,159
Decrease/(increase) in debtors	307,645	(334,871)
(Decrease)/increase in creditors	(56,168)	9,246
Net cash provided by/(used in) operations	<u>300,759</u>	<u>(56,683)</u>

2. ANALYSIS OF CHANGES IN NET (DEBT)/FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	52,948	671,494	724,442
	<u>52,948</u>	<u>671,494</u>	<u>724,442</u>
Debt			
Debts falling due within 1 year	(317,600)	305,600	(12,000)
Debts falling due after 1 year	(91,306)	10,297	(81,009)
	<u>(408,906)</u>	<u>315,897</u>	<u>(93,009)</u>
Total	<u>(355,958)</u>	<u>987,391</u>	<u>631,433</u>

The notes form part of these financial statements

Notes to the Financial Statements
for the Year Ended 31 March 2021

1. SUBSIDIARY COMPANIES

Age UK Hull holds 1 share in Age UK Hull and East Riding.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS102, 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 2015)' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. This includes the choice of depreciation method applied to fixed assets and provisions for legacies. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 10% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

2. ACCOUNTING POLICIES - continued**Financial instruments**

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised at initial transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less an impairment loss in the case of trade debtors.

3. DONATIONS AND LEGACIES

	2021	2020
	£	£
Gifts	13,840	-
Donations	47,327	90,802
Legacies	8,913	319,750
Grants	384,059	217,541
Admissions	-	30,541
	<u>454,139</u>	<u>658,634</u>

Grants over £10,000 included above are as follows:

	£
Community Service	186,835
Age UK TAM Exit Grant	50,073
Grants - Other	25,420
Coronavirus Funding	12,000
Age UK Emergency Funding	45,533
Age UK National Support	15,250
National Lottery	48,000
	<u>383,110</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	-	2,027
Shop income	37	28,349
Catering Income	-	37,414
Room Hire	-	65,835
Fundraising - Collections and Appeals	-	234
Health and Fitness - Room Hire	-	38,603
Home Support - Private Clients	23,087	86,320
Sundry Income	-	30,902
Wheelchair Hire	90	1,013
	<u>23,214</u>	<u>290,697</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

5. INVESTMENT INCOME

	2021 £	2020 £
Investment - Dividend Received	-	6
	<u> </u>	<u> </u>

6. RAISING FUNDS**Other trading activities**

	2021 £	2020 £
Purchases	83	13,515
	<u> </u>	<u> </u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Charitable Activities	376,471	117,486	493,957
	<u> </u>	<u> </u>	<u> </u>

8. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Charitable Activities	91,180	1,961	24,345	117,486
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Auditors' remuneration	9,090	8,842
Depreciation - owned assets	24,310	28,513
	<u> </u>	<u> </u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

11. STAFF COSTS

No employee was paid in excess of £60,000 per annum in 2021 or in 2020.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	626,768	31,866	658,634
Other trading activities	290,697	-	290,697
Investment income	6	-	6
Other income	2,661	-	2,661
Total	<u>920,132</u>	<u>31,866</u>	<u>951,998</u>
 EXPENDITURE ON			
Raising funds	13,075	440	13,515
Charitable activities			
Charitable Activities	680,915	1,709,383	2,390,298
Total	<u>693,990</u>	<u>1,709,823</u>	<u>2,403,813</u>
 NET INCOME/(EXPENDITURE)	<u>226,142</u>	<u>(1,677,957)</u>	<u>(1,451,815)</u>
Transfers between funds	<u>(272,189)</u>	<u>272,189</u>	<u>-</u>
Net movement in funds	<u>(46,047)</u>	<u>(1,405,768)</u>	<u>(1,451,815)</u>
 RECONCILIATION OF FUNDS			
Total funds brought forward	366,353	1,718,770	2,085,123
 TOTAL FUNDS CARRIED FORWARD	<u><u>320,306</u></u>	<u><u>313,002</u></u>	<u><u>633,308</u></u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

13. TANGIBLE FIXED ASSETS

	Long leasehold £	General Equipment £	Fixtures and fittings £	Totals £
COST				
At 1 April 2020	1,080,583	116,831	182,043	1,379,457
Additions	-	14,662	17,850	32,512
Disposals	(1,080,583)	(95,382)	(169,497)	(1,345,462)
At 31 March 2021	-	36,111	30,396	66,507
DEPRECIATION				
At 1 April 2020	380,583	98,403	182,043	661,029
Charge for year	-	6,460	17,850	24,310
Eliminated on disposal	(380,583)	(95,382)	(169,497)	(645,462)
At 31 March 2021	-	9,481	30,396	39,877
NET BOOK VALUE				
At 31 March 2021	-	26,630	-	26,630
At 31 March 2020	700,000	18,428	-	718,428

Land and buildings were held on a long leasehold of 125 years

14. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
At 1 April 2020 and 31 March 2021	115
NET BOOK VALUE	
At 31 March 2021	115
At 31 March 2020	115

There were no investment assets outside the UK.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	12,185	13,356
Prepayments and accrued income	21,145	341,459
	<u>33,330</u>	<u>354,815</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Other loans (see note 18)	12,000	317,600
Trade creditors	739	23,516
Social security and other taxes	5,226	7,274
Hull and East Riding Trading Ltd	(13,840)	3,889
Accruals and deferred income	21,958	49,413
	<u>26,083</u>	<u>401,692</u>

Other loans comprises a loan from Hull City Council. An amount of £12,000 is repayable within 12 months and £81,009 is repayable after more than the year.

17. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Other loans (see note 18)	<u>81,009</u>	<u>91,306</u>

Other loans is the amount of the loan from Hull City Council that is not repayable until after more than one year from the balance sheet date. The amount is repayable at £12,000 per annum and will be wholly repaid by 31 March 2029.

18. LOANS

An analysis of the maturity of loans is given below:

	2021	2020
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>12,000</u>	<u>317,600</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>24,000</u>	<u>24,000</u>
Amounts falling due between two and five years:		
Other loans - 2-5 years	<u>57,009</u>	<u>67,306</u>

Age UK Hull

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	314,098	(254,056)	245,413	305,455
Advocacy	27,098	264	(24,439)	2,923
Day Opportunities	(21,731)	752	26,754	5,775
Home Support	(9,272)	(14,700)	23,972	-
Benefits Advice	21,916	5,027	(26,943)	-
Health and Fitness	(33,065)	(9,120)	42,185	-
Falls Prevention	22,955	22,865	(13,607)	32,213
Fundraising	4,313	-	(4,313)	-
NHS Hull CCG	(117)	-	117	-
East Riding	2,957	295,809	-	298,766
Catering	(18,404)	(7,210)	25,614	-
Retail	9,558	(5,899)	(3,659)	-
	<u>320,306</u>	<u>33,732</u>	<u>291,094</u>	<u>645,132</u>
Restricted funds				
Building Fund	291,094	-	(291,094)	-
Ministry of Defence	3,547	(3,547)	-	-
Two Ridings	416	(40)	-	376
Lottery Fund	4,537	-	-	4,537
Age UK Lottery	13,408	10,029	-	23,437
Age UK COVID 19 Emergency Activities	-	3,943	-	3,943
	<u>313,002</u>	<u>10,385</u>	<u>(291,094)</u>	<u>32,293</u>
TOTAL FUNDS	<u><u>633,308</u></u>	<u><u>44,117</u></u>	<u><u>-</u></u>	<u><u>677,425</u></u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	(140,124)	(113,932)	(254,056)
Advocacy	36,263	(35,999)	264
Day Opportunities	36,088	(35,336)	752
Home Support	52,177	(66,877)	(14,700)
Benefits Advice	28,990	(23,963)	5,027
Health and Fitness	13,777	(22,897)	(9,120)
Falls Prevention	49,486	(26,621)	22,865
East Riding	297,500	(1,691)	295,809
Catering	10,772	(17,982)	(7,210)
Retail	1,824	(7,723)	(5,899)
	<u>386,753</u>	<u>(353,021)</u>	<u>33,732</u>
Restricted funds			
Ministry of Defence	-	(3,547)	(3,547)
Two Ridings	10,042	(10,082)	(40)
Lottery Fund	48,000	(48,000)	-
Age UK Lottery	10,037	(8)	10,029
COVID Support	12,814	(12,814)	-
Age UK COVID 19 Emergency Activities	45,531	(41,588)	3,943
Rank Foundation	24,980	(24,980)	-
	<u>151,404</u>	<u>(141,019)</u>	<u>10,385</u>
TOTAL FUNDS	<u><u>538,157</u></u>	<u><u>(494,040)</u></u>	<u><u>44,117</u></u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	377,206	209,081	(272,189)	314,098
Advocacy	18,778	8,320	-	27,098
Day Opportunities	(26,763)	5,032	-	(21,731)
Home Support	(12,772)	3,500	-	(9,272)
Benefits Advice	15,511	6,405	-	21,916
Health and Fitness	(16,732)	(16,333)	-	(33,065)
Falls Prevention	1,842	21,113	-	22,955
Fundraising	2,219	2,094	-	4,313
NHS Hull CCG	3,191	(3,308)	-	(117)
East Riding	3,873	(916)	-	2,957
Catering	-	(18,404)	-	(18,404)
Retail	-	9,558	-	9,558
	<u>366,353</u>	<u>226,142</u>	<u>(272,189)</u>	<u>320,306</u>
Restricted funds				
Building Fund	1,710,112	(1,691,207)	272,189	291,094
Ministry of Defence	8,658	(5,111)	-	3,547
Two Ridings	-	416	-	416
Lottery Fund	-	4,537	-	4,537
Age UK Lottery	-	13,408	-	13,408
	<u>1,718,770</u>	<u>(1,677,957)</u>	<u>272,189</u>	<u>313,002</u>
TOTAL FUNDS	<u><u>2,085,123</u></u>	<u><u>(1,451,815)</u></u>	<u><u>-</u></u>	<u><u>633,308</u></u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	516,924	(307,843)	209,081
Advocacy	35,897	(27,577)	8,320
Day Opportunities	65,107	(60,075)	5,032
Home Support	87,080	(83,580)	3,500
Benefits Advice	31,238	(24,833)	6,405
Health and Fitness	39,450	(55,783)	(16,333)
Falls Prevention	53,872	(32,759)	21,113
Fundraising	2,646	(552)	2,094
NHS Hull CCG	21,077	(24,385)	(3,308)
East Riding	373	(1,289)	(916)
Catering	37,837	(56,241)	(18,404)
Retail	28,631	(19,073)	9,558
	920,132	(693,990)	226,142
Restricted funds			
Building Fund	-	(1,691,207)	(1,691,207)
Ministry of Defence	-	(5,111)	(5,111)
Two Ridings	6,667	(6,251)	416
Community Safety	1,791	(1,791)	-
Lottery Fund	10,000	(5,463)	4,537
Age UK Lottery	13,408	-	13,408
	31,866	(1,709,823)	(1,677,957)
TOTAL FUNDS	951,998	(2,403,813)	(1,451,815)

Age UK Hull

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

19. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	377,206	(44,975)	(26,776)	305,455
Advocacy	18,778	8,584	(24,439)	2,923
Day Opportunities	(26,763)	5,784	26,754	5,775
Home Support	(12,772)	(11,200)	23,972	-
Benefits Advice	15,511	11,432	(26,943)	-
Health and Fitness	(16,732)	(25,453)	42,185	-
Falls Prevention	1,842	43,978	(13,607)	32,213
Fundraising	2,219	2,094	(4,313)	-
NHS Hull CCG	3,191	(3,308)	117	-
East Riding	3,873	294,893	-	298,766
Catering	-	(25,614)	25,614	-
Retail	-	3,659	(3,659)	-
	<u>366,353</u>	<u>259,874</u>	<u>18,905</u>	<u>645,132</u>
Restricted funds				
Building Fund	1,710,112	(1,691,207)	(18,905)	-
Ministry of Defence	8,658	(8,658)	-	-
Two Ridings	-	376	-	376
Lottery Fund	-	4,537	-	4,537
Age UK Lottery	-	23,437	-	23,437
Age UK COVID 19 Emergency Activities	-	3,943	-	3,943
	<u>1,718,770</u>	<u>(1,667,572)</u>	<u>(18,905)</u>	<u>32,293</u>
TOTAL FUNDS	<u>2,085,123</u>	<u>(1,407,698)</u>	<u>-</u>	<u>677,425</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	376,800	(421,775)	(44,975)
Advocacy	72,160	(63,576)	8,584
Day Opportunities	101,195	(95,411)	5,784
Home Support	139,257	(150,457)	(11,200)
Benefits Advice	60,228	(48,796)	11,432
Health and Fitness	53,227	(78,680)	(25,453)
Falls Prevention	103,358	(59,380)	43,978
Fundraising	2,646	(552)	2,094
NHS Hull CCG	21,077	(24,385)	(3,308)
East Riding	297,873	(2,980)	294,893
Catering	48,609	(74,223)	(25,614)
Retail	30,455	(26,796)	3,659
	<u>1,306,885</u>	<u>(1,047,011)</u>	<u>259,874</u>
Restricted funds			
Building Fund	-	(1,691,207)	(1,691,207)
Ministry of Defence	-	(8,658)	(8,658)
Two Ridings	16,709	(16,333)	376
Community Safety	1,791	(1,791)	-
Lottery Fund	58,000	(53,463)	4,537
Age UK Lottery	23,445	(8)	23,437
COVID Support	12,814	(12,814)	-
Age UK COVID 19 Emergency Activities	45,531	(41,588)	3,943
Rank Foundation	24,980	(24,980)	-
	<u>183,270</u>	<u>(1,850,842)</u>	<u>(1,667,572)</u>
TOTAL FUNDS	<u><u>1,490,155</u></u>	<u><u>(2,897,853)</u></u>	<u><u>(1,407,698)</u></u>

20. RELATED PARTY DISCLOSURES

During the year Age UK Hull received donations of £20,000 (2020: £48,000) from Age UK Hull and East Riding Trading Limited, the jointly owned trading company, whose co-owner is Age UK East Riding.

At 31 March 2021 the Trading Company owed Age UK Hull £13,840 (Owed the Trading Company 2020: £3,889) which is repayable on demand.