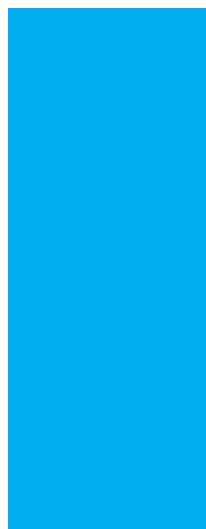
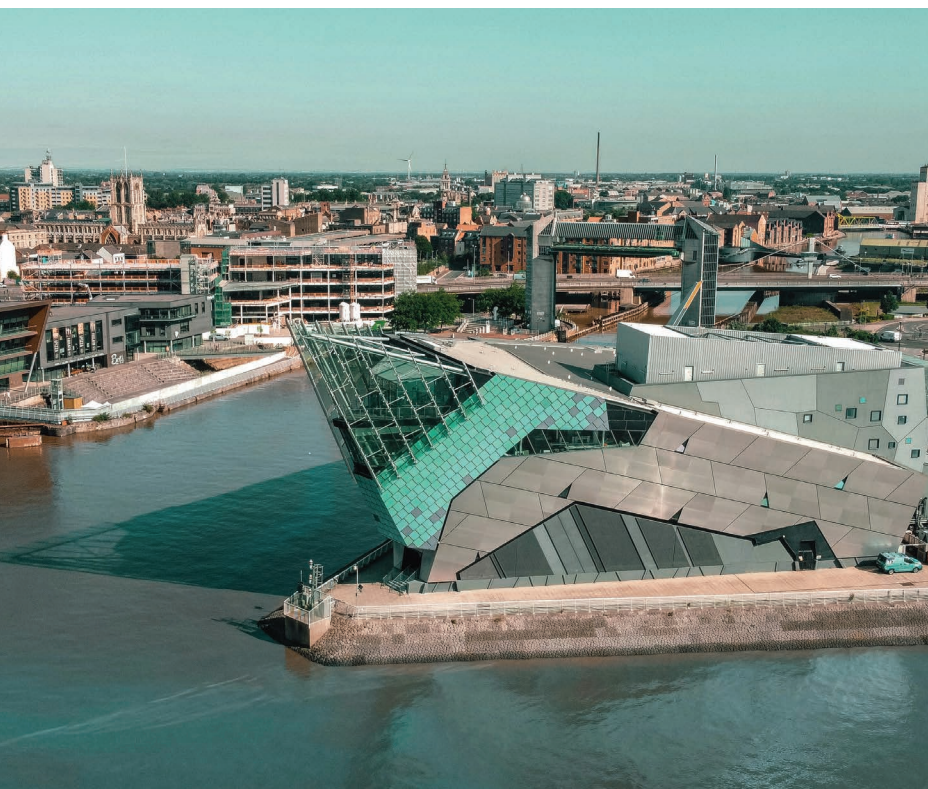


Age UK Hull

Annual report 2022/23

Supporting local people in later life



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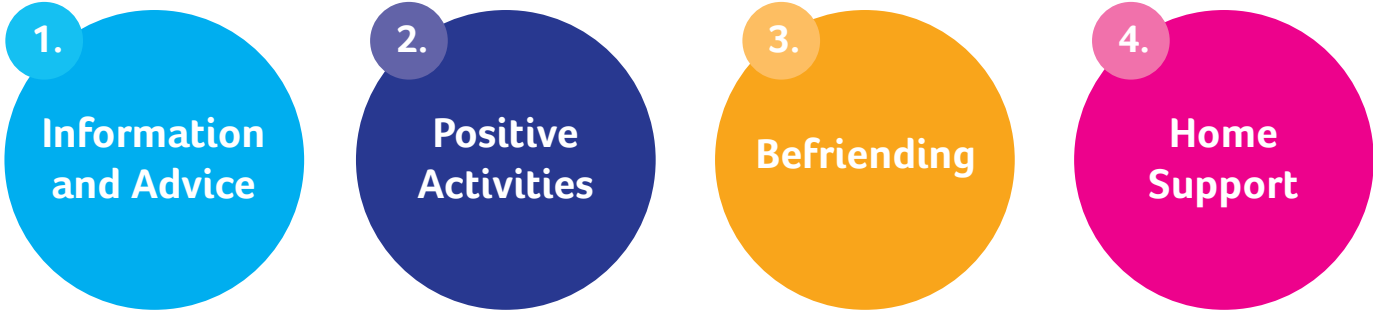
Introduction by the Chair

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:

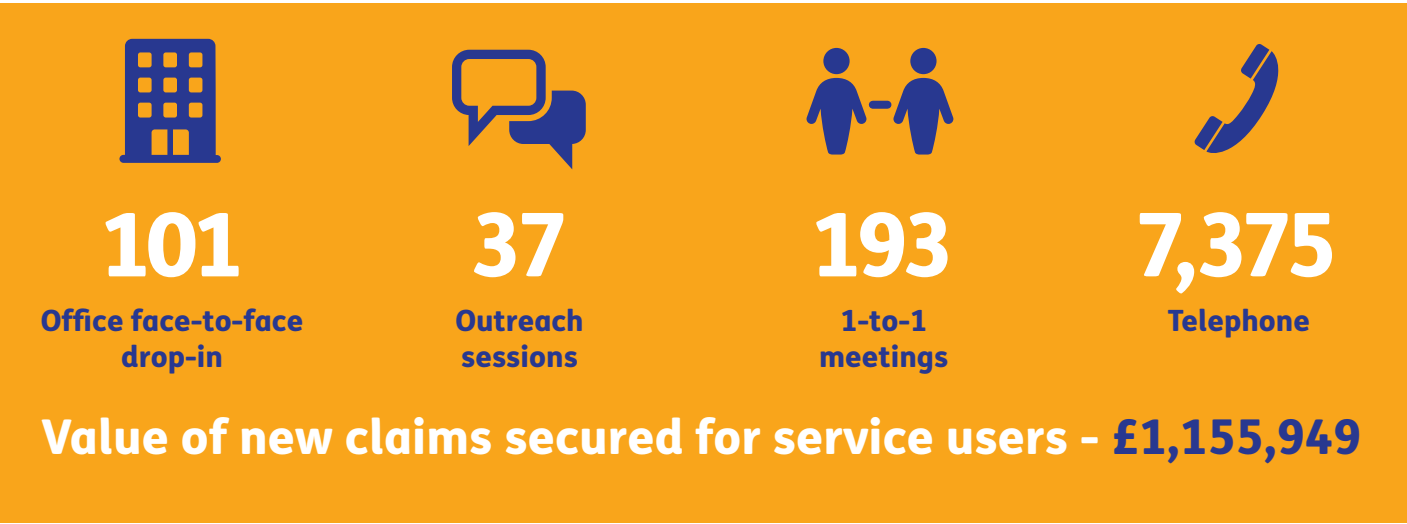
- A cry for help by an older person or someone in their caring network for assistance as someone is struggling to cope.
- Accessing our support for another issue (e.g. loneliness or mobility/falls) and our team identify broader matters and make an internal referral.
- Referral by an external agency/partner.

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.

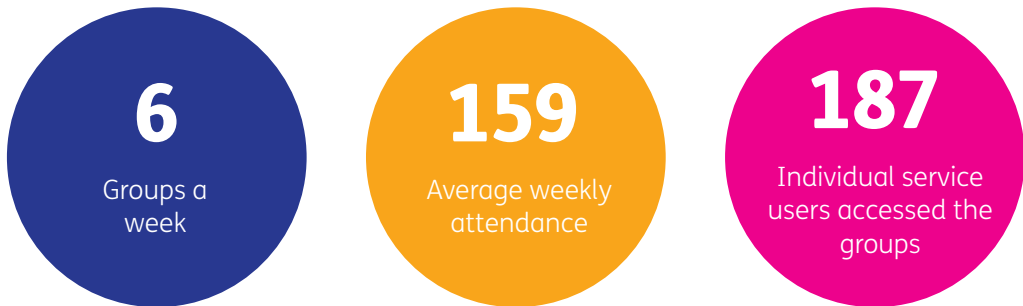
During the time I spent with Client B, he came to terms with the change in his wife’s circumstances and began to rebuild his relationship with his family. This experience will always stay with me and has helped me to continue helping others.

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.

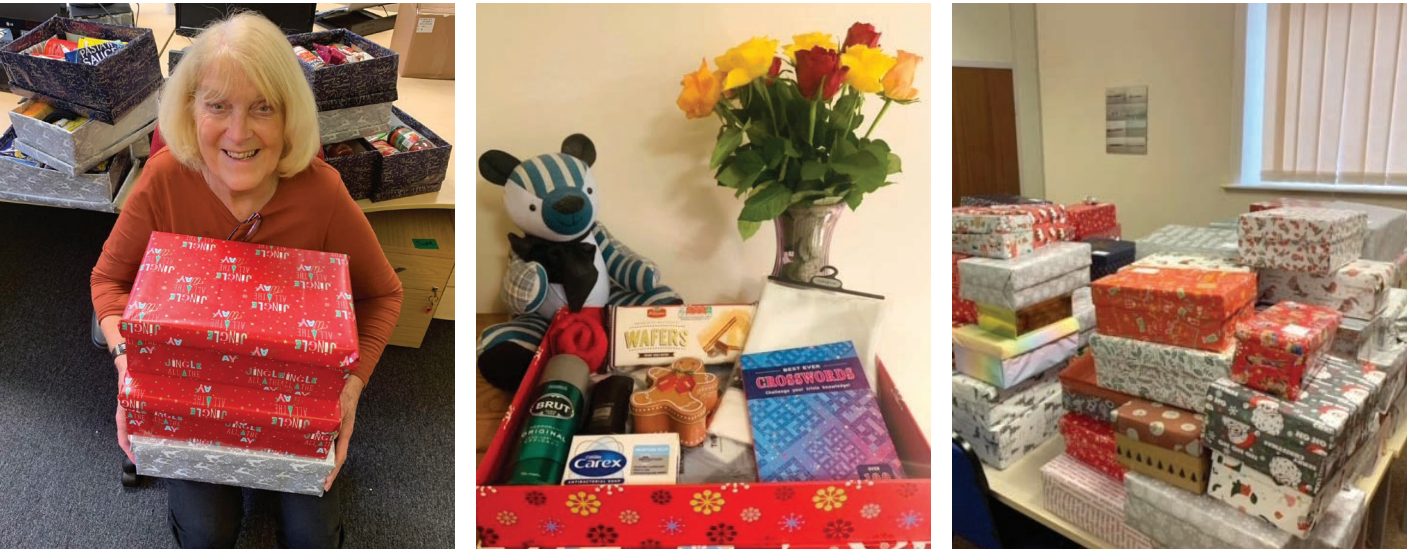


The profile and reputation of our Befriending activity also caught the attention and national media in late 2022, with the work of the befrienders featuring on [ITV Calendar News](#) as part of a series of how loneliness and isolation is tackled in communities across the Yorkshire and North Lincolnshire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

		2023	2022
	Note	£	£
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
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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