

Registered Charity Number:	1103557
Registered Company Number	04750114
Telephone Number:	0118 9502480
Email Address:	<a href="mailto:info@ageukreading.org.uk">info@ageukreading.org.uk</a>

AGE CONCERN READING – trading as Age UK Reading

(A Company limited by guarantee)

Annual report and financial statements

*For the year ended 31 March 2021*

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AGE CONCERN READING – trading as Age UK Reading  
LEGAL AND ADMINISTRATIVE INFORMATION  
*For the year ended 31 March 2021*

**Status**

The organisation is a charitable company limited by guarantee, incorporated on 1 May 2003, and registered as a charity on 30 April 2004. The affairs of the charitable company are governed by its Memorandum and Articles of Association.

**Charity registration number** 1103557

**Company registration number** 04750114 (England and Wales)

**Registered office**  
Walford Hall  
Carey Street  
Reading  
RG1 7JS

<b>Trustees and Directors</b>	Mr John Wilkinson	Chairman
	Mrs Kay Bews	
	Mrs Andrea Bohland	Resigned 8 October 2020
	Mrs Barbara E Hobbs	
	Mrs Sarah Liddell	
	Mr Graham Lightfoot	
	Ms Irena Rattray	Elected 23 December 2020
Mrs Christine Sanger	Resigned 22 September 2021	
Mrs Sonja Sharpe	Resigned 23 October 2020	

**Company secretary:** Mr J Evans

**Chief Executive Officer:** Mr M Taylor

**Bankers:**

Co-operative Bank plc  
PO Box 101  
1 Balloon Street  
Manchester M60 4EP

CAF Bank Ltd  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
ME19 4JQ

CCLA Investment Management Ltd  
COIF Charity Funds  
Senator House  
85 Queen Victoria Street  
London EC4V 4ET

Virgin Money plc  
Jubilee House  
Gosforth  
Newcastle-upon-Tyne  
NE3 4PL

**Independent examiner:**

Heather Wheelhouse  
BDO LLP  
Chartered Accountants  
Bridgewater House  
Counterslip  
Bristol  
BS1 6BX

AGE CONCERN READING – trading as Age UK Reading  
REPORT OF THE TRUSTEES  
*For the year ended 31 March 2021*

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## **OBJECTIVES**

In setting objectives and planning activities, the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit. The key objective of Age Concern Reading trading as Age UK Reading (and henceforth referred to in this document as "Age UK Reading") is to promote the welfare of older people within the greater Reading area.

## **ACTIVITIES AND ACHIEVEMENTS FOR THE PUBLIC BENEFIT**

Age UK Reading has continued to provide a range of much valued services to older people in the Reading area as outlined below. Thanks and acknowledgement must go to the donors, funders and supporters of Age UK Reading, and also to Age UK nationally, for their continued support. Note 12 of these accounts lists the individual donations. In addition to these donors we have received grants from:

## **INFORMATION AND ADVICE**

Age UK Reading provides this free, confidential, and impartial flagship service to older people, their families and carers. The Information and Advice Service is available to anyone over the age of 50 in the Reading area and is provided by telephone, and email. The opportunity to take face to face enquiries at Our Pop-in Coffee Morning has been suspended during Covid19 restrictions.

Enquiry contacts for the year (April 2020 – March 2021) totalled 4,745 from 1,105 clients. Although this doesn't tell the whole story. In some areas our numbers of calls were dramatically down, such as queries about services that were closed during the pandemic. In other areas numbers of calls shot up relating to issues around Covid19 itself and the isolation that followed. During periods of high Covid19 restrictions we found that after the initial wave of concern, numbers were a bit lower, but the complexity and difficulty of cases grew. This was partly because other services needed to help the client were also closed or under strain and the clients were often adding mental health issues to their situation such as depression due to prolonged isolation.

The ongoing need for this service which supplies information on a wide range of issues is undeniable and we are proud of how it served our clients through this crisis. Much of the work is connecting people to, services or information which helps them to improve their quality of life or navigate complex situations that they have not encountered before. We often work with people who have reached a crisis and help them to untangle their problems and access the support they need to return to a manageable position. We also help people to complain and raise concerns when they feel they are not being treated as they should be.

The service has continued to function from staff homes in 2021 but we are hoping to switch to a more hybrid model now that we have a new office.

We continue to receive referrals from a range of partners in the voluntary and public sector. We also received many direct approaches from older people and their families who know and trust our name.

Our Information and Advice service is at the heart of what we do, running through all our other services and connecting us to our many partners and friends out in the community.

## **POP IN**

Since the lockdown started in 2020 we have suspended our Pop In service. We are hoping to reintroduce a range of social activities for older people in the autumn of 2021. Hopefully in our new home at Walford Hall.

## **LUNCH AND TEA CLUBS**

Our aim is to provide a service for those who are isolated in the home due to mobility or cognitive issues. Additionally our clubs provide support for carers to enable them to take a break giving loved ones a chance to leave home and have fun in a safe and supported environment. Our clubs ran on a weekly/bi-weekly basis. A significant proportion of our service users were living with some level of dementia.

Following the introduction of the lockdown due to Covid19 the clubs have not been able to operate. We decided to continue to support our clients by telephoning them weekly for a general chat and a check in. This way we can identify any needs and point them in the right direction for any additional help. We write a weekly report on each client so we can

## AGE CONCERN READING – trading as Age UK Reading

### REPORT OF THE TRUSTEES

*For the year ended 31 March 2021*

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continue to support them. We know there is a huge appetite to reopen the clubs from both existing and new clients. Our aim, as we enter autumn, is to work with Reading Borough Council and other partners to bring back a range of social activities for the vulnerable.

#### **HAPPY FEET**

Age UK Reading Happy Feet provides a local toenail cutting service to people over the age of 50, who need help cutting their toenails and do not need full chiropody services. As at the end of March 2020 we had around 900 people who used our service. The feedback for this service is overwhelmingly positive and we are aware it has a large ripple effect in terms of the wellbeing effects it sends through the community. The moment of human contact and conversation at the appointment is looked forward to by many of our clients. The improved condition of their feet empowers them to stay active and connected to their wider community. There is also an obvious link to the prevention of accidental falls.

During the Covid19 lockdown we experienced in March 2020, the Happy Feet service had to be put on hold until it was safe to resume our work, and the venues that we rely upon could be re-opened by their management teams.

In September 2020 we re-opened at one venue. We set up a Covid19 secure service, utilising social distancing, extra cleaning and multiple barriers to protect both clients and staff, as we resume the service. Some of our clients had not been able to cut their own toenails for several months.

We have since reopened at 3 other venues and hope to increase throughout 2021 so the service is more widespread for our clients.

#### **BEFRIENDING**

This service provides companionship and support to older people in the greater Reading area who have become increasingly socially isolated. Support is offered through volunteers, who are matched with older people, based on common interests etc., and who then either telephone or visit on a regular basis. Some older people receive calls, some visits and some a combination of both, depending on circumstances.

Following on from the mid-March 2020 Covid19 lockdown, all visiting was suspended and, wherever possible, visits converted to telephone calls. There were limited face to face visits, mainly in gardens, when this was permitted.

For the year ending 31 March 2021, the aggregate number of calls and visits was 4,773, compared to 3,919 the year before, an increase of 22% over the whole year. Of the 4,773 cumulative contacts, 96% were telephone calls and 4% were face to face whereas in the previous year of the 3,919 contacts, 77% were calls and 23% were face to face.

In addition, there was a cumulative total of 129 service users of which 85 were active at year end compared to a cumulative total in the previous year of 109 of which 84 were active.

The small difference between the number of active service users between the 2 years, despite the significant disparity in the cumulative contact figures for each year, is due to a number of factors. There was an increase in deaths of service users from 10 in the previous year to 17 by March 21 year end, although these deceased service users were befriended through part of that year. There was also an increase in service users waiting for befriending (hence not treated as active as they were not receiving contact from befrienders by the year end) from none in the previous year to 13 in the year ending 31 March 2021. This was largely due to these service users requiring face to face visits (being unable to handle telephone befriending) at a time when personal visits were not permitted. In addition, some service users received more than usual contact calls, from once to twice a week or even more frequently on occasion.

There was an increase of 28% in the number of new service users (37) compared to the previous year (29). This was supported by an increase of 50% of active volunteers during the year (from 40 to 60), with some of the volunteers being allocated as the second befriender to service users in need of additional support throughout the Covid19 pandemic. Of the 60 active volunteers, 37 are new, so that 62% came on board during the year.

#### **SHOPPING**

When lockdown started on 23 March 2020 it came to light that many elderly people were unable to leave their home independently to go out and do their shopping, they had to isolate. So we decided to set up a team of trained and vetted volunteers who could go and shop for them. This was set up quite quickly and was a work in progress as we went along.

## AGE CONCERN READING – trading as Age UK Reading

### REPORT OF THE TRUSTEES

*For the year ended 31 March 2021*

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We started with one shop and then built the service around the needs of the client, safeguarding, Covid-19 restrictions, and monitoring and recording each shop

We supported One Reading Hub for shopping during the crisis and at the highest peak this took us to 40 shops per week. This proved to be such a supportive service for those in need. We tried to match each client with a regular shopper so a trust and friendship was formed. The AUKR team all pulled together to make this a worthwhile valuable service.

After the first lockdown was lifted the service still remained in place but a great deal of clients returned to shop for themselves. It was at this point that we looked at the importance of the shopping service for clients who could not shop for themselves and looked at ways that we could continue with this and offer it as part of the AUKR service.

By December 2020 we set in place a small shopping charge for those that wanted to continue to be supported by AUKR and its volunteers.

The service runs on a much smaller scale now and is greatly appreciated by those that use it. We have regular clients and volunteers. There is a churn rate within the client base due to existing clients leaving the service and new ones coming aboard.

Some clients only used the service a few times before finding other means, others are still with us a year on from the outbreak.

We have shopped for 94 different clients in the first year with approximately 900 shops. We have had around 36 volunteers that offered their service within this first year. Each offering 1 to 2 hours each time they shopped.

#### **GARDENING**

Our Trusted Gardening Service has done very well this year. Our vetted and transparent gardener is working at maximum capacity, keeping the older people's gardens looking neat and also working with our Information and Advice staff to resolve any issues or concerns they may have. We are on the lookout for a second gardener to join the service.

#### **VOLUNTEERS**

Our volunteers have been more important than ever as we have worked through the pandemic. When it first happened they stepped up and adapted to calling our older people and shopping for them. As it has progressed they have always been there, stepping into new roles and adapting old ones, to ensure the organisation can quickly flex and change in line with the needs of older people as the varying degrees of lockdown changed from month to month. In service delivery, background support, and at trustee level they have given time, energy and effort to ensure the services we provide continued to be delivered in a reliable, professional way. A huge thanks to all our amazing volunteers.

#### **PARTNERSHIP WORKING**

We continue to support various formal and informal partnerships in our work in the town. Our Information and Advice and Befriending services continue to receive funds as part of a consortium bid with other like-minded organisations with whom we work to share best practice and develop new ways of working. We sit on various steering groups and committees including the Loneliness and Isolation Steering Group. We are a member of Reading Advice Network and we are active in the Dementia Action Alliance. We completed an innovative pilot exercise, working with Reading Borough Council and other voluntary sector partners to help shape the Wellbeing Hub. The learning from this continues to inform our joined-up approach between Reading Borough Council and the Voluntary Sector. During the Covid19 crisis we were one of a small number of charities who stepped up to partner formally with the One Reading Covid19 Hub. We then received referrals from the Hub into our shopping service, which we set up and ran from our homes as the crisis became more established. We continue to look for new opportunities for partnership working and home that as we emerge from the crisis fresh opportunities will present themselves. We stand ready to react quickly when they do.

#### **HOMESHARE**

This September we have launched our New Homeshare project and employed a new co-ordinator to help develop it as a project. Homeshare is a project that aims to match an older person with a spare room, with a younger person who needs somewhere to stay. We look to broker and support a relationship which is mutually beneficial to both parties. Although this is the first Homeshare project in Reading, we are joining a network of around 150 existing Homeshare organisations including several within Age UKs. We are extremely

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### REPORT OF THE TRUSTEES

*For the year ended 31 March 2021*

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excited about the potential for this project and look forward to marketing it enthusiastically as we go through autumn.

#### **NEW OFFICE – NEW OPPORTUNITIES**

During the pandemic we worked with our landlords to reduce both the size of our office and the length of our lease. We wished to reduce our commitment to paying for a large office that we would no longer use as most staff wish to continue with at least partial home working. Since we made this change our landlord informed us that he wished to convert the building to residential flats. At the same time, we worked on our next 3 year strategy and identified a need to move us into a more convenient location and at an office which also had space in which we can deliver services.

Happily, we quickly identified a great partner in the form of Reading Association for the Blind (RAB). Using links made through Connect Reading we discovered that RAB were looking for a tenant to rent some space in their community building. We moved in during September and are hopeful that this new, town centre community building will offer up future possibilities for both RAB and AUKR to develop services for our clients both independently and possibly together.

#### **FUTURE PLANS**

Although the future remains uncertain we do, very slowly seem to be emerging from the Covid19 pandemic. Age UK Reading now has a new home, and a new strategy, and we are ready to meet the challenges as we go into the next chapter of our history. We will continue to grow and adapt our existing services and will seek to establish new ones. We will work to bring back a social “offer”, both in terms of the clubs for the extremely vulnerable but also a more varied range of services for other overlooked groups. We will look to strengthen existing partnerships, and to build new ones. We will look to strengthen our sustainability and grow our capacity to deliver excellent services for local older people.

#### **FINANCE REVIEW AND RESERVES POLICY**

The accounts for the year ending 31 March 2021 show a net expenditure of £7,979 (deficit 2020: £34,535). In order to ensure that we meet commitments to service users and to the staff, the Trustees have a policy of aiming to maintain total reserves, excluding designated funds, at a level of 12 months of expenditure. The current level of reserves excluding restricted funds represents 7.3 months. Due to Covid it is difficult to predict, however, Age UK Reading plans to increase the level of reserves over future periods to return to the target level of 12 months.

#### **DONATIONS RECEIVED**

During the year ending 31 March 2021 the charity received an unprecedented level of financial support which proved vital. This enabled Age UK Reading to continue to support the elderly population within Reading and its environs and to gradually re-introduce some of its services. The support has come from organisational donors (£72,571), Age UK Reading clients and members of the public (£3,531) and from fundraising activities organised by individuals (£736). To all these benefactors we extend our heartfelt thanks, your support has been critical to survival.

The organisational donors are as follows:

Age UK (£21,000); A2Dominion (£2,000); Altour International (£735); Berkshire Community Foundation (£10,000); DHL (£100); Engelfield Trust (£3,000); Headley Trust (£7,500); National Lottery (£9,653); Reading Borough Council (£7,250); Reading Dispensary Trust (£1,000); Tilehurst Parish Council (£200) plus one anonymous donation of £10,000 and one of £133..

The Age UK Reading clients and members of the public are as follows:

Mr M Allam; Mrs L Ager-Harris; Mr C and Mrs E Calce; Mrs J Crosthwaite; Mr N Edwards; Mr J Fuller; Mr J and Mrs P Graham; Mrs A Hackett; Ms S Joy; Mr R and Mrs P Lewis; Ms S Lowne; Ms J Martindale; Mr S Mcleod; Mr G O-Neil; Mr and Mrs A Parnell; Ms S Stanford; J Webb and eleven anonymous donations.

There were two instances of groups of individuals organising a fundraising activity.

#### **RISK**

The Trustees have in place a management process to assess risks and implement risk management strategies. The process includes review by Trustees and charity officers. The process identifies the types of risk that Age UK Reading faces and prioritises them in

## AGE CONCERN READING – trading as Age UK Reading REPORT OF THE TRUSTEES

*For the year ended 31 March 2021*

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terms of likelihood of occurrence and potential impact and identifies means of mitigating these risks.

The Covid19 pandemic introduces significant uncertainty in connection with core income. The charity has been agile in its response to the pandemic. There is a significant financial risk but reasonable confidence that this can be managed within the reserves position, whilst continuing to actively support clients in response to the pandemic.

The pandemic introduces extra stresses and demands on staff but we have introduced extra contact, flexibility, resources and activities to engender well-being.

### **RECRUITMENT OF TRUSTEES**

To recruit our Trustees we advertise the role on social media, our website and on third party sites like Reach Volunteering, and Reading Voluntary Action. We use a role profile and person specification so the candidate knows what we are looking for. When an expression of interest is received the candidate has an informal telephone conversation with the CEO and is invited to apply on a volunteer application form. They then meet the CEO for a conversation about the role and their candidacy. If this is seen to go well they then meet with the CEO and the Chairman for a further conversation. The aim of this conversation is for both sides to assess whether the person is right for the role and to allow both parties to learn more about each other, in particular their skill-set, motivations, and what they hope to bring to the role. The candidate then meets the CEO for a thorough induction to the organisation and issued with a copy of The Essential Trustee. We go through the key legal information and the Fit and Proper Person form is signed. The candidate will be offered locally available trustee training and attend an Age UK induction at a national level in London when available. If it is agreed that the candidate is suitable then we ask them to attend 3 board meetings before the board agree on whether to accept the person as a trustee designate. If accepted the person's nomination is then voted on by members at the next AGM.

### **TRUSTEES' RESPONSIBILITIES**

The Charitable Company's Trustees/Directors are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees/Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources including income and expenditure, for each financial year. In preparing those financial statements, the Trustees/Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume the organisation will continue to operate; and
- state whether applicable UK accounting standards have been following, subject to any material differences disclosed in the financial statements.

The Trustees/Directors 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 or other irregularities.

This report has been prepared in accordance with the special provision of Part 15 of the Companies Act 2006 relating to small entities and with the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2019).

Approved by the Trustees on 13/12/21 2021 and signed on their behalf by:

.....  
John Wilkinson.



AGE CONCERN READING – trading as Age UK Reading  
STATEMENT OF FINANCIAL ACTIVITIES  
(Incorporating the Income and Expenditure Account)  
For the year ended 31 March 2021

Company No: 04750114

I report to the trustees on my examination of the accounts of Age Concern Reading trading as Age UK Reading for the year ended 31 March 2021, which are set out on pages 1-16.

This report is made solely to the charity's trustees, as a body, in accordance with Regulation 31 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity's trustees as a body, for my work, for this report, or for the statement I have made.

**Responsibilities and basis for report**

As the charity trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the ACT").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of the accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

*Heather Wheelhouse*

Heather Wheelhouse ACA  
Chartered Accountant  
BDO LLP  
Bristol UK

Date 13 December 2021

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

AGE CONCERN READING – trading as Age UK Reading  
 STATEMENT OF FINANCIAL ACTIVITIES  
 (Incorporating the Income and Expenditure Account)  
 For the year ended 31 March 2021

Company No: 04750114

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
<b>INCOME</b>					
Donations and legacies		76,838	-	76,838	1,209
Investments		240	-	240	932
Grants	3	42,885	41,666	84,551	78,399
<b>Income from Charitable activities</b>					
Activity clubs income from clients		28	-	28	29,654
Income from projects		24,342	-	24,342	80,366
Income from shopping service		3,486	-	3,486	-
<b>Total Income</b>		147,819	41,666	189,485	190,560
<b>EXPENDITURE</b>					
Charitable expenses		158,504	38,960	197,464	225,095
<b>Total Expenditure</b>	4	158,504	38,960	197,464	225,095
<b>Net (Expenditure)/Income</b>		(10,685)	2,706	(7,979)	(34,535)
<b>Net movement of funds</b>		(10,685)	2,706	(7,979)	(34,535)
<b>Reconciliation of Funds: Balance as at 1 April 2020</b>		148,896	2,039	150,935	185,470
<b>Balance at 31 March 2021</b>	11	138,211	4,745	142,956	150,935

		2021		2020	
	Notes	£	£	£	£
<b>FIXED ASSETS</b>					
Tangible assets	6		-		-
Investments	7		1		1
			<u>1</u>		<u>1</u>
<b>CURRENT ASSETS</b>					
Debtors	8	2,096		4,067	
Cash at Bank and in Hand		156,591		161,227	
		<u>158,687</u>		<u>165,294</u>	
<b>LIABILITIES:</b>					
Amounts falling due within one year	9	(15,732)		(14,360)	
<b>NET CURRENT ASSETS</b>			142,955		150,934
<b>TOTAL NET ASSETS</b>			<u>142,956</u>		<u>150,935</u>
<b>FUNDS</b>					
Unrestricted Fund			138,211		148,896
Restricted Fund			4,745		2,039
	10		<u>142,956</u>		<u>150,935</u>

The Directors are satisfied that the charitable company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The Directors acknowledge their responsibilities for:

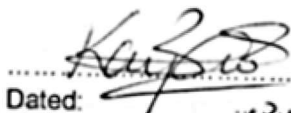
- (i) ensuring that the charitable company keeps adequate accounting records which comply with section 386 of the Act;
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of the financial year and of its results for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the charitable company; and
- (iii) These financial statements have been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

*These financial statements were approved  
by the Board of Trustees and authorised  
for issue on and signed on their  
behalf by*



J Wilkinson

(Chairman)



K Bews

(Trustee)

Dated:

13th Dec 2021

The notes on pages 10 to 16 form part of these financial statements.

## **1 ACCOUNTING POLICIES**

### **a) Basis of Accounting**

Age UK Reading is a registered charity and public benefit entity, number 1103557, and a charitable company limited by guarantee, number 04750114, incorporated in England and Wales. The address of its registered office is 42 Portman Road, Reading, RG30 1AE.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless stated otherwise in the relevant note(s) to these accounts. The financial statements have been prepared accordance with 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) and the Companies Act 2006.

A separate income and expenditure account has not been prepared as the information required by the Companies Act 2006 is given in the Statement of Financial Activities and in the notes of the notes of the financial statements.

The financial statements have been prepared in £ Sterling and are rounded to the nearest pound.

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Board of Trustees have considered the working capital and cashflow requirements and consider that the current and forecast cash resources are sufficient to cover the working capital requirements of the Charity for at least 12 months. They have therefore continued to adopt the going concern basis in preparing their financial statements.

A separate income and expenditure account has not been prepared as the information required by the Companies Act 2006 is given in the Statement of Financial Activities and in the notes of the financial statements.

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In September 2021, the charity had approximately £158,000 of cash available. The trustees have prepared a stress test and this confirms that should no further income be received, (apart from contracted income and income from an existing service), the charity is able to meet liabilities as they fall due for at least another 12 months from the date of approval of the financial statements. The charity is confident that further funds will be received by means of grant donations but no account has been taken of this expectation. The trustees believe that whilst there is uncertainty, this does not pose a material uncertainty on the charity's ability to continue as a going concern. The trustees therefore believe that it is appropriate to prepare the accounts on a going concern basis.

### **b) Income**

All income is included in the statement of financial activities when the charitable company is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income,

- (i) Voluntary income is received by way of donations and gifts and is included in full in the statement of financial activities when receivable.
- (ii) Incoming resources from charitable activities relate to grants, these are recorded when the charitable company becomes unconditionally entitled to the grant.
- (iii) Investment income is included when receivable.
- (iv) All other income is recorded in the statement of financial activities when receivable.
- (v) Government grants are recognised when it is reasonable to expect that the grants will be received and that all related conditions will be met usually on submission of a valid claim for payment.

### **c) Expenditure**

AGE CONCERN READING – trading as Age UK Reading  
NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Company No: 04750114

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Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- (i) Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- (ii) Costs of generating funds comprise the costs associated with attracting voluntary income.
- (iii) Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charitable company and include independent examiner's fees and costs linked to the strategic management of the charitable company.
- (iv) All costs are allocated among the expenditure categories in the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on the basis of employment costs per activity.

**d) Fixed Assets**

Fixed assets for charity use are capitalised at cost, (where that cost is £1,000 or higher) when acquired or market value as determined by the Directors/Trustees where donated. They are stated in the financial statements at original cost/value less depreciation.

**e) Valuation of Investments**

Investments in subsidiaries are measured at cost less accumulated impairment.

**f) Depreciation**

Depreciation of tangible assets is provided in order to write off each asset over its estimated useful life. Fixed assets that have been capitalised are depreciated on a 20% straight line basis.

**g) Fund Accounting**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charitable company without further specific purpose and are available as general funds. Restricted funds are subject to restrictions on their expenditure imposed by the donor.

**h) Investment and Borrowing**

The charity's funds are held in commercial banks and building societies. No investment is made in stocks and shares. Nominated deposit takers are approved by the Board of Trustees. The charity does not currently have any borrowings. Should the need arise for borrowings, borrowers would be approved by the Board of Trustees.

**i) Operating Leases**

Rentals applicable to operating leases are charged to the statement of financial activities over the period in which the cost is incurred.

**j) Financial Instruments**

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, loans to related parties and investments in non-puttable ordinary shares.

**2 Judgements in applying accounting policies and sources of estimation uncertainty**

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

AGE CONCERN READING – trading as Age UK Reading  
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The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

There were no judgement or material estimation uncertainties affecting the reported financial performance in the current or prior period.

### 3 GRANTS RECEIVABLE

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Reading Borough Council	-	31,816	31,816	30,816
Age UK	32,396	-	32,396	15,525
Anonymous	-	-	-	10,000
National Lottery	-	-	-	9,913
Robert McAlpine Foundation	-	-	-	5,000
Anonymous	-	-	-	3,000
Berkshire Community Foundation	-	-	-	2,145
Age Concern Regional Support	-	-	-	1,000
Reading Dispensary Trust	-	-	-	1,000
Get Berkshire Active	-	4,850	4,850	-
Coronavirus Job Retention Scheme	10,489	-	10,489	-
Homeshare	-	5,000	5,000	-
	-	-	-	-
	-	-	-	-
	-	-	-	-
	-	-	-	-
	-	-	-	-
	42,885	41,666	84,551	78,399

### 4 RESOURCES EXPENDED: Charitable Expenditure

	Charitable Expenses £	Governance Costs £	Total 2021 £	Total 2020 £
Staff	160,001	-	160,001	172,007
Premises	17,908	-	17,908	17,567
Office	5,358	-	5,358	5,792
Other	11,497	-	11,497	27,329
Independent examiner's fee	-	2,700	2,700	2,400
	194,764	2,700	197,464	225,095

**5 STAFF COSTS**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Wages and salaries	153,361	164,620
Social security costs	3,965	3,661
Pension contributions	2,414	1,793
Other costs	261	1,933
	<hr/>	<hr/>
	160,001	172,007
	<hr/>	<hr/>

Average headcount of employees in the year

6.17 7.38

No employee received emoluments of more than £60,000.

None of the Trustees receive any remuneration. No payments (2020: £262) were made to reimburse the Trustees for out-of-pocket expenses.

**6 TANGIBLE FIXED ASSETS**

	<b>Equipment</b>
	<b>£</b>
<b>Cost</b>	
Balance at 1 April 2020	3,282
Additions	-
	<hr/>
<b>Balance at 31 March 2021</b>	3,282
	<hr/>
<b>Accumulated Depreciation</b>	
Balance at 1 April 2020	3,282
Charge for the year	-
	<hr/>
<b>Balance at 31 March 2021</b>	3,282
	<hr/>
<b>Net Book Value</b>	
At 31 March 2021	-
	<hr/>
At 31 March 2020	-
	<hr/>

## 7 INVESTMENTS

The following is a subsidiary undertakings of the charity:

Name	Class of Share	Holding
Age UK Reading Trading Limited	Ordinary	100%

At the year end, the above-named company had not commenced trading and has reserves of £1.

The registered office of the subsidiary is 42 Portman Road, Reading, Berkshire, United Kingdom, RG30 1EA.

## 8 DEBTORS

	2021 £	2020 £
Prepayments and accrued income	2,096	4,067

## 9 CREDITORS

	2021 £	2020 £
<b>Amounts falling due within one year:</b>		
Other creditors	2,640	2,400
Deferred income (see below)	5,136	5,136
Accruals	7,956	6,824
	15,732	14,360
<b>Deferred income</b>		
Brought forward	5,136	5,136
Grants released from previous reporting periods	(5,136)	(5,136)
Grants deferred in current reporting period	5,136	5,136
	5,136	5,136
Carried forward	5,136	5,136

Deferred income is made up of grant income intended to support services provided over a 12 month period.

## 10 ANALYSIS OF NET ASSETS BETWEEN FUNDS

2021	General £	Restricted £	Total £
Non-Current assets	1	-	1
Current assets	153,942	4,745	158,687
Creditors	(15,732)	-	(15,732)
	138,211	4,745	142,956



**10 ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)**

2020	General £	Restricted £	Total £
Non-Current assets	1	-	1
Current assets	165,294	2,039	165,294
Creditors	(14,360)	-	(14,360)
	<hr/>	<hr/>	<hr/>
	150,895	2,039	150,935
	<hr/>	<hr/>	<hr/>

**11 FUNDS**

Restricted Funds	Balance at 01/04/2020	Incoming Resources	Resources Expended	Transfer to unrestricted reserves	Balance at 31/03/2021
	£	£	£	£	£
Befriending	-	11,500	(11,500)	-	-
Information and Advice	-	19,316	(19,316)	-	-
National Lottery	2,039	-	(2,039)	-	-
Get Berkshire	-	-	-	-	-
Active	-	4,850	(4,850)	-	-
Homeshare	-	5,000	(255)	-	4,745
Happy Feet	-	500	(500)	-	-
Shopping	-	500	(500)	-	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	2,039	41,666	(38,960)	-	4,745

Restricted Funds	Balance at 01/04/2019	Incoming Resources	Resources Expended	Transfer to unrestricted reserves	Balance at 31/03/2020
	£	£	£	£	£
Minibus fund	1,926	-	-	(1,926)	-
Activity Clubs	-	8,000	(8,000)	-	-
Befriending	-	14,645	(14,645)	-	-
Information and Advice	-	19,316	(19,316)	-	-
National Lottery	-	9,913	(7,874)	-	2,039
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	1,926	51,874	(49,835)	(1,926)	2,039

**Purpose of the restricted funds**

**Minibus Fund**

Represents specific donations received to help fund a replacement minibus.

**Activity Clubs**

Represents grant contributions towards the cost of providing this service.

**Befriending**

Represents grant contributions from Reading Borough Council plus one other donor towards the cost of providing this service.

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**Information and Advice**

Represents grant contributions towards the cost of providing this service.

**Get Berkshire Active**

Represents grant contribution towards the cost of providing this service.

**Happy Feet**

Represents grant contribution towards the cost of providing this service.

**Shopping**

Represents grant contribution towards the cost of providing this service.

**Homeshare**

Represents grant contribution towards the cost of providing this service.

**11 FUNDS (CONTINUED)**

**Information and Advice**

Represents a grant contribution from Reading Borough Council towards the cost of providing this service.

**National Lottery**

Represents a grant contribution towards the cost of upgrading information technology equipment.

Unrestricted Funds	Balance at 01/04/2020 £	Incoming Resources £	Resources Expended £	Transfer between funds £	Balance at 31/03/2021 £
Designated Funds	27,563	-	(2,729)	-	24,834
General purpose fund	121,333	147,319	(155,275)	-	113,377
	<u>148,896</u>	<u>147,319</u>	<u>(158,004)</u>	<u>-</u>	<u>138,211</u>

Unrestricted Funds	Balance at 01/04/2019 £	Incoming Resources £	Resources Expended £	Transfer between funds £	Balance at 31/03/2020 £
Designated Funds	27,784	-	(221)	-	27,563
General purpose fund	155,760	138,686	(175,039)	1,926	121,333
	<u>183,544</u>	<u>138,686</u>	<u>(175,260)</u>	<u>1,926</u>	<u>148,896</u>

The Designated Funds were established to develop existing services and identify new services to increase the income of Age UK Reading.

**12 RELATED PARTY TRANSACTIONS**

During the year the Charity received a £15,000 grant (2020: £15,000) from Age UK as payment to Age UK Reading for being part of the Age UK Brand Partnership.