

Ending older people's loneliness



Age UK Sheffield Annual report 2024/25

www.ageuk.org.uk/sheffield

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Reference and administrative details

The trustees (who are also directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the Trustees’ Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) “Accounting and Reporting by Charities” (FRS102) in preparing the annual report and financial statements of the charity.

Official name of charity: Age UK Sheffield

Charity registration number: 1108413

Company registered number: 05207254

Directors and Trustees: Mr David Campbell (Chair)
Mr Colin Bamber
Mr Martin Dean
Ms Colleen Dooney
Mr Tim Furness
Ms Alison Iliff
Ms Melanie Perkins (resigned 2 August 2025)
Ms Joanne Rose
Ms Naomi Sampson
Mrs Lisa Whitworth

President: Mr Nick Hutton MBE

Vice-Presidents: Mrs Ruth Wilson

Registered Office: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG

Senior Management Team: Teresa Barker, Chief Executive
Denise McClure, Head of Service Delivery and Standards
Graham Richardson, Head of Income Generation

Auditors: Hawsons Chartered Accountants, Pegasus House, 463a Glossop Road, Sheffield, S10 2QD

Bankers: NatWest Bank Plc, 42 High Street, Sheffield, S1 2GE

Solicitors: Knights Plc, Commercial House, 14 Commercial Street, Sheffield, South Yorkshire, S1 2AT

Chair’s statement

The chairman presents his statement for the year.

This is my last statement as Chair of Age UK Sheffield, as I shall be stepping down from the Board at the 2025 Annual General Meeting after serving more than 11 years as a Trustee. It has been a true honour and privilege to have led this wonderful charity as Chair for the past nine years. I am hugely proud of the positive impact we have had on so many older people in Sheffield in that time. As always, this annual report provides great evidence of the work carried out by Age UK Sheffield staff and volunteers over the past year, with some hugely impactful case studies.

I am also proud to hand over a charity in a good financial position, despite many challenges that we and other charities are facing. This year’s annual accounts report a deficit but this was smaller than had been budgeted, and was entirely represented by grant income which had been received and accounted for as income in prior years, which we spent in 2024/25. The impact of the significant increase in employment costs which took effect in April 2025 provides a further challenge in 2025/26, but I am confident that Age UK Sheffield is in a strong position to navigate this storm.

I would like to thank all the Trustees, staff and volunteers who have been associated with Age UK Sheffield during my time as a Trustee, as well as all the funders who have supported us to deliver our vital work. On this note, I must mention the sad passing this year of Age UK Sheffield’s former Vice-President, Graham Moore MBE. Through the Westfield Health Charitable Trust, Graham was a generous supporter of Age UK Sheffield and many other charities in South Yorkshire and beyond. He will be greatly missed by many people.

I will end by expressing my confidence that I am leaving this charity in safe hands. I am delighted to hand over the reins to my successor as Chair, Lisa Whitworth, who has been a valuable contributor to the Board as a Trustee over the past few years. She will be ably supported by our excellent Chief Executive, Teresa Barker and her team, who I have no doubt will continue to lead Age UK Sheffield from strength to strength.

I will continue to watch the progress of the charity with great interest and admiration.




David Campbell
Chair

“ I would like to thank all the Trustees, staff and volunteers who have been associated with Age UK Sheffield during my time as a Trustee, as well as all the funders who have supported us to deliver our vital work. ”

Trustees’ report

The Trustees present their annual report together with the audited financial statements of the Age UK Sheffield for the year 01 April 2024 to 31 March 2025.

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

Since the group and the Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 has been omitted.



Charity objectives and activities

Age UK Sheffield's articles of association list the charity's objects as "to promote...the benefit of the public and/or older people" within Sheffield and the surrounding area. By "older people" we mean that we primarily support people aged 50 and over, with two-thirds of our beneficiaries being aged 70 or over.

Our vision is:
"For a city in which no older person lives in poverty or loneliness."

Our mission in pursuing that vision is helping older people to:
Live better lives in the best health possible.

Our values:

"The way we do things here."

Trust



Care



Choice



Our behaviours and success factors:

"How we work every day."

Every minute, every day



'Can-do' / solution focused



Your skills, our context



Empowering you / taking responsibility



Learning and reflection



Our services are person-centred, holistic and aspire to continuously improve in pursuit of excellence.



Charity aims

We aim to deliver our objectives and activities through a holistic, person-centred approach, supporting older people to achieve their needs and wants, and empowering them to maintain their independence. We may do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

This has benefits for the individual older people we support; their family carers; and the wider community by reducing demand on statutory services.

How our activities further our legal purposes

All our activities seek to further our charitable aims, whether directly providing services to older people, providing professional support and advice to organisations which work with older people, campaigning and lobbying for policies which promote ageing well, or engaging in income generation activities to increase our resources to deliver charitable services.

The main activities we are involved in to further our charitable objects are in providing:

- Free and impartial information and advice services, which are independently accredited. Increasing benefit income is the greatest customer need in this service and takes hundreds of people out of poverty every year.
- Independent living co-ordination services, helping people to live well at home and reduce demand on the local health and social care system. This holistic support addresses poverty through benefits checks, and loneliness through onward referrals, as part of a wider package of support.
- Dedicated dementia services, supporting older people and organisations.
- A vibrant and creative programme of local activities, particularly in the Hillsborough and South-West Sheffield areas.
- Volunteer befriending support to reduce ongoing loneliness.
- A home support service meeting individual added support needs.
- Supporting voice and representation initiatives for older people.

Public benefit statement

As charity Trustees, we confirm we have regard to the Charity Commission's public benefit guidance, which we fulfil through the activities we deliver in pursuit of our objectives. We aim to provide benefits and minimise harm to older people in Sheffield, and our services and activities are open and accessible to all.

Strategies to achieve our aims and objectives

We are coming towards the end of our 2022-25 strategy, which focused on the following priorities:

- Ending poverty.
- Ending loneliness.
- Supporting initiatives to increase the voice and representation of older people in developing local public policy.
- Continuing to increase our retail, trading, and fundraising income, and diversifying our funding sources, to expand the availability of funding to support charitable activities.

Our new strategy for 2026 onwards is in the process of being finalised. In terms of the delivery of our charitable objects for public benefit, our overall strategy is likely to remain similar.

Criteria for measuring success

By focusing our attention on delivering personalised services, the specific success measures for each person we support are dependent on their individual needs.

At a wider charity level, there are many ways in which we measure the success of our work, including:

- Number of people supported;
- Number of needs they have identified which we supported them to achieve;
- Increased benefit income;
- Improvements measured through the Outcomes Star for independent living.

Our continuous improvement procedure monitors customer satisfaction with our services, and our Trustees receive quarterly customer compliments and complaints reports. As a learning organisation, we treat all complaints as an opportunity to improve.

We provide quarterly output and outcome reports to project funders and contract commissioners, detailing how we have delivered our services against any grant conditions or performance monitoring requirements.

We take huge pride in delivering service quality of the highest standards and hold numerous external and independent assessments of our quality standards:

- Age UK Charity Quality Standard
- Age UK Information and Advice Quality Standard
- The Advice Services Association’s Quality Standard
- ISO9001
- CHAS (Contractors’ Health and Safety Standard)

Social investment policies

We do not make any social investments.

Grant-making policies

Through our involvement in the Sheffield City Council People Keeping Well in the Community programme, we lead the partnership for the South-West Sheffield area. The grant funding we receive from the Council for this initiative requires us to make small, community grants, usually of up to £500, to fund community-level health and wellbeing activities. Applicant organisations in the designated area apply to us to receive a community grant to fund capital items or ongoing activities, such as table tennis, litter-picking, and creative writing.

The South-West Sheffield People Keeping Well partnership makes decisions about which applications they wish to support, and we administer the grant-making process.

We also administer small grants to individuals on behalf of the Sir George Franklin’s Pensions Charity. Their charitable objects are to support people aged 50 and over who are living in poverty. We nominate people who we are aware are in need of short-term support and their Trustees decide which grants to make. The grants are paid to Age UK Sheffield, who administer the grants to individuals.

Volunteer involvement

In 2024/25 we were supported by 272 registered volunteers supporting a wide range of charity activities, including our Dementia Wellbeing Centres and cafes, our “In Touch” befriending programme, helping older people to get online and use the internet safely, and our retail shops. In total, these volunteers delivered around 25,000 volunteering hours, with an equivalent value of at least £286,000. We could not deliver such a wide range of charitable activities without our volunteers and we are extremely grateful to them all.

Charity achievements and performance

During 2024/25, we took on 4,180 new cases for people who required our support an increase of over 10% compared to the previous year. We supported those people to increase their income by over £2.65 million in the first year, by claiming the additional benefits they were entitled to. This figure is believed to be a significant under-estimate because many people we supported to make benefits claims were either still waiting for their decision, or had not reported the outcome to us, at the time of writing this report.


In addition, thousands more people attended a wide range of activities at our Gathering Ground site in Hillsborough Park and People Keeping Well activities in South-West Sheffield. We also handled thousands more information enquiries through phone calls and e-mails to our Sheffield city centre office.

2024-25 impact report

Last year we supported older people in record numbers, taking on 10% more cases than the previous year.

We supported 4,180 older people with recorded casework. As always, benefits checks for people living in poverty were by far the greatest support request. We know we helped at least 425 people to increase their benefit income by over £2.65 million in the first year (over £2.2m per year thereafter).

We also supported people with a wide range of issues to help them continue to live safely at home, whilst further helping over 2,000 people who were at risk of loneliness and social isolation to access to leisure and social activities.



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Reducing demand on the NHS

We commissioned an independent evaluation report to assess the impact on the NHS of our hospital activities and discharge co-ordinator service. This provided support on hospital wards to keep older patients active and engaged, leading into further practical support in the home, if required, after discharge. This found that:

- Patients on the wards we supported we discharged from hospital, on average, two days more quickly than on a comparator ward
- Patients on these wards were discharged with less support needed
- There were lower average discharge delays (3.0 days compared to 3.94 days)
- There was a decreased rate of patient readmissions among those we supported.

The independent evaluation calculated savings on bed days as a result of this project equivalent to around £318,000.

CASE STUDY

Celia’s story

Through our activities on the wards we also supported “Celia” and her fellow patients to have a more comfortable stay in hospital. Celia, aged 71, had been admitted to hospital after a 999 call because her husband could no longer care for her due to mental health issues. She had been on the ward for three months while suitable residential care was sought. Over eight visits, Celia went from crying and shouting out “I want to go home” to engaging in conversations about her family and things to look forward to. Staff on the ward reported an improved atmosphere, reduced workload, and other patients being more settled.



CASE STUDY

Janet’s story

One of the patients who we supported to go home from hospital was 72-year-old “Janet”, who was living with multiple health conditions, including heart failure and COPD, and was highly likely to be readmitted to hospital. She said: “Another organisation were helping with my shopping but it didn’t last long and if Age UK Sheffield hadn’t stepped in I would have gone without. You can’t go without food, can you?”

We also identified a range of other needs, including hoarding, extensive credit card debt, and no working heating. We helped Janet to declutter, restructure her debt and manage money better, and have her heating fixed. Janet said: “I really needed this support. I would have had no chance of getting back on my feet.”

The independent evaluation calculated savings on bed days as a result of this project equivalent to around **£318,000**.



Dementia support

We continue to be the largest provider of specialist community dementia services in Sheffield, leading the city’s Dementia Advice Service, delivering numerous Dementia Wellbeing Centres across the city, and helping to make Sheffield a more dementia-friendly place through the Dementia Action Alliance.



“ **People living with dementia have told us they:**
Didn’t know there was so much support in the community, and they now know where to go for anything dementia-related.

CASE STUDY

Anna’s story

One of the patients we supported to be discharged from hospital was “Anna” who was widowed in 1999. Alongside a range of other issues, Anna could not find the grave of her husband, “Terry”. His burial plot had been lost in the overgrowth of a woodland burial plot. After we worked with grounds staff to clear the site, Anna was overjoyed to rediscover his grave.

Money worries

Benefits advice is our most in-demand service. Around a quarter of over-65s in Sheffield are living in poverty, and we help to ensure they are claiming all the benefits they are entitled to.

CASE STUDY

Bob and Vera’s story

For example, 78-year-old “Bob” and his wife,” Vera”, aged 73, both lived with multiple health conditions and were caring for each other with minimal income and no savings. We assessed that they were both entitled to Attendance Allowance, Pension Credit, and several other benefits. We supported them to claim these entitlements, increasing their combined income by £20,580 per annum.



CASE STUDY

John and Anne’s story

Similarly, “John” and “Anne” had experienced money issues for years and could not afford to put their heating on. We helped them to claim the same amount in increased benefits, £20,580 per annum. John said: “When I saw the amounts I couldn’t believe it. We had been living from hand to mouth. Age UK Sheffield is the best thing ever, we would have been asking for help from food banks.”



CASE STUDY

Julia and Clive’s story

The effects of poverty often spill over into a lack of heating. “Julia” and “Clive” were living in poverty and could not afford to fix their boiler, meaning their house was damp and had increasing mould. We helped them to increase their income by £15,780 per annum and obtain a grant to fund a new boiler, helping to reduce their damp and mould.

Housing

During 2024/25 we have been greatly concerned by Sheffield City Council’s withdrawal of floating housing support for older people at risk of homelessness. This is a vital service that is no longer available to older people in the city. Despite having none of our own resources to prevent homelessness, we offer the best support we can.



CASE STUDY

Fred’s story

Service veteran “Fred” was in Barnsley Hospital after his third car accident in quick succession. He had served in the First Battalion York and Lancaster, and the First Battalion Green Howards. He needed to move out of his existing home as he could no longer manage the stairs and it had no heating.

A medical priority house had been identified for him in Sheffield but he was at risk of losing it because he was in hospital. The Council would offer it to someone else if he didn’t view it within a week, but this would force him to self-discharge from hospital and lose the care he needed. We liaised with the Council to enable his niece to view it on his behalf, help him to move in, and have support around him to live safely at home.



Specialist projects

We continue to seek resources to enable us deliver projects which meet specific needs in the local community. Some of the projects we have been delivering include:

CASE STUDY

Anne’s story

Digital awareness support to help older people learn to get online – for example, “Anne” was housebound due to health conditions. Her laptop broke two years ago and she could not afford a new one so she was unable to explore her interests, play games or contact friends. Through our Digital Champion programme, we supported her to receive a laptop loan, and training to use updated software since she was last online.



She has since been able to start a creative writing course and an online college Psychology course, keeping her active despite numerous disabilities.

2025 marks the final year of our current grant from Weston Park Cancer Charity to support older people with cancer in Sheffield to live independently at home. For the past nine years, WPCC has supported this service benefitting over 3,000 people living with cancer in total. We are hugely grateful to WPCC for their support in delivering this service since 2016. A full list of our grant funders in 2024/25 can be seen on page 20.



CASE STUDY

Fiona’s story

Scams awareness and prevention – for example, 76-year-old “Fiona” was living with short-term memory loss and had accepted several high-priced quotes for work from cold callers. We enabled the fitting of a call-blocking service on her phone, provided advice on how to handle cold callers, and gave her niece (who was Power of Attorney) information on a service to help to obtain reputable quotes for future repairs.

CASE STUDY

Joyce’s story

Support with life changing events – “Joyce”, aged 67, had recently lost her husband and was suffering with anxiety and depression. She was also the legal guardian for her 13-year-old granddaughter. She had a low income and then received a £4,000 bill for her husband’s care home costs.

We helped her to prove she was not liable for the care home bill and increased her income by £5,431 per annum (plus £3,969 backdated).

Photos for illustrative purposes only, and not the actual case study.

Gathering Ground

Usage of our Hillsborough facilities continues to grow, and it is now a fully-established home for our Wellbeing Centre, which delivers uplifting and engaging activities for people living with dementia. During 2024/25, we also expanded our range of events in our Pavilion there, selling out a Pottery throw down event; hosting a University of Sheffield exhibition exploring dementia within ethnic minority communities; an Age UK Sheffield 20 year celebration event; and a Santa’s Grotto.



Community development

During 2024/25, our community team expanded as we worked with venues throughout South-West Sheffield to enable them to become Welcome Places for people who need somewhere to go. We work in these local communities to raise awareness of funding and resource opportunities, participate in community events and celebrations, partner with organisations delivering local services like age-appropriate physical activity, and supporting people to get online. We have also contributed to the development of Sheffield City Council’s Communities Strategy.

We also continue to deliver a range of creative opportunities in this area, such as creative writing at Ecclesall Library and the Totley Well With Nature group.

Volunteer input

Our work would not be possible with the hundreds of volunteers who support our work with older people. Whether being an “In Touch” volunteer befriender, knitting hats to donate to us, or volunteering in our charity shops, the contribution of volunteers to our charity is immense.

In total, we have 272 volunteers who, in 2024/25, contributed 25,000 hours of service. We are so grateful to them all, but we also know what a positive impact volunteering has on the volunteers themselves. One told us: “One woman I visit asked me to help her walk to the end of her road – something she hadn’t done in years. I was proud of her and grateful for her trust. Volunteering reminds me to slow down, to smile more, and to call my grandad. Little things really matter.”



In total, we have **272** volunteers who, in 2024/25, contributed **25,000** hours of service.

Supporting people (and cats) who are most in need

80% of our beneficiaries in 2024/25 were aged 70 or over, with one-in-ten of them aged 90 or over. Over half had either mobility issues or a history of falls, with 1,292 living with dementia or memory loss. We also supported hundreds of people living with a mental health issue, cancer, or a heart or lung condition. 246 beneficiaries (7% of those who declared their ethnicity) did not identify as White-British.

CASE STUDY

Jacqueline’s story

We also help with the full range of a person’s needs. “Jacqueline” had no money after losing her bank card and called Age UK Sheffield as a last resort after all her other calls had drawn a blank. She had been given a food bank voucher until her new card arrived – but was also out of food for her four cats! We rushed out with some cat food and a food parcel for Jacqueline, who said: “Thank you so much. I’m sorry I’m a bit weepy.”

This is just one of hundreds of satisfied customer feedback quotes we receive throughout the year:

“The help Age UK Sheffield has given us over the past months has been nothing short of incredible. The help throughout has been one of patience, diligence and compassion. We cannot thank Age UK enough steering us through the complexities of our predicament. We are extremely grateful and cannot thank you enough.”

“We would have been living on nothing if it wasn’t for the support of Age UK Sheffield.”

“I am on cloud nine. I was waiting a year to hear anything, and you helped me get the Blue Badge in 3 weeks! I cannot fully express my gratitude enough to the staff at AUKS.”

“We had been living hand to mouth before we were awarded the benefits and we feel so much better now.”

“I really didn’t know what Age UK Sheffield would have been able to do for us, I would have never thought of contacting if it had not been for the doctor referring me. The help we have received is unbelievable and something we would have never imagined. The greatest gift of all is that we have our kids helping us more than ever now since Age UK have been involved.”

Financial review

Our financial outturn for 2024/25 has a bottom line showing a deficit of £162,009 (2023/24: £265,913 surplus).

The deficit for the year is entirely comprised of the expenditure of grants received in previous years, and was lower than we had budgeted. This can be seen by taking the years 2023/24 and 2024/25 in combination, which shows an overall surplus over the two years.

Principal funding sources

Our main sources of income are contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. Demand on the ILC service continues to increase due to issues ranging from poverty to issues in receiving health and social care services.

We also receive significant income from our dementia services, our paid-for “At Home” service, our retail shops, and our new facilities in Hillsborough Park.

A complete list of our grant funders can be seen on page 20 of the report.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people. Our employee costs are around two-thirds of our total expenditure.

We work hard to keep our overheads as low as possible, to maximise the impact we can have directly on service delivery.

Cash position

As at 31 March 2025 the Charity had a cash balance of £953,320 on a consolidated basis (2024: £1,172,321).

Fixed assets

Our main tangible fixed assets relate to our properties in Hillsborough Park, which opened in 2022 and are being depreciated over a 25-year period.

Restricted/designated funds

At 31st March 2025, the charity held restricted funds of £125,424 (2024: £185,800). These all relate to grant income we have received to deliver services. The vast majority of these are funding for our Independent Living Co-ordination service, which we expect to spend in 2025/26.

Significant events

There were no significant events that materially affected our financial position.

Investment policy

We do not hold any significant investments outside of our group of companies.

During 2021/22, in partnership with four other local Age UK Brand Partners, we established a new social enterprise company, CASEwork Services CIC Ltd to provide back office services to our five charities, and to others. We supported the establishment of this company through the provision of a £15,000 loan. Half of this amount (£7,500) has been repaid to us.

Risk management

Our risk assessment and risk register are reviewed and updated on a quarterly basis and scrutinised by our HR and Governance Group. This review includes a written update on the current position of each risk and a review of the likelihood and impact scores, and any further control measures required. New risks are added and existing risks closed, to ensure the risk assessment remains and live document which informs our strategy development and work programme. The full Board reviews the risk assessment once per year, or individual risks may be escalated to the Board periodically by the HR & Governance Group.

In September 2025, the highest scoring risks on our risk register related to the achievement of income targets across various domains, and the consequent effect on our budget if the anticipated income is not achieved. Management actions are in place to mitigate those risks by providing a suitable focus on income generation activity, and monitoring income on a monthly basis through the management accounts.

Reserves policy

Our Board adopts a risk-based reserves policy which analyses a wide range of capital, buildings-related, service delivery and staffing risks, and their likelihood of being realised. This calculation was updated in September 2025 and the Board’s current target range for free reserves is £500,000 to £600,000.

At 31 March 2025, Age UK Sheffield’s free reserves (unrestricted funds excluding designated reserves less fixed assets) were £698,219 compared to 692,044 in the previous year.

The Board has approved a deficit budget for 2025/26 and anticipates that the charity's free reserves will fall within the target range by March 2026.

Factors likely to affect future performance

The availability of sufficient grant and contract funding to meet our service delivery needs is constantly being monitored. At this stage we do not have any significant concerns in this respect. We have designated some reserves to help provide short-term cover to enable the continuation of delivering core services, if there were to be a gap between the availability of some grants or contracts.

Pension liabilities

Up to 2022, Age UK Sheffield was part of a national Age UK defined benefit pension scheme. Following a review by the Trustees of the national scheme, we mutually agreed to leave the scheme. Our Board has received written confirmation that the national scheme Trustees do not intend to make any further demands on Age UK Sheffield.

Our trading subsidiary

In 2019, the charity invested in our trading subsidiary to fund the capital start-up costs of our retail operation. It was intended that this £60,000 initial investment would be repaid over time through the retail gift aid scheme. The full investment was realised within three years. The following retail gift aid payments have been made to date:

2019/20	-	£3,766
2020/21	-	£9,220
2021/22	-	£63,447
2022/23	-	£91,790
2023/24	-	£94,197
2024/25	-	£168,827

In 2021/22, the charity made a short-term loan of £120,000 to the trading subsidiary to support the completion of the Coach House Lottery project in Hillsborough Park. This was because the trading subsidiary delivered the redevelopment of the Coach House but some of the capital grants to support the project had been paid to the charity. This loan will be repaid through rental income from the café operator in the coming years.

Going concern

The Trustees have considered the charity's ability to fulfil its financial obligations as they fall due over the coming 12-month period. In undertaking these considerations, Trustees have assessed a wide range of factors, including:

- The current availability of unrestricted and undesignated reserves;
- A cashflow forecast;
- Future planned income sources, the diversity of these sources, and the risks attached to each income source;
- Planned expenditure against this income;
- The risk assessment used to inform our updated reserves policy, including unforeseen spending commitments such as building maintenance and dilapidations, the financial impact of a further pandemic, cost of living increases, and our ongoing discussions with the administrators of the Age UK defined benefit pension scheme.

Having given due consideration to all these issues, Trustees have made a positive going concern assessment of our ability to continue trading throughout at least the next 12 months.

Further details regarding the adoption of the going concern basis can be found in the Accounting Policies section of the financial statements.

Plans for future periods

The Board is finalising the development of a new Strategy to adopt from 2026 onwards, which will form the framework for decision-making around future priorities and business plans. It is believed that the priorities which were highlighted in the 2022-25 Strategy still remain, and it is likely that the next Strategy will seek to continually improve the charity's ability to deliver on those priorities.

Charity structure, governance and management

Age UK Sheffield is a charity and registered company limited by guarantee, which is governed by a board of Trustees. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a 'new' charity, number 1108413 on 31 March 2005.

In 2024/25, the full Board met in full six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly in advance of full Board meetings.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors comprising up to three charity Trustees and up to two independent Directors, one of whom, David Marshall, chairs the Board. This trading arm engages in trading activity and makes donations to the Charity through the retail and corporate Gift Aid processes.

Since the Charity and the Group qualifies as small under section 383 of the Companies Act 2006, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 is not required.



How we make decisions

A Scheme of Delegation is appended to the Charity's Code of Governance, which describes the decisions which are reserved for the full Board, decisions that are delegated to sub-groups, and those which are delegated to the Chief Executive and Senior Management Team.

The Finance and HR & Governance Groups typically meet one or two weeks before full Board meetings to undertake a scrutiny function on behalf of the Board. They may make recommendations to the Board or specify issues which require full Board discussion.

The Scheme of Delegation was last reviewed in July 2023.

Trustee recruitment, induction and training

The Board actively manages its composition to provide both stability and fresh ideas and thinking. Trustees are recruited for a three-year term and may serve up to three terms. In recent years it has been common practice for one or two Trustees to resign from the Board and one or two new Trustees to join the Board.

Trustees are always recruited through an open process using a role description and person specification. Trustees receive a handbook which includes the Articles of Association, Code of Governance, and key policies and procedures including the Declaration of Interests policy. Trustees complete an induction which includes meetings with senior managers and shadowing of key frontline services.

At our November 2025 Annual General Meeting, we will say goodbye to our Chair, David Campbell. David has been Chair for around nine years, serving almost 12 years as a Trustee in total. Under David's chairmanship, Age UK Sheffield has grown and prospered. We thank him for his support and leadership.

Senior management remuneration

The remuneration of all staff, including senior managers, is considered annually by the full Board. The senior managers during the year 2024/25 were the Chief Executive, Head of Service Delivery and Standards, and Head of Income Generation.

The Age UK network

Age UK Sheffield is a local, independent charity. Our charitable objects are focused around providing services to older people in Sheffield and our Trustees are from Sheffield and the surrounding area. We are part of the federated Age UK network of charities, with whom we share a Network Agreement. This gives all local partners, including Age UK Sheffield, rights and obligations to work together for the benefit of older people in our shared network.

Part of our commitment to being an Age UK Network Partner is to uphold excellent quality standards in the running of our charity and our service delivery to older people. We meet the Age UK Charity Quality Standard and also hold the Age UK Information and Advice Quality Standard, which provides evidence of independence, impartiality, and service quality in the provision of information and advice services. The latter was reassessed in early 2025, with the majority of our files being rated as “Good”.

During 2024/25 we supported our neighbours at Age UK Barnsley by sharing our Chief Executive with them for six months. We believe this type of sharing of resources should be a model for future work with our partners in the Age UK network.

Related parties

Up to three Trustees sit on the Board of our wholly-owned trading subsidiary, Age UK Sheffield Enterprises. The current Trustees on that Board are David Campbell, Tim Furness and Lisa Whitworth. All make relevant declarations of interest at respective Board meetings.

Age UK Sheffield was a founding member of CASEwork Services CIC Ltd, which was established in September 2021. The joint venture company was established in partnership with four other local Age UK Brand Partners, to provide finance and other back office services to the owning charities as part of a cost-sharing group, and commercially to other charities and social enterprises.

We work with a wide range of other charities in the pursuit of our charitable objectives. We are members of the Age England Association and attend regional meetings with other Age UK Brand Partners. We also regularly work with other charities in Sheffield.

Trustees’ indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2024/25, and give particular thanks for the financial support given by:

- Age UK
- Ecclesfield and Hillsborough Primary Care Networks
- Friends of Whirlow
- HM Burdall Charity
- Innovate UK
- JKA Trust
- Marjorie Coote Old People’s Charity Fund
- NHS England
- NHS South Yorkshire Integrated Care Board
- Sheffield Church Burgesses Trust
- Sheffield City Council
- Sheffield Health & Social Care NHS Foundation Trust
- Sheffield Town Trust
- Sir George Franklin Charity
- South Yorkshire Community Foundation
- The Headley Trust
- Veterans Foundation
- Weston Park Cancer Charity
- Individual donors, fundraisers, customers, members and people leaving legacies to Age UK Sheffield

Statement of trustees’ responsibilities

The trustees (who are also the directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the trustees’ report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland”. The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

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

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

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company’s website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charitable company’s auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006 and the requirement to produce a strategic report.

The annual report was approved by the trustees of the charitable company on 13th November 2025 and signed on its behalf by:

Mr David Campbell
Chair



Independent auditors’ report to the members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the ‘charitable parent company’) and its subsidiary (the ‘group’) for the year ended 31 March 2025, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Balance Sheet, Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s 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 other information comprises the information included in the trustees’ annual report, other than the financial statements and our auditor’s report thereon. The trustees are responsible for the other information contained within the annual report. 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.

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 course of 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 or a material misstatement in the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- the information given in the trustees’ report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies’ exemptions in preparing the Directors’ Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Statement of trustees’ responsibilities set out on page 16, 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.



Auditors’ responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

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

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

The charitable company is subject to laws and regulations that directly and indirectly affect the financial statements. Based on our understanding of the charitable company and the environment it operates within, we determined that the laws and regulations which were most significant included FRS 102, Companies Act 2006, Health and Safety regulations and the Charities Act 2011. We considered the extent to which non-compliance with these laws and regulations might have a material effect on the financial statements, including how fraud might occur. We evaluated management’s incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the posting of inappropriate journal entries to improve the company’s result for the period, and management bias in key accounting estimates.

Audit procedures performed by the engagement team included:

- Discussions with management and those responsible for legal compliance procedures within the charitable company to obtain an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of Trustee meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the Financial Reporting Council’s website at www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor-s-responsibilities-for. This description forms part of our auditor’s report.

Use of our report

This report is made solely to the charitable parent company’s trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group’s trustees those matters we are required to state to them in an auditor’s 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 parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Bladen, Senior Statutory Auditor

for and on behalf of
Hawsons Chartered Accountants
Statutory Auditor

Pegasus House
463a Glossop Road
Sheffield
S10 2QD

Date: 13th November 2025

Consolidated statement of financial activities

Year Ended 31 March 2025

		Unrestricted funds	Restricted funds	Total 2025	Total 2024
Note		£	£	£	£
Incoming resources					
Grants, donations and legacies	2	415,367	539,083	954,450	1,170,766
Charitable activities	3	755,481	162,003	917,484	1,046,229
Investment income	4	19,341	-	19,341	10,282
Other income	5	232,599	358	232,957	153,699
Total incoming resources		1,422,788	701,444	2,124,232	2,380,976
Resources expended					
Raising funds		-	-	-	4,129
Charitable activities	6	1,524,421	761,820	2,286,241	2,110,934
Total expenditure		1,524,421	761,820	2,286,241	2,115,063
Net (outgoing)/incoming resources		(101,633)	(60,376)	(162,009)	265,913
Net movement in funds		(101,633)	(60,376)	(162,009)	265,913
Reconciliation of funds					
Total funds brought forward		1,434,888	185,800	1,620,688	1,354,775
Total funds carried forward		1,333,255	125,424	1,458,679	1,620,688

Consolidated balance sheet

31 March 2025

		31 March 2025		31 March 2024	
		Group	Company	Group	Company
	Note	£	£	£	£
Fixed assets					
Tangible assets	11	392,713	137,912	434,856	162,811
Investments	12	-	60,002	-	60,002
		392,713	197,914	434,856	222,813
Current assets					
Debtors	13	266,443	412,470	272,926	380,684
Cash at bank and in hand		953,320	847,531	1,172,321	1,057,233
		1,219,763	1,260,001	1,445,247	1,437,917
Creditors – amounts falling due within one year	14	(153,797)	(100,892)	(259,415)	(195,670)
Net current assets		1,065,966	1,159,109	1,185,832	1,242,247
Net assets		1,458,679	1,357,023	1,620,688	1,465,060
Charity funds:					
Restricted funds	16	125,424	125,424	185,800	246,020
Designated funds	17	242,323	242,323	307,988	307,988
Unrestricted funds	17	1,090,932	989,276	1,126,900	911,052
Total charity funds		1,458,679	1,357,023	1,620,688	1,465,060

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements. The income and expenditure account for the year dealt within the accounts of the Charity was a deficit of £108,037 (2024: a surplus of £210,295).

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

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

The financial statements on pages 21 to 40 were approved by the trustees, and authorised for issue on 13th November 2025 and signed on their behalf by:



Mr David Campbell
Chair

Consolidated statement of cash flows

Year Ended 31 March 2025

	Note	2025	2024
		£	£
Cash flow from operating activities		(162,009)	265,913
Net (expenditure)/income			
Adjustments to cash flows from non-cash items			
Depreciation		55,137	45,747
Investment income	4	(19,341)	(10,282)
		(126,213)	301,378
Working capital adjustments			
Decrease in debtors	13	6,483	312,139
Decrease in creditors	14	(105,618)	(175,912)
Net cash flows from operating activities		(225,348)	437,605
Cash flows from investing activities			
Interest receivable and similar income	4	19,341	10,282
Purchase of tangible fixed assets	11	(12,994)	(87,441)
Net cash flows from investing activities		6,347	(77,159)
Net (decrease)/increase in cash and cash equivalents		(219,001)	360,446
Cash and cash equivalents at 1 April		1,172,321	811,875
Cash and cash equivalents at 31 March		953,320	1,172,321

Notes on accounts

Year Ended 31 March 2025

1. Accounting policies

The following accounting policies have been used consistently in dealing with items which are considered material to the charitable company's affairs.

1.1 Statutory information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. The members of the Charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity's operations and principal activities are included in the trustees' annual report.

1.2 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. There has been no material departure from these standards.

The functional and presentational currency of the charity is GBP.

1.3 Going concern

At the date of signing these financial statements, the Trustees have reviewed the current financial position and future projections and believe this indicates that the group will be able to continue to operate for a period of at least 12 months beyond the signing date.

1.4 Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and its subsidiary undertaking ('subsidiary').

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

1.5 Exemptions for qualifying entities

The charitable company has taken advantage of the exemption from preparing a statement of cashflows on the basis that it is a qualifying entity and the group cashflow statement included within these financial statements include the company's cashflows.

The charitable company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

1.6 Income

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

The legacies entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

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

1.7 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and governance costs are costs incurred on the Charity's operations, including support costs and costs relating to the governance of the Charity appointed to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

1.8 Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

1.9 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

1.10 Taxation

The charitable company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charitable company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.11 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of the fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

- Short-term leasehold property - over remaining term of the lease
- Office equipment - 20% - 30% straight line
- Computer equipment - 33% straight line

1.12 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

1.13 Debtors

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

1.14 Cash at bank and in hand

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

1.15 Impairment

Assets that are subject to depreciation or amortisation are assessed at each balance sheet date to determine whether there is any indication that the assets are impaired. Where there is any indication that an asset may be impaired, the carrying

value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

1.16 Liabilities and provisions

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

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.17 Financial instruments

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

1.18 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

1.19 Pensions

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

1.20 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

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

1.21 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

(i) Recognitions of legacy income
In applying the principals of SORP FRS 102 in relation to legacies, management make judgements relating to when the legacy income is recognised.

2. Income from grants, donations and legacies

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Donations and other grants	314,407	402,887	717,294
Legacies	8,328	-	8,328
Age UK	92,632	136,196	228,828
	415,367	539,083	954,450

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Donations and other grants	345,837	510,905	856,742
Legacies	120,661	-	120,661
Age UK	9,998	183,365	193,363
	476,496	694,270	1,170,766

Due to the nature of legacies, it is not always possible to determine the value of the legacy or the likelihood of it being received. In some instances, such legacies can be contested and, as such, the charity will not receive the income. The facts of each case are assessed individually to decide when the legacy should be recognised in line with the Charity's accounting policy and with SORP FRS 102.

(ii) Impairment of leasehold improvements

In applying the principals of SORP FRS 102 in relation to impairment of assets, management make judgements relating to the fair value of Leasehold improvements at each balance sheet date. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

3. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Support in the Home	699,929	161,851	861,780
Information and Advocacy	55,552	152	55,704
	755,481	162,003	917,484

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Support in the Home	556,874	2,257	559,131
Group support	346,962	117,526	464,488
Information and Advocacy	22,610	-	22,610
	926,446	119,783	1,046,229

4. Investment income

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Interest receivable on bank deposits	19,341	-	19,341
	19,341	-	19,341

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Interest receivable on bank deposits	10,282	-	10,282
	10,282	-	10,282

5. Other income

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Reimbursed expenses	232,599	358	232,957

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Reimbursed expenses	153,699	-	153,699

6. Expenditure on charitable activities

	Note	Unrestricted funds	Restricted funds	Total funds
		2025	2025	2025
		£	£	£
Information and Advocacy		173,514	-	173,514
Group support		268,300	34,260	302,560
Staff costs		973,719	714,913	1,688,632
Governance costs	7	108,888	12,647	121,535
		1,524,421	761,820	2,286,241

	Note	Unrestricted funds	Restricted funds	Total funds
		2024	2024	2024
		£	£	£
Information and Advocacy		157,363	-	157,363
Group support		388,674	-	388,674
Staff costs		778,395	673,941	1,452,336
Governance costs	7	112,561	-	112,561
		1,436,993	673,941	2,110,934

7. Analysis of governance and support costs

	2025	2024
	£	£
Management & Business Support	46,055	42,665
Infrastructure	59,133	51,540
Development	16,347	18,356
	121,535	112,561

8. Governance costs

Included in support costs are governance costs of £24,324 (2024: £20,545).

9. Net incoming/outgoing resources

	2025	2024
	£	£
Net (outgoing)/incoming resources for the year include:		
Depreciation of fixed assets	55,137	45,747
Auditor’s remuneration - The audit of the Company’s annual accounts	12,150	14,700
Auditor’s remuneration - All taxation advisory services	500	350
Auditor’s remuneration - All non-audit services not included above	4,500	1,450

10. Staff costs

	2025	2024
	£	£
The aggregate payroll costs were as follows:		
Staff costs during the year were:		
Wages and salaries	1,539,502	1,325,456
Social security costs	107,210	91,762
Pension costs	41,920	35,118
	1,688,632	1,452,336

	2025	2024
	No.	No.
The monthly average number of persons (including senior management) employed by the group during the year expressed as full time equivalents was as follows:		
Average number of employees	95	78

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

The Trustees neither received nor waived any remuneration during the year (2024: £nil). No Trustees are accruing pension arrangements (2024: £nil). No Trustees were reimbursed expenses in either year.

The total employee benefits of the key management personnel of the charitable company were £158,616 (2024 - £62,815). Age UK Sheffield considers its key management personnel to comprise of their Senior Management Team, which at the year-end comprises the staff members listed below:

- Chief Executive
- Head of Service Delivery and Standards
- Head of Income Generation

Pension costs are allocated between activities and between restricted and unrestricted funds on the basis of staff time.

11. Tangible fixed assets

	Leasehold improvements	Office equipment	Computer equipment	Total
Group	£	£	£	£
Cost				
At 1 April 2024	941,898	138,818	126,494	1,207,210
Additions	6,072	1,576	5,346	12,994
At 31 March 2025	947,970	140,394	131,840	1,220,204
Depreciation				
At 1 April 2024	584,988	113,376	73,990	772,354
Charge for the year	24,956	7,238	22,943	55,137
At 31 March 2025	609,944	120,614	96,933	827,491
Net book value				
At 31 March 2025	338,026	19,780	34,907	392,713
At 31 March 2024	356,910	25,442	52,504	434,856

	Leasehold improvements	Office equipment	Computer equipment	Total
Charitable company	£	£	£	£
Cost				
At 1 April 2024	202,315	64,737	103,172	370,224
Additions	-	1,090	5,346	6,436
At 31 March 2025	202,315	65,827	108,518	376,660
Depreciation				
At 1 April 2024	109,644	45,371	52,398	207,413
Charge for the year	4,000	4,392	22,943	31,335
At 31 March 2025	113,644	49,763	75,341	238,748
Net book value				
At 31 March 2025	88,671	16,064	33,177	137,912
At 31 March 2024	92,671	19,366	50,774	162,811

12. Fixed asset investments

Charitable company	2025	2024
	£	£
Shares in group undertakings and participating interests	60,002	60,002

Details of the investments in which the charitable company holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Company number	Registered office	Class of share	Proportion of voting rights and shares held	
				2025	2024
Age UK Sheffield Enterprises Limited	02432642	1st Floor South Yorkshire Fire & Rescue 197 Eyre Street Sheffield South Yorkshire S1 3FG	Ordinary	100%	100%

The loss for the financial period of Age UK Sheffield Enterprises Limited was £24,885 (2024 - £(63,534)) and the aggregate amount of capital and reserves at the end of the period was £8,671 (2024 - £33,556).

13. Debtors

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	110,048	106,496	83,091	68,205
Due from group undertakings	-	-	235,228	198,096
Other debtors	25,785	23,187	10,620	7,500
Prepayments and accrued income	130,610	143,243	83,531	106,883
	266,443	272,926	412,470	380,684

14. Creditors

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	22,720	61,102	9,723	19,920
Other taxation and social security	2,478	22,034	1,528	22,034
Other creditors	30,061	36,592	8,860	36,592
Accruals	56,878	79,826	44,360	62,502
Deferred income	41,660	59,861	36,421	54,622
	153,797	259,415	100,892	195,670

15. Deferred income

	2025	2024
Group	£	£
Deferred income at 1 April 2024	59,861	258,636
Resources deferred in the period	36,421	54,622
Amounts released from previous periods	(54,622)	(253,397)
Deferred income at year end	41,660	59,861
	2025	2024
Charity	£	£
Deferred income at 1 April 2024	54,662	253,397
Resources deferred in the period	36,421	54,622
Amounts released from previous periods	(54,662)	(253,397)
Deferred income at year end	36,421	54,622

Deferred income represents income deferred for contract funding received in advance and grant funding whose conditions will be met in future years.

16. Restricted funds

Group	Balance at 1 April 2024	Incoming resources	Resources expensed	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Restricted funds					
SCC - Age Hub	12,081	12,500	(24,581)	-	-
SCC - PKW Community Wellbeing	488	38,027	(33,874)	-	4,641
SCC - PKW Dementia	-	36,456	(36,456)	-	-
SCC - SDAA Dementia Friendly Sheffield	41,630	15,000	(56,630)	-	-
NHS - Porter Valley Transformational	529	-	(529)	-	-
NHS - hospital discharge	121,685	-	-	(121,685)	-
NHS - Stroke	178	-	-	(178)	-
Veterans Association	329	-	-	(329)	-
Welcome spaces	8,880	42,426	(51,306)	-	-
Independent Living Co-ordinator	-	557,035	(558,444)	122,192	120,783
Total restricted funds	185,800	701,444	(761,820)	-	125,424

SCC - Age HUB	This fund is to support older people to have their say on local public policy.
SCC - PKW Community Wellbeing	This fund is to support people in South-West Sheffield to live healthy lives.
SCC - PKW Dementia	This fund is to support people living with dementia in South-West Sheffield.
SCC - SDAA Dementia Friendly Sheffield	This fund is to create a dementia-friendly city.
NHS - Porter Valley Transformational	This fund is to support GP patients in the Porter Valley neighbourhood with non-medical health interventions.
NHS - GP Referrals	This fund is to support GP patients in Sheffield with non-medical health interventions.
Age UK - Building Resilience	This fund is to support older people who have experienced a life-changing event.
Age UK Scams Prevention	This fund is to support older people who have been scammed or are at risk of being scammed.
Age UK Bereavement	This fund is to support older people who have been bereaved.
Independent Living Co-ordinator	Funds restricted to the delivery of Independent Living Coordination (ILC) services have been grouped together as they relate to projects delivering the same objectives and activities.

Group	Balance at 1 April 2023	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2024
	£	£	£	£	£
SCC - Age Hub	831	11,250	-	-	12,081
SCC - PKW Community Wellbeing	1,582	36,903	(37,997)	-	488
SCC - PKW Social Prescribing	-	25,000	(27,881)	2,881	-
SCC - PKW Dementia	1,259	34,000	(35,128)	(131)	-
SCC - SDAA Dementia Friendly Sheffield	26,630	15,000	-	-	41,630
NHS - Porter Valley Transformational	839	-	(310)	-	529
NHS - Dementia People Keeping Well	5,000	-	(5,000)	-	-
NHS - GP Referrals	-	69,612	(69,712)	100	-
NHS - hospital discharge	-	265,983	(144,298)	-	121,685
NHS - Stroke	-	17,835	(17,657)	-	178
Age UK - Building Resilience	-	34,521	(35,092)	571	-
Age UK Scams Prevention	-	39,457	(41,344)	1,887	-
Age UK Bereavement	236	34,120	(35,444)	1,088	-
Age UK Walking Programme	-	16,667	(15,764)	(903)	-
Age UK - More Money For You	-	18,600	(18,835)	235	-
Age UK - COL Fund	-	40,000	(42,175)	2,175	-
Energy Saving Trust	-	20,812	(20,812)	-	-
National Lottery - Community Fund	-	34,276	(34,276)	-	-
Veterans Association	-	7,878	(7,549)	-	329
Welcome spaces	-	8,880	-	-	8,880
Weston Park Hospital	-	83,259	(84,667)	1,408	-
Total restricted funds	36,377	814,053	(673,941)	9,311	185,800

17. Unrestricted funds

Group	Balance at 1 April 2024	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2025
	£	£	£	£	£
Unrestricted fund	1,126,900	1,422,788	(1,516,756)	58,000	1,090,932
Designated					
Hillsborough Project	37,988	-	(7,665)	-	30,323
Support I&A and ILC Services	97,000	-	-	-	97,000
Westfield Donation	40,000	-	-	-	40,000
Senior Manager succession planning	60,000	-	-	-	60,000
Student Placement Co-ordinator	33,000	-	-	(33,000)	-
Hillsborough Community Development Co-ordinator	25,000	-	-	(25,000)	-
ILC Service Evaluation	15,000	-	-	-	15,000
	307,988	-	(7,665)	(58,000)	242,323
Total unrestricted funds	1,434,888	1,422,788	(1,524,421)	-	1,333,255

We are currently holding a total of £242,323 as Designated Reserves of which £152,000 are being held for I&A and ILC services to ensure service continuity over the next year as services come to an end and new contracts are commissioned. The remaining amounts are being held to fund new roles over the next year to further develop the charity.

Group	Balance at 1 April 2023	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2024
	£	£	£	£	£
Unrestricted fund	1,176,245	1,526,923	(1,433,957)	(142,311)	1,126,900
Designated					
Hillsborough Project	45,153	-	(7,165)	-	37,988
Support I&A and ILC Services	97,000	-	-	-	97,000
Westfield Donation	-	40,000	-	-	40,000
Senior Manager succession planning	-	-	-	60,000	60,000
Student Placement Co-ordinator	-	-	-	33,000	33,000
Hillsborough Community Development Co-ordinator	-	-	-	25,000	25,000
ILC Service Evaluation	-	-	-	15,000	15,000
	142,153	40,000	(7,165)	133,000	307,988
Total unrestricted funds	1,318,398	1,566,923	(1,441,122)	(9,311)	1,434,888

18. Analysis of net assets between funds

Group			
2025	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	392,713	-	392,713
Current assets	1,094,339	125,424	1,219,763
Current liabilities	(153,797)	-	(153,797)
Total net assets	1,333,255	125,424	1,458,679
2024	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	434,856	-	434,856
Current assets	1,259,447	185,800	1,445,147
Current liabilities	(259,415)	-	(259,415)
Total net assets	1,434,888	185,800	1,620,688

19. Analysis of net funds

Group	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	1,172,321	(219,001)	953,320
Net debt	1,172,321	(219,001)	953,320

20. Financial commitments

	Group 2025	Group 2024	Charity 2025	Charity 2024
	£	£	£	£
Other				
Within one year	69,483	67,404	15,233	15,233
Between one and five years	81,775	112,429	18,786	33,815
After five years	1,500,000	1,500,000	-	-
	1,651,258	1,679,833	34,019	49,048

Included in the operating leases due later than 5 years is a lease entered into on 1 March 2021 in relation to the Coach House. The lease is for a term of 125 years, of which the first 25 years are rent free, followed by 100 years at £15,000 per annum. The Group has invested funds in renovating this property and this will be used in furtherance of its activities. A sub-lease was signed in March 2022 which rents part of this property to a third party for an annual base rent plus turnover rents.

21. Pension commitments

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £41,920 (2024 - £35,118).

22. Related party transactions

Transactions with trustees are disclosed in note 10.

The financial results of Age UK Sheffield Enterprises Limited as disclosed in note 12 of these financial statements.

The Group has entered into a partnership with CASEwork Services CIC Ltd to provide administrative services to the Group. The Group supported the establishment of the company through a provisional loan of £15,000. The amount of this loan outstanding at the year end is £7,500 (2024: £7,500). Interest of £539 (2024: £879) was received during the year and the balance will be repaid over a 10 year period as the company grows.

During the year CASEwork Services CIC Ltd charged the Group amounts totalling £38,660 (2024: £40,168) for the provision of financial services. The amounts still outstanding at the year end total £Nil (2024: £Nil).

There were no other related party transactions outside of the Group during the current or prior year, nor are there any outstanding balances owing between other related parties outside of the Group at either Balance Sheet date. Group transactions and balances have been eliminated on consolidation.

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