



Age UK South Gloucestershire

Financial Statements

31 March 2021

**Charity registration number: 1109999
Company registration number: 5464737**

Financial statements
Year ended 31 March 2021

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Trustees' Annual Report

Year ended 31 March 2021

The Trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2021.

Objectives and activities

The charity's objectives are:

To promote the following purposes for the benefit of the public and/or older people in and around South Gloucestershire ("the area of benefit"):

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

The outcome of this being the promotion of the well-being of older people.

In order to achieve these objectives, during the period covered by this report we have provided the following services:

- Information and Advice (including specialist welfare benefits advice)
- Community Services (to replace Activity Day Centres during the pandemic)
- Volunteering opportunities (including short-term during the Covid lockdowns.
- Befriending and 'Reconnect' peer-to-peer support
- One-off basic Technology Support
- Improving Homes and Wellbeing
- Foot care
- Referrals for pro-bono Will writing and signposting for Lasting Power of Attorney assistance

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Achievements and performance

The number of older people in South Gloucestershire continues to increase in terms of both actual numbers and as a percentage of population. This is especially significant when the responsibility for providing support continues to be shifted from the statutory sector to the individual themselves, their family and the wider community. We are therefore continuing to adapt to meet the growing demand both now and in the future.

The contributions of our staff and volunteers, a High Street presence, the ground floor accessible premises, the raised profile of Age UK generally and the reputation we have locally for high quality services continues to provide a firm foundation for the delivery of a range of services and support to those in later life.

Like most organisations we have been impacted significantly by the COVID-19 pandemic and we have had to suspend a number of services. However, within government guidelines, and with appropriate risk assessments, we have sought to adapt to new ways of working wherever possible to ensure continuity of service provision. More detail of the adapted services are given under the relevant sections below.

Information and Advice (I&A) Service

The Key Performance indicators for the year to March 2021 included:

- An overall total of **12,336** contacts with older people, their families and carers;
- **3,030** day services contacts through 'Community Services';
- **162** Foot Care appointments;
- Responding to **2,729** 'I&A' enquiries;
- Making **6,577** Befriending calls;
- Providing **153** volunteering opportunities
- Delivering **1,527 benefits advice appointments**, (almost all of which were by telephone due to Covid restrictions).
- The specialist benefits advice service helped secure **£1.1 million confirmed additional income for older people**. We estimate that outstanding claims will add almost £290,000 to this, meaning that **over £1.3 million** will have been secured, benefitting both the recipients and their local communities. (A typical Attendance Allowance successful claim in 2020/21 secured up to **£4,660 per year** for a person with disabilities and/or impairments that mean they require care and support during the day and night.)

We also work in partnership with a number of other providers to maximise the delivery of advice services. For example the **South Gloucestershire Advice Service**, which is led by South Gloucestershire Citizens Advice Bureau, combines their expertise and resources with Age UK South Gloucestershire, North Bristol Advice Centre, Talking Money (formerly Bristol Debt Advice Centre) and Avon & Bristol Law Centre, to make benefits and debt advice available throughout South Gloucestershire. In line with our other benefits advice services, our contribution to this

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Year ended 31 March 2021

partnership is to provide benefits advice primarily by means of home visits to those unable to access the community based sessions due to their mobility or caring responsibilities.

Due to Covid, we changed to a 'telephone only' advice service for most of the year with only occasional home visits where they were essential. All visits were subject to a detailed risk assessment before going ahead. We have worked closely with the Council and partner agencies from the Voluntary, Community and Social Enterprise (VCSE) sector to ensure a co-ordinated response to service users and to publicise the continued availability of the I&A service. This included the distribution, via the Council, of 1,500 Age UK Coronavirus guides, which had been produced very promptly by Age UK to communicate the multiple, complex range of information and requirements being introduced from multiple government sources. These were very well received.

Other advice subjects are covered, over the telephone or by means of the comprehensive range of booklets and factsheets produced centrally by Age UK.

Improving Homes & Wellbeing Service (IHWS)

In October 2020 we started the IHWS, a pilot project partnership with South Gloucestershire Council supporting homeowners who have found that their homes and gardens have fallen into disrepair. Referrals were initially made only from the come from the Built Environment Enforcement Team, but this has now been extended to include social care staff.

There are many reasons why a home environment has declined, and we work with individuals to address those issues and support them in making the repairs they need to the property and garden. By identifying and addressing the root causes of their property and garden problems, this project aims to achieve a lasting improvement in their circumstances and their wellbeing, and so prevent the need for enforcement action to be taken.

We have already learned that the presenting problems are usually the 'tip of an iceberg' and that there are complex situations that have combined to a spiral of problems and decline, requiring intensive support to break the cycle. Early case studies demonstrate significant successes, and we are working with the Council ensure the continuation of the service beyond its 'test and learn' phase.

Activity Day Centres

Activity Day Centres had to be closed for the whole year, but mindful of the need to address the social isolation, which was further exacerbated by the Covid lockdowns and restrictions, we have adapted to continue providing personalised support to all services users via the new Community Services Programme:

- Each service user receives a welfare call every week,
- Where relevant we also make calls to families with updates on their loved ones.

Trustees' Annual Report

Year ended 31 March 2021

- Face to face welfare visits are made to those assessed as higher risk.
- Practical support such as shopping and collecting prescriptions are provided,
- A range of activities and a newsletter (with a puzzles page!) have been produced on a regular basis to keep people active.
- Facetime/Zoom calls have been arranged and supported during visits between service users and their families.
- The addition of short-term volunteering opportunities also made it possible to provide additional welfare calls during the week where appropriate.

During the year we provided:

- 3,030 contacts with older people, their families and carers, including:
 - 130 food deliveries or collections
 - 920 people provided with a range of other support as detailed above

We are grateful to South Gloucestershire Council as the main commissioners of this service for their financial support during the COVID-19 crisis, which has enabled us to plan and deliver these above services.

As services have started to re-open we are maintaining a dialogue with them to ensure the most effective use of resources to meet the support needs identified and to relieve pressure on the statutory sector.

Foot care

Good foot care, including nail cutting, is a significant factor in maintaining balance, falls prevention and in maintaining/improving mobility. The service had to be suspended for much of the year, but sessions have now opened again at community venues throughout South Gloucestershire.

In total we delivered:

- 162 nail cutting appointments during the year to a total of **72** people in community venues across South Gloucestershire. (This was much lower during the financial year due to the limited venues available, but sessions have now recommenced.)

Volunteering

We were unable to recruit face-to-face volunteers for existing services in the usual way for most of the year, so we launched a new 'Neighbourly Volunteering' opportunity seeking to provide short term telephone support or shopping during the initial April to August lockdown period. 86 extra volunteers were recruited and provided practical support, including:

- shopping deliveries
- telephone check-ins
- ad hoc support (e.g. admin support, posting letters and even getting broken keys recut!).

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Year ended 31 March 2021

- Over 1,000 shopping deliveries or support calls were made to older people, providing vital support to those most affected by the COVID-19 pandemic.

The **Befriending Service** normally provides a regular visiting service to lonely and isolated older people to support their wellbeing and is provided solely by volunteers but face to face visits had to be suspended for much of the year. In addition to the introduction of 'Neighbourly volunteering' we suggested different ways of working and provided extra support and guidance to existing volunteers and service users, e.g.

- Telephone befriending,
- Guidance on letter writing,
- Doorstep drops of essential shopping,
- Support for video calls.

As the year progressed, we developed (following appropriate risk assessments):

- New virtual training resources
- Garden visits
- Support bubbles for meeting or exercising together outdoors

As a result of these adaptations, we were still able to provide 177 individuals with weekly Befriending support.

Since the year-end, we have secured funding from St Monica Trust to further our support of those experiencing isolation and loneliness and are developing a peer-to-peer support project, 'Reconnect'. This will match like-minded people who have similar interests so that they can foster new friendships for social visits or outings.

Benefits Advice volunteers secured vital additional benefits income of almost £230,000 for 77 clients, representing over 17% of the total benefits secured by the advice team.

Despite such a challenging year for all, and with many volunteers shielding or unable to carry out their role due to the closure periods of our office or Day Centres, we have continued to a variety of people in volunteering roles, which benefits both them and those to whom they deliver services. During the year, **over 200 volunteers still gave an estimated 6,500 hours, equivalent to approx. 3.5 FTE staff!**

The trustees would like to record **another huge 'thank you' to our team of dedicated staff and volunteers** to whom we are indebted, particularly during such a unprecedented year, during which we have faced a wide range of challenges. The staff have risen to the challenge and the volunteers have continued to give of their time generously and regularly to support our services. Without them we would lose around a third of our service delivery capacity and, as always, we would be keen to hear from others who could join this committed team.

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Year ended 31 March 2021

Trading

Following the closure of all FCS regulated trading for Age UK insurance and other products towards the end of 2017/18, the joint trading company shared with Age UK Bristol and Age UK Bath and North East Somerset remains inactive.

The charity also has a wholly owned trading subsidiary company, Age UK South Gloucestershire Enterprises Ltd., but this is currently formally registered as dormant.

Strategic engagement

The CEO has spent considerable time during the year representing the interests of local older people as the Covid-19 pandemic has evolved. Several senior Council groups were convened to which Age UK South Gloucestershire was invited and contributions were made regarding several important issues. For example, maximising the reach of vital Public Health communications, particularly to those who are digitally excluded; ensuring services are protected and adapted for those who are most vulnerable; ensuring the provision of information on issues of concern, particularly amongst the most lonely and isolated; assessing and ensuring the provision of urgent day-to-day necessities such as shopping, prescription collection and foodbanks; working in partnership with others in the Voluntary, Community and Social Enterprise (VCSE) sector to combine resources where relevant to meet particular needs, and seeking to ensure that emergency funding is available to protect organisations from significant losses in income.

Work has continued working with the Bristol, North Somerset, South Gloucestershire (BNSSG) Clinical Commissioning Group (CCG) particularly relating to the Frailty Programme, again, with a particular focus on how best to work with those experiencing frailty.

We are an active participant in a number of other groups and forums in the area to represent the interests of older people. There are also others convened by VCSE organisations such as the CVS South Gloucestershire Leaders' Board, which engages strategically with the Chief Executive and Directors of South Gloucestershire Council. The CEO maintains an active involvement in these at both Senior Officer and Director level, representing older people in strategic and operational discussions as well as publicising the range of services we offer and identifying areas for our future development.

At a national level, the Chief Executive Officer serves as the South-West region's representative on the Age England Association (AEA) Executive Committee. The AEA works with Age UK nationally to maintain and develop a positive working relationship between the national charity and its 'Brand Partners' (the local Age UKs). The AEA is consulted on most key issues and there is often the opportunity for local views to be reflected in these discussions. This has continued to include input regarding the development of a new 10-year strategy for the whole Age UK network with input from Age UKs across the country.

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Year ended 31 March 2021

Financial review

During 2020/21, the Trustees report that income exceeded expenditure by £53,666. The total reserves held at the end of the year (including £195,472 designated funds) was £315,412.

The COVID-19 pandemic affected us both operationally and financially during for the whole of 2020/21. In particular, the loss of income from private Activity Day Centre and nail-cutting clients was significant. We quickly assessed how some of this income (from the Council) could be preserved and successfully applied for a variety of emergency funding, which, along with a review of expenditure, staffing levels and alternative income generation activities ensured the financial stability of the organisation going into 2021/22. Further income generation and fundraising streams continue to be explored and a Business Development Fund of £100,000 has been designated to subsidise their development where appropriate and necessary.

A robust financial reporting mechanism ensures that Trustees regularly review income and expenditure against budget as well as the organisation's achievements against the contractual requirements of restricted income. A detailed Finance Policy and procedures are also in place - these have been reviewed during the year and as a result the schemes of delegation have been updated to both improve operational efficiency and minimise potential risks to the organisation's financial resources.

Although the current financial climate in the sector remains uncertain, the charity continues to develop a range of restricted and unrestricted income streams to maintain financial resilience, which the trustees consider important to protect the sustainability of the charity should one or more funding sources not be renewed.

Reserves policy

The trustees reviewed the reserves policy in 2020/21 and approved the following:

That general (unrestricted) reserves be maintained at the greater of either:

1. Redundancy costs plus outstanding lease obligations, or,
2. Between 3- and 6-months *unrestricted* running costs.

For 2021/22 the current redundancy liabilities are £48,597 and lease liabilities £3,789, giving a total for option 1 of £52,386. The unrestricted running costs for a 3-to-6-month period, are budgeted at £67,205 and £134,410 respectively for option 2. The Trustees therefore adopted a minimum unrestricted reserves target of between £67,000 and £135,000 in line with the 2nd option.

At this level, the Trustees feel that they would be able to maintain the core of the current activities of the charity in the event of a drop in funding, while considering how funding would be replaced or activities changed. It would also cover the cost of an orderly closedown of the organisation should this ever prove necessary, so that it would be able to meet all its financial obligations in such circumstances.

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Year ended 31 March 2021

The general (unrestricted) reserves amounted to £315,412, which is above the 3- to 6-month target level. A total of £195,472 of these reserves have been designated, leaving a balance of £119,940, which is within the 3-to-6-month target level. The trustees plan to draw down the designated balances to cover essential expenditure during the next 1-2 years of uncertainty created by COVID-19, and to invest in new income generating opportunities for the future.

Investment policy

As income from funders is mostly utilised within a short time after receipt, the Trustees consider that the most appropriate policy for investing funds is to place them on short-term deposit. We ensure that sufficient funds are held in the current account for regular expenditure, but the balance of the reserves are invested in a variety of fixed term and notice accounts that attract a reasonable rate of interest, as well as spreading the risk of financial loss in the case of the failure of financial institutions.

Future plans

Having adapted our services to cope with the limitations of the Covid restrictions as these changed during the year, we expect some of these continuing in their adapted form, as well as some previous activities restarting. At the time of writing, Activity Day Centres have started re-opening, but we are exploring the potential for Community Services to continue and expand to become a service that can provide more non-regulated 'at-home' support.

The Reconnect service, a peer-to-peer befriending service delivery model, will enhance our popular, well-established Befriending service and we hope to expand both of these further when suitable funding can be secured to combat the loneliness epidemic that has been exacerbated by the Covid pandemic.

Support for the growing number of people with a dementia diagnosis remains important. In addition to the information and advice service, (including advice on welfare benefits), we will be launching a new service, 'Memory Connections' Dementia Maintenance Cognitive Stimulation Therapy (MCST) in the autumn. This will provide specialist activities (recognised by NICE as the only non-drug therapy for dementia) to maintain active minds. Typically, the programmes can delay the onset of dementia symptoms by six months – precious time at such a critical time in people's lives.

We will continue to maintain regular contact with key staff from South Gloucestershire Council to identify how we might contribute to initiatives they will need to implement to meet predicted need (e.g. for more advice as the impact of the pandemic becomes clearer), or to make further savings over the coming years. We will continue work with the Council and with other advice providers within the South Gloucestershire Advice Service to co-produce advice services that will meet the increased demand in the coming years in the most appropriate and effective ways.

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We are also working with the Council to further develop the work of the Improving Homes and Wellbeing Service to build on the positive and life-transforming outcomes achieved so far.

Both locally and nationally, government and the NHS continues significant strategic shift in its planning and delivery of services to older people. There is an increased focus on personalised, strengths-based and community-based approaches, to build upon the more acute and complex needs of those facing more serious or longer-term conditions. The challenges faced by many older people have also been exacerbated over recent months as we have faced the serious consequences of the COVID-19 pandemic. In April 2022, the South Gloucestershire Integrated Care Partnership (ICP), which is part of the BNSSG Integrated Care System (ICS), will formally launch. We are already involved in some discussions about how we might support the developing initiatives and in particular the increasing focus on preventative work and admissions avoidance in this evolving context.

Our organisational values affirm that older people have the right to have choice and control over the way they live their lives as independently as possible, using a 'strengths-based' approach, building on what they *can* do rather than focussing on what they *can't* do. Our aims therefore include being responsive, empowering and resilience-building in the way we develop and deliver our services. This organisational DNA guides all our work and will continue to do this as we face the significant challenges ahead.

Having been in Thornbury for many years, our current lease is due to end late in 2021. We are actively exploring a potential move to be more central to the South Gloucestershire area and more accessible to a larger number of people.

Public benefit

Age UK South Gloucestershire's main objective is to improve quality of life and well-being for older people in South Gloucestershire and the Trustees have had due regard to the guidance published by The Charity Commission on Public Benefit when deciding the activities that the organisation should undertake.

Trustees' Annual Report

Year ended 31 March 2021

Statement of Trustees' responsibilities

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

Company and Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Structure, governance and management

The Charity is administered through a Board of Directors who are also the charity Trustees. Whilst our governing document requires us to have a minimum of three Directors, we have been fortunate to have the services of up to seven during the year to March 2021.

Board meetings are held bi-monthly, when monitoring reports are presented on finances, service issues, performance and development opportunities. The Board also discuss their responsibilities for the financial sustainability and strategic planning for the work of the Charity and for Safeguarding and Health & Safety issues. The Chief Executive Officer, Finance Manager and Treasurer meet as appropriate to prepare recommendations for the full Board regarding financial matters such as the annual budget and the reserves policy.

Day to day management of the organisation is the responsibility of a full time Chief Executive Officer who has overall responsibility for the team of staff and volunteers.

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Year ended 31 March 2021

The Trustees carry out an annual review of the risks faced and the procedures established to manage those risks. Internal risks are minimised by the implementation of effective internal control procedures that ensure both appropriate authorisation of all transactions and projects and consistent quality of delivery for all operational aspects of the charity.

External risks (e.g. changes to government priorities, cuts to available funding due to budgetary constraints) are also identified and appropriate mitigation measures established.

Examples of mitigation measures in place include:

Risks to vulnerable people:

- The organisation has a Safeguarding Policy and a team of safeguarding coordinators who are responsible for receiving and where necessary escalating issues of concern to the Council's Safeguarding team
- Safeguarding training is available for all staff and volunteers, and is a mandatory part of induction training for all new volunteers
- All those undertaking qualifying activities with vulnerable people must undergo a Disclosure and Barring Service check before they start and at regular intervals on an ongoing basis. References are also taken.
- Safeguarding is a standing item on the agenda for Team and Trustee Board meetings.

Financial risk

- Annual income and expenditure budgets are set, and regular monitoring is undertaken to identify any significant variances.
- A cashflow forecast is updated each month so the year-end forecasts can also be updated to identify any areas of potential financial risk.
- Regular financial performance reports are made to the trustees.
- The trustees have developed a Reserves Policy that aims to ensure that the organisation will be able to cope with any sudden reduction in income or meet any unforeseen expenditure.
- Cash balances are spread across a number of banks to protect against financial loss above the government protected limit.

Cybersecurity Risk

- Confidential data security
- Ransomware attacks
- The organisation employed an external agency to conduct a security review during the year and the internal Wi-Fi device connections are monitored
- Multi-factor Authorisation (MFA) to be implemented in line with good industry practice

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Year ended 31 March 2021

Coronavirus COVID-19

The COVID-19 pandemic required the organisation to introduce a variety of measures to minimise the risk of the spread of the virus. Mitigating actions are kept under constant review as the situation continues to develop, and this process is supported with expert health and safety advice from our retained consultants, Ellis Whittam.

The following are examples of the actions taken:

- The office was closed for much of the year to the public and to most staff. Only occasional, short visits by one staff member at a time were permitted initially to ensure the safety and security of the building.
- As restrictions have changed, some staff have moved back to the office, although many have been equipped to continue a pattern of hybrid working (apart from those in the Activity Day Centre and Community Services).
- The majority of face-to-face services were suspended with the exception of the conversion of the Activity Day Centre to the Community Services home visiting service on a one-to-one basis to provide welfare checks, activities and essential supplies. Before every visit, a series of checks, including for COVID-19 symptoms, were undertaken. During visits, appropriate PPE was used and social distancing was maintained when required.
- The telephone advice line was diverted to staff mobiles so that the provision of information and advice could be maintained.
- The Befriending service moved to a telephone service, with weekly calls instead of the normal visits.
- Virtual call/video software was introduced to facilitate meetings.

These measures have remained under regular review, and as circumstances and guidance have allowed, services have restarted with suitable adjustments to make them as safe as possible.

Age UK Charity Quality Standard (CQS)

The organisation holds the Age UK Charity Quality Standard (CQS), which is audited by an independent specialist audit company, SGS.

Age UK Information and Advice Quality Programme (IAQP)

The organisation was awarded the Age UK IAQP during the year, which passports the Benefits Advice Service to the sector's Advice Quality Standard (AQS) managed by the Advice Services Alliance.

Reference and administrative details

Year ended 31 March 2021

Status

Age UK South Gloucestershire is a registered charity and a company limited by guarantee. Its charity number is 1109999 and its company number is 5464737.

The Trustees

The Trustees, who are Directors for the purpose of company law, who served during the year and since the year end are as follows:

Elected Trustees:

Paul Frisby

Paul has been a trustee since 2012 and is the health and safety lead on the Board. He has recently retired from the local NHS, having worked for them since 1990. Paul is a keen cyclist and grandfather to two boys. He has been Chair of the Board since March 2019.

Warren Gemberling

Warren was elected to the Board in January 2020 and is the Treasurer. He graduated university with a degree in Accounting and qualified as a CPA at KPMG in Des Moines, Iowa. He moved to the UK in 1990 and worked for several multinationals in Finance. Keen to give back, he has joined Age UK South Gloucestershire as the Treasurer.

Alison Griffiths

Alison was elected to the Board in September 2019. A Registered Nurse since 1990, she has worked in many areas and has a particular interest in the care of older people. Since 2005 Alison has managed and led community nursing and therapy services in South Gloucestershire, most recently for Sirona care & health. Alison is passionate about supporting staff to improve care for their service users and promoting self-care in our local population.

Liz Narey

Liz was elected to the Board in November 2019. She is a commercially and financially experienced senior manager and worked as a senior director with Babcock International Group for 23 years. She has worked within a number of Joint Ventures as Executive/Non-Executive Director in Education, Defence and Support Services. She currently works in the Gloucestershire, Bristol/London areas and hopes to bring her wide experience to the Board to assist in developing and supporting the Charity's key aims.

Reference and administrative details

Year ended 31 March 2021

Jenny Pioli

Jenny was a trustee for Age UK South Gloucestershire from 2010 and Vice Chair from 2013 until the end of her term of office at the AGM in September 2020. She previously served as a governor of a local primary school for 12 years, where she gained experience as Vice Chair and Chair. Now retired, she spent her working life in various computing roles, including support roles in Frenchay Hospital and culminating in developing and managing networked systems at Bristol University.

Pooja Poddar

Pooja was elected to the Board in May 2021. A Registered Nurse for 24 years, Pooja has a particular interest in championing the needs of older people in the community. An active local campaigner, Pooja recently stood as a candidate for Frome Vale in the recent local authority elections and has been recognised as one of Bristol's 87 most influential women by the Bristol Post on International Women's Day 2021. Working within the community to improve multi-cultural diversity and cohesion, Pooja is an active member of the Avon Indian Community Association and she helped to set up the Bristol Durga Puja, one of the main Hindu festivals in the South West.

Traci Rochester

Traci was elected as a trustee in July 2018. She founded and operates 3 small local enterprises in design for business, design training & workshops, and digital conversion. She is keen to explore how she can help the charity improve its internal and external communications and profile, while extending the brand reach and achieving absolute clarity in those communications. She also aims to assist with anything marketing or tech-related.

Joanne Stokes

Jo was elected as a trustee in September 2017. She is an experienced voluntary sector manager and has a particular interest in improving the lives of older people. Jo has two boys and also looks after her allotment. Jo resigned from the Board in April 2020 due to a conflict of interest created when her employer, LinkAge, merged with Age UK Bristol.

Kelvin Warlow

Kelvin was elected to the Board in September 2019. On retiring from the Ministry of Defence in 2000, he soon joined Age UK York in various roles including Handyman Services and Information Officer. In 2013 Kelvin joined Age UK South Gloucestershire as a volunteer telephone befriender and office support to the Volunteer Manager. Kelvin is a keen amateur artist, DIY enthusiast and enjoys travel. He has two children and four grandchildren.

Co-opted Trustees

There are currently no co-opted trustees.

Reference and administrative details

Year ended 31 March 2021

Trustee induction and training

New trustees receive at least one induction session with the CEO and are invited to the regular induction sessions held during the year for new staff and volunteers. Additional training can be provided that is relevant to the role of a particular trustee.

Key management personnel

The key management personnel at the time of this report consist of:

<i>Chief Executive Officer:</i>	Martin Green
<i>Finance Manager:</i>	Becky Thames
<i>Volunteering & HR Manager:</i>	Nicola Fox

The Trustees delegate the development of charitable activities and the day to day running of the organisation to these key staff under the leadership of the CEO. The Trustee Board receives regular written and verbal reports on key developments, performance, finances, safeguarding and health & safety together with a quarterly report of the performance of activities funded from restricted funds.

Salary levels of the key management personnel have been set by considering several relevant factors such as the levels of experience deemed necessary to undertake a particular role and comparative salaries within similar organisations. Salaries are reviewed on not less than a three yearly cycle. A cost-of-living increase is considered by the trustees each year in line with the public sector pay settlement.

Reference and administrative details

Year ended 31 March 2021

Officers

Chair: Paul Frisby

Vice Chair: Jenny Pioli (until September 2020)
This role is currently vacant

Treasurer: Christopher Spencer (until July 2019)
Warren Gemberling (from January 2020)

Company Secretary: Martin Green

Registered Office: 67 High Street, Thornbury, South Gloucestershire BS35 2AW

Independent Examiner: Neil Kingston FCA, Burton Sweet Chartered Accountants
The Clock Tower, Farleigh Court, Old Weston Road, Flax Bourton,
Bristol BS48 1UR

Bankers: HSBC Bank Plc

Signed by order of the Trustees

.....
Paul Frisby, Chair

Approved by the Trustees on **24 September 2021**

Independent Examiner's report to the Trustees

Year ended 31 March 2021

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021, which are set out on pages 18 to 34.

Respective responsibilities of trustees and examiner

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

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

Independent examiner's statement

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

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

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

.....
Neil Kingston FCA

Date.....24.9.2021.....

Burton Sweet Limited Chartered Accountants

The Clock Tower
Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2021

		Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	Note	£	£	£	£
Income from					
Donations and legacies	2	27,680	153,376	181,056	112,851
Charitable activities	4	287,327	140,955	428,282	608,487
Investment income		835	-	835	1,134
Total income		315,842	294,331	610,173	722,472
Expenditure on					
Charitable activities	5	250,731	305,776	556,507	738,789
Total expenditure		250,731	305,776	556,507	738,789
Net income/(expenditure)	6	65,111	(11,445)	53,666	(16,317)
Reconciliation of funds:	13				
Total funds at 1 April		250,301	11,445	261,746	278,063
Total funds at 31 March		315,412	-	315,412	261,746

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

The comparative funds are detailed in note 9.

The notes on pages 21 to 34 form part of these financial statements

BALANCE SHEET

AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed Assets			
Tangible assets	10	8,542	-
Current Assets			
Debtors	11	10,861	87,568
Cash at bank		<u>368,599</u>	<u>209,749</u>
		379,460	297,317
Creditors : Amounts falling due within one year	12	<u>(72,590)</u>	<u>(35,571)</u>
Total Assets Less Current Liabilities		306,870	261,746
Net assets		<u><u>315,412</u></u>	<u><u>261,746</u></u>
Funds			
Restricted funds	14	-	11,445
Unrestricted funds			
Designated funds	14	195,472	37,371
General funds	14	<u>119,940</u>	<u>212,930</u>
		315,412	250,301
		<u><u>315,412</u></u>	<u><u>261,746</u></u>

For the year in question, the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the trustees on 24/9/21 and are signed on their behalf by:

Paul Frisby
Chair of Trustees

The notes on pages 21 to 34 form part of these financial statements

CASH FLOW STATEMENT

AT 31 MARCH 2021

	2021 £	2020 £
Cash generated from operating activities	93,354	(10,474)
Net cash inflow for the year	93,354	(10,474)

A. Reconciliation of net movement in funds to net cash flow in operating activities

	2021 £	2020 £
Statement of Financial Activities: Net movement in funds	53,666	(16,317)
Decrease/(increase) in debtors	76,707	(5,993)
Increase/(decrease) in creditors	(37,019)	11,836
Net cash flow from operating activities	93,354	(10,474)

B. Analysis of changes in cash flow during the year

	2021 £	2020 £	Change £
Cash at bank and in hand	368,599	209,749	158,850
	368,599	209,749	158,850

	2020 £	2019 £	Change £
Cash at bank and in hand	209,749	243,895	(34,146)
	209,749	243,895	(34,146)

C. Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice, this restriction has not had any effect on cashflows for the year.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

1 Accounting policies

- a) The financial statements have been prepared under the historical cost convention and in accordance with the 'small companies' provisions of the Companies Act 2006, the Charities Act 2011, the Financial Reporting Standard FRS102 and the Charities Statement of Recommended Practice (SORP FRS102) based thereon.
- b) The charity is a public benefit entity as defined under FRS102.
- c) The COVID-19 pandemic has created some uncertainty about the ability of the charity to continue some services in the future if social distancing and other restrictions continue longer term. However, the Trustees have robust financial monitoring systems in place (see 'Financial risk' on page 11), which enable these to be monitored, so that mitigating action can be taken to minimise these risks. Interim action has already been taken to suspend some services and adapt others and if any services become unsustainable the Trustees will take action to control expenditure further. The Trustees are confident that these measures, if required, will ensure that the charity remains able to continue as a going concern.
- d) Legacies, donations or grants becoming available to Age UK South Gloucestershire during the accounting period are recognised in the Financial Statements for the period; where conditions are required to be fulfilled prior to receipt or use these items would not be recognised before such conditions were fulfilled.
- e) Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.
- f) Governance costs are those incurred in compliance with constitutional and statutory requirements, these are included within charitable activities.
- g) Expenditure on tangible assets is capitalised if the cost of any item exceeds £5,000.
- h) Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset on a 25% p.a. straight line basis.
- i) Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.
- j) Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- k) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.
- l) Rentals applicable to operating lease agreements where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.
- m) In accordance with the Pensions Act (2008), all qualifying staff are automatically enrolled in the Company Pension Scheme, ensuring that the statutory minimum contribution requirements are met.
- n) Assets gifted are recognised at market value and in accordance with the Trustees' assessment and in compliance with the Charity SORP.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31 MARCH 2021****2 Donations and Legacies**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable Trusts	12,995	153,376	166,371
Donations	7,634	-	7,634
Legacies	7,051	-	7,051
	<u>27,680</u>	<u>153,376</u>	<u>181,056</u>

Comparative Figures 2019/20

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Charitable Trusts	10,550	22,723	33,273
Donations	9,536	-	9,536
Legacies	70,042	-	70,042
	<u>90,128</u>	<u>22,723</u>	<u>112,851</u>

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2021

4 Charitable activities (income)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
<i>Age UK</i>			
Brand Partnership Grant	15,000	-	15,000
Warmer Homes	-	19,530	19,530
Trading Grant	8,000	-	8,000
Coronavirus Support Grant	27,681	-	27,681
COVID-19 Appeal Grant 2020	-	17,970	17,970
<i>South Gloucestershire Council</i>			
Better Health, Stronger Communities	-	54,900	54,900
Equalities Voice SLA	-	3,633	3,633
Improving Homes and Wellbeing	-	10,000	10,000
Day Centre Contracts	204,644	-	204,644
South Gloucestershire Advice Service	-	34,922	34,922
Discretionary Business Support Grant	7,500	-	7,500
<i>Other Grants</i>			
HMRC Job Retention Scheme	14,982	-	14,982
<i>Client charges</i>			
Day Centre Food	184	-	184
Shopping	637	-	637
Footcare	1,406	-	1,406
Private Day Services	5,587	-	5,587
<i>Designated</i>	500	-	500
<i>Other</i>	1,206	-	1,206
	<u>287,327</u>	<u>140,955</u>	<u>428,282</u>

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2021

4 Charitable activities (income) (continued)

Comparative Figures 2019/20

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
<i>Age UK</i>			
Brand Partnership Grant	15,000	-	15,000
Retail Grant	2,558	-	2,558
Warmer Homes	-	13,950	13,950
ICS Programme Support Fund	-	-	-
BNSSG ICS Development Fund	-	-	-
ICS Life Chances Fund	-	-	-
Trading Grant	8,000	-	8,000
<i>South Gloucestershire Council</i>			
Better Health, Stronger Communities	-	54,900	54,900
Public Health Welfare Benefits Advice	-	-	-
Equalities Voice SLA	-	3,633	3,633
Day Centre Contracts	202,096	-	202,096
South Gloucestershire Advice Service	-	34,922	34,922
Member Directed - Memory Boxes	-	1,500	1,500
<i>Other Grants</i>			
BNSSG CCG Personalised Integrated Care	-	118,700	118,700
Big Lottery Life Chances Fund	-	-	-
Yate Town Council Grant	-	7,440	7,440
<i>Client charges</i>			
Day Centre Food	17,851	-	17,851
Nail Cutting	19,058	-	19,058
Private Day Services	107,224	-	107,224
<i>Designated Funds</i>	500	-	500
<i>Other</i>	1,155	-	1,155
	<u>373,442</u>	<u>235,045</u>	<u>608,487</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

5 Charitable activities (expenditure)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Staff salaries	160,865	264,469	425,334
Other staff costs	2,138	4,119	6,257
Redundancy Costs	2,380	8,086	10,466
Direct costs	6,910	66,201	73,111
Premises	112	29,356	29,468
Running costs	2,786	-	2,786
Advertising and promotion	114	928	1,042
Legal & professional fees	-	4,795	4,795
Independent examination fees	-	1,350	1,350
Bad Debts	440	-	440
Depreciation	-	1,458	1,458
Management Charges	74,986	(74,986)	-
	<u>250,731</u>	<u>305,776</u>	<u>556,507</u>

Comparative Figures 2019/20

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Staff salaries	310,223	218,725	528,948
Other staff costs	11,817	13,044	24,861
Direct costs	50,323	14,844	65,167
Premises	33,270	12,522	45,792
Running costs	65,255	-	65,255
Advertising and promotion	1,900	-	1,900
Bank charges	-	-	-
Legal & professional fees	480	4,185	4,665
Independent examination fees	1,200	-	1,200
Bad Debts	1,001	-	1,001
Management Charges	11,059	(11,059)	-
	<u>486,528</u>	<u>252,261</u>	<u>738,789</u>

6 Net income for the year

This is stated after charging:

	2021 £	2020 £
Independent examiner's remuneration	1,350	1,200
Trustees' expenses reimbursed	-	-
	<u>-</u>	<u>-</u>

None of the Trustees received any remuneration during the year or the previous year.

No expenses were reimbursed to any Trustees during the year or the previous year.

No donations were made by Trustees during the year or the previous year.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

7 Staff costs and numbers

The aggregate payroll costs were:

	2021 £	2020 £
Wages and salaries	381,415	477,775
Employer's National Insurance	23,886	29,212
Staff Pension Employer's Contributions	20,033	21,961
	<u>425,334</u>	<u>528,948</u>

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

The Key Management personnel of the Charity, as previously stated in the Trustees' Report, comprise of the Chief Executive Officer, the Finance Manager and the Operations and HR Manager.

The total payroll cost (including Employers' NI and Pension contributions) of the Key Management personnel was £110,591 (2020) and £122,455 (2021).

The average weekly number of employees during the year, calculated on headcount, was as follows:

	2021 No.	2020 No.
Central and management	3.0	3.0
Direct charitable	21.0	28.0
	<u>24.0</u>	<u>31.0</u>

8 Taxation

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

9 Comparative funds 2019/20

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Income from			
Donations and legacies	90,128	22,723	112,851
Charitable activities	373,442	235,045	608,487
Investment income	1,134	-	1,134
Total income	464,704	257,768	722,472
Expenditure on			
Charitable activities	486,528	252,261	738,789
Total expenditure	486,528	252,261	738,789
Net income/(expenditure)	(21,824)	5,507	(16,317)
Reconciliation of funds:			
Total funds at 1 April	272,125	5,938	278,063
Total funds at 31 March	250,301	11,445	261,746

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

10 Tangible fixed assets

	Office Equipment £	Total £
Cost		
At 1 April 2020	34,914	34,914
Additions	10,000	10,000
At 31 March 2021	<u>44,914</u>	<u>44,914</u>
Depreciation		
At 1 April 2020	34,914	34,914
Charge for the year	1,458	1,458
At 31 March 2021	<u>36,372</u>	<u>36,372</u>
Net book value		
At 31 March 2021	<u>8,542</u>	<u>8,542</u>
At 31 March 2020	<u>-</u>	<u>-</u>

11 Debtors

	2021 £	2020 £
Trade debtors	226	19,897
Other debtors	-	-
Prepayments	10,635	3,057
Accrued income	-	64,614
	<u>10,861</u>	<u>87,568</u>

12 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	9,547	15,325
PAYE/NI liability	6,657	5,523
Grants	54,936	11,445
Accruals	1,450	3,278
	<u>72,590</u>	<u>35,571</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

13 Movement in funds

	At 01-Apr 2020 £	Income £	Expenditure £	Transfers £	At 31-Mar 2021 £
Restricted funds					
Warmer Homes	-	19,530	(19,530)	-	-
Age UK COVID-19 Appeal Grant	-	17,970	(17,970)	-	-
South Gloucestershire Advice Service	-	34,922	(34,922)	-	-
SGC Safer & Stronger Communities	-	54,900	(54,900)	-	-
SGC Equalities Voice SLA	-	3,633	(3,633)	-	-
SGC Improving Homes and Wellbeing	-	10,000	(10,000)	-	-
St Monica Trust Dementia Benefits	11,445	-	(11,445)	-	-
St Monica Trust Phone Lines Grant	-	12,800	(12,800)	-	-
St Monica Trust Winter Support Fund	-	1,000	(1,000)	-	-
Quartet Express Grant	-	5,000	(5,000)	-	-
Quartet Emergency Funding Grant	-	5,000	(5,000)	-	-
National Lottery Awards for All	-	9,709	(9,709)	-	-
National Lottery Reaching Communities Eng	-	60,001	(60,001)	-	-
The Clothworkers Foundation	-	5,000	(5,000)	-	-
Tesco Bags for Help	-	1,000	(1,000)	-	-
Yate Town Council Battle Fund	-	250	(250)	-	-
CAF Resilience Fund	-	53,616	(53,616)	-	-
	<u>11,445</u>	<u>294,331</u>	<u>(305,776)</u>	<u>-</u>	<u>-</u>
Unrestricted funds					
Designated funds	37,371	58,101	-	100,000	195,472
General funds	<u>212,930</u>	<u>257,741</u>	<u>(250,731)</u>	<u>(100,000)</u>	<u>119,940</u>
	<u>250,301</u>	<u>315,842</u>	<u>(250,731)</u>	<u>-</u>	<u>315,412</u>
Total funds	<u>261,746</u>	<u>610,173</u>	<u>(556,507)</u>	<u>-</u>	<u>315,412</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

13 Movement in funds (continued)

Comparative Figures 2019/20	At 01-Apr 2019 £	Income £	Expenditure £	Transfers £	At 31-Mar 2020 £
Restricted funds					
Warmer Homes	-	13,950	(13,950)	-	-
BNSSG CCG Personalised Integrated Care	5,938	-	(5,938)	-	-
South Gloucestershire Advice Service	-	34,922	(34,922)	-	-
SGC Safer & Stronger Communities	-	54,900	(54,900)	-	-
SGC Equalities Voice SLA	-	3,633	(3,633)	-	-
SGC Member Directed - Memory Boxes	-	1,500	(1,500)	-	-
Yate Town Council Grant	-	7,440	(7,440)	-	-
St Monica Trust	-	22,723	(11,278)	-	11,445
CCG Integrated Care Service	-	118,700	(118,700)	-	-
	<u>5,938</u>	<u>257,768</u>	<u>(252,261)</u>	<u>-</u>	<u>11,445</u>
Unrestricted funds					
Designated funds	2,500	34,871	-	-	37,371
General funds	269,625	429,833	(486,528)	-	212,930
	<u>272,125</u>	<u>464,704</u>	<u>(486,528)</u>	<u>-</u>	<u>250,301</u>
Total funds	<u>278,063</u>	<u>722,472</u>	<u>(738,789)</u>	<u>-</u>	<u>261,746</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

13 Movement in funds (continued)

Age UK Warmer Homes Grant: This grant was received via Age UK to contribute towards other benefits advice which is not funded by other sources.

Age UK Covid-19 Appeal Grant: This funding was provided to expand the Volunteering Team, in order to deal with more enquiries, provide online training and improve our management, monitoring and support of volunteers.

South Gloucestershire Advice Service: This project is funded by SGC as part of a commissioned service from the South Gloucestershire Advice Consortium, which is delivered in partnership with Avon & Bristol Law Centre, Talking Money (previously Bristol Debt Advice Centre), North Bristol Advice Centre and South Gloucestershire Citizens Advice Bureau. Age UK South Gloucestershire provides a home visiting benefits advice service across the local authority area.

SGC Safer and Stronger Communities Grant: SGC fund a project to develop volunteering activities that will address loneliness and isolation amongst older people.

Equalities Voice SLA: SGC fund part of the cost of staff salaries relating to (a) strategic involvement via involvement in groups and forums, (b) raising awareness of and sharing information about older people's issues and (c) the promotion of partnership working.

SGC Improving Homes and Wellbeing: This funding is used to assess homes of disrepair, belonging to older people in South Gloucestershire and, enable necessary improvements to be carried out.

St Monica Trust Dementia Benefits: Funding has been provided via South Gloucestershire Citizens Advice to work in partnership to provide advice and information to older people. Age UK South Gloucestershire's contribution is to provide a range of advice and support to people affected by dementia.

St Monica Trust Phone Lines Grant: This grant was awarded to pay towards the running costs of phone lines.

St Monica Trust Winter Support Fund: This funding was awarded for the purchase of four tablets, enabling more clients to access online activities.

Quartet Express Grant: This grant was awarded to contribute towards the recruitment, support and training of volunteers.

Quartet Emergency Funding Grant: This grant was to fund staffing costs associated with making client welfare checks during the Covid-19 restrictions.

National Lottery Awards for All: This grant provided funding towards running part of our telephone advice line for twelve months.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

13 Movement in funds (continued)

National Lottery Reaching Communities England: This grant partly funded the core costs of the organisation during a period of reduced income and, also funded the purchase of new IT and telephony equipment, enabling staff to work remotely and continue providing support to older people.

The Clothworkers Foundation: This grant provided funding towards the purchase of new equipment to upgrade the telephone advice line.

Tesco Bags for Help: Funding was provided towards telephone advice line costs for six months.

Yate Town Council Battle Fund: This funding was spent on general costs associated with the telephone advice line service.

CAF Resilience Fund: These funds were awarded to enable continuation with the organisation's core work and Covid-19 emergency response activities during the pandemic.

Designated funds. These funds have been set aside to pay for the following:

Redecoration of Thornbury office	£ 3,500
Business Development	£ 100,000
Subsidisation of existing services during ongoing pandemic	£ 91,972
	<u>£ 195,472</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

14 Analysis of net assets between funds

	Tangible Fixed assets	Other Net assets	Total
	£	£	£
Restricted funds			
	-	-	-
	-	-	-
Unrestricted funds			
Designated	-	195,472	195,472
General funds	8,542	111,398	119,940
	8,542	306,870	315,412

Comparative Figures 2019/20

	Tangible Fixed assets	Other Net assets	Total
	£	£	£
Restricted funds			
St Monica Trust	-	11,445	11,445
	-	11,445	11,445
Unrestricted funds			
Designated	-	37,371	37,371
General Funds	-	212,930	212,930
	-	261,746	261,746

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

15 Commitments under operating leases

At 31 March the company had aggregate minimum payment commitments under non-cancellable operating leases as set out below:

Details	Period	Annual Amount	Frequency	£
Thornbury Town Council (Premises)	Sep-21	15,156	Quarterly	3,789
Details		2021		
	<1 year	2-5 years	>5 years	
Thornbury Town Council (Premises)	7,578	-	-	
Details		2020		
	<1 year	2-5 years	>5 years	
Thornbury Town Council (Premises)	15,156	7,578	-	
BNP Paribas (Thornbury Telephones)	4,320	1,080	-	
Henry Howard (Yate Telephones)	2,236	7,267	-	

16 Company limited by guarantee

The company is limited by guarantee and as such has no issued share capital. In the event of the company being wound up the liability of the members is limited to £1 each.