



Together we make a difference

# Age UK South Gloucestershire

## Annual Report 2024/2025

[www.ageuk.org.uk/southgloucestershire](http://www.ageuk.org.uk/southgloucestershire)



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

The trustees (who are also directors of Age UK South Gloucestershire 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). Memorandum and Articles incorporated 26/05/2005 as amended by special resolution registered at Companies House on 10/08/2012 as amended by special resolution(s) dated 29 Jul 2016 as amended on 02 Sep 2019 as amended by special resolution(s) dated 27 sep 2019 as registered at companies house on 05 Nov 2019.

## Reference and Administration Details

**Official Name of Charity:** Age UK South Gloucestershire

**Charity Registered Number:** 1109999

**Company Registered Number:** 05464737

## Directors and Trustees:



### Warren Gemberling (Chair)

Warren was elected to the Board in January 2020. 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 joined Age UK South Gloucestershire initially as the Treasurer but stood down from that role in February 2022 when he was elected as Chair.



### Elizabeth Narey (Treasurer)

Liz was elected to the Board in January 2020. 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/NonExecutive Director in Education, Defence and Support Services. She brings her wide experience to the Board to assist in developing and supporting the Charity's key aims. She took up the role of Treasurer in February 2022.





## Margaret Slucutt

Margaret joined as a Trustee in July 2024. Margaret's career, of more than 40 years, was in social care and community development mainly with older people, working in local, regional and national positions. Most of those years were in the charity sector. Since retiring Margaret supports a number of voluntary groups, as a volunteer and runs various community activities from her church. Margaret was the Chair of South Glos Over 50's Forum for 8 years ensuring the voice and representation of people over 50 was heard



## Tony Prosser

Tony was elected to the Board in November 2022. He is Professor Emeritus of Public Law at the University of Bristol. He specialises in law and regulation and legal control of government. Tony enjoys cycling and hill walking.



## Carole Knocker

Carole was elected to the Board in May 2023. She had a 37 year career in the NHS. She has MSc in leadership and has held director level roles NHS in both England and Wales.



## Mandy Pitcher

Mandy joined as a Trustee in April 2024. She is an experienced Senior Manager who worked predominately in the Pharmaceutical Industry, with a background in Human Resources & Training. Mandy runs her own independent HR Consultancy and is based in South Gloucestershire. Mandy also runs an online community for independent HR Consultants. In her spare time, she enjoys the great outdoors, travelling and volunteering.

### Senior Management

**Mark Flower**  
CEO

**Christine Wedlake**  
Head of Services

**Ellie Gingell**  
Head of Finance  
and Company Secretary

### Recruitment and Appointment of New Trustees

Potential Trustees are identified or through appropriate advertisement and invited to attend a board meeting before deciding whether to accept the appointment. A skills audit is undertaken, and the recruitment designed to rectify gaps in the skills available and maintain those currently covered.

In general, Trustees will bring specific expertise (e.g. Financial or legal) or will have experience of working with older people in the charitable sector. We have a robust induction policy, training and procedures for all new and existing Trustees.



# Chair's Statement

It is with great pride and gratitude that I present this year's Chair's Report for Age UK South Gloucestershire.

The 2024–2025 financial year has seen another period of growth for our organisation, with our accounts showing a second successive year of excess income over expenditure. This reflects not only prudent financial management but also the increasing recognition of the essential services we provide to older people in our communities.

One of the most significant developments this year has been the introduction of our new Route2Wellbeing service, generously funded by the National Lottery Community Fund. This important addition has expanded our capacity to provide tailored, holistic support, helping older people connect with their communities, improve their wellbeing, and remain as independent as possible.

The past winter was particularly challenging for many. The government's changes to the Winter Fuel Allowance created new pressures for older people, many of whom were already living in or close to fuel poverty. In response, we stepped up our efforts, supporting nearly 800 of the most vulnerable older residents during the coldest months. This included distributing warm packs, providing one-to-one support, and ensuring people stayed connected and safe.

Our annual Christmas campaign, delivered once again in partnership with Dunelm, was a highlight of the year. Together, we delivered over 200 Christmas presents to isolated older people across South Gloucestershire, a small but meaningful gesture that brought warmth and joy to many.

These achievements would not be possible without the dedication and compassion of our incredible staff and volunteers, who continue to go above and beyond every day. I would also like to thank my fellow Trustees for their commitment and stewardship, and acknowledge the support of our commissioners, individual and corporate donors, and the many trusts and grant-giving bodies whose belief in our mission enables our work to flourish.

As we look ahead, we remain focused on adapting to the growing and changing needs of older people in our region. With your continued support, we will meet these challenges head-on and ensure that Age UK South Gloucestershire continues to be a vital source of help, hope and community.

**Warren Gemberling**  
Chair



## Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with 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 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.

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, Head of Finance 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. 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 where possible. Examples of mitigation measures in place include:

## Cybersecurity Risk

- The organisation employed an external agency to conduct a security review during 2021 and the internal Wi-Fi device connections are monitored
- Multi-factor Authorisation (MFA) has been implemented where possible in line with good industry practice.
- We hold a Cyber Insurance policy

## 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. This is 'RAG' rated so that progress can be monitored during the year and action taken to try to increase income and/or decrease expenditure where this is necessary.
- Regular financial performance reports are made to the trustees.
- The trustees have developed a Reserves Policy so 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.



## Financial Review and Reserves Policy

The Trustees have established a policy whereby the level of general ( unrestricted ) reserves are to be maintained at the greater of either:

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

As at March 2025, the redundancy liabilities are £20,477 and lease liabilities £3,789, giving a total minimum reserves required of £24,266

As at March 2025, 3 months running costs equates to £72,000 and 6 months £144,000.

General funds at year end were £161,365 (£141,771 in March 2024)

At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding.

During 2024/25 the trustees report that income exceeded expenditure by £20,593

## 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 holds Age UK IAQP accreditation, which passports the Benefits Advice Service to the sector's national Advice Quality Standard (AQS) managed by the Advice Services Alliance.

## Trading Companies

Following the closure of all FCA regulated trading for Age UK/('Age Co') 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.

## 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.

**Accountants:** Burton Sweet Limited, The Clock Tower, Farleigh Court,  
Old Weston Road, Flax Bourton, Bristol BS48 1UR

**Bankers:** HSBC Bank Plc and CAF Bank



# Charitable objects

The objects of the charity are to promote the following purposes for the benefit of the public and/or older people within the area of benefit: 3.1.1 preventing or relieving the poverty of older people; 3.1.2 advancing education; 3.1.3 preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical); 3.1.4 promoting equality and diversity; 3.1.5 promoting the human rights of older people in accordance with the universal declaration of human rights; 3.1.6 assisting older people in need by reason of ill-health, social exclusion or other disadvantage; and 3.1.7 such other charitable purposes for the benefit of older people as the charity trustees from time to time decide; the outcome of this being the promotion of the well-being of older people.

## Our Purpose, Mission and Values

### Our Purpose:

Age UK South Gloucestershire's purpose is to support you and your loved ones when you need us.

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### Our Vision:

To create an age friendly community where you feel empowered, respected, connected, and supported to make the very best of your life.

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### Our Mission:

To make a positive difference by putting you and the people around you at the heart of all we do. To work alongside and supported by partner organisations, raising awareness, to improve the quality of your life and provide effective timely support for when you need it.

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## Values

Our values guide all we do:

**Together We  
Make a  
Difference**



### Respecting

We treat everyone with respect and embrace equality, diversity and inclusion in our practices. We actively represent the interests of older people to those whose decisions will affect them, promoting positive attitudes to ageing and challenging prejudice and bias.



### Enabling

We are person-centered and keep individuals at the heart of everything we do. We enable and empower people to make the most of their life and prolong their independence while respecting their feelings and wishes.



### Supporting

We are a supportive, empathetic, and caring organisation, whether to work, volunteer, or receive services or support.

## How are our strategic objectives going to achieve our mission?

- Valuing and celebrating our staff and volunteers.
- Working to reduce loneliness and isolation.
- Promoting health, wellbeing and independence.
- Supporting families, loved ones and carers in their own homes and wider community.
- Helping people access services, benefits and other entitlements.
- Promoting equality, diversity and inclusion.
- Being a leading advocate for issues that impact our community.



# Strategies to achieve our objectives and to meet our mission...

1

## Goal One

### Organisational Sustainability

#### Financial Sustainability

Ensuring we have funds from several sources to maintain and improve our services. This will include multiple and diverse income streams. Our goal is to have 1/3 commissioned income, 1/3 Trusts and grants and 1/3 income generation. Stable workforce (see goal 6) to ensure continuity of service and knowledge pool.

#### Service Sustainability

We will develop services that are self-sustaining, adaptable, and service user driven.

#### Environmental Sustainability

We will consider the environment in our purchases and our actions. We aim over the next 3 years to move to a paperless filing system using robust and future-proof IT systems.



“I was so lonely before the visits started – days would go by without seeing anyone. Having someone come to my home to chat, laugh, and really listen gave me hope again. It genuinely saved my life.”

2

## Goal Two

### Our community is at the centre of all we do and the decisions we make

- Embedding ourselves in our local community and being the charity for older people.
- Promoting services in local media outlets, organisations, businesses, and community groups.
- Being a charity that listens and responds to the community's needs, aligning with National Ageing Better campaigns and working closely with local authorities and other partner organisations.





3

### Goal Three One Service

We use a holistic and global approach to every service user who accesses Age UK South Gloucestershire to offer a widespread and seamless service.

4

### Goal Four One Team

To deliver the service, there will be one team with a knowledge of all services.

To move towards a multi-faceted approach, whereby staff are employed to be core project workers, moving across all services – with specialist team leads.

5

### Goal Five Be THE advocate for our community

Seeking to understand, connect with, and be the voice of older people in the local community. Recognising how diverse the community is and representing this diversity within the delivery of our services. To support and advocate for those who feel underrepresented and disadvantaged. Working towards being the main voice and sought after for our knowledge, skills, and expertise.

6

### Goal Six Retain, celebrate and develop our staff and volunteers

We have developed a People and Volunteers strategy to fulfil this goal. This is a key part of our mission statement.



7

**Goal Seven**

Diversity and Inclusion underpin all we do

Work collaboratively with specialist organisations to build on our understanding of the diversity needs in the local community.

8

**Goal Eight**

We are Dementia Friendly

All staff and volunteers to be dementia trained. The office and any external buildings used to be a Dementia Friendly environment.

Raise awareness locally through Dementia Friendly campaigns.

9

**Goal Nine**

We will develop partnerships that will benefit our community

We understand that there is strength in collaboration and are always willing to seek out partnerships where it will benefit our community.

10

**Goal Ten**

Develop a ten-year strategy

At the end of 2024, we achieved a robust yet flexible strategy, and we continue to monitor it.





# Our Year In Numbers 2024/25

**3** 3 Digital Café's Established  
in the county

**900**

Specialist benefit advice appointments

**£1,748m**

Benefits secured (WHD + Consortium)

**504**

Members attended  
our Day Services

**120**

Total Befriending Matches

**6610,679**

Walking Group  
Clients

Volunteering Hours

**31**

Pop up  
digital cafes

**95%**

Of our Volunteers would recommend  
volunteering with us

**62**

Homes helped  
under the  
Improving  
Homes and  
Wellbeing  
Project

**3**

Weekly Activity  
Day Centres

**20**

Tablet Loan  
Scheme Clients

**62**

New  
Befriending  
Matches

**5233**

Information and Advice enquiries

**4**

Weekly Walking  
Groups



# Volunteering

Volunteers are incredibly important to the work we do, and we are grateful to each and every one of them. We were pleased to see a significant increase in volunteer numbers during 2024/25, rising from 184 in 2023/24 to 309. In addition, our volunteer retention rate improved substantially, increasing from 87% to 113%.

**Our volunteers contributed a total of 10,679 hours during the year, equivalent to £121,712.45 at the Living Wage rate — the same as 5.46 full-time employees**



We have continued to develop relationships with the community and volunteer recruitment streams and have built new relationships with local volunteer coordinators. We have also forged new links with Well Being Leads and EDI Leads across the region to ensure that we're reaching as many diverse communities as possible



If you are interested in volunteering with Age UK South Gloucestershire, visit [www.ageuk.org.uk/southgloucestershire/get-involved/volunteer](http://www.ageuk.org.uk/southgloucestershire/get-involved/volunteer) to see our current range of opportunities to support older people in South Gloucestershire.



# Our Services

## Befriending and Reconnect

Our Befriending service moved from strength to strength. This service matches a volunteer with a lonely older person.

The service offers clients a weekly social visit of approximately one hour in their own home, provided by one of our trained volunteers. The service is free of charge. In 2024/25, we made 62 new matches. We also saw an increase in actual befriending volunteers, rising from 97 to 150



### Face to Face Befriending

At 80, Gary lived alone and was housebound due to mobility issues, with little social contact beyond nurses and food deliveries. After eight months on our waiting list, he was matched with volunteer befriender Derrick, who now visits weekly. These visits have brought companionship, confidence, and a sense of connection. Gary shared, “It’s nice to have someone to chat with... it gives me something to look forward to.”

Initially hesitant, Gary now enjoys outings with Derrick and feels both mentally and physically stronger. His story shows the life-changing value of regular befriending for those facing isolation.



**205**  
**Active**  
**matches**



**175**  
**face to face**  
**matches**



**30**  
**telephone**  
**matches**



# Our Services

## Welcome Home



The Welcome Home project is a new project funded by South Gloucestershire Council. Initially this is a two-year project, with a review date of December 2025. This project to help over 50s coming out of hospital without a care package. We are there to ensure the transition back home is a safe and comfortable one and to make sure that readmission to hospital is kept to a minimum. This is a joint project with Southern Brooks.

Eligible criteria for this service:



**Been  
discharged  
from  
hospital  
within 6  
weeks .**



**Over  
the age  
of 50  
years  
old**



**Resident in  
South  
Gloucestershire**

### What support can we offer?

- Check in calls or visits
- Help with every day tasks (e.g. picking up prescriptions or assistance with shopping)
- Digital assistance
- Benefits checks
- Accompanying to community activities or appointments
- Signposting to other services
- Encouragement to live independently in the home

**MAKE A REFERRAL AT:**  
**[www.southernbrooks.org.uk/  
welcome-home](http://www.southernbrooks.org.uk/welcome-home)**



# Our Services

## Walking Project

Our Walking Groups programme continued to grow in strength and impact, supporting 66 older people to stay active, social, and connected to their local communities. We currently run four regular walking groups located in Thornbury, Staple Hill, Longwell Green, and Yate. These groups offer gentle, accessible walks in local parks and green spaces, led and supported by trained volunteers. The walks are tailored to suit varying mobility levels and are followed by social time, offering participants both physical activity and meaningful social interaction. Walking in a group setting not only helps improve physical health, balance, and confidence, but also significantly reduces feelings of isolation and loneliness. For many of our participants, the weekly group is a vital part of their routine and a source of friendship and support.

Following the closure of South Gloucestershire Council's walking group provision, we have worked closely with the Council to ensure continuity for older people affected by the changes, and we look forward to taking on an additional ten groups in the coming year as part of our expansion.

This programme is made possible thanks to the dedication of our 20 walking volunteers, whose enthusiasm and commitment are key to creating a welcoming and inclusive environment for all.



**Our Walking Service is available to those who need to build confidence in walking, normally after a fall or hospitalisation. This starts on a 1 to 1 basis and then moves to a group.**



**Each walk is planned and led by our Walking Project Team and is created to meet the needs and abilities of those participating in the walk.**



**We often meet at a coffee shop during or after the walk for a well-earned drink, piece of cake and a chat.**



# Our Services

## Day Service



This year has been one of significant transition for Day Services at Age UK South Gloucestershire. The team has shown exceptional resilience and dedication in maintaining continuity of care during a particularly challenging period, ensuring our centres remain open, welcoming, and supportive for all clients. Their efforts reflect a deep commitment to the wellbeing of the older people we serve.

We have begun laying the groundwork for service improvement and innovation, with an emphasis on rebuilding attendance numbers across all centres, particularly at our Warmley site, where there is strong potential for growth.

Our Activity Day Centres continue to offer a stable and vital lifeline to older people and their families. The centres provide a structured day of activities, companionship, and a two-course lunch, all within a supportive and inclusive environment.

Our team is trained to support clients with or without dementia and adapts the programme to suit a diverse range of abilities and interests.

### Activities Delivered in 2024/25

- Arts & Crafts
- Baking
- Themed Social Events
- Knitting Circle
- Chair-Based Exercise
- Quizzes
- Live Musical Performance
- Singing & Reminiscence Workshops





# Our Services

## Digital Inclusion



We have three regular digital cafes running in Yate, Hanham and Staple Hill weekly, they are open to drop ins with no need to register.

Throughout 2024/25 we held over 31 pop up bespoke digital cafes in areas of need, some specifically targeting needs and others for general drop in's from the South Gloucestershire community.



### EDI workshops

We hosted our first Hong Kong and Ukraine digital cafes with translators in Kingswood this summer in partnership with Jullian House. The workshop was fascinating, and we were able to give some great support and we will be holding another in the Autumn

### Chartered Institute for IT

We have formed an ongoing working relationship with the Chartered Institute of IT for 'calls to action' for events we will be running in 2025 for volunteers and also, they will now be circulating 'digital champion' adverts for volunteers for our 1:1 support.

The Digital Champions continues to help our service users access the internet and online services.



### DWP

We've been working with Horfield job centre with their over 50s work coaches to hold triage clinics for the over 50's of working age, whom need support with using technology to apply for jobs.

### Village Agents and South Gloucestershire Council

We've been working with Acton Turnville, Marshfield and Pilning to host triage events to capture what the needs in the more rural areas of South Gloucestershire are and we then designed digital cafes around the needs and returned alongside Avon and Somerset Constabulary Fraud department to help with internet scam prevention workshops.

### GP surgery pop ups

We did a series of pop ups in GP surgeries to help community struggling with the NHS app and how to connect with their own GPs to make appointments and these will continue into 2025.

### Tablet loans

We have loaned less tablets this year, but the data shows that it's due to clients wanting to purchase their own devices with our support or that they have been gifted them by grandchildren. The service is still available, and we promote it, but the demand has not been as high in 2024/25.



# Our Services

## Information and Advice

A wide range of information, advice and signposting on later life issues is available via the telephone helpline or in person at our offices. This is enhanced using the comprehensive range of booklets and factsheets produced centrally by Age UK, and those of other organisations

Demand on the service is still very high, and we are actively completing AA appointments in the office these appointments are for urgent applications forms i.e. six months to live, people who are due to have chemotherapy and would like an appointment before the therapy sessions start due to their immune system being weakened. We are also seeing a lot of early diagnosed dementia patients who require support with the application forms requesting office appointments. Home visits remain high Priority for people who have mobility conditions and unable to get to the office due to poor transport. To overcome this, we have started a drop in sessions at Parkwood mobile home complex which will run over three months with allocated time slots to complete AA applications.

We are seeing an increasing demand from clients who require support with blue badge applications. We are looking into ways to expand our capacity to meet this demand.

We continue to welcome and support referrals from Sirona, The Memory Service, CAB, Adult Social Care, Doctor surgeries, South Gloucestershire Council, and The Alzheimer's Society.

£1,747,936.32 in benefit secured  
5233 responses to IAG inquiries  
900 were supported with specialist benefit advice appointments



Our toenail Cutting has been successful so far with over sixty clients on Age UK South Gloucestershire's database who regular book in for six weekly appointments. Majority of our clients have mobility conditions which limit their range in motion or have arthritis in the upper body which limits flexibility.



# Our Services

## Routes to Wellbeing

Routes 2 Wellbeing has had a successful first year of service, supporting over 100 individuals on the 1:1 service and 50 through our community groups, with over 70% reporting improved anxiety and general wellbeing.

Our strategic partnerships with GP Surgeries and local organisations have enabled us to spread our reach further to underrepresented groups and rural communities. We've reached over 1100 people through our community outreach.

We've created a successful coffee club in partnership with a local care home to support our caring community and reduce the stigma around care homes and respite care



50 clients have joined regular coffee clubs, offering a safe, welcoming space to connect and build friendships



We are able to adapt our service to meet the needs of the individuals and communities within South Gloucestershire. We've tailored a Cookery Support Programme and Digital Pop-ups to help the Hong Kong & Ukrainian Communities.

We've identified some key learnings over the first year including transport barriers, bereavement and low volunteer numbers, which we look forward to addressing over the coming year.



# Our Services

## Improving homes and wellbeing



The Improving Homes and Wellbeing Service (IHWS) continues to provide vital, preventative support to older people (aged 50+) in South Gloucestershire who are struggling to maintain safe, warm and habitable homes. Now in its second year, the service is delivered by Age UK South Gloucestershire in partnership with South Gloucestershire Council and funded by the Prevention Board.

The service focuses on addressing the underlying causes of poorly maintained or hazardous homes — such as bereavement, poor physical or mental health, cognitive decline, or financial hardship — before they escalate into formal enforcement or health crises.

### Year 2 Impact Highlights (April 2023 – March 2024)

- 43 referrals received for complex casework.
- 85+ additional older people supported with practical, lower-level interventions such as cold weather packs, boiler servicing, and energy efficiency support.
- 28 anti-slip mats and over 100 thermal door curtains and draught excluders
- Practical help delivered included:
  - 76 heated blankets
  - 21 boiler services
  - 150 low-energy lightbulbs
  - 20 halogen heaters
- 17 older people reported a positive change in mental wellbeing as a result of the support.
- 10 potential falls were prevented through home adaptations and mobility-related improvements.
- 8 safeguarding concerns identified and appropriately managed.
- 9 cases where formal enforcement action was avoided due to successful engagement and support.
- 24 individuals now more connected to community support networks, reducing isolation and promoting independence.





# Plans for the Year Ahead

With the demand for our charity constantly growing we are planning to extend our services.



As we look to the future, Age UK South Gloucestershire is committed to expanding and enhancing our services to meet the evolving needs of older people across the region.

In the coming year, we are excited to introduce Walking Tennis – a new initiative designed to support gentle physical activity, balance, and wellbeing in a fun and social setting. This complements our plans to expand our existing walking groups by taking on the coordination and delivery of ten established walking groups currently operated by South Gloucestershire Council, ensuring their continuity and integration into our community wellbeing offer.

We also plan to develop a Carers Break Programme aimed at supporting older people living with early-stage dementia. This initiative will provide meaningful activity and engagement for those living with dementia while giving their carers much-needed time for rest and personal space.

To support these developments and the wider work of the organisation, we will be making a strategic investment in our IT infrastructure, improving internal systems, communication, and data management, and ensuring we remain efficient, secure, and responsive as we grow.

Finally, we aim to expand our Befriending Service, reaching more isolated older people with regular companionship and support, both through in-person visits and telephone befriending.

Through these developments, we are reaffirming our commitment to reduce loneliness, promote independence, and improve the quality of life for older people throughout South Gloucestershire.



# Thank you to the Trusts and Grant givers who have supported us during 2024-2025



National Lottery  
Community Fund



St Monica Trust

Quartet Community Foundation



St Monica's Community Fund



Barnes Solicitors



Tesco Foundation



Thornbury District Fund



# Reference and administrative details

Year Ended 31<sup>st</sup> March 2025

## Officers

Chair: Warren Gemberling

Treasurer: Liz Narey

## Company Secretary:

Ellie Gingell

## Registered Office:

67 High Street, Thornbury, South Gloucestershire BS35 2AW

## Independent Examiner:

Joshua Kingston ACA, Burton Sweet Limited

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

## Bankers:

HSBC Bank Plc

## Signed by order of the Trustees

  
Warren Gemberling

Approved by trustees on 16 September 2025



## Independent examiner's report to the trustees of Age UK South Gloucestershire Ltd

I'll report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025

### Responsibilities and basis of report

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. *Joshua Kingston*

**Joshua Kingston BSc. ACA**

Burton Sweet Chartered Accountants  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

Date: 16 September 2025

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# Statement of financial activities (Including Income and Expenditure Account)

Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

		Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
	Note	£	£	£	£
<b>Income from</b>					
Donations and legacies	2	51,778	-	51,778	40,763
Charitable activities	3	157,092	658,266	815,358	762,243
Investment income		3,594	-	3,594	3,248
<b>Total income</b>		<b>212,464</b>	<b>658,266</b>	<b>870,730</b>	<b>806,254</b>
<b>Expenditure on</b>					
Charitable activities	4	191,870	658,266	850,136	790,498
<b>Total expenditure</b>		<b>191,870</b>	<b>658,266</b>	<b>850,136</b>	<b>790,498</b>
<b>Net income/(expenditure)</b>	5	20,594	-	20,594	15,756
Transfers between funds	12	-	-	-	-
Net movement in funds					
<b>Reconciliation of funds:</b>					
Total funds at 1 April	12	151,771	-	151,771	136,015
<b>Total funds at 31 March</b>	12	<b>172,365</b>	<b>-</b>	<b>172,365</b>	<b>151,771</b>

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 8.

The notes on pages 31 to 40 form part of these financial statements



# Balance Sheet

as at 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

	Note	£	2025	£	£	2024	£
<b>Fixed Assets</b>							
Tangible assets	9			-			1,042
<b>Current Assets</b>							
Debtors	10	34,854			52,294		
Cash at bank		295,811			196,200		
		<u>330,666</u>			<u>248,494</u>		
<b>Creditors : Amounts falling due within one year</b>	11	<u>(158,300)</u>			<u>(97,765)</u>		
<b>Total Assets Less Current Liabilities</b>				172,365			150,729
<b>Net assets</b>				<u><u>172,365</u></u>			<u><u>151,771</u></u>
<b>Funds</b>							
<b>Restricted funds</b>	13			-			-
<b>Unrestricted funds</b>				-			
Designated funds	13	11,000			10,000		
General funds	13	<u>161,365</u>			<u>141,771</u>		
				172,365			151,771
<b>Total funds</b>				<u><u>172,365</u></u>			<u><u>151,771</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 16 September 2025 and are signed on their behalf by

  
Warren Gemberling

Chair of Trustees

**The notes on pages 31 to 40 form part of these financial statements**



# Cash Flow Statement

## at 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

	2025 £	2024 £	
Cash generated from operating activities	99,610	31,061	
Net cash inflow/(outflow) for the year	<u>99,610</u>	<u>31,061</u>	
<b>A. Reconciliation of net movement in funds to net cash flow in operating activities</b>			
	2025 £	2024 £	
Statement of Financial Activities: Net movement in funds	20,593	15,756	
Decrease/(increase) in debtors	17,739	(5,697)	
Increase/(decrease) in creditors	60,236	18,503	
Depreciation	1,042	2,499	
Net cash flow from operating activities	<u>99,610</u>	<u>31,061</u>	
<b>B. Analysis of changes in cash flow during the year</b>			
	2025 £	2024 £	Change £
Cash at bank and in hand	295,811	196,200	99,610
	<u>295,811</u>	<u>196,200</u>	<u>99,610</u>
	2024 £	2023 £	Change £
Cash at bank and in hand	196,201	165,139	31,062
	<u>196,201</u>	<u>165,139</u>	<u>31,062</u>
<b>C. Cashflow Restrictions</b>			
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.			

The notes on pages 31 to 40 form part of these financial statements

# Notes to the Financial Statement

## Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

### Accounting policies

#### a) Basis of preparation

The financial statements have been prepared in accordance with the with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice:

Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard

b) The charity is a public benefit entity as defined under FRS102.

c) The post COVID economic climate has created some uncertainty about the ability of all charities to continue some services in the future. However, the Trustees have robust financial monitoring systems in place (see 'Financial risk' on page 11), which enable risks 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) Income

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

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered. Governance costs are those incurred in compliance with constitutional and statutory requirements, these are included within charitable activities.

#### f) Fixed assets

Expenditure on tangible assets is capitalised if the cost of any item exceeds £5,000.

Fixed assets are included at cost less depreciation.

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.

Assets gifted are recognised at market value and in accordance with the Trustees' assessment and in compliance with the Charity SORP.

#### g) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

#### h) Cash at bank

This 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.

#### i) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### j) Unrestricted funds

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.

#### k) Designated funds

Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

#### l) Restricted funds

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.

#### m) Operating Leases

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.



# Notes to the Financial Statement

Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

## 1 Accounting policies (*continued*)

### n) Defined pension contributions

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.

o) Assets gifted are recognised at market value and in accordance with the Trustees' assessment and in compliance with the Charity SORP.

## 2 Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations	37,192	-	37,192
Legacies	14,586	-	14,586
	<u>51,778</u>	<u>-</u>	<u>51,778</u>

### Comparative Figures 2023/24

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations	32,728	-	32,728
Legacies	8,035	-	8,035
	<u>40,763</u>	<u>-</u>	<u>40,763</u>

# Notes to the Financial Statement

Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

## 3 Charitable activities (income)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
<i>Age UK</i>			
Warm Homes	-	38,391	38,391
Brand Partnership Grant	9,375	-	9,375
Survey Grant	-	8,000	8,000
Hustings Grant	-	2,000	2,000
<i>South Gloucestershire Council</i>			
Better Care, Stronger Communities	-	56,470	56,470
Equalities Voice	-	12,117	12,117
Improving Homes and Wellbeing	-	57,900	57,900
IHWS stock purchases	-	7,967	7,967
Welcome Home	-	48,252	48,252
Cost of Living	-	-	-
Activity Day Centre Contracts	-	91,733	91,733
Roadshow & Engagement	-	2,322	2,322
Pop Up Events	-	5,000	5,000
Elders Pride	-	4,000	4,000
South Gloucestershire Advice Service	-	58,189	58,189
Over 50s Forum	3,318	10,000	13,318
Community & Wellbeing	-	12,970	12,970
Household Fund 5	-	21833.15	21,833
Household Fund 6	-	23171.96	23,172
<i>Other Grants</i>			
St Monica Trust:	-		
Peer to Peer Befriending	-	15,241	15,241
Dolphin (I&A)	-	15,000	15,000
Fuel Poverty	-	-	-
Quartet Community Foundation:			
Express Grant	-	1,757	1,757
Catalyst Fund	-	-	-
Lottery - Routes 2 Wellbeing	-	121,235	121,235
We Sport	-	500	500
Wales & West Utilities	-	23,840	23,840
McLay Dementia Fund	-	10,000	10,000
Hodge Foundation Grant	-	10,000	10,000
Postcode Lottery	35,000	-	35,000
<i>Client charges</i>			
Private Day Services	92,693	-	92,693
Footcare	2,196	-	2,196
<i>Other</i>			
Sale of Assets	-	-	-
Gift Aid Claims	1,881	-	1,881
Fundraising	12,375	-	12,375
Miscellaneous Income	255	-	255
	<b>157,092</b>	<b>658,266</b>	<b>815,358</b>



**3 Charitable activities (income) (continued)****Comparative Figures 2023/24**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
<i>Age UK</i>			
Warm Homes	-	33,500	33,500
Cost of Living Response Fund		40,000	40,000
Digital Champions		36,000	36,000
Brand Partnership Grant	10,000		10,000
<i>South Gloucestershire Council</i>			
Better Care, Stronger Communities	-	56,470	56,470
Equalities Voice	-	12,117	12,117
Improving Homes and Wellbeing	-	57,901	57,901
Welcome Home	-	34,632	34,632
Cost of Living	-	28,800	28,800
Activity Day Centre Contracts	120,681	-	120,681
Roadshow and Engagement		2,478	2,478
South Gloucestershire Advice Service	-	28,596	28,596
<i>Other Grants</i>			
St Monica Trust:			
Peer to Peer Befriending	-	20,000	20,000
Dolphin (I & A )	-	15,000	15,000
Fuel Poverty	-	10,000	10,000
Coronation Fund	-	500	500
Quartet Community Foundation:			
Express Grant	-	3,000	3,000
Catalyst Fund	-	5,000	5,000
Lottery			
Routes 2 Wellbeing	-	2,000	2,000
Cost of Living	-	69,953	69,953
Wessex Water	3,000	-	3,000
Thornbury Town Trust	550	-	550
We Sport	-	32,947	32,947
Garfield Weston	30,000	-	30,000
<i>Client charges</i>			
Private Day Services	102,998	-	102,998
<i>Other</i>			
Sale of Assets	60	-	60
Gift Aid Claims	872	-	872
Fundraising	4,923	-	4,923
Miscellaneous	265	-	265
	<b>273,349</b>	<b>488,894</b>	<b>762,243</b>
		<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>

**4 Charitable activities (expenditure)**

<i>Other</i>		
Staff Salaries	618,070	572,758
Other staff costs	30,042	34,350
Grants paid	38,329	13,109
Direct costs	24,826	32,629
Premises	41,490	45,022
Running costs	44,225	48,115
Advertising and promotion	3,553	1,195
Event & Fundraising Costs	4,371	-
Consultancy	41,864	36,939
Legal & professional fees	870	446
Independent examination fees	1,454	3,436
Depreciation	1,042	2,499
	<b>850,136</b>	<b>790,498</b>

# Notes to the Financial Statement

## Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

### 5 Net income for the year

This is stated after charging:

	2025 £	2024 £
Independent examiner's remuneration	1,454	3,436

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.

Donations totalling £1,000 were made by Trustees, Key Management Personnel and related parties during the year (2024: £1,000).

### 6 Staff costs and numbers

The aggregate payroll costs were:

	2025 £	2024 £
Wages and salaries	554,348	517,405
Employer's National Insurance	37,572	32,769
Staff Pension Employer's Contributions	26,150	22,584
	<u>618,070</u>	<u>572,758</u>

One employee (CEO) 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 Services Manager.

The total payroll cost (including Employers' NI and Pension contributions) of the Key Management personnel was £150,243 (2025) and £132,391 (2024).

The total amount of termination payments in the year was £Nil (2024: £Nil).

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

	2025 No.	2024 No.
Central and management	3.0	3.0
Direct charitable	25.0	26.0
	<u>28.0</u>	<u>29.0</u>

### 7 Taxation

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



# Notes to the Financial Statement

Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

## 8 Comparative funds 2023/24

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
<b>Income from</b>			
Donations and legacies	40,763	-	40,763
Charitable activities	273,349	488,894	762,243
Investment income	3,248	-	3,248
<b>Total income</b>	<u>317,360</u>	<u>488,894</u>	<u>806,254</u>
<b>Expenditure on</b>			
Charitable activities	301,604	488,894	790,498
<b>Total expenditure</b>	<u>301,604</u>	<u>488,894</u>	<u>790,498</u>
<b>Net income/(expenditure)</b>	15,756	-	15,756
Transfers between funds	-	-	-
<b>Net Movement in funds</b>	<u>15,756</u>	<u>-</u>	<u>15,756</u>
<b>Reconciliation of funds:</b>			
Total funds at 1 April	136,015	-	136,015
<b>Total funds at 31 March</b>	<u>151,771</u>	<u>-</u>	<u>151,771</u>

## 9 Tangible fixed assets

	Office Equipment £	Total £
<b>Cost</b>		
At 1 April 2024	44,914	44,914
Additions	-	-
At 31 March 2025	<u>44,914</u>	<u>44,914</u>
<b>Depreciation</b>		
At 1 April 2024	43,872	43,872
Charge for the year	1,042	1,042
At 31 March 2025	<u>44,914</u>	<u>44,914</u>
<b>Net book value</b>		
At 31 March 2025	<u>-</u>	<u>-</u>
At 31 March 2024	<u>1,042</u>	<u>1,042</u>

# Notes to the Financial Statement

AGE UK SOUTH GLOUCESTERSHIRE

Year Ended 31<sup>st</sup> March 2025

## 10 Debtors

	2025 £	2024 £
Trade debtors	8,197	17,632
Prepayments	7,242	3,184
Accrued income	19,115	31,478
Net Wages prepayment	300	-
	<u>34,854</u>	<u>52,294</u>

## 11 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	13,338	10,976
PAYE/NI liability	9,952	9,572
Pension Fund	-	-
Accruals and deferred income	135,010	77,217
	<u>158,300</u>	<u>97,765</u>

## 12 Movement in funds

	At 01-Apr 2024 £	Income £	Expenditure £	Transfers £	At 31-Mar 2025 £
<b>Restricted funds</b>					
<i>Age UK</i>					
Warm Homes	-	38,391	(38,391)	-	-
Brand Partnership Grant	-	-	-	-	-
Survey Grant	-	8,000	(8,000)	-	-
Hustings Grant	-	2,000	(2,000)	-	-
<i>South Gloucestershire Council</i>					
Better Care, Stronger Communities	-	56,470	(56,470)	-	-
Equalities Voice	-	12,117	(12,117)	-	-
Improving Homes and Wellbeing	-	57,900	(57,900)	-	-
IHWS stock purchases	-	7,967	(7,967)	-	-
Welcome Home	-	48,252	(48,252)	-	-
Cost of Living	-	-	-	-	-
Activity Day Centre Contracts	-	91,733	(91,733)	-	-
Roadshow & Engagement	-	2,322	(2,322)	-	-
Pop Up Events	-	5,000	(5,000)	-	-
Vintage/Elders Pride	-	4,000	(4,000)	-	-
South Gloucestershire Advice Service	-	58,189	(58,189)	-	-
Over 50s Forum	-	10,000	(10,000)	-	-
Community & Wellbeing	-	12,970	(12,970)	-	-
Household Fund 5	-	21,833	(21,833)	-	-
Household Fund 6	-	23,172	(23,172)	-	-
<i>Other Grants</i>					
St Monica Trust:					
Peer to Peer Befriending	-	15,241	(15,241)	-	-
Dolphin (I&A)	-	15,000	(15,000)	-	-
Fuel Poverty	-	-	-	-	-
Quartet Community Foundation:					
Express Grant	-	1,757	(1,757)	-	-
Catalyst Grant	-	-	-	-	-
Lottery - Routes 2 Wellbeing	-	121,235	(121,235)	-	-
Tesco	-	375	(375)	-	-
We Sport - Live Longer Better	-	500	(500)	-	-
Wales & West Utilities	-	23,840	(23,840)	-	-
McLay Dementia Fund	-	10,000	(10,000)	-	-
Hodge Foundation Grant	-	10,000	(10,000)	-	-
	<u>-</u>	<u>658,266</u>	<u>(658,266)</u>	<u>-</u>	<u>-</u>
<b>Unrestricted funds</b>					
Designated funds	10,000	1,000	-	-	11,000
General funds	141,771	211,464	(191,870)	-	161,365
	<u>151,771</u>	<u>212,464</u>	<u>(191,870)</u>	<u>-</u>	<u>172,365</u>
<b>Total funds</b>	<u>151,771</u>	<u>870,730</u>	<u>(850,136)</u>	<u>-</u>	<u>172,365</u>



# Notes to the Financial Statement

## Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

### 12 Movement in funds (continued)

#### Age UK

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

Brand Partnership Grant : Partnership Grant from Age UK national

Cost of Living Response Fund: This grant was received via Age UK to meet urgent need and demand as older people

Survey Grant : to undertake survey work to feed into Age UK national concerning the provision of Day Services

Hustings Grant: to provide pop-up events during election time to inform and support older people with voting

Digital Champions Programme: Funding received to help enable and empower older people to access digital

#### South Gloucestershire Council

Activity Day Centre contracts - Individual funding contracts for our Day Centre clients that are funded by the council

Better Care, Stronger Communities Grant: Maintaining Health & Wellbeing in later life. 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.

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.

Welcome Home : A joint project with Southern Brooks to provide practical and social support for people returning home from hospital after illness, surgery or accident.

Cost of Living: assistance with the rising cost of living.

RoadShow and Engagement : Grant to raise awareness of the council's age friendly communities initiative.

Pop Up Events: to raise awareness of South Gloucestershire as an ageing friendly community.

Vintage/Elders Pride: a single event to highlight equality and diversity awareness

South Gloucestershire Advice Service: providing benefits advice and assisting with applications

Over 50s Forum: transfer of grant from over 50s forum on its winding up to continue to raise awareness of the needs of over 50s

Community & Wellbeing: to assist with funding Digital Inclusion

Household Fund 5: provides practical support to eligible adults and families for food, gas/electricity top ups and household items

Household Fund 6: support as for Fund 6 but with more emphasis on energy efficiency and savings

#### Other Grants

St Monica Trust/Dolphin Society: 3 Year Grant enabling provision of specialist benefits advice.

St Monica Trust Charitable Imoact/ Fuel Poverty: To assist with heating bill and keeping warm.

St Monica Trust (Peer to Peer Befriending): Matching a befriending volunteer to individuals to decrease social isolation

St Monica Trust Coronation Fund: Funding to enable coronation celebrations for the activity day centres

Quartet Express Grant : for a new IT System to support all the services of the charity.

Quartet Catalyst Grant: to provide warm packs and insulation equipment to older people living in South

Quartet Catalyst Grant( £8,000 previous year) to support our Income & Advice Service and help with core costs.

Lottery - Cost of Living: One year funding to support the existing benefits advice service.

Lottery- Routes 2 Wellbeing: Funding of upfront recruitment costs for 2024/25 3 year funded project, primarily an

WeSport - Live Longer Better: GP Surgery Supported Walking Groups: Funding for a community based approach to Ageing well via the driver of increased physical activity, especially for people who have not taken part in exercise for some time, are nervous about walking alone or don't feel ready yet to join a Walking for Health programme.

Wales & West Utilities: to provide gas safety checks and equipment for older people in South Gloucestershire

McLay Dementia Fund: to provide structured services to help slow the progression of dementia and help maintain a good quality of life.

Hodge Foundation Grant: for digital inclusion workshops and advice.

Postcode Lottery: Unsolicited grant arising from being signed up previously and for any purpose of the charity.

Tesco: to provide food and equipment for Activity Day Centres

# Notes to the Financial Statement

## Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

### 12 Movement in funds (continued)

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

Redecoration of Thornbury office	£	10,000
Training Fund in memory of D Wyatt	£	1,000
	£	<u>11,000</u>

#### Comparative Figures 2023/24

	At 01-Apr 2023 £	Income £	Expenditure £	Transfers £	At 31-Mar 2024 £
<b>Restricted funds</b>					
Digital Champions	-	36,000	(36,000)	-	-
We Sport	-	32,947	(32,947)	-	-
SGC South Gloucestershire Advice Service	-	28,596	(28,596)	-	-
SGC Better Care, Stronger Communities	-	56,470	(56,470)	-	-
SGC Welcome Home	-	34,632	(34,632)	-	-
SGC Cost of Living	-	28,800	(28,800)	-	-
SGC Roadshow & Engagement	-	2,478	(2,478)	-	-
SGC Equalities Voice	-	12,117	(12,117)	-	-
SGC Improving Homes and Wellbeing	-	57,901	(57,901)	-	-
St Monica Trust - Peer to Peer Befriending	-	20,000	(20,000)	-	-
St Monica Trust (Fuel Poverty Grant)	-	10,000	(10,000)	-	-
St Monica Trust Coronation Fund	-	500	(500)	-	-
Lottery - Routes 2 Wellbeing	-	2,000	(2,000)	-	-
Lottery - Cost of Living	-	69,953	(69,953)	-	-
St Monica Trust (Dolphin I&A)	-	15,000	(15,000)	-	-
Age UK/Eon Warm Homes	-	33,500	(33,500)	-	-
Age UK Cost of Living Response	-	40,000	(40,000)	-	-
Quartet Community Foundation	-	8,000	(8,000)	-	-
	<u>-</u>	<u>488,894</u>	<u>(488,894)</u>	<u>-</u>	<u>-</u>
<b>Unrestricted funds</b>					
Designated funds	23,711	-	-	(13,711)	10,000
General funds	112,304	317,360	(301,604)	13,711	141,771
	<u>136,015</u>	<u>317,360</u>	<u>(301,604)</u>	<u>-</u>	<u>151,771</u>
<b>Total funds</b>	<u>136,015</u>	<u>806,254</u>	<u>(790,498)</u>	<u>-</u>	<u>151,771</u>



# Notes to the Financial Statement

AGE UK SOUTH GLOUCESTERSHIRE

Year Ended 31<sup>st</sup> March 2025



AGE UK SOUTH GLOUCESTERSHIRE LTD

Company number: 05464737

## 13 Analysis of net assets between funds

	Tangible Fixed assets £	Other Net assets £	Total £
<b>Restricted funds</b>	-	-	-
	-	-	-
<b>Unrestricted funds</b>			
Designated	-	11,000	11,000
General funds	-	161,365	164,365
	-	172,365	172,365

## Comparative Figures 2023/24

	Tangible Fixed assets £	Other Net assets £	Total £
<b>Restricted funds</b>	-	-	-
	-	-	-
<b>Unrestricted funds</b>			
Designated	-	10,000	10,000
General Funds	1,042	140,729	141,771
	1,042	150,729	151,771

## 14 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-24	15,156	Quarterly	3,789
<b>Details</b>		<b>2025</b>		
	<1 year	2-5 years	>5 years	
Thornbury Town Council (Premises)	3,789	-	-	
<b>Details</b>		<b>2024</b>		
	<1 year	2-5 years	>5 years	
Thornbury Town Council (Premises)	3,789	-	-	

## 15 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.

## 16 Related party transactions

There are no transactions with trustees or other related parties other than those disclosed as required by the SORP elsewhere in the financial statements.

# Our Contact Details



## Information and Advice Service

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## Befriending and Reconnect

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## Digital Inclusion

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## Walking Project

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## Improving Homes and Wellbeing Service

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## Welcome Home

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