



Annual Review 2023/24

ANNUAL IMPACT REPORT

Welcome to this year's Annual Report for Age UK Bath & North East Somerset which sets out the key achievements this year, which, as you will see, has been a very busy one!

As for many people, the escalating cost of living has posed significant challenges for our organisation and necessitated reviewing all our services to ensure that they are economically viable, this has meant that some services have had to increase their charges. We appreciate the impact this has had for a number of people, however it does enable us to ensure that these vital services are now financially viable and sustainable in the coming years.



A key development highlighted in the report has been the development of our Ageing Well programme and work is underway to make Bath and North East Somerset an age-friendly place to live. We will be doing this in partnership with older people and links are being established with groups and individuals keen to tell us what improvements could be made. Our survey, which you can read more about in the report, will inform this work and we are delighted to have received such an excellent response to our questionnaires with over 1200 people telling us what they think. This work will undoubtedly change the way Age UK Bath & North East Somerset works and provides services, so the coming years will be an exciting and challenging time for all of us.

Our organisation is so very fortunate to be able to call on the skills, knowledge and experience of its staff, volunteers and trustees, each of whom contribute to the work – we are very thankful to you all – we would not exist without you!

As I stand down after 7 years of Chair of Trustees, I am delighted that Patrick Anketell-Jones and Lesley Entwistle will be taking on the role of co-chairs. Their knowledge and experience will benefit the organisation and ensure we continue to grow from strength to strength. I would like to take this opportunity to thank all the trustees and Chief Executive, Simon Allen, for their support, help and expertise which has been invaluable to me.

Chair of Trustees

Nicola Gregson



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Our Vision:

To grow an age-friendly community that enables people to age well.

Our Mission:

We support people to age well. We work to enable people to live with confidence, be heard, be celebrated and have access to the right support so they can live happy, healthy and fulfilled lives.

Our Impact 23/24



£1,046,902

Benefits secured for older people through our I&A service

2,548

Hours of meaningful conversation & connection through Befriending

12,482

Hours of volunteer time given (equivalent to 7 full time staff)

345

Organisations we work with & refer to in the community

“Paul and I get on like a house on fire, we have no awkward silences and only stop talking when we break to put the kettle on! We both agree that our meet ups do us both the power of good.” **Robert**, Volunteer

Accessible Information & Advice



We secured over **1 million pounds** of benefits for people

"The service we received was outstanding! Gill visited us at home. She was knowledgeable, kind and extremely helpful. We were successful in our Attendance Allowance application - all thanks to her support."

This year, our Information and Advice team at Age UK Bath & North East Somerset have been pivotal in addressing the rising challenges brought on by the cost of living crisis. With an increasing number of enquiries, our team demonstrated exceptional flexibility, supported by crucial funding from St Monica Trust and B&NES Councils Household Support Fund, allowing us to offer timely financial assistance to those most affected.

We have seen an increase in the number of people seeking assistance with complex issues, requiring more time to provide advice and connect them with additional support from social services and health-related organisations.

This trend reflects the reality of people living longer and nearly 40% of our benefits enquiries were from people over 80 years of age.

Future Plans

The demand for our essential service is anticipated to grow in light of the evolving political landscape and the ongoing cost of living crisis. Therefore, we are proactively enhancing our efforts to increase benefit claims, ensuring that we can support our community during these challenging times.

To achieve this, we are planning the amalgamation of the Community Wellbeing Hub Community Connectors with the Information and Advice (I&A) team into a unified Information, Advice, and Signposting team. This consolidation, led by a newly appointed Senior Lead, is set to streamline our operations, enhancing the quality and reach of the support we provide.

We're thrilled to have provided 438 benefit sessions - greatly exceeding our target of 200



Home Services

Home Services, which includes Home from Hospital and Home Response, operates in all Primary Trust Hospitals and Community Hospitals in B&NES and Wiltshire. Working alongside our Community Wellbeing Hub, it continues to be a cornerstone of community health, ensuring older people receive the care and support needed to recover confidently at home.

We made a staggering 2,171 visits (averaging 9 visits a day) and we are proud that over half of the people we support were independent or supported by family after our intervention. This is testament to the holistic package of care that our dedicated Wellbeing Support Workers give which is varied and complex.

Meet Lucy, a courageous 60-year-old nurse who faced a terrifying ordeal. After a traumatic attack left her physically injured and emotionally shaken, Lucy was lacking confidence, and feeling low. But she found support through Age UK Bath & North East Somerset's Home from Hospital Service.

When Lucy first met Wellbeing Support Worker Sarah, she was understandably nervous and jumpy, even reluctant to open the door. The mental and physical toll of her experience was immense. "Lucy was worried about who was at the door and her security, but I put her at ease," Sarah recalls. "She opened up about how the attack had shaken her confidence and changed her whole world."

Sarah didn't just assist with physical tasks like cleaning, cooking and medical appointments. She empowered Lucy, building her confidence through companionship, listening and practical support. Their bond grew strong, transforming what could have been just a practical service into a friendship that helped her mentally and physically rebuild. "I treat everyone I visit as a friend," Sarah says. "Friendship and listening is as important and as impactful as practical help." Sarah's support helped Lucy regain her independence. "Having Sarah around has been a weight off my mind," Lucy shares. "She's my little star. Age UK's support has been invaluable, giving me the confidence to be independent again. I don't know what I would have done without Sarah."

A PROUD PARTNER IN THE



In spring 2023, Age UK Bath & North East Somerset joined the Community Wellbeing Hub, appointing a lead to represent 32 partners and improve support for hospital-to-home transitions.

We introduced a tailored discharge checklist, piloted on two wards, to ensure patients leave with a clear, personalised care plan. Developed with physiotherapists, occupational therapists, and our integrated discharge team, this initiative has greatly enhanced post-hospital care.

Digital Inclusion



It has been the first year of this essential service, making strides to bridge the digital divide within our local communities.

More wonderful Digital Champion volunteers were recruited, allowing older people in our communities to receive digital support both in groups, one on one, and at home. Our Click Café in Bath saw significant growth in support and attendance, enabling us to offer over 460 one-to-one digital support sessions.

Successful community engagement and upskilling events included scam awareness with local police, app workshops with local carers, online expert panel discussions about the digital shift in local health services, and even working with Bath Spa University students to develop new digital solutions for older people.

Thanks to RUHX Charity funding, we launched a Tablet Loan scheme, providing participants with free tablets, data AND ongoing one to one support for 12 weeks at a time.

Led by a passionate and newly-expanded team, future plans include Click Cafés across B&NES and extending the loan scheme's offerings.

LIZ'S STORY

"There is nothing more frustrating than having a vision of what you want to do but not having the know-how. By using Age UK Bath & North East Somerset's Digital Service I am able to bring a creative idea to life, one that is going to benefit my community. And it feels great!"

An avid photographer and heavily involved in her community, Liz came to Age UK Bath & North East Somerset wanting to learn skills to bring a photographic art installation idea to life.

"I had been wanting to take my computer skills to the next stage for some time. I have this idea of creating a moving slide show of photographs of the same beautiful landscape for an upcoming community art exhibition. I would say that I am half computer literate. I can email, find documents, and use Excel and Word but I have no clue how to save photos, and manage folders let alone create the moving photos.

Ceri has been so patient, she has really helped me. She has embraced this creative idea that I have. Without her, I would just be stuck. It really helps that we get on and she never makes you feel daft or stupid. There is nothing more satisfying than having an idea that seems unattainable and then learning how to do it yourself. The confidence it gives you is so valuable. After a session, you feel like you have grown a bit and know what to do for yourself with lasting knowledge that is going to help you in the future."

Social Groups

Our much-loved Social Groups remain as popular as ever, attracting 117 attendees weekly across Bath, Midsomer Norton, and Keynsham. These groups provide a dynamic space where people come together to have fun, share experiences and learn new skills. Shaped by the interests and feedback of our members, the sessions offer a rich variety of activities including intergenerational projects, crafts, exercise, dancing, and engaging visits and talks from local museums and places of interest. Looking ahead, we are excited to expand these offerings, enhancing our ability to enrich the lives of even more of our community members.



KEYNSHAM

"We can't get here without the minibus, it's invaluable. There is such a family feel to the groups. Everyone's birthdays are remembered - it's those things that make you feel special."

BATH

"There is never a dull moment. We have crafts, orchestra, dancing, music, talks from museums, the panto even popped in last Christmas!"



MIDSOMER NORTON

"Age UK has provided my mum with a safe, warm, stimulating environment. Mum looks forward to her sessions as she lives on her own and I really love that she has company and conversation. The activities that are organised are wonderful."



At Home

Age UK Bath & North East Somerset is passionate about people being as independent as possible for as long as possible. Our At Home service is very much in demand and on average we do 15 visits a day, empowering people to maintain their quality of life and confidence.

With nearly 80% of the people we visit living alone, emotional support and companionship is as important to people as the practical support that Wellbeing Support Workers offer like shopping, cleaning and cooking.

Looking forward, we are training Wellbeing Support Workers in seated exercise, individual cognitive stimulation therapy and tech support so we can increase our offer.



“I realised that the goal of Age UK Bath & North East Somerset was to help me live the independent life I desired. With Maureen’s visits, my independence has flourished. Without this service, I merely exist. With Age UK Bath & North East Somerset, I truly live.”

Befriending



The growing demand for our Befriending service highlights the critical need for connection. Each visit and conversation helps combat loneliness, bringing people together through shared stories. We’ve worked with a waiting list this year, serving those living alone, carers in need of social interaction, and even inspiring some to become volunteers. Our volunteers have contributed over 2,500 hours of meaningful connection this year.

Dementia

Bath & North East Somerset is home to 2,713 residents aged 65 and older with dementia, and our Memory Group sessions provide essential support. Each week, 115 hours of Cognitive Maintenance Therapy enriches participants with activities that enhance cognitive function and social interaction. Enriched by live music and educational talks, these sessions deeply resonate with our community, fostering meaningful connections.

We also offer crucial respite for carers, allowing them to recharge while their loved ones engage in stimulating activities. This support system benefits both carers and participants, enhancing overall well-being.

Our educational efforts continue through awareness sessions and collaborations with local media and organisations like the Alzheimer's Society, enriching community understanding of dementia.

With the dedication of over 16 volunteers, we provide tailored support and personal interactions that significantly improve our members' lives. The positive feedback from our community fuels our ongoing commitment to expand services, raise awareness, and improve life quality for those affected by dementia and their families.



“I wanted to thank you so much for making the groups so stimulating. Mum feels so welcome on Wednesday. It was such a happy vibe there and she is certainly made to feel valued and special.”



Community Groups

Our community groups run by passionate volunteers are thriving, each championing companionship and enrichment in unique ways. Our Bath Snack and Chat, which is a continuation of our Warm Spaces project, has become a popular gathering spot, where community members share food and friendship, strengthening the bonds within our community. This has grown week on week and now has around 12 people regularly attending. Singing for Fun and Sing to Remember offer therapeutic benefits through music, enhancing mental well-being and creating joyous moments for all involved. Meanwhile, the Cook and Eat sessions, particularly popular among men, focus on preparing nutritious meals while building deep friendships, demonstrating the transformative power of shared interests.



“Since starting at the Cook & Eat group, I've learnt so many new cooking skills and developed confidence.”



Being part of a singing group is linked to better memory & thinking skills as music memories often remain even when language & other memories fade.



“Snack & Chat is my regular Wednesday catch up with people. I have made friends in this relaxed group and it is so nice to have lunch and a cuppa.”

The Vital role of Transport

Transport is an essential yet often overlooked aspect of community engagement at Age UK Bath & North East Somerset. Last year alone, our dedicated drivers facilitated an impressive 1,530 journeys, enabling individuals who would otherwise be housebound to attend various groups and events across the region.

In March, we took over the Midsomer Norton community bus, upholding its 50-year legacy as a crucial link within the Somer Valley community. More than just providing transport, our minibuses create a lifeline for social interaction, with drivers fostering a warm, family-like atmosphere for all passengers.

By delivering reliable and friendly transportation, we ensure our community remains connected and active, preventing isolation and significantly enhancing the well-being of Bath & North East Somerset residents.



“The buses are always clean, well driven and on time. They support people who require a helping hand in getting on and off the bus and they load our walking aids safely. I particularly enjoy the atmosphere on the bus with everyone chatting”

Volunteers

We are immensely proud and deeply grateful for our volunteers, whose dedication has provided the equivalent of over seven full-time staff members this year.

We have had an influx of new digital champion volunteers as well as people to support our memory groups. Our befriending volunteer requests continue to be steady. Each volunteer's contribution is unique gifting countless hours, conversations and skills to enhance the lives of older people in our community. Thanks to their efforts, we can offer more extensive support and reach further into the community, enriching the lives of those we serve.

We could not do what we do without them!



Volunteers gift their time to equivalent to over 4 full time staff!

This year, Age UK Bath & North East Somerset has made significant strides in enhancing our communication strategy to better reflect the needs and voices of older adults. We've implemented a complete rebrand of our messaging, adopting age-positive language and imagery to more accurately represent the dynamic lives of older people.

Our efforts in campaigning and advocacy have particularly focused on critical issues such as transport cuts, digital exclusion, social care, and the cost of living. We've gained considerable media coverage. Notably, our bus campaigning has highlighted how rural transport cuts could severely impact our community.

We're often asked for our thoughts on big issues by the media, showing our growing influence and relationship building. Working with partners like local Age UK branches, 3SG, and RUH, we're stronger together in advocating for older people's rights.

Looking ahead, our Ageing Well initiative will keep us busy as we ensure older people's voices are not only heard but acted upon.



Ageing Well



Communication & Engagement

We're excited to launch the Ageing Well Programme, a pioneering initiative to transform Bath & North East Somerset into an inclusive, supportive and accessible environment where everyone can age well.

At the heart of our approach is the Age-Friendly Framework developed by the World Health Organisation (WHO), designed to foster healthy and active ageing.

Fuelled by funding from Age UK Bath & North East Somerset and St John's Foundation this transformative two-year initiative will drive change in Bath & North East Somerset to improve the lives of older people.

With a programme lead newly in place in March, plans are underway for the first ever Ageing Well Community Survey. We will revive a local Ageing Well Forum, that hasn't existed for over a decade, encouraging older people to speak out about the issues that are important to them and their communities. The feedback will inform a wider Ageing Well Steering Group made up of local government, businesses, health and care services, and charities. This will ensure older people's needs and views are listened to when decisions are made.

“ I'm excited that we'll soon have a new Ageing Well Forum, the first in over ten years! This forum will help us all pay attention to what matters most to older people and in turn, take collective action. ”

Simon Allen CEO Age UK Bath & North East Somerset



We are deeply grateful for the generosity and support we have received from our local community, regional grant makers and national funders over the past year. The donations and grants we have received have been vital in allowing us to sustain and expand our charitable initiatives, directly impacting the lives of those we work with.

In Bath & North East Somerset, we are incredibly lucky to have generous and supportive funders supporting local work. We are so grateful to have received funding year after year from The Roper Family, The Medlock Charitable Trust and the Nani Huyu Charitable Trust. The generosity of these families and trusts make it possible to plan ahead and deliver the services needed, and we could not be more thankful for their dedication to their local community.

We would also like to extend our heartfelt thanks to the Quartet Community Foundation for their unwavering support and encouragement of initiatives in the South West. Your belief in our work and the generous funding provided has been instrumental in the years we have worked together. The partnership we share with Quartet goes beyond financial support—it is a testament to the power of collaboration in creating lasting, positive change within our community. This year, through Quartet, we have accessed funding from the NHS to distribute Cost-of-Living Grants to people in need, from the Bath Half Marathon Fund to train staff to lead seated exercise sessions in our Social Groups, and from Wessex Water to deliver Information and Advice sessions.

As we reflect on the past year and look forward to the future, we remain committed to ensuring that every penny is put to the best possible use, continuing to deliver on our mission with transparency and purpose. Thank you for your ongoing commitment to building an Age Friendly Community in Bath and North East Somerset.

With thanks to the partners we have worked with or who have funded us this year including:



St Monica Trust



Community Wellbeing Hub



Bath and North East Somerset, Swindon and Wiltshire Partnership
Working together for your health and care



SUPPORTED BY
NHS CHARITIES TOGETHER



Part 1: Legal & Administrative Information

Company number: 05367286
Charity number: 1110455
Registered office: The Studio, Alexander House, James Street West, Bath, BA1 2BT

Bankers: National Westminster Bank Plc, High Street, Bath, BA1 5AH

Auditors: Sumer Audit, Statutory Auditors, Firefly Avenue, Swindon, Wiltshire, SN2 2GA

Senior Team Members

S Allen: Chief Executive Officer

S Talbot: Community Connections Manager
(left 06/2024)

L Martin: Communications and Engagement Lead

J Thorn: Finance & Business Lead
(started 07/2024)

A Stanson: Chief Operating Officer

A Kuhlke: Fundraising and Development Lead

J Smith: Finance Lead
(left 07/2024)

C Calonmor: Ageing Well Programme Lead
(started 02/2024)



TRUSTEES:

N GREGSON (CHAIR)
(Stepping down from 01.10.2024)

S MCNAB
(Stepping down from 01.10.2024)

P ANKETELL-JONES
(Co-Chair from 01.10.2024)

R BURNS

R GREIG

K NASH
(End of term of office on 01.10.2024)

L ENWISTLE
(Co-Chair from 01.10.2024)

R SHUBHABRATA

P SWABEY-WALLACE
Resigned 19.02.2024

Part 2: Report of the Trustees for Year Ended 31st March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)

Our Charitable Objects and Activities

Age UK Bath & North East Somerset is an independent local charity established to promote the following purposes for the benefit of the public and/or older people in and around the District of Bath and North East Somerset:

- preventing or relieving the poverty of older people;
- advancing education for older people;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity in relation to older people; ~ 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 well-being of older people.

The charity was established over 80 years ago and although part of the Age UK network, we are an independent charity. All the money we raise is used to support the older residents of Bath & North East Somerset.

We work with people later in life to understand the issues that effect them; enabling people to live independently for as long as people want or are able to. Our activities include Social Groups, Memory Groups, Peer-led Groups, Information and Advice, Home from Hospital service, Befriending, Digital Inclusion Projects and volunteering activity. Each year we support many people, their family members and carers, promoting wellbeing, helping them to stay active, regain & retain their independence and improve their quality of life.

Public Benefit

Our main activities clearly illustrate the delivery of public benefit. The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's Aims and Objectives.

Our Vision

The mission of Age UK Bath & North East Somerset is to grow an Age Friendly Community where people are enabled to age well.

Plans for the Future

As we look ahead, Age UK Bath & North East Somerset remains committed to expanding our reach and improving the lives of older adults in our community. Our key plans for the upcoming period include:

1. Development of the Ageing Well | Bath & North East Somerset Initiative

We will focus on advancing the Ageing Well | Bath & North East Somerset initiative with the goal of making Bath & North East Somerset an Age Friendly Community as defined by the World Health Organisation. This initiative will help shape a more inclusive and supportive environment for older adults in the region.

2. Community Survey for the Ageing Well Initiative

As part of the Ageing Well programme, we will conduct a Community Survey to gather valuable insights into the aspirations of our communities. The survey results will guide us in adapting and developing our support services to better meet the evolving needs of older adults.

3. Facilitation of Older People's Voice Forum

We will facilitate the development of a forum for older people, Older People's Voice, to give older adults a greater say in local matters. This will be a key element of the Ageing Well | Bath & North East Somerset programme, ensuring that older people's voices are heard in shaping the future of the area.

4. Expansion of Digital Inclusion Work

We will continue the roll-out of our Digital Inclusion programme, which has proven vital in helping older people stay connected, access services online, and build digital skills.

5. Review of Befriending Services

A comprehensive review of our Befriending Services will be carried out to create a new and improved approach to this essential intervention, ensuring that we continue to provide impactful support to those in need of companionship and social connection.

6. Information, Advice & Signposting Service

We will continue to provide our Information, Advice & Signposting service, which is a core part of our offering. In addition, we aspire to develop this service further by recruiting and training more volunteers to increase our capacity and reach.

7. Social, Memory, and Peer-led Groups

We remain dedicated to continuing our Social, Memory, and Peer-led Groups across Bath & North East Somerset, offering valuable opportunities for social interaction, peer support, and memory care to older adults.

Plans for the Future (continued)

8. Ongoing Fundraising Efforts

We will continue to actively fundraise through grants, which remain a crucial part of our funding strategy to sustain and grow our services.

9. Re-tender for Services in Bath & North East Somerset

We will prepare for the re-tendering of services in Bath & North East Somerset, ensuring that we maintain our role as a key provider of services for older adults in the region.

Part 3: Financial Review

We are reporting a deficit of income over expenditure of £172,070

The financial investments and policies of the organisation are reviewed on a regular basis.

The financial position of the charity remains robust in the medium term with unrestricted reserves of £430,499.

However, the Charity faces significant challenges in generating new revenue streams to fulfil its charitable objectives, meet the ever-increasing needs of the rising number of people in later life whilst managing increased costs and maintaining our ambition to be a good employer which pays a living wage.

Principal Risks and Uncertainties

The charity has traditionally relied upon various sources of funding, including local authority grants, commissioned service and grant funding from trusts, foundations and individuals. While these continue as current sources of income our level of successful income generation has meant we now no longer meet the criteria for many of our previous funders.

This presents challenges to our ability to meet increased demand for our services.

In order to mitigate this, we are

- Continuing to develop our paid for services in order to support the delivery of our charitable objects; including increasing the charges for these services
- Maintaining our grant fundraising activity;
- Ensuring efficiency in the use of resources, monitoring expenditure to control costs and safeguard reserves;
- Maintaining good relationships with funders and contractual partners;
- Collaborating with other charitable organisations to make best use of resources and intellectual property;
- Developing new ways of working to ensure Age UK Bath & North East Somerset remains relevant in an ever- changing environment.

Principle Funding Sources

The principle funding sources in the year arise from HCRG Care Group, Bath & North East Somerset Council, BSW Integrated Care Board, various grants and income through our Social & Memory Groups, and At Home Service.

Reserves Policy

In compliance with the Charity Commission Guidance, the Trustees ensure that a Financial Risk Assessment is completed as part of the annual budgeting and business planning process. The Reserves Policy was re-assessed in year.

In assessing the need for reserves, the trustees consider:

1. Funds required to provide cover for risks such as unforeseen expenditure or unanticipated loss of income
2. Specific funding for the development of new or expanded services, and;
3. The requirement for working capital to protect the continuity of our core, unfunded work*

For the 2023/24 financial year the trustees have assessed the reserves needed, based upon the above criteria, as a minimum of 3 months expenditure.

The total value of funds held at the balance sheet date was £519,868 (2023: £691,938). The value of restricted funds was £89,369 (2023: £207,881). Designated funds of £69,187 are held to support specific future projects.

Included within unrestricted fund are fixed assets of £13,469, therefore, the free reserves of the charity are £347,843 (2022/23 £212,924).

The charity holds funds in line with the policy, although the charity is facing unprecedented demand for services and the future for the commissioning of statutory services remains uncertain. A number of services continue to be funded or part-funded from voluntary income, so we continuously seek additional income to further develop our services.

Going Concern

There was a net decrease in funds for the year of £172,070 with the charity making a deficit on unrestricted funds of £53,558. Bath & North East Somerset Council and BSW Integrated Care Board have confirmed extension of the contract to March 2025 and the charity will be required to re-tender for it. The Wiltshire Council contract is due to end June 2025 and it is currently unknown if it will be re-tendered. Should the organisation fail to win the bids, or the contracts are awarded at a lower value to their current value, this may have a detrimental impact on the organisation's operations and cash flows. However, the charity has unrestricted reserves of some £430k and the balance sheet is strong.

On this basis, the trustees consider it appropriate to prepare the financial statements on the going concern basis. This assumes that the charity will continue in operational existence for the foreseeable future. In making this assessment, the trustees have reviewed the balance sheet, the likely future cash flows of the charity, and have considered the funds available at this point in time. Additionally, we have updated our Charging Policy to better reflect a Full Cost Recovery model of operating. This ensures that the fees we charge for services cover not only the direct costs of providing those services but also a fair portion of overheads, helping to sustain the charity's activities in the long term.

Part 4: Structure, Governance & Management

Governing Document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Members guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

Recruitment and appointment of new trustees

The charity's board comprises a Chair and other trustees, the total number of which shall never be less than 3 but shall not exceed 10. Vacancies for trustees are advertised, applicants are interviewed following short-listing, references are taken up and a disclosure & barring check is obtained. Once elected a trustee may serve for a period of 3 years and be eligible for re-election not exceeding in aggregate 9 years from the original date of appointment. The Board may appoint individuals to fill any casual vacancies which occur during the year. Such appointments shall terminate at the end of the term for which the original member was elected. Trustees may be co-opted to the Board provided that the number does not exceed 10.

Induction and Training of Trustees

On appointment, Trustees are given induction training, and are given ongoing support from fellow Trustees, the Chief Executive Officer. External training is used where relevant, together with appropriate publications (e.g. Charity Commission).

Organisational Structure

The Board meets regularly and has maintained sub-committees: Finance+ Committee | Services+ Committee | Communications+ Committee. Day to day operational decisions are delegated to the Chief Executive Officer, who is line managed by the Chair of the Board.

Pay policy for senior staff

The senior management team comprise the trustees and key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year. The pay of senior staff is managed in accordance with a Scheme of remuneration for all staff and has been adjusted dependent on the circumstances of the charity. The board of trustees considers the affordability of pay increases annually as well as increases in our Charging Policy.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and risks. The trustees confirm that the major risks have been reviewed and systems or procedures have been established to manage those risks.

The trustees' risk management strategy comprises: ~

- A quarterly review of the register of principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review; and the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has also been focused on non-financial risks arising from fire, health and safety of staff and volunteers, data protection and other risks. These risks are managed by ensuring the organisation has robust policies and procedures in place with regular and appropriate training for staff and volunteers.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity with any other local related party or organisation is disclosed to the full board of trustees in the same way as any other contractual relationship with a related party.

A Register of interests is maintained and is readily available for inspection.

Age UK Bath & North East Somerset is one of over 100 Brand Partners affiliated to Age UK. We work together in a spirit of collaboration and mutual support to achieve common goals.

It is important to stress that we are an independent local charity run by local people for local people. Age UK Bath & North East Somerset is part of the 'network of Age UK' and is not a branch structure; we are entirely responsible for raising our own funding.

As a brand partner of Age UK, we aim to ensure that the issues and concerns of older adults in Bath & North East Somerset are brought to the attention of local and regional policy makers, and that high-quality services continue to be provided at a local level to support older adults to maintain their independence, dignity and wellbeing.

Fundraising Standards Compliance

Over the past year, Age UK Bath & North East Somerset has upheld a robust framework for fundraising activities. We employ a dedicated Fundraising & Development Lead to manage these initiatives, eliminating the need for external professional fundraisers or commercial participators. While we are not part of any voluntary scheme for regulating fundraising, we have had no instances of non-compliance nor have we received no complaints related to fundraising activities. Our Finance Committee frequently reviews fundraising activities, ensuring alignment with the Age UK Charity Quality Standards. To protect adults at risk and the general public, we strictly adhere to our Code of Conduct, Fundraising Policy, and Safeguarding Policies & Procedures.

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Age UK Bath and North East Somerset Ltd for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Sumer Audit, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the Board of Trustees on 1st October 2024 and signed on its behalf by:



Yoti eSigned

Patrick Anketell-Jones
Co-Chair, Board of Trustees



Yoti eSigned

Lesley Entwistle
Co-Chair, Board of Trustees

Report of the Independent Auditors to the Members of
Age UK Bath and North East Somerset Ltd

Opinion

We have audited the financial statements of Age UK Bath and North East Somerset Ltd (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Age UK Bath and North East Somerset Ltd

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

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

Based on our understanding of the charity and the provision of services to the elderly, we identified that the principal risks of non-compliance with laws and regulations related to safeguarding, health and safety, employment law, Companies Act 2006 and Charity Law, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charity. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to revenue recognition, management override, and potential lack of segregation of duties. Audit procedures performed by the audit engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- understanding and review of management's internal controls designed to prevent and detect irregularities, and fraud;
- review of the minutes of the Trustees meetings;
- designing audit procedures to incorporate unpredictability;
- performing analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud;
- review of the financial statements disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- enquiring of the Trustees and third-party advisors about actual and potential litigation and claims;
- testing transactions entered into outside of the normal course of the charity's business; and
- identifying and testing journal entries, in particular any journal entries with fraud characteristics such as journals with round numbers.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Age UK Bath and North East Somerset Ltd

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

James Gare (Senior Statutory Auditor)
for and on behalf of Sumer Auditco Limited
Statutory Auditors
Hermes House
Fire Fly Avenue
Swindon
Wiltshire
SN2 2GA

Date:

Age UK Bath and North East Somerset Ltd**Statement of Financial Activities**
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	207,048	93,572	300,620	324,602
Charitable activities	6				
Provision of services		1,034,206	-	1,034,206	855,233
Other trading activities	4	8,309	-	8,309	2,852
Investment income	5	<u>7,897</u>	<u>-</u>	<u>7,897</u>	<u>1,882</u>
Total		<u>1,257,460</u>	<u>93,572</u>	<u>1,351,032</u>	<u>1,184,569</u>
 EXPENDITURE ON					
Raising funds	7	30,276	-	30,276	34,260
Charitable activities	8				
Provision of services		<u>1,280,742</u>	<u>212,084</u>	<u>1,492,826</u>	<u>1,254,767</u>
Total		<u>1,311,018</u>	<u>212,084</u>	<u>1,523,102</u>	<u>1,289,027</u>
 NET INCOME/(EXPENDITURE)		(53,558)	(118,512)	(172,070)	(104,458)
 RECONCILIATION OF FUNDS					
Total funds brought forward		484,057	207,881	691,938	796,396
 TOTAL FUNDS CARRIED FORWARD		<u>430,499</u>	<u>89,369</u>	<u>519,868</u>	<u>691,938</u>

The notes form part of these financial statements

Age UK Bath and North East Somerset Ltd (Registered number: 05367286)

Balance Sheet			
31 March 2024			
	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	16	13,469	19,992
Investments	17	<u>10</u>	<u>10</u>
		13,479	20,002
CURRENT ASSETS			
Debtors	18	269,752	59,675
Cash at bank and in hand		<u>464,658</u>	<u>695,073</u>
		734,410	754,748
CREDITORS			
Amounts falling due within one year	19	(228,021)	(82,812)
		<u>506,389</u>	<u>671,936</u>
NET CURRENT ASSETS			
		519,868	691,938
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>519,868</u>	<u>691,938</u>
NET ASSETS			
		<u>519,868</u>	<u>691,938</u>
FUNDS	22		
Unrestricted funds:			
General fund		361,312	232,916
Buildings dilapidation and repairs - Kingsmead Square		-	37,954
Buildings dilapidation and repairs - St. Michaels		14,825	14,825
Development and innovation		<u>54,362</u>	<u>198,362</u>
		430,499	484,057
Restricted funds		<u>89,369</u>	<u>207,881</u>
TOTAL FUNDS		<u>519,868</u>	<u>691,938</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 05 Dec 2024 (UTC) and were signed on its behalf by:

Lesley Entwistle
Yoti eSigned
L Entwistle - Trustee

P Anketell-Jones
Yoti eSigned
P Anketell-Jones - Trustee

Age UK Bath and North East Somerset Ltd

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(238,312)</u>	<u>158,076</u>
Net cash (used in)/provided by operating activities		<u>(238,312)</u>	<u>158,076</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		-	(37,350)
Sale of tangible fixed assets		-	11,000
Interest received		<u>7,897</u>	<u>1,882</u>
Net cash provided by/(used in) investing activities		<u>7,897</u>	<u>(24,468)</u>
 Change in cash and cash equivalents in the reporting period		 <u>(230,415)</u>	 <u>133,608</u>
Cash and cash equivalents at the beginning of the reporting period		<u>695,073</u>	<u>561,465</u>
 Cash and cash equivalents at the end of the reporting period		 <u><u>464,658</u></u>	 <u><u>695,073</u></u>

Age UK Bath and North East Somerset Ltd

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(172,070)	(104,458)
Adjustments for:		
Depreciation charges	6,523	6,978
Loss on disposal of fixed assets	-	2,517
Interest received	(7,897)	(1,882)
(Increase)/decrease in debtors	(210,077)	224,675
Increase in creditors	<u>145,209</u>	<u>30,246</u>
Net cash (used in)/provided by operations	<u>(238,312)</u>	<u>158,076</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	<u>695,073</u>	<u>(230,415)</u>	<u>464,658</u>
	<u>695,073</u>	<u>(230,415)</u>	<u>464,658</u>
Total	<u>695,073</u>	<u>(230,415)</u>	<u>464,658</u>

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements
for the Year Ended 31 March 2024****1. GENERAL INFORMATION**

Age UK Bath and North East Somerset is a charitable company limited by guarantee, without share capital, incorporated in England and Wales. The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address can be found in the Trustees' Report.

2. ACCOUNTING POLICIES**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Going concern

The Bath & North East Somerset Council and BSW Integrated Care Board have confirmed extension of the contract to March 2025 and the charity will be required to retender for it. The Wiltshire Council contract is due to end June 2025 and it is currently unknown if it will be retendered. Should the organisation fail to win the bids, or the contracts are awarded at a lower value to their current value, this may have a detrimental impact on the organisation's operations and cash flows. However the charity has unrestricted reserves of some £430k and the balance sheet is strong. On this basis, the trustees consider it appropriate to prepare the financial statements on the going concern basis. This assumes that the charity will continue in operational existence for the foreseeable future. In making this assessment the trustees have reviewed the balance sheet, the likely future cash flows of the charity and have considered the funds available at this point in time.

Preparation of consolidated financial statements

The financial statements contain information about Age UK Bath and North East Somerset Ltd as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The charity's trading subsidiary, Age UK (BANES) Trading Limited, ceased trading on 31 March 2017.

Critical accounting judgements and key sources of estimation uncertainty

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

Critical accounting estimates and assumptions

None

Critical areas of judgement

None

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

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

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued**
for the Year Ended 31 March 2024**2. ACCOUNTING POLICIES - continued****Income**

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 20% on straight line basis
Motor vehicles	- 25% on straight line basis
Computer equipment	- 33% on straight line basis

Fixed assets costing in excess of £500 (per individual item) are capitalised.

Taxation

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

Fund accounting

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.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are to be used for specified purposes as laid down by the donor which have been raised by the charity for specific purposes. Expenditure which meets these criteria is identified to the fund.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

The charitable trust only holds basic financial instruments as defined in FRS 102. The financial assets and financial liabilities of the academy trust and their measurement basis are as follows:

Financial assets - trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Amounts due to the charity's wholly owned subsidiary are held at face value less any impairment.

Cash at bank - is classified as a basic financial instrument and is measured at face value.

Financial liabilities - trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument. Amounts due to charity's wholly owned subsidiary are held at face value less any impairment.

Operating leases

Rentals paid under operating leases are charged to the Statement of Financial Activities as incurred.

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024****3. DONATIONS AND LEGACIES**

	2024	2023
	£	£
Donations and grants	190,494	317,593
Legacies	<u>110,126</u>	<u>7,009</u>
	<u>300,620</u>	<u>324,602</u>

4. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Room hire	3,660	2,160
Sundry income	<u>4,649</u>	<u>692</u>
	<u>8,309</u>	<u>2,852</u>

5. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>7,897</u>	<u>1,882</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024	2023
		£	£
Grants	Provision of services	19,765	14,872
Income from charged for services to beneficiaries of the charity	Provision of services	275,464	223,241
Contract for services	Provision of services	<u>738,977</u>	<u>617,120</u>
		<u>1,034,206</u>	<u>855,233</u>

Activity				2024	2023
				£	£
	Grants	Contract	Fees	Total	Total
Transport	-	-	-	-	5,557
Community Connections	-	119,819	155,389	275,208	238,236
Advice and Information	19,765	47,901	-	67,666	39,156
At Home	-	-	126,775	126,775	104,980
Home from Hospital	-	553,043	-	553,043	451,952
Nail cutting	-	11,514	-	11,514	15,352
Total	<u>19,765</u>	<u>732,277</u>	<u>282,164</u>	<u>1,034,206</u>	<u>855,233</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
Age UK	<u>19,765</u>	<u>14,872</u>

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued**
for the Year Ended 31 March 2024**7. RAISING FUNDS****Raising donations and legacies**

	2024	2023
	£	£
Staff costs	25,622	25,088
Sundries	903	1,563
Support costs	<u>3,751</u>	<u>7,609</u>
	<u>30,276</u>	<u>34,260</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9)	Support costs (see note 10)	Totals
	£	£	£
Provision of services	<u>1,056,719</u>	<u>436,107</u>	<u>1,492,826</u>

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

Analysis of direct costs

Activity				2024	2023
				£	£
	Direct staff costs	Other direct costs	Support costs	Total	
Transport	57,491	26,012	13,484	96,987	108,452
Community Connections	183,879	97,575	115,525	396,979	314,029
Advice and Information	79,469	18,514	46,005	143,988	128,923
At Home	124,741	2,715	45,766	173,222	139,983
Home from Hospital	308,052	27,493	197,315	532,859	521,055
Nail cutting	3,571	-	3,718	7,289	11,327
Befriending	21,681	560	969	23,210	22,229
Digital inclusion and Special Projects	21,278	28	7,403	28,709	8,759
Community Wellbeing and Ageing Well	<u>78,282</u>	<u>5,379</u>	<u>5,921</u>	<u>89,582</u>	-
Total	<u>878,444</u>	<u>178,275</u>	<u>436,107</u>	<u>1,492,826</u>	<u>,254,767</u>

Basis of allocation of support costs: Percentage of staff time

Included within other direct costs are grants paid to individuals totalling £16,866.

10. SUPPORT COSTS

Analysis of support costs

	2024	2023
	£	£
Staff costs	132,154	148,598
Premises	104,867	32,961
Office costs, IT and governance	134,467	99,255
Other staff/volunteer costs	<u>68,370</u>	<u>69,561</u>
	<u>439,858</u>	<u>350,375</u>

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued**
for the Year Ended 31 March 2024**11. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	13,709	9,992
Depreciation - owned assets	6,523	6,978
Deficit on disposal of fixed assets	-	2,517
Operating lease charge - rent	38,300	24,880
Operating lease charge - other	<u>1,592</u>	<u>1,232</u>

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

13. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	952,457	822,604
Social security costs	49,045	41,728
Other pension costs	<u>34,750</u>	<u>29,700</u>
	<u>1,036,252</u>	<u>894,032</u>

The average monthly number of employees during the year was as follows:

	2024	2023
	<u>89</u>	<u>74</u>
Permanent and casual staff		

No employees received emoluments in excess of £60,000.

The average full time equivalent staff numbers were 49 (2023: 46).

The key management personnel of the charity comprise the Trustees and the senior management personnel as listed on page 3. The total employee benefits of the key management personnel of the charity were £191,276 (2023: £156,374).

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	69,785	254,817	324,602
Charitable activities			
Provision of services	855,233	-	855,233
Other trading activities	2,852	-	2,852
Investment income	<u>1,882</u>	<u>-</u>	<u>1,882</u>
Total	<u>929,752</u>	<u>254,817</u>	<u>1,184,569</u>
EXPENDITURE ON			
Raising funds	34,260	-	34,260

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024****14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted funds £	Total funds £
Charitable activities			
Provision of services	<u>1,078,853</u>	<u>175,914</u>	<u>1,254,767</u>
Total	<u>1,113,113</u>	<u>175,914</u>	<u>1,289,027</u>
NET INCOME/(EXPENDITURE)	(183,361)	78,903	(104,458)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>667,418</u>	<u>128,978</u>	<u>796,396</u>
TOTAL FUNDS CARRIED FORWARD	<u>484,057</u>	<u>207,881</u>	<u>691,938</u>

15. GOVERNMENT GRANT

	2024 £	2023 £
Bath and NE Somerset Council	-	18,000

There were no unfulfilled conditions or other contingencies attached to these grants. The charity has not directly benefited from any other forms of government assistance.

16. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST				
At 1 April 2023 and 31 March 2024	<u>33,934</u>	<u>60,799</u>	<u>60,678</u>	<u>155,411</u>
DEPRECIATION				
At 1 April 2023	33,934	52,326	49,159	135,419
Charge for year	<u>-</u>	<u>2,365</u>	<u>4,158</u>	<u>6,523</u>
At 31 March 2024	<u>33,934</u>	<u>54,691</u>	<u>53,317</u>	<u>141,942</u>
NET BOOK VALUE				
At 31 March 2024	<u>-</u>	<u>6,108</u>	<u>7,361</u>	<u>13,469</u>
At 31 March 2023	<u>-</u>	<u>8,473</u>	<u>11,519</u>	<u>19,992</u>

17. FIXED ASSET INVESTMENTS

	Shares in group undertakings £
MARKET VALUE	
At 1 April 2023 and 31 March 2024	<u>10</u>
NET BOOK VALUE	
At 31 March 2024	<u>10</u>
At 31 March 2023	<u>10</u>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued**
for the Year Ended 31 March 2024**17. FIXED ASSET INVESTMENTS - continued****Age UK (BANES) Trading Limited**

Registered office: United Kingdom

Nature of business: Dormant

Class of share:	%
Ordinary	holding 100

18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	126,785	29,594
Prepayments and accrued income	142,967	30,081
	<u>269,752</u>	<u>59,675</u>

19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	34,677	31,889
Social security and other taxes	12,920	13,241
Other creditors	222	222
Accruals and deferred income	180,202	37,460
	<u>228,021</u>	<u>82,812</u>

Deferred income

	2024	2023
	£	£
Deferred income at 1 April 2023	-	-
Resources deferred in the year	102,476	-
Amounts released from previous years	-	-
Deferred Income at 31 March 2024	<u>102,476</u>	<u>-</u>

Deferred income relates to amounts received in advance for contracts commencing post year end.

20. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	30,162	21,800
Between one and five years	66,000	49,050
In more than five years	16,395	-
	<u>112,557</u>	<u>70,850</u>

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024****21. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	13,469	-	13,469	19,992
Investments	10	-	10	10
Current assets	645,041	89,369	734,410	754,748
Current liabilities	(228,021)	-	(228,021)	(82,812)
	<u>430,499</u>	<u>89,369</u>	<u>519,868</u>	<u>691,938</u>

22. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	232,916	(16,058)	144,454	361,312
Buildings dilapidation and repairs - Kingsmead Square	37,954	(37,500)	(454)	-
Buildings dilapidation and repairs - St. Michaels	14,825	-	-	14,825
Development and innovation	<u>198,362</u>	<u>-</u>	<u>(144,000)</u>	<u>54,362</u>
	484,057	(53,558)	-	430,499
Restricted funds				
Digital Inclusion	34,520	(27,689)	26,384	33,215
Home From Hospital	136,976	(136,976)	-	-
Information and Advice	26,385	-	(26,384)	1
Cost of living	10,000	(1,199)	-	8,801
Hardship grants	-	10,000	-	10,000
Snack and Chat	-	2,000	-	2,000
Ageing Well	<u>-</u>	<u>35,352</u>	<u>-</u>	<u>35,352</u>
	<u>207,881</u>	<u>(118,512)</u>	<u>-</u>	<u>89,369</u>
TOTAL FUNDS	<u>691,938</u>	<u>(172,070)</u>	<u>-</u>	<u>519,868</u>

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024****22. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,257,460	(1,273,518)	(16,058)
Buildings dilapidation and repairs - Kingsmead Square	-	(37,500)	(37,500)
	1,257,460	(1,311,018)	(53,558)
Restricted funds			
Transport	1,088	(1,088)	-
Digital Inclusion	-	(27,689)	(27,689)
Home From Hospital	3,500	(140,476)	(136,976)
Information and Advice	2,550	(2,550)	-
Cost of living	8,801	(10,000)	(1,199)
Community transport	8,663	(8,663)	-
Community connections	770	(770)	-
Hardship grants	26,200	(16,200)	10,000
Snack and Chat	2,000	-	2,000
Ageing Well	40,000	(4,648)	35,352
	93,572	(212,084)	(118,512)
TOTAL FUNDS	<u>1,351,032</u>	<u>(1,523,102)</u>	<u>(172,070)</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	416,277	(190,370)	7,009	232,916
Buildings dilapidation and repairs - Kingsmead Square	37,954	-	-	37,954
Buildings dilapidation and repairs - St. Michaels	14,825	-	-	14,825
Development and innovation	<u>198,362</u>	<u>7,009</u>	<u>(7,009)</u>	<u>198,362</u>
	667,418	(183,361)	-	484,057
Restricted funds				
Digital Inclusion	44,773	(10,253)	-	34,520
Home From Hospital	25,708	111,268	-	136,976
Information and Advice	3,460	22,925	-	26,385
Workforce Fund	55,037	(55,037)	-	-
Cost of living	-	10,000	-	10,000
	<u>128,978</u>	<u>78,903</u>	<u>-</u>	<u>207,881</u>
TOTAL FUNDS	<u>796,396</u>	<u>(104,458)</u>	<u>-</u>	<u>691,938</u>

continued...

Age UK Bath and North East Somerset Ltd**Notes to the Financial Statements - continued**
for the Year Ended 31 March 2024**22. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	922,743	(1,113,113)	(190,370)
Development and innovation	<u>7,009</u>	<u>-</u>	<u>7,009</u>
	929,752	(1,113,113)	(183,361)
Restricted funds			
Befriending	4,000	(4,000)	-
Digital Inclusion	-	(10,253)	(10,253)
Home From Hospital	141,300	(30,032)	111,268
Information and Advice	60,346	(37,421)	22,925
Workforce Fund	-	(55,037)	(55,037)
Cost of living	15,000	(5,000)	10,000
Community transport	9,271	(9,271)	-
Community connections	6,300	(6,300)	-
Fuel support	<u>18,600</u>	<u>(18,600)</u>	<u>-</u>
	<u>254,817</u>	<u>(175,914)</u>	<u>78,903</u>
TOTAL FUNDS	<u><u>1,184,569</u></u>	<u><u>(1,289,027)</u></u>	<u><u>(104,458)</u></u>

Designated funds:

Buildings dilapidation and repairs - Kingsmead Square - Designated Fund to enable reactive repairs and dilapidations to Kingsmead Square to ensure the building is in a good state of repair and meets health and safety requirements

Buildings dilapidation and repairs - St Michaels - Designated Fund to enable reactive repairs and dilapidations to St. Michaels Centre to ensure the building is in a good state of repair and meets health and safety requirements

Development and innovation - Designated Fund to support innovation through the creation of new services and/or the development of our existing services. Use of the Designated Fund is subject to robust business case development, project planning and sign-off by the Board.

Restricted funds:

Transport - various grants for transport costs

Befriending - various grants to support the befriending service

Digital inclusion - funding for the digital inclusion project

Home from Hospital - various grants to fund the Home from Hospital service

Workforce Fund - funding for a Community Wellbeing Coordinator

Information and Advice - various grants for the I&A service

Community Transport - funding from West of England Combined Authority for transport costs

Cost of living - funding to support those suffering from the rise in the cost of living

Hardship grants - funding to provide grants to elderly individuals suffering financial hardship

Snack chat - funding for drop-in support for older adults in the centre of Bath

Community connections - funding to support activities in our community groups

Ageing well - Funding for the Ageing Well programme, based on the WHO's age friendly initiative.

continued...

Age UK Bath and North East Somerset Ltd

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

23. EMPLOYEE BENEFIT OBLIGATIONS

The pension cost charge represents contributions payable by the charity to the scheme and amounted to £34,750 (2023: £29,700). At 31 March 2024 £222 (2023: £222) of contributions were payable.

24. RELATED PARTY DISCLOSURES

The charitable company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

There were no related party transactions for the year ended 31 March 2024.