

REGISTERED COMPANY NUMBER: 05688674 (England and Wales)
REGISTERED CHARITY NUMBER: 1114859

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**Report of the Trustees and
Financial Statements for the Year Ended 31st March 2023
for
Age UK Worcester and Malvern Hills**

Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Age UK Worcester and Malvern Hills

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for the Year Ended 31st March 2023**

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Age UK Worcester and Malvern Hills

**Reference and Administrative Details
for the Year Ended 31st March 2023**

TRUSTEES	S Bartholomew A Buttanshaw S Buttanshaw (resigned 22.12.22) C Clifford (Co-chair) M Dixon (resigned 16.8.22) A Hartley-Woolley (resigned 16.8.22) D Kitcat J Markiewicz J McKenzie H Sherwood (Co-chair)
COMPANY SECRETARY	C Thomas
REGISTERED OFFICE	Bank House 7 Shaw Street Worcester Worcestershire WR1 3QQ
REGISTERED COMPANY NUMBER	05688674 (England and Wales)
REGISTERED CHARITY NUMBER	1114859
INDEPENDENT AUDITORS	Richards Sandy Audit Services Limited (Statutory Auditor) Thorneloe House 25 Barbourne Road Worcester WR1 1RU
CHIEF EXECUTIVE OFFICER	C Thomas
BANKERS	CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ
SOLICITORS	SME 8 Sansome Walk Worcester WR1 1LW

Age UK Worcester and Malvern Hills

Co-Chair's Report for the Year Ended 31st March 2023

The period of these accounts covers a difficult time for our clients and our staff due to the impact of the economic situation with ever increasing costs of the basic requirements such as food and utilities affecting everyone. We have continued to provide practical support to our staff during this time and together we have offered advice, help, friendship, and much needed support to our clients across a wide area.

The work of our Information and advice team was particularly important, and they have worked tirelessly to ensure the older population are aware of and have been able to access all benefits and information available to help alleviate the worry caused to many by this economic crisis.

The following report shows in detail the impact the sterling work and dedication of our staff in all our services has meant to older people and their families.

The Retail industry has also struggled this year and we have seen the closure of many well-known shops across our major cities. Our shop managers and staff, under the leadership of Duncan Albutt, have worked hard to maintain the success of our shops and to find innovative ways to ensure a steady stream of income generation.

In October 2022 we started to work closely with Age UK Hereford & Localities on the future planning for joint retail opportunities in Herefordshire to further increase our income and profile. Our close working relationship was formalised by a Memorandum of Understanding (MOU) in January 2023. The MOU has supported us working together across services, sharing our staff and resources and quickly led to a plan to merge our I&A teams in order to bring further efficiencies and best practice across both geographical areas.

By the close of March 2023, both Boards of Trustees were actively working together towards a possible future merger of the two charities.

The Trustee Board commend the commitment, expertise and hard work of all our staff through challenging times to provide the services and contribute so much to help the people we are here to serve. The contributions from the many individual teams Digital, Befriending, Dementia, Footcare, Health and Wellbeing our Home Workers, Gardeners, Being Well, Ticket to Ride, Household Support Fund and our Cambus Team are vital to our success. Of course, we must never forget the contribution from our excellent support team in Finance, HR and Administration and the great IT work to produce our website and newsletters which highlight the range of things we do. Together you are an efficient, dedicated, and compassionate workforce.

We give our sincere thanks to our many volunteers. Your help and support is vital to our success and we could not manage without your help. Thank you!

We especially thank our CEO Clare Thomas for her outstanding leadership and tireless work on behalf of the older population throughout our community.

We also commend the Senior Management Team who so ably support her.

We both wish to extend our thanks to our fellow trustees for their support and commitment this year.

We also extend our thanks to the Trustees and Staff of Age UK Hereford & Localities for their support and commitment to our shared goals and future collaboration.

Collette Clifford. Hazel Sherwood.
Co-Chairs of AgeUK Worcester & Malvern Hills

Age UK Worcester and Malvern Hills

Report of the Trustees for the Year Ended 31st March 2023

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 the year ended 31st March 2023. 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objects of the charity are to promote the following purposes for the benefit of the public and/or older people with the area of benefit:

- Preventing/relieving the poverty of older people;
- Advancing education;
- Preventing/relieving sickness or suffering in older people;
- Promoting equality and diversity;
- Promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- Assisting older people in need by reason of ill-health, social exhaustion, or other disadvantage;
- 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.

Significant activities

The lasting effects of the worldwide pandemic, together with the cost-of-living crisis impacted and shaped our services during the year, responding to the urgent and emerging needs of the older people in our communities.

We have provided the following services to benefit the older people in and around Worcester and Malvern Hills

1. LATER LIFE PLANNING

a) INFORMATION AND ADVICE:

Arguably, our most high-profile service, being a gateway to our other services. Our highly skilled I&A team helps with a very broad range of health and wellbeing issues - being the trusted 'go-to' for the over 50s in our local communities. We undertake a very rigorous external assessment and accreditation process to ensure the validity of our information and advice. We offer face-to-face appointments at our three offices and at home, a telephone helpline and outreach services in the community, all supported by a plethora of information and guidance leaflets. We can help assess eligibility for benefits and assist with form filling and applications. During the year, 8,361 people received information and advice and 2,669 went on to receive long term ongoing support from us. As a result of our work £1.2 million was awarded to our clients.

b) LEGAL, PROFESSIONAL and FINANCIAL ASSISTANCE:

We currently signpost queries regarding Lasting Power of Attorney, wills, equity release and financial planning to a range of known professional consultants.

c) DIGITAL INCLUSION:

Technology is becoming more prevalent in everyday living and one-to-one tutorials on computers, laptops and phones are available - both from our offices and in people's homes. We have been able to establish a service in Worcester City during the year, in addition to the one in Malvern. We have also offered a specific service for people with memory loss and dementia. We are very grateful to our volunteer digital champions who enable us to continue to support people with digital inclusion.

2. AT HOME SERVICES

1088 clients benefited from at home services which included homeworkers, gardeners, and a handyperson service.

Age UK Worcester and Malvern Hills

Report of the Trustees for the Year Ended 31st March 2023

OBJECTIVES AND ACTIVITIES

3. HEALTH AND WELLBEING

a) FOOTCARE:

Clients are offered nail-cutting and filing services from trained volunteers or foot health practitioners, either in community venues or in people's homes. 238 people received this service during the year on a regular basis.

b) BEFRIENDING:

We supported 243 clients, both by telephone and face-to face, approximately 120 volunteers provide companionship to older people who feel isolated.

c) DEMENTIA:

With plans to meet an ever increasing and evident need, during the year we continued to offer a Dementia Community Support Service - with funding from the NHS. This comprises telephone or face-to-face support/companionship in people's homes, by trained volunteers. We also managed 4 dementia meeting centres across Worcester and Malvern Hills. These were funded by Worcestershire County Council/the National Lottery. We also bought (part funded by the NHS) a welfare vehicle - our CAMBUS - to deliver awareness raising activities and a life stories project.

d) BEREAVEMENT SUPPORT:

Lockdowns were especially difficult for those who have been bereaved and we therefore worked with St Richard's Hospice to establish a bereavement support service - offering a trained listening ear and companionship. During the year we developed this service.

e) GOOD NEIGHBOUR NETWORK:

We are very fortunate to have been funded by Malvern Hills District Council to develop a Good Neighbour Network. We have provided support to existing good neighbour groups and helped others to establish - building upon the rich assets of people, places, and partnerships that exist within our local communities.

f) SOCIAL CLUBS, OTHER ACTIVITIES:

During the year we have established new 'connect' clubs - an opportunity for older people to find companionship and freedom from loneliness. We also had a programme of supported excursions throughout the year to places of interest. We are very grateful to Malvern Hills District Council for funding a project in partnership with Malvern Community Action to support the transport and excursion offer for people with limited access to transport - especially in rural communities.

g) HOUSEHOLD SUPPORT FUND:

We have been part of the County wide delivery of the Household Support Fund to support with the cost-of-living crisis. On behalf of the Worcestershire Advice Network, we have managed a voucher scheme. We have also delivered a programme of home energy checks and the installation of energy saving devices.

h) BEING WELL:

In partnership with South Worcestershire CAB, we have been funded by Malvern Hills District Council to support people's mental health and wellbeing via a range of interventions.

i) WHEELCHAIR HIRE:

We offer a very low-cost wheelchair hire service.

4. SHOPS

During the year we were able to open a further retail outlet in Malvern Link and support Age UK Hereford and Localities to open or prepare to open 3 retail outlets in Herefordshire. We were also fortunate to secure a no-rent, temporary furniture shop in the centre of Worcester City, which sadly came to an end during the year. A replacement furniture shop has been located within Worcester City. We also put our on-line sales on a firmer footing and installed new tills in all of our shops.

Public benefit

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Volunteers

Our work could not happen without the incredible help of our volunteers. They give of their time tirelessly throughout all our services and retail outlets. A huge gratitude of thanks is owed to them, especially those who returned to us after lockdowns. We currently have around 231 volunteers. If each of them gives just an hour of their time each week - many give much more - this saves the charity over £250,000 a year.

Age UK Worcester and Malvern Hills

Report of the Trustees for the Year Ended 31st March 2023

OBJECTIVES AND ACTIVITIES

Marketing

Our marketing goes from strength to strength thanks to the work of our marketing officer who has established a very well read newsletter, a social media presence and our website - visited by 36,224 new people during the year.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The year had as its backdrop three significant factors:

- (i) Increasing partnership working with Age UK Hereford and Localities including supporting the opening of retail outlets.
- (ii) The cost of living crisis coming on the back of the COVID pandemic
- (iii) The ongoing assistance from funders.

Fundraising activities

The charity runs a number of shops selling donated goods for the purposes of raising charitable funds. The charity also receives donations and legacies from members of the public.

Whilst the charity does undertake in general advertising activities for donations of cash, donations of goods for resale and legacies via its website, posters and printed leaflets freely available at its premises, the charity does not directly solicit individual members of the public for donations, nor does the charity use either a professional fund-raiser or a commercial participator to solicit donations on its behalf.

Because the charity does nothing relating specifically to fundraising practices nor directly solicit individual members of the public for donations, it has neither any formal complaints procedure specific to soliciting of donations (although details of its general complaints policy can be found on the charity's website) nor any formal policies in regard to protecting vulnerable people and other members of the public from unreasonable intrusion on a person's privacy, unreasonable persistent approaches for soliciting donations or placing undue pressure on a person to make donations.

FINANCIAL REVIEW

Financial position

Total income for the year was £1.374m (2022 £1.170m) an increase of £205k or 17%. The main driver of this was increased grant income relating to At Home Services and Health and Wellbeing (the Household Support Fund), offset by a reduction in donations and legacies.

Income from grants (including charitable activities), donations and legacies increased by £163k to £661k.

Shop income increased by £28.6k (5%) to £605.8k. The contribution from shop trading after deducting direct costs was £54.8k (2022 £103.8k). The costs of running the shops increased mainly due to wage inflation and staffing issues, which needed backfill at higher costs.

Direct costs of charitable activities increased by £206k to £478k, mainly due to significant increases in services provided, but also inflationary pressures. Support costs increased by £42k to £278k as detailed in Note 11 to the financial statements.

The total net income for the year was £81.9k (2022: £187.7k).

Cash resources (including those held in fixed notice accounts classified in current assets) reduced by £857.8k to £642.3k but it should be noted that £1,007k portfolio investments (2022 £nil) are now held and classified as fixed assets.

Principal funding sources

Despite operating in an increasingly competitive market, and despite the ongoing legacy of the pandemic and the cost of living crisis, the shops have continued to achieve a surplus income to fund the charitable objectives of Age UK Worcester & Malvern Hills. Paid for services, in particular the Homeworkers scheme have also produced a surplus. This is due to the hard work and dedication of the volunteers and staff. In addition, we have received grants and contract income for specific projects and several donations.

Investment policy and objectives

We have maintained our policy of investing surplus funds in a readily realisable form but have this year invested in a managed portfolio which held at the year-end £1,007,131. The portfolio incurred Management Fees of £2,801.

Cash resources (including those held in fixed notice accounts classified as current asset investments) at the end of the year amounted to £642,277 (2022 - £1,500,111).

Interest earned from all deposits during the year was £8,285 (2022 - £5,210).

Age UK Worcester and Malvern Hills

Report of the Trustees for the Year Ended 31st March 2023

FINANCIAL REVIEW

Reserves policy

Reserves are held to mitigate against uncertainty, ensure there are sufficient reserves to cover any financial shortfalls, to react to unexpected situations, to protect our activities if expected income is not received and to retain continuity in relation to expected grant awards.

The Reserves Policy is to have free reserves (unrestricted funds excluding fixed assets) of at least six months' total revenue expenditure. The policy of the Board is also to direct Reserves into designated areas of service, to fund projects seen as necessary to the Charity's aims, which may possibly not be met in the future by generated income. The designation of reserves is reviewed quarterly. These funds will be excluded from free reserves.

Total reserves at 31 March 2023, excluding fixed assets, were £1,658,881 (2022: £1,564,332). Total designated funds held were £517,067 (2022: £633,348) and total restricted funds held, excluding fixed assets, were £107,520 (2022: £88,613).

At 31 March 2023, free reserves, excluding amounts held as fixed assets, amounted to £919,543 (2022: £842,371) which was equivalent to total expenditure of 8.4 months (2022: 11 months based on 2022 total expenditure). The Trustees are confident that there are sufficient reserves to cover possible adverse conditions or events.

FUTURE PLANS

In their report the Co-Chairs have related plans for future periods. We will continue to explore new sources of unrestricted income, which will enable us to expand our services.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charitable company is controlled by its governing document, its Memorandum and Articles of Association (as amended by special resolution on 12 August 2020 and on 4 November 2021), and constitutes a limited company limited by guarantee (as defined by Companies Act 2006).

Charity constitution

The charitable company was incorporated on 26 January 2006, registration no. 05688674 and its activities are registered with the Charity Commission, registration no. 1114859.

Organisational structure and decision-making policies

The Directors of the Company who are Trustees of the Charity and who held office during the financial period and at the date of this report are set out on page 1.

The trustees have overall responsibility for ensuring the Charity has systems of internal control in place and for the formulation of strategies and policies. These are designed to give reasonable, but not absolute, assurance against material misstatement or loss. Internal control processes cover policies and procedures for managing finance, risks, a three-year strategic plan and a budget approved by Trustees annually. Regular reports and forecasts are prepared for the Board.

The Trustees have delegated day to day management of the Charity to the Chief Executive Officer (CEO), who during the year was Clare Thomas, and in turn the functions are carried out by staff who report to her. The functional responsibility of staff covers the following areas: Finance, Office Management, Later Life Planning Services, At Home Services, Health and Well-being, Shops and Volunteers.

Age UK Worcester and Malvern Hills

Report of the Trustees for the Year Ended 31st March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Appointment of trustees

All charity trustees in office shall serve until the 2023 Annual General Meeting and be eligible for re-appointment for up to two further terms of three years each.

Recruitment

To ensure that 'new blood' continues to revitalise the Board with appropriate skills and experience, recruitment of new trustees is maintained permanently on a rolling basis. Recruitment is achieved through:

- adverts on our website and in our offices and shops
- adverts placed in local papers on an as-and-when required basis
- word of mouth
- personal business and social contacts

Induction and Training

Each new Trustee receives key documentation and guidance on the role and responsibilities of trustees and has an induction session with the Chair and CEO. They are asked to complete a personal profile form detailing their skills and experience as part of the recruitment process. New Trustees are invited to attend core training, which includes 'An Induction to Age UK' and are circulated with other training opportunities as they arise.

Trustee Indemnity Provisions

The Charity's Articles of Association grants the Trustees indemnity under Sections 232-234 of Companies Act 2006.

Key External Relationships

The organisation is a member of the Age England Association of independent Brand Partners of Age UK and abides by its rules and regulations in promoting the wellbeing of all older people in the Worcester and Malvern Hills areas of administration. It also works with a broad range of partners across the region including Citizens Advice and other voluntary agencies: Worcestershire County Council, Worcester City Council, Malvern Hills District Council; the Integrated Care Board and NHS partners. It also works closely with other Age UK Brand Partners across the region. West Midlands regional networking meetings and events are attended, where good practice ideas are shared.

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 error.

OUR THANKS

- To all our volunteers without whom we could not provide the services nor generate the funds
- To the people of Worcester and Malvern Hills, for the donations which stock our shops
- To our Trustees who give so freely of their precious time and knowledge
- To all our Funders and Donors who have given so generously over this very difficult year

EVENTS SINCE THE END OF THE YEAR

Information relating to events since the end of the year is given in the notes to the financial statements.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age UK Worcester and Malvern Hills for the purposes of company law) are responsible for preparing the Annual Report 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.

Age UK Worcester and Malvern Hills

**Report of the Trustees
for the Year Ended 31st March 2023**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 23/11/23 and signed on its behalf by:


.....

H Sherwood - Trustee


.....

C Clifford - Trustee

Report of the Independent Auditors to the Members of Age UK Worcester and Malvern Hills

Opinion

We have audited the financial statements of Age UK Worcester and Malvern Hills (the 'charitable company') for the year ended 31st March 2023 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 31st March 2023 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 the provisions available for small entities, in the circumstances set out in note 24 to the financial statements, 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 Worcester and Malvern Hills

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, we have:

- obtained an understanding of the nature of the industry and sector, including the legal and regulatory framework that the company operates in and how the company is complying with the legal and regulatory framework; and
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are 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', the Companies Act 2006 (and related legislation), the Charities Act 2011 (and related legislation), laws and regulation regarding partial VAT exemptions and regulations relating to the employment and payment of staff including, but not limited to, the Employment Rights Act 1996, the National Minimum Wage Act 1998 and the Pensions Act 2008.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements, which included reviewing the financial statement disclosures, reviewing the calculations of VAT returns (including ensuring that only input VAT on qualifying expenditure has been claimed) and sample testing of monthly payroll records for the calculation of gross wages, payroll taxes and pension costs.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be allocation by management of wage costs to individual restricted funds. We have reviewed management's calculation methodology for allocating wage costs between individual restricted funds.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Worcester and Malvern Hills**

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.



Robert Iestyn Richards FCCA (Senior Statutory Auditor)
for and on behalf of Richards Sandy Audit Services Limited
(Statutory Auditor)
Thorneloe House
25 Barbourne Road
Worcester
WR1 1RU

Date: 28/11/2023

Age UK Worcester and Malvern Hills

**Statement of Financial Activities
for the Year Ended 31st March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	4	63,777	66,642	130,419	330,383
Charitable activities	7				
Information and Advice		12,805	-	12,805	51,461
At Home Services		274,396	-	274,396	45,673
Health & Wellbeing		196,252	140,097	336,349	152,736
Other trading activities	5	605,801	-	605,801	577,047
Investment income	6	14,485	-	14,485	12,410
Total		<u>1,167,516</u>	<u>206,739</u>	<u>1,374,255</u>	<u>1,169,710</u>
EXPENDITURE ON					
Raising funds	8	545,737	8,057	553,794	473,246
Charitable activities	9				
Information and Advice		185,007	14,229	199,236	177,388
At Home Services		135,508	4,894	140,402	106,979
Health & Wellbeing		258,598	158,350	416,948	224,419
Total		<u>1,124,850</u>	<u>185,530</u>	<u>1,310,380</u>	<u>982,032</u>
Net gains on investments		<u>18,002</u>	<u>-</u>	<u>18,002</u>	<u>-</u>
NET INCOME		60,668	21,209	81,877	187,678
Transfers between funds	22	<u>12,374</u>	<u>(12,374)</u>	<u>-</u>	<u>-</u>
Net movement in funds		73,042	8,835	81,877	187,678
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,844,137</u>	<u>471,732</u>	<u>2,315,869</u>	<u>2,128,191</u>
TOTAL FUNDS CARRIED FORWARD		<u>1,917,179</u>	<u>480,567</u>	<u>2,397,746</u>	<u>2,315,869</u>

The notes form part of these financial statements


Age UK Worcester and Malvern Hills

**Balance Sheet
31st March 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	16	365,817	373,048	738,865	751,537
Investments	17	1,007,131	-	1,007,131	-
		1,372,948	373,048	1,745,996	751,537
CURRENT ASSETS					
Debtors	18	113,882	-	113,882	132,101
Investments	19	326,664	45,790	372,454	838,959
Cash at bank		208,093	61,730	269,823	661,152
		648,639	107,520	756,159	1,632,212
CREDITORS					
Amounts falling due within one year	20	(104,409)	-	(104,409)	(67,880)
NET CURRENT ASSETS		544,230	107,520	651,750	1,564,332
TOTAL ASSETS LESS CURRENT LIABILITIES		1,917,178	480,568	2,397,746	2,315,869
NET ASSETS		1,917,178	480,568	2,397,746	2,315,869
FUNDS	22				
Unrestricted funds				1,917,178	1,844,137
Restricted funds				480,568	471,732
TOTAL FUNDS				2,397,746	2,315,869

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 23/11/23 and were signed on its behalf by:


H Sherwood - Trustee


C Clifford - Trustee

The notes form part of these financial statements

Age UK Worcester and Malvern Hills

**Cash Flow Statement
for the Year Ended 31st March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>150,820</u>	<u>237,842</u>
Net cash provided by operating activities		<u>150,820</u>	<u>237,842</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(27,810)	(43,554)
Purchase of fixed asset investments		(1,035,444)	-
Sale of tangible fixed assets		-	2,750
Sale of fixed asset investments		46,315	-
Net movement to current asset investment		466,505	-
Interest received		<u>8,285</u>	<u>5,210</u>
Net cash used in investing activities		<u>(542,149)</u>	<u>(35,594)</u>
Change in cash and cash equivalents in the reporting period		(391,329)	202,248
Cash and cash equivalents at the beginning of the reporting period		<u>661,152</u>	<u>458,904</u>
Cash and cash equivalents at the end of the reporting period		<u>269,823</u>	<u>661,152</u>

The notes form part of these financial statements

Age UK Worcester and Malvern Hills

**Notes to the Cash Flow Statement
for the Year Ended 31st March 2023**

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

	2023	2022
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	81,877	187,678
Adjustments for:		
Depreciation charges	40,482	31,116
Gains on investments	(18,002)	-
Profit on disposal of fixed assets	-	(314)
Interest received	(8,285)	(5,210)
Investment cash management charges	-	2,087
Decrease/(increase) in debtors	18,219	(9,723)
Increase in creditors	36,529	32,208
Net cash provided by operations	<u>150,820</u>	<u>237,842</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank	<u>661,152</u>	<u>(391,329)</u>	<u>269,823</u>
	<u>661,152</u>	<u>(391,329)</u>	<u>269,823</u>
Liquid resources			
Deposits included in cash	-	-	-
Current asset investments	<u>838,959</u>	<u>(466,505)</u>	<u>372,454</u>
	<u>838,959</u>	<u>(466,505)</u>	<u>372,454</u>
Total	<u>1,500,111</u>	<u>(857,834)</u>	<u>642,277</u>

The notes form part of these financial statements

Age UK Worcester and Malvern Hills

Notes to the Financial Statements for the Year Ended 31st March 2023

1. STATUTORY INFORMATION

Age UK Worcester and Malvern Hills is a charitable company limited by guarantee registered in England and Wales. The charitable company's registered number and registered office address can be found on page 1.

The members of the charitable company are the Trustees named on page 1. In the event of the charitable company being wound up, the liability in respect of the guarantee is limited to £nil per member.

The principal activity of the charitable company is that set out in the Trustees' Report.

The accounts are presented in GBP and are rounded to the nearest £1.

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, as modified by the revaluation of certain assets.

GOING CONCERN

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

INCOME

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income from grants and donations is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty. Income from grants is only deferred when the charity has to fulfil conditions not yet met before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Legacies are recognised when probate is granted and there is sufficient information to measure them. Where there is insufficient information to reliably measure any outstanding legacies, these are instead treated as contingent assets (and details of any such legacies will be disclosed in the notes to these financial statements).

Income relating to services provided in the course of undertaking direct charitable activities represents the value of services provided to the extent that there is a right to consideration and is recorded at the fair value of the consideration received or receivable.

Rental income is measured on a straight line basis over the period of the lease.

Interest income (including interest receivable on fixed interest listed investment bonds) is recognised for all interest-bearing instruments on the effective interest rate basis. Dividends are recognised in the income statement when they are declared.

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.

RAISING FUNDS

Expenditure on raising funds includes all expenditure incurred by the charitable company to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

2. ACCOUNTING POLICIES - continued

CHARITABLE ACTIVITIES

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company's objectives, as well as any associated costs.

ALLOCATION AND APPORTIONMENT OF COSTS

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity.

Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between charitable activities in line with the proportion of directly attributable staff costs.

TANGIBLE FIXED ASSETS

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

Freehold property	- 2% on cost
Fixtures and fittings	- 20% on cost
Motor vehicles	- 25% on cost

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

TAXATION

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

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised when the charity becomes party to contractual provisions of the instrument.

Financial assets are offset, with the net amounts presented in the accounts where there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic Financial Assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Basic Financial Liabilities

Basic financial liabilities, including trade and other payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of future receipts, discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of the operations from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction.

CURRENT ASSET INVESTMENTS

Current asset investments includes cash equivalents on deposit with a maturity of more than 1 month, but less than one year, from the date of acquisition or opening of the deposit or similar accounts.

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued
for the Year Ended 31st March 2023

2. ACCOUNTING POLICIES - continued

FINANCIAL INSTRUMENTS

CASH AT BANK AND IN HAND

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

PENSION COSTS

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.

3. 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 areas of judgements

The allocation of support costs between individual unrestricted and restricted funds is based on the estimated split of staff time for each individual employee of the charity. The allocation of general support costs between individual unrestricted and restricted funds is directly linked to the assumptions made in allocating staff costs between individual unrestricted and restricted funds.

It is considered impractical to measure the fair value of donated goods received for the purpose of resale at either the point that such goods are received or any time prior to when they are sold. On this basis, no value is attributed to unsold donated stock held for resale by the charity at the year end.

Significant judgement is applied when determining whether or not each of the grants received by the charity are subject to conditions that either link the amounts receivable to the achievement of a particular level of service provided or state that elements of the total grant award cannot be spent until future financial periods. Where grant income is considered to be received subject to such conditions, then the element of the total grant award that does not meet the criteria for recognition as at the balance sheet date is not recognised and any cash received in advance of meeting the criteria for recognition is deferred.

Key sources of estimation uncertainty

Particularly in regard to freehold property, until such time that such fixed assets are replaced or otherwise disposed of, the useful economic lives of tangible fixed assets (which determine the depreciation rates applied) can only be estimated and may vary to their eventual useful economic lives. Details to these rates can be found in the accounting policies in note 2. The carrying value of tangible fixed assets can be found in note 16.

4. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	30,724	14,194
Legacies	12,766	72,613
Grants	86,929	243,576
	<u>130,419</u>	<u>330,383</u>

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

4. DONATIONS AND LEGACIES - continued

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

	2023 £	2022 £
Age UK National - Dementia Maintenance Cognitive Stimulation Therapy (MCST) Programme	-	20,000
Age UK National - Partnership Grant	15,000	10,000
Age UK National - other	-	(5,800)
DWP - Kickstart Scheme	5,286	29,016
Eveson Charitable Trust	-	20,000
HMRC - Coronavirus Job Retention Scheme	-	177
Independent Age	-	14,000
Malvern Hills District Council	13,500	40,866
National Lottery Community Fund	-	9,117
NHS Herefordshire & Worcestershire CCG	-	62,800
University of Worcester	40,000	40,000
Western Power Distribution	8,249	-
Worcester City Council - other	4,894	-
Worcestershire Community Foundation	-	3,400
	<u>86,929</u>	<u>243,576</u>

5. OTHER TRADING ACTIVITIES

	2023 £	2022 £
Shop income	<u>605,801</u>	<u>577,047</u>

6. INVESTMENT INCOME

	2023 £	2022 £
Rents received	6,200	7,200
Bank interest	5,834	5,210
Listed investment income	<u>2,451</u>	-
	<u>14,485</u>	<u>12,410</u>

7. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Client service fees	Information and Advice	870	4,046
Grants	Information and Advice	11,935	47,415
Client service fees	At Home Services	46,615	43,513
Grants	At Home Services	227,781	2,160
Client service fees	Health & Wellbeing	41,746	30,944
Mental Health Matters room rental	Health & Wellbeing	3,838	3,861
Grants	Health & Wellbeing	<u>290,765</u>	<u>117,931</u>
		<u>623,550</u>	<u>249,870</u>

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

7. INCOME FROM CHARITABLE ACTIVITIES - continued

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

	2023	2022
	£	£
Age UK National - Cost of Living Response Fund	10,000	-
Age UK National - Digital Inclusion Project	72,000	-
Age UK National - Travelling Companions Project	56,500	-
Age UK - Volunteer Sector Surge Support Programme	-	21,030
Age UK National - Warm Home Discount Scheme	-	15,314
Age UK National - other	7,640	12,160
Citizens Advice Worcester and Herefordshire	9,935	17,200
Malvern Hills District Council - Being Well Project	25,000	-
Malvern Hills District Council - Good Neighbour Network	17,500	27,500
Malvern Hills District Council - Ticket to Ride	3,750	-
NHS Herefordshire & Worcestershire CCG	15,000	50,663
Worcester City Council - Household Support Fund	74,980	-
Worcester City Council - other	-	4,600
Worcestershire County Council - Household Support Fund	220,141	-
Worcestershire County Council - other	18,035	18,138
Small grants (less than £1,000 each)	-	901
	<u>530,481</u>	<u>167,506</u>

8. RAISING FUNDS

OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Staff costs	357,014	327,862
Rent, rates and water	69,169	51,345
Insurance	2,903	1,920
Light and heat	16,311	15,813
Telephone	3,783	3,567
Repairs and maintenance	38,364	22,494
Sundries	46,068	37,365
Depreciation	17,381	12,880
	<u>550,993</u>	<u>473,246</u>

INVESTMENT MANAGEMENT COSTS

	2023	2022
	£	£
Listed investment manager fees	<u>2,801</u>	<u>-</u>
	<u>553,794</u>	<u>473,246</u>

Age UK Worcester and Malvern Hills

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

9. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 10) £	Support costs (see note 11) £	Totals £
Information and Advice	112,640	86,596	199,236
At Home Services	85,914	54,488	140,402
Health & Wellbeing	279,790	137,158	416,948
	<u>478,344</u>	<u>278,242</u>	<u>756,586</u>

10. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023 £	2022 £
Staff costs	363,119	240,940
Project costs	113,351	29,472
Volunteer expenses	1,874	2,174
	<u>478,344</u>	<u>272,586</u>

11. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Information and Advice	75,235	803	10,558	86,596
At Home Services	48,364	433	5,691	54,488
Health & Wellbeing	118,427	1,324	17,407	137,158
	<u>242,026</u>	<u>2,560</u>	<u>33,656</u>	<u>278,242</u>

Support costs, included in the above, are as follows:

	Information and Advice £	At Home Services £	Health & Wellbeing £	2023 Total activities £	2022 Total activities £
Wages	46,414	25,013	54,599	126,026	105,916
Social security and pension	4,043	2,179	6,665	12,887	10,678
Employee benefits	2,170	1,170	3,578	6,918	1,175
Rates and water	562	303	925	1,790	1,899
Insurance	1,075	579	1,774	3,428	2,980
Light and heat	3,543	1,909	5,843	11,295	5,254
Telephone	1,893	1,020	3,121	6,034	6,425
Postage and stationery	3,451	1,860	5,690	11,001	8,727
Advertising	270	145	445	860	1,332
Sundries	2,755	1,485	4,541	8,781	6,224
Repairs and maintenance	1,686	909	4,285	6,880	1,956
Travel	900	485	1,483	2,868	2,084
Motor expenses	-	1,777	8,763	10,540	9,236
Trustee meetings	367	198	605	1,170	772
Computer	1,436	774	2,366	4,576	5,000
Subscriptions	1,214	654	2,003	3,871	4,305
Depreciation of tangible fixed assets	3,456	7,904	11,741	23,101	18,236
Profit on sale of tangible fixed assets	-	-	-	-	(314)
Bank charges	803	433	1,324	2,560	3,828
Auditors' remuneration	2,660	1,434	4,386	8,480	9,150
Carried forward	78,698	50,231	124,137	253,066	204,863

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

11. SUPPORT COSTS - continued

				2023	2022
	Information and Advice £	At Home Services £	Health & Wellbeing £	Total activities £	Total activities £
Brought forward	78,698	50,231	124,137	253,066	204,863
Accountancy fees	3,616	1,949	5,961	11,526	22,665
Legal fees	4,282	2,308	7,060	13,650	8,672
	<u>86,596</u>	<u>54,488</u>	<u>137,158</u>	<u>278,242</u>	<u>236,200</u>

12. NET INCOME/(EXPENDITURE)

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

	2023 £	2022 £
Auditors' remuneration	8,480	9,150
Depreciation - owned assets	40,482	31,116
Surplus on disposal of fixed assets	-	(314)
Amount paid under operating leases	<u>59,483</u>	<u>48,271</u>

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31st March 2023 nor for the year ended 31st March 2022.

14. STAFF COSTS

	2023 £	2022 £
Wages and salaries	763,690	636,803
Social security costs	56,777	37,191
Pension costs (relating to defined contribution schemes)	9,773	7,909
Employee benefits	<u>35,724</u>	<u>4,668</u>
	<u>865,964</u>	<u>686,571</u>

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

	2023 <u>45</u>	2022 <u>41</u>
Average number of employees		

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023	2022
£60,001 - £70,000	-	1
£70,001 - £80,000	<u>1</u>	<u>-</u>
	<u>1</u>	<u>1</u>

The key management personnel remunerations for the year (including employer's N.I. and pension costs) totalled £182,244 (2022 - £154,439).

Age UK Worcester and Malvern Hills

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	121,333	209,050	330,383
Charitable activities			
Information and Advice	51,461	-	51,461
At Home Services	45,673	-	45,673
Health & Wellbeing	156,030	(3,294)	152,736
Other trading activities	577,047	-	577,047
Investment income	12,410	-	12,410
Total	<u>963,954</u>	<u>205,756</u>	<u>1,169,710</u>
EXPENDITURE ON			
Raising funds	465,189	8,057	473,246
Charitable activities			
Information and Advice	155,662	21,726	177,388
At Home Services	106,979	-	106,979
Health & Wellbeing	137,687	86,732	224,419
Total	<u>865,517</u>	<u>116,515</u>	<u>982,032</u>
NET INCOME	98,437	89,241	187,678
Transfers between funds	(82,557)	82,557	-
Net movement in funds	15,880	171,798	187,678
RECONCILIATION OF FUNDS			
Total funds brought forward	1,828,257	299,934	2,128,191
TOTAL FUNDS CARRIED FORWARD	<u>1,844,137</u>	<u>471,732</u>	<u>2,315,869</u>

16. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Totals £
COST				
At 1st April 2022	865,679	49,411	48,330	963,420
Additions	-	27,810	-	27,810
At 31st March 2023	<u>865,679</u>	<u>77,221</u>	<u>48,330</u>	<u>991,230</u>
DEPRECIATION				
At 1st April 2022	179,338	24,414	8,131	211,883
Charge for year	15,313	13,087	12,082	40,482
At 31st March 2023	<u>194,651</u>	<u>37,501</u>	<u>20,213</u>	<u>252,365</u>
NET BOOK VALUE				
At 31st March 2023	<u>671,028</u>	<u>39,720</u>	<u>28,117</u>	<u>738,865</u>
At 31st March 2022	<u>686,341</u>	<u>24,997</u>	<u>40,199</u>	<u>751,537</u>

Age UK Worcester and Malvern Hills

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

17. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
Additions	1,035,444
Disposals	(46,315)
Revaluations	18,002
At 31st March 2023	<u>1,007,131</u>
NET BOOK VALUE	
At 31st March 2023	<u>1,007,131</u>
At 31st March 2022	<u>-</u>

18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Other debtors	5,418	5,875
VAT	12,386	2,255
Accrued income	77,885	112,832
Prepayments	18,193	11,139
	<u>113,882</u>	<u>132,101</u>

19. CURRENT ASSET INVESTMENTS

	2023 £	2022 £
Cash equivalents on deposit	<u>372,454</u>	<u>838,959</u>

20. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	23,950	22,319
Social security and other taxes	10,831	12,188
Rent deposits	807	692
Accrued expenses	57,571	16,646
Deferred grant income	11,250	16,035
	<u>104,409</u>	<u>67,880</u>

Deferred grant income

Deferred grant income relates to service grants receivable where the delivery of the service will not take place until the next financial year.

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

21. LEASING AGREEMENTS

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

	2023	2022
	£	£
Within one year	24,800	33,800
Between one and five years	34,883	56,533
In more than five years	-	3,150
	<u>59,683</u>	<u>93,483</u>

During the year the charity received rent waivers from its landlords relating to Covid-19 totalling £nil (2022 - £3,231).

22. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	1,210,789	173,539	15,783	1,400,111
Fixed Asset Replacement Fund	75,000	-	-	75,000
Activities Fund	6,281	7,671	-	13,952
Dementia Fund	97,895	6,614	-	104,509
Footcare Fund	71,017	(8,421)	-	62,596
Good Neighbour Network Fund	39,883	12,848	-	52,731
Handy Person Fund	43,490	(39,797)	-	3,693
Homeworkers Fund	123,368	9,229	-	132,597
Information and Advice Fund	105,074	(105,074)	-	-
Visiting & Befriending	71,340	4,058	(3,409)	71,989
	<u>1,844,137</u>	<u>60,667</u>	<u>12,374</u>	<u>1,917,178</u>
Restricted funds				
9a/10 Mealcheapen Street	383,119	(8,057)	(2,014)	373,048
Information & Advice Fund	23,274	(729)	-	22,545
Men's Shed Fund	336	(567)	231	-
Social Club Lottery Fund	11,504	1,442	-	12,946
Dementia Fund	51,422	(37,422)	(14,000)	-
Digital Inclusion Fund	-	44,333	-	44,333
Creative Friends Fund	(3,409)	-	3,409	-
Visiting & Befriending Fund	5,486	(5,486)	-	-
Travelling Companions Fund	-	17,696	-	17,696
Cost of Living Response Fund	-	10,000	-	10,000
	<u>471,732</u>	<u>21,210</u>	<u>(12,374)</u>	<u>480,568</u>
TOTAL FUNDS	<u>2,315,869</u>	<u>81,877</u>	<u>-</u>	<u>2,397,746</u>

Age UK Worcester and Malvern Hills

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

22. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	987,177	(831,640)	18,002	173,539
Activities Fund	29,937	(22,266)	-	7,671
Dementia Fund	31,927	(25,313)	-	6,614
Footcare Fund	20,476	(28,897)	-	(8,421)
Good Neighbour Network Fund	21,764	(8,916)	-	12,848
Handy Person Fund	26,444	(66,241)	-	(39,797)
Homeworkers Fund	27,811	(18,582)	-	9,229
Information and Advice Fund	10,209	(115,283)	-	(105,074)
Visiting & Befriending	11,771	(7,713)	-	4,058
	1,167,516	(1,124,851)	18,002	60,667
Restricted funds				
9a/10 Mealcheapen Street	-	(8,057)	-	(8,057)
Information & Advice Fund	13,500	(14,229)	-	(729)
Men's Shed Fund	-	(567)	-	(567)
Social Club Lottery Fund	1,596	(154)	-	1,442
Dementia Fund	40,000	(77,422)	-	(37,422)
Digital Inclusion Fund	72,000	(27,667)	-	44,333
Visiting & Befriending Fund	-	(5,486)	-	(5,486)
Travelling Companions Fund	56,500	(38,804)	-	17,696
Community Matters Fund	8,249	(8,249)	-	-
Cost of Living Response Fund	10,000	-	-	10,000
Worcester City Council - Crisis Pot	4,894	(4,894)	-	-
	206,739	(185,529)	-	21,210
TOTAL FUNDS	1,374,255	(1,310,380)	18,002	81,877

Age UK Worcester and Malvern Hills

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	1,208,777	84,569	(82,557)	1,210,789
Fixed Asset Replacement Fund	75,000	-	-	75,000
Activities Fund	25,177	(18,896)	-	6,281
Dementia Fund	29,222	68,673	-	97,895
Footcare Fund	74,661	(3,644)	-	71,017
Good Neighbour Network Fund	18,940	20,943	-	39,883
Handy Person Fund	78,772	(35,282)	-	43,490
Homeworkers Fund	109,772	13,596	-	123,368
Information and Advice Fund	143,806	(38,732)	-	105,074
Visiting & Befriending	64,130	7,210	-	71,340
	<u>1,828,257</u>	<u>98,437</u>	<u>(82,557)</u>	<u>1,844,137</u>
Restricted funds				
9a/10 Mealcheapen Street	284,625	(8,057)	106,551	383,119
Information & Advice Fund	-	23,274	-	23,274
Men's Shed Fund	3,857	(3,521)	-	336
Social Club Lottery Fund	11,452	52	-	11,504
Dementia Fund	-	75,416	(23,994)	51,422
Creative Friends Fund	-	(3,409)	-	(3,409)
Visiting & Befriending Fund	-	5,486	-	5,486
	<u>299,934</u>	<u>89,241</u>	<u>82,557</u>	<u>471,732</u>
TOTAL FUNDS	<u>2,128,191</u>	<u>187,678</u>	<u>-</u>	<u>2,315,869</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	748,683	(664,114)	84,569
Activities Fund	1,825	(20,721)	(18,896)
Dementia Fund	63,173	5,500	68,673
Footcare Fund	14,851	(18,495)	(3,644)
Good Neighbour Network Fund	32,324	(11,381)	20,943
Handy Person Fund	18,428	(53,710)	(35,282)
Homeworkers Fund	27,377	(13,781)	13,596
Information and Advice Fund	40,570	(79,302)	(38,732)
Visiting & Befriending	16,723	(9,513)	7,210
	<u>963,954</u>	<u>(865,517)</u>	<u>98,437</u>
Restricted funds			
9a/10 Mealcheapen Street	-	(8,057)	(8,057)
Information & Advice Fund	45,000	(21,726)	23,274
Men's Shed Fund	-	(3,521)	(3,521)
Social Club Lottery Fund	115	(63)	52
Dementia Fund	136,800	(61,384)	75,416
Creative Friends Fund	9,109	(12,518)	(3,409)
Tackling Inequalities Fund	4,200	(4,200)	-
Visiting & Befriending Fund	10,532	(5,046)	5,486
	<u>205,756</u>	<u>(116,515)</u>	<u>89,241</u>
TOTAL FUNDS	<u>1,169,710</u>	<u>(982,032)</u>	<u>187,678</u>

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

22. MOVEMENT IN FUNDS - continued

PURPOSE OF FUNDS - DESIGNATED FUNDS

The charity has two types of designated funds.

The Fixed Asset Replacement Fund represents a general reserves fund set aside as part of the charity's general reserves policy, where the exact timing of when this fund will be utilised is as yet undetermined.

All other designated funds relate to the direct income and expenditure allocated to specific individual ongoing projects, with the remaining balance on these funds set aside until the related projects have concluded such that if the charity should lose funding for these projects the charity can then continue funding them for a short time until either alternative funding sources can be secured or as to allow a gradual rather than sudden withdrawal of services to the individual benefiting from these projects.

Fixed Asset Replacement Fund

This fund is designated for the purpose of funding any major replacement of our vehicles, and/or for funding a move of offices or shops, if necessary.

Activities Fund

This fund relates to the regular social activities and events with the aim of abolishing social isolation.

Dementia Fund

This fund relates to running group activities designed to support people with early to mid-stage dementia or memory loss.

Footcare Fund

This fund relates to providing regular foot care clinics and home visiting for the charity's clients.

Good Neighbour Network Fund

This fund relates to arranging volunteers to undertake small tasks for individuals over 50.

Handyperson Fund

This fund is designated to provide the means to employ a handyperson to fit aids and adaptations for those with mobility issues, to advise on lighting and electrical installations, to install keysafes and to provide general practical support where the elderly needs it. It is partly funded by client fees charged and a small amount of client donations.

Homeworkers Fund

This fund is designated to provide "Happy Home Workers" to the elderly who need assistance with cleaning, shopping, cooking, dog-walking etc and other domestic needs in their homes. The workers operate on a self-employed basis, and donate £3 an hour to us to cover administration costs.

Information & Advice Fund

This fund has been set up to highlight the financial implications of providing an independent and confidential service to the older people of Worcester, Malvern and District, to improve their quality of life, and keep them safe and warm in their own homes. We supply a plethora of pamphlets and guides, assess eligibility for grants, and give practical help where appropriate. Donations from satisfied customers make a small contribution towards the costs and we are also contracted for the provisions of I&A services by a local medical practice.

Visiting & Befriending Fund

This fund is to identify and contact the house-bound or lonely, and provide them with companionship through the use of volunteers. The only income is derived from a small number of public donations.

PURPOSE OF FUNDS - RESTRICTED FUNDS

9a/10 Mealcheapen Street

This fund relates to the property 9a/10 Mealcheapen Street, Worcester, which was funded by the National Lottery Charities Board. Unless otherwise authorised by them, the property cannot be disposed of for a term of 80 (eighty) years from the date of purchase. The restriction expires in January 2081. All other conditions attached to the fund must be adhered to as well.

Information & Advice Fund

This fund relates to a grant received from Age UK (national) to develop information and advice services to adapt to the needs of older people in the pandemic.

Age UK Worcester and Malvern Hills

Notes to the Financial Statements - continued for the Year Ended 31st March 2023

22. MOVEMENT IN FUNDS - continued

Men's Shed Fund

The fund relates to monies originally received from the Langdale Trust to fund a project to support older men who want to get together, share and learn new skills

Social Club Lottery Fund

This fund relates to a grant received from the Social Club Lottery for the deliverance of a seated dance club for the elderly.

Dementia Fund

This fund relates to monies received from Age UK (national), University Of Worcester and the NHS and in regards to providing community support to those suffering from dementia.

Digital Inclusion Fund

This fund relates to monies received from Age UK (national) for running the Digital Champion Programme,

Creative Friends Fund

This fund relates to monies received from the National Lottery Community Fund to fund Creative Friends Intergenerational Art Workshops project.

Tacking Inequalities Fund

This fund relates to monies received from Age UK (national), to fund activities that aimed to help reduce the negative impact of Coronavirus and the widening of the inequalities in taking part in sports and physical activity.

Travelling Companions Fund

This fund relates to monies received from Age UK (national) to enable older people to get out and about.

Community Matters Fund

This fund relates to monies received from Western Power Distribution to deliver outreach activities for vulnerable and isolated people using a coffee bus.

Visiting & Befriending Fund

This fund relates to monies received from Malvern Hills District Council and Independent Age to support re-establishing face to face services for older people.

Cost of Living Response Fund

This fund relates to monies received from Age UK (national), to meet urgent need and demand as a result of the increased cost of living.

Worcester City Council - Crisis Pot

This fund relates to monies received from Worcester City Council to support families and individuals who need immediate support whilst waiting for referrals or appointments.

TRANSFERS BETWEEN FUNDS

During the year £2,014 was transferred from the unrestricted general fund to the restricted 9a/10 Mealcheapen Street fund in order to align the restricted fund balance with the net book value of the restricted property.

During the year £3,409 was transferred from the restricted Visiting and Befriending Fund to the restricted Creative Friends fund in order to clear the brought forward deficit on this fund.

During the year £14,000 was transferred from the restricted Dementia Fund to the unrestricted general fund to reflect restricted expenditure incurred last year which had not been allocated against the corresponding income.

During the year £231 was transferred from unrestricted funds to the restricted Men's Shed Fund to cover expenditure on this fund in excess of funding received.

Age UK Worcester and Malvern Hills

**Notes to the Financial Statements - continued
for the Year Ended 31st March 2023**

23. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2023.

24. FRC ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

25. POST BALANCE SHEET EVENTS

Since the year end, four new leases have been signed resulting in financial commitments within 1 year of £50,771 and after one year of £322,702.