

Company Number: 06006449
Charity Number: 1118346

Age UK York

(a Company Limited by Guarantee)

Trustees' Report and Financial Statements

for the Year Ended 31 March 2024

Age UK York

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Age UK York

Charity Information

Company Number

06006449

Charity Number

1118346

Registered Office

St Edmund's House
Margaret Street
York
YO10 4UX

Trustees

Howard Widdall	(Chair)
Colin Packer	(Treasurer)
Paul Vittles	
Jennifer Collieson	
Christopher Jackson	(Resigned 30 September 2023)
Julie Stephens	(Appointed 15 January 2024)
Vimala Jayaraman	(Appointed 8 May 2024)

Company Secretary and Chief Executive Officer

Simon Holmes

Key Management Personnel

Simon Holmes	CEO
Andy Waites	Head of Community Services
Marie Hawes	Head of Care Service
Emma Field	Finance and Infrastructure Manager (Appointed 1 October 2023)

Bankers

Co-operative Bank	HSBC Bank plc
Olympic House	Harry Weston Road
6 Olympic Court	Binley
Montford Street	Coventry
Salford	CV3 2SH
M5 2QP	

Santander Business Banking
Bridle Road
Bootle
Merseyside
L30 4GB

Virgin Money
Jubilee House
Gosforth
Newcastle Upon Tyne
NE3 4PL

Auditor

Azets Audit Services Limited
Triune Court
Monks Cross Drive
York
YO32 9GZ

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

REFERENCE AND ADMINISTRATIVE DETAILS

The Age UK York Board of Trustees is pleased to present this annual report and the financial statements for the year ended 31 March 2024, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102) (effective 1 January 2019).

The Trustees have paid due regard to the requirements to act for the public benefit and are fully satisfied that the activities of the Charity meet the Charity Commission's guidance on public benefit on exercising their powers or duties and in planning future activities.

The charity information page forms part of this report.

OBJECTIVES AND ACTIVITIES

During the course of the year, the Age UK York Board of Trustees agreed to adopt Age UK's model Memorandum and Articles of Association (M&AA), for Brand Partners whose only members are the same individuals as their trustees, and voted in favour of this at the AGM in September 2023.

The objects of the Charity, as stated in the M&AA, are to promote the following purposes for the benefit of the public and/or older people within the City of York and surrounding area:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- 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 exclusion or other disadvantage; and
- 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.

Who we are

Age UK York is a local and independent not for profit charity that for over 50 years has existed to support older people, and those around them, in York and the surrounding area. With thanks to our team of staff, volunteers and supporters our charity provides a range of services for older people, which continues to evolve to meet local need as this changes and increases.

The current work, focus and commitment of Age UK York is underpinned by our vision, mission and strategic aims:

Our Vision

- No-one fears ageing.
- Older people feel connected, respected, listened to, supported and enabled to enjoy a life of quality, opportunity, and dignity.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

OBJECTIVES AND ACTIVITIES (continued)

Our Mission

- Making a positive difference by putting older people, and the people around them, at the heart of all we do; working with partner organisations, to improve the quality of later life and provide effective, timely support for those who need it the most.

Our Strategic Aims

- Working with older people, those around them and partner organisations, to develop and deliver appropriate quality services that are effective in meeting their needs and expectations.
- Actively represent the voices of older people to those policy makers and others whose decisions will affect them. This includes promoting positive attitudes to ageing, challenging prejudice and bias about older people wherever it may exist.
- Collaborate and build partnerships with others, to undertake joined-up working, making efficient use of resources to optimise benefits for older people.

To help realise our vision and bring to life our mission and aims, Age UK York offers a range of services and support to the older people in the City of York and those around them. Trustees review activities on an annual basis as part of the organisation's strategic review to ensure they continue to align with our strategic aims; and remain relevant to the changing priorities and needs of older people in the city, and to our position as a partner within collective multi-agency arrangements.

Review of the year

How we performed against our objectives

The need of older people continued to increase in scale and complexity in York, particularly given the developing cost of living crisis during the period. Age UK York has continued to adapt and proactively offer a range of person led services and support extending our reach to try to meet need as effectively as possible. Additionally, we have increased our active involvement with partners towards the collective effort here in York.

A constant is our commitment to put people at the heart of all we do, locally tailoring our support so that we are there where and when needed. This included scaling up our operations and partnerships to further assist older people directly affected by the cost of living crisis, including timely information and advice and assistance in accessing benefits to which they were entitled yet not claiming. Particularly over winter, this made a vital difference to many local people who were facing hardship.

Through the work and devotion of our wonderful staff, volunteers and supporters we met our objectives, including contractual ones. Our teams reached people across our communities through our range of services and we introduced new partnership and need led pilot models which were successfully delivered and led to extended and ongoing service provision.

ACHIEVEMENTS AND PERFORMANCE

Community Services

Age UK York proudly deliver a range of self-driven, funded and contract-based community services across York and surrounding area.

The period saw the continued delivery of community services under our contract with the City of York Council (OPCSS), which entered its seventh year. We worked too on the continued provision and demonstrable impact of this contract in recognising the upcoming re-tender and ensuring it continues to meet the needs of local people.

Under this contract, and with funding from grants, donations and reserve resources and in some cases under a small fee-based model, we continued to offer the following community services:

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (continued)

Information and Advice

Each day older people in York seek support and our team is there to offer help when it is needed most. Our free information and advice service is delivered by a dedicated, compassionate, highly skilled and experienced team of staff, with volunteer support. Together they provide a trusted first point of contact and timely information on a range of issues.

The support includes onward referrals to Age UK York services including our specialist Money and Benefit Service Advisors. Our trained case workers provide initial and ongoing help and advice to those exploring their eligibility for benefits and how to go about claiming them. We support the process of claiming benefit and handle cases to appeals level. The complexity and scale of need continued to significantly increase during the period leaving many older people facing hardship in their day to day lives including a continuing increase in poverty and inequality in York as seen across the country.

The impact the work of our Money and Benefits team has is enormous in helping hundreds of people by enabling them to claim all the benefits to which they are entitled, particularly at this time of considerable, and growing, need. The demand on our service continued to be high following the significant increase in the previous year, and we were supported to invest further to meet this need with the kind support of funders and the use of our reserves.

This included introducing a new apprenticeship role and further developing our team and those looking to build a career within this vital work.

Our work also includes running outreach sessions in community venues across the city to raise awareness, provide first-line information and signposting, and take referrals for Age UK York Services including more detailed advice work. This work extends our reach and provides easier access for people who are most vulnerable, marginalised or isolated.

We maintain a website www.ageuk.org.uk/york/ which provides information, guidance and news to older people, their families, partners, and professionals. We also provide information to www.livewellyork.co.uk a City of York Council community directory used by social work teams, health partners and others to provide information to older people.

We hold information events on a regular basis at a range of venues as part of our planned outreach and support initiatives in seeking to reach the widest number of older people possible, providing information leaflets and encouraging them to contact our helpline.

Befriending

Age UK York's befriending service reaches a significant number of older people who otherwise would have little, if any, social contact. It seeks to help directly tackle the challenge of loneliness and social isolation across our city by providing companionship and support to older people living alone in their own home, or in sheltered accommodation.

The service is free and is delivered by volunteers, who are carefully selected to be a good match for the older person being supported, through regular face to face visits or telephone calls. As in previous years a survey of clients with befrienders showed high levels of satisfaction with the service and none of the respondents said they were unhappy or not satisfied. Demand for the service continues to be high and volunteers are recruited on an ongoing basis. The service receives frequent referrals from our partners across York.

Day Clubs

Our Day Clubs are at the heart of our partnership with City of York Council and continue to be very popular with older people, particularly those in their 80s and older. For nearly 30 years Age UK York has offered such a provision and our team brings a wealth of experience, expertise and compassion. The service has been offered throughout the period with some 200 places available each week, including two clubs offering 24 places per week specifically for people living with dementia. In a growing number of instances people report that the Age UK York Day Clubs are their only social contact each week and are increasingly seen as a lifeline for the person attending and a source of respite for family members, who so often are their unpaid carers.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (continued)

Age UK York Day Clubs run in venues across the city including independent living centres, churches and community halls. These are located in respect to need and to help make our Day Clubs as accessible as possible. This is furthered by transport which we provide for people living in outlying villages. We are thankful for our wonderful partnership with the Alzheimer's Society and all they give as part of our collective approach to best support those living with dementia in York.

Keep Your Pet

For many older people in York, their pets are an integral part of their life, and they worry about what would happen to their pet if they became ill at home or taken into hospital. Our Keep Your Pet provides older and vulnerable people with short term help and support to care for their pets during difficult times including when they are temporarily unable to look after them.

The service is delivered by volunteers, with staff coordination, and provides free short term support including walking, feeding, vet visits and fostering care. Keep Your Pet continues to make an important difference to the quality of life of older people in York, including making it more likely that someone will seek timely medical attention confident that their beloved pet is in caring hands whilst they themselves get the care they need.

Out and About Service

Age UK York continued our successful Out and About service following an initial pilot during the previous year. It was created as part of our commitment to addressing the challenges of loneliness and social isolation in a city where, in 2020 over a quarter of residents reported feeling lonely always or some of the time.

The approach is intended to provide support to older people in York to help them maintain their independence, make social connections, and directly help to reduce loneliness and increase their happiness. Through kindly provided external funding from partners, the service is free to those using it for the duration of the support of up to 12 weeks. We successfully worked to evidence the impact of our support through this service and, as a result, Out and About was incorporated into York's new frailty hub model as a step down approach to continue the vital and timely support to York's older residents within their own home and community. Thank you to our partners with whom we work alongside as part of the successful new Frailty Hub approach in York.

Power of Attorney

In addition to our free advice services, we offer a charged for service providing arrangement of lasting power of attorney. Our provision includes home visits alongside telephone-based information and advice. During the period we ceased our Will writing service but continue to hold records of previously completed cases. We now signpost to qualified local partners to help older people access appropriate Will writing services.

Care Services

Age UK York continues to offer a range of health and care-based services including those provided as part of our valued partnerships with the NHS and City of York Council, together with fee-based activities.

Bridge the Gap

We offer domiciliary care both under contract with City of York Council and to private clients. This provides those receiving the service with high quality, short and long term, personal care provision in their own homes. Age UK York is rated as "Good" for all areas of this service by the Care Quality Commission (CQC) and we continue to work with the CQC, our team, partners and those we are here to help, on continuous improvement.

Carer Respite Service

In York older people make up 63% of unpaid carers in the city and many of them are coping with overwhelming caring responsibilities whilst often needing care and support themselves. They give so much and there is recognition that respite is vital for carers giving them an opportunity to take some time for themselves, and to refresh and recharge, in the knowledge that their loved one is in the best of hands. In partnership with the City of York Council, we aspire to do just this and provide a person led offering through our dedicated Carer Respite Service.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (continued)

Many people who are living at home with a diagnosis of dementia – a number which continues to increase – are reliant on a family member as a full-time carer and respite is frequently highlighted as a much needed service that is difficult to find at affordable rates. The reporting period saw the launch of York's collective Dementia Strategy which refers to the need to ensure that there is appropriate support available to enable the carer to have breaks from this role, both on an emergency and planned basis.

Our contract with City of York Council enables Age UK York to offer a subsidised sitting service at prices affordable to all, providing trusted and timely support, often through regular carers, and as such it is in high demand. The service is delivered by qualified care workers supplemented with volunteers who can provide support to those with lower needs. Our team constantly seek new and imaginative ways to make life brighter for carers and the cared for.

Feather Duster Home Support Service

The service offers a charged-for home cleaning service for older people, tailored to the individual's needs. The reporting period saw the continued growth of this home help service, which has been identified through both national and local research as a priority need for older people. In addition to providing practical help at home it is valuable in helping to tackle loneliness and social isolation and flagging areas of need which can be met by other services

Home from Hospital Service

Age UK York has been proudly working in partnership with York Hospital for over 30 years. The period saw the continuing delivery of our Home from Hospital service which provides support to an older person in their home following discharge from hospital. This short-term support of up to 6 weeks is vital as our wonderful team works with the individual service user to understand their personal goals and help achieve them as part of restoring their independence and confidence.

Our service was complemented by the introduction of a new assisted discharge service following a successful pilot courtesy of York Hospital and NHS England. We introduced this new service to meet the need of those people waiting to be taken home from hospital before ongoing support, such as our Home from Hospital service, could commence. Our support workers assist in making possible a safe and timely discharge as we both transport home and resettle the individual at home following a stay at hospital. This includes making sure their home is safe for them to be there, checking for any risks of falls, collecting medication and shopping.

Given the ongoing need for safe and timely discharge to reduce unnecessary extended length of stay and risk of re-admission, with the associated adverse mental and physical health impacts on older patients, continuation funding for the assisted discharge service was kindly committed by the NHS Humberside and North Yorkshire Integrated Care Board (ICB).

The confirmation of ongoing funding for 2024/25 for both Assisted Discharge and our Frailty Hub support has led to the development of our single Independent Living service, which incorporates both our Home from Hospital and Out and About service to make the most of synergies between the teams and provide older people with a flexible service which supports the recovery of independence following a stay in hospital.

Escorted Transport

Our wider support also includes providing escorted transport under a framework agreement with Yorkshire Ambulance Service (YAS). It is another example of Age UK York working effectively with partners to provide a much-needed service. The success of this partnership continues to provide timely capacity and expertise freeing up YAS resources to meet other vital local needs.

Age UK York Shops

The role and impact we can have as Age UK York is only possible thanks to all those who kindly support us. Raising funds is essential to enable our work to continue and the income generated through our shops is a key contribution to this. Thanks to our fabulous retail team of staff and volunteers and everyone who donates to and shops with us, our income grew by £32,839 or 9.8% over the previous year. We operate four charity shops in locations across the city and surrounding area. Every donation received, every purchase made, and every staff and volunteer hour given to these shops goes right back in to supporting our work.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (continued)

In addition to our shop income, we receive donations and invite Gift Aid. This was a further success during the period with a specific focus on increasing retail gift aid as a result of the kindness of those support us and this increased by £14,844 or 172% on the previous period.

Digital Inclusion

We continue to liaise with the City of York Council and other organisations in the 100% Digital York initiative which seeks to provide laptops, tablets and mobile phones to everyone in the City who wishes to get online. More and more services are provided more easily for people who are online. This includes GP services and welfare benefit applications. It is important that no one is excluded because of lack of digital facilities and knowledge.

We also introduced digital buddy volunteers who are able to support older people on a 1-2-1 basis helping them increase their confidence in using technology and accessing online services and use apps, such as the NHS App.

Campaigning and Advocacy

One of our strategic aims states our commitment to actively represent the voices of older people to those policy makers and others whose decisions will affect them. As an independent and local charity, we campaign and advocate for older people in York and have done so throughout the year.

We raise issues affecting older people with our two MPs, local government, health services and other agencies and charities. We also work to ensure public health and other messages reach older people who use our services. Our work in this period included campaigns on access to care, increased provision to support discharge and care at home, our continued commitment to the York Street Charter and our role as part of the campaign to reverse the ban on blue badge holders in York City Centre.

Fundraising

We seek and receive individual donations to support our work. We strive to achieve the highest fundraising standards and value our supportive funders and donors. We stay up to date with charity regulations, data protection and the Fundraising Preference Service to ensure we are legally compliant and adhering to all guidelines and best practice. There were no complaints made during the year.

We took part in the Yorkshire Marathon and 10 Mile event for the first time as a charity partner. We were also fortunate to be supported as the Charity of the Year of two local organisations; the Archbishop of York's staff team and Sandburn Hall Golf Club.

Funders, Donors and Supporters

The Board of Trustees wishes to record its thanks to all the generous donors who have supported our work through the financial year. With thanks to the following:

Age UK (National)
City of York Council
NHS Vale of York CCG
Yorkshire Ambulance Service
Archbishop of York's Staff Team
Francis Winham Foundation
Garfield Weston foundation
Joseph Rowntree Foundation
Marks and Spencer's Vangarde Staff Team
Minster Lions
National Lottery Community Fund
Nestle Rowntree Employee Community Fund
Norman Collinson Charitable Trust
Sandburn Hall Golf Club
Shepherd Building Group
Sky Community Fund
Sylvia and Colin Shepherd Charitable Trust
Tesco Community Fund
Whitwam Family Charitable Foundation
York Dispensary Sick Poor Fund

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (continued)

Individuals also kindly remember us in their wills. Their generosity benefits other older people. We are glad to express our gratitude but do not name the donors. We also receive many regular donations, often via Direct Debit and Just Giving. Without the generosity of so many people, Age UK York would not be able to deliver the services and provide the help that York's older citizens deserve and need. Thank you.

Our Board of Trustees

Thank you to our Board of Trustees for their commitment and undertaking their duties on behalf of the organisation during the year.

Our new chair at the start of the reporting period continued and helped develop the Board. We reviewed and strengthened our recruiting arrangements for Trustees and welcomed a new Trustee, Julie Stephens. We also sadly said thank you and goodbye to Chris Jackson who left during the period after very positive and generous support to our charity.

FINANCIAL REVIEW

The year has seen Age UK York continue our financial transformation plan and we successfully returned our financial function back in house. This proved a significant development and has ensured a robust platform on which to build our future and ensure accurate, timely and effective financial management.

In achieving this the charity invested substantially in an experienced project manager to take back our financial function from a third-party provider and develop robust processes and financial controls for a new in-house team. As outlined in the report for the last period we committed to this necessary milestone and ensuring a smooth transition. This was achieved and our new financial system was in place for the commencement of the period. We created a new role and appointed our first Finance and Infrastructure Manager to provide expertise, oversight and leadership with a financial assistant to work alongside them. Together they have taken this foundation and developed it further whilst instilling financial responsibilities, understanding and ownership across our wider team. Our Finance Committee supported these developments throughout the project.

We increased salaries during the period ensuring we retained our position as a real living wage employer whilst rewarding and recognising our people, the vital work they do, and the telling difference they make together for those in need across York.

Recent years have seen significant financial losses for AUKY. We are reporting a much-reduced loss for this period compared to the previous year. This reflects a number of measures taken to better recover costs and reduce loss-making activities. There have been a number of one-off cash inflows from bespoke grants and special funding. These have helped improve the outcome for the year and, without the finance project costs we would have been close to breaking-even.

Our charity remains dependent upon a narrow variety of income sources with particular over reliance on our long-standing contract with the City of York Council. It should be noted that this contract has operated at a significant cost to AUKY over the years. This AUKY subsidy element has grown to untenable levels due to the cost pressures on CYC budgets.

Our plans for 2024/25 reflect the need to move away from this dependency and the expectation of a significant shift away from this funding in line with financial cuts affecting our statutory partners. A broader funding base including the significant development of our wider income generation including fundraising is required for our longer-term sustainability. There is a short-term challenge of moving away from this dependency whilst ensuring older people in need do not suffer, while recognising the developing pressures and complexity of need for older people and those around them.

Our agreed budget for the upcoming 2024/25 period sets the challenging task of breaking-even whilst continuing to deliver our services. This is looking like a stretch and strong management will be needed to strengthen our finances.

Thank you to all involved in the range of action and responsibility taken so that Age UK York can continue into the next 50 years and beyond. Your support is greatly appreciated.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

FINANCIAL REVIEW (continued)

During the year total income was £2,000,124 (2023 - £1,654,957) and total expenditure was £2,062,666 (2023 - £1,972,988). The net deficit for 2024 was £62,542 (2023 - £318,031 deficit).

At the balance sheet date, the charity had total funds of £614,364 (2023 - £674,870). The Trustees consider that the financial position of the charity is satisfactory.

Reserves Policy

The Trustee Board examines the reserves of the charity and agrees annually the reserves required to support the continuing operations and development of the charity. In previous years the policy was set to maintain a level of free reserves to cover 3-6 months of organisation expenditure.

Free reserves at 31 March 2024 were £513,127 (2023 - £583,168), which represents approximately 3 months of organisational expenditure which is therefore within the range set by the Trustees.

Given the current uncertain operating environment, the fact the charity has no endowment and is dependent on fluctuating income streams, the Board aims to build reserves to provide resilience to risks identified in the organisational risk register, and to interruptions to income, for example, at the end of contract periods. The Trustees also have a goal of building up designated reserves to fund other initiatives such as organisational development.

FUTURE PLANS

Priorities for the next three years

- Implementation of our new Strategic Plan.
- Adapting and developing our services to continue to meet the growing need of older people in York.
- Increasing our income generation capability to secure financial sustainability.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Age UK York was incorporated as a company limited by guarantee and with no share capital on 22 November 2006 (company number 06006449). The company was registered as a charity with the Charity Commission on 13 March 2007 (charity number 1118346). The company took over the activities of the unincorporated charity with the same name which was registered in 1971. It is governed by its Memorandum and Articles of Association. The activities of the charity are carried out solely for the public benefit.

Trustees and Organisational Structure

The members of the Board of Trustees are the Trustees of the charity and are also the directors of the company for company law purposes. The election of the Chair and member of the Board takes place at least once every three years, at the Annual General Meeting. EGMs may also be held between AGMs for example to elect new Trustees. The Board has powers to fill casual vacancies and to co-opt members ahead of election at the AGM. The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the charity commission in exercising their powers or duties.

New trustees are inducted to inform them of their legal obligations under charity and company law, the governing documents, structures, committees and decision-making processes, planning, monitoring and review arrangements and the performance of the charity against its current business plan and financial targets.

Organisation

The Board of Trustees administers the charity and meets at least every two months. A Finance Sub-Committee is in operation. A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the charity.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay Policy for Senior Staff

Age UK York is committed to paying salaries across all our colleagues which are fair, competitive with the charity sector locally, and proportionate and equitable to the complexity of each role. We strive to make Age UK York a place where people can enjoy to be and are rewarded and recognised in a role of which they can be proud.

In determining the right level of pay the charity does not look to compete with private or public sector salaries but critically ensures that all staff are paid at, or above, the National Living Wage. The Charity during the year increased salaries in line with this.

These arrangements are under regular review including through sector benchmarking and evaluation. This includes the pay of the charity's Chief Executive which was reviewed during the period and benchmarked with similar sized charities in York and North Yorkshire together with other Age UK brand partners in England.

Risk Management

The Trustees actively review, on a regular basis, the major risks which the charity faces and believe that their oversight of the controls over key financial systems will provide resilience in the event of adverse conditions. The Trustees have also examined other operational and business risks and confirm that they have established systems to mitigate the significant risks.

A dedicated organisational risk register is in place and informed by operational colleagues and underpins the Trustees' process of regular review and informs decisions. The risk register and associated action plan identifies existing and new operational and business risks with appropriate risk ratings before and after mitigation, so the Board and organisation's leadership team can identify and reduce these risks.

Specific higher-level risks which have been highlighted and managed during the period are:

Workforce

- Loss of / inability to recruit key staff restricting our ability to maintain delivery of services and manage our finances.
- Ensuring our position as a real living wage employee and financial impact on ensuring the best affordable package to our people.

Regulatory and Compliance

- Care Quality Commission (CQC) regulated service activity and maintaining the highest standards.
- Compliance with data protection and other regulations.

Financial

- Dependency on a third-party to provide financial information and management accounts
- Risk of permanent impact on fundraising capability and diversification of funding.
- Impact of loss of funding on services provided and ongoing viability of Charity.
- Carrying deficits in contractual funding.

Operational

- Risks of contracts ending and short-term nature of funding arrangements and failure to secure new and ongoing funding.
- Impact of staff availability including retention and recruitment, to maintain services.
- External environment impact including cost of living pressures.
- Increased need for work of Age UK York placing increased demands upon existing infrastructure and capacity beyond what can be resourced.
- Business continuity arrangements and organisational resilience.

Age UK York

Report of the Board of Trustees for the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Statement of disclosure to the auditor

The Trustees of the charitable company who held office at the date of approval of this annual report confirm that:

- so far as they are aware, there is no relevant audit information, information needed by the company's auditor in connection with preparing their report, of which the charitable company's auditor is unaware; and
- they have taken all the steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of this information.

Auditor

The auditor, Azets Audit Services Limited, is deemed to be reappointed under section 487(2) of the Companies Act 2006.

Statement of Trustees' responsibilities

Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity 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 Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company rules

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

Approved by the Trustees and signed on their behalf by:

Howard Widdall

Howard Widdall

Chair of Trustees

Date: 7 November 2024

Age UK York

Independent Auditor's Report to the Members and Trustees of Age UK York

Opinion

We have audited the financial statements of Age UK York for the year ended 31 March 2024, which comprise the statement of financial activities (incorporating an income and expenditure account), balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity'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 auditor's report 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Age UK York

Independent Auditor's Report to the Members and Trustees of Age UK York

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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees, who are also the directors of the charity for the purpose 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 they 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 charity or to cease operations, or have no realistic alternative but to do so.

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

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 auditor's report.

Extent to which the audit was considered capable of identifying irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

Age UK York

Independent Auditor's Report to the Members and Trustees of Age UK York

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud. In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias; and
- Performing audit work over the timing and recognition of income and in particular whether it has been recorded in the correct accounting period.

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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the Charity'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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Alan Sidebottom

Alan Sidebottom
Senior Statutory Auditor

For and on behalf Azets Audit Services Limited
Chartered Accountants & Statutory Auditor

Date: 07/11/2024

Triune Court
Monks Cross Drive
York
YO32 9GZ

Age UK York

Statement of Financial Activities for the Year Ended 31 March 2024 (Incorporating an Income and Expenditure Account)

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
Income:					
Donations and legacies	2	69,867	17,803	87,670	103,414
Charitable activities	3	1,156,635	362,294	1,518,929	1,203,798
Other trading activities					
Shop income	2	370,178	-	370,178	337,339
Investments	2	928	-	928	3,432
Other income	2	22,419	-	22,419	6,974
Total income		1,620,027	380,097	2,000,124	1,654,957
Expenditure:					
Raising funds					
Shop expenses		309,660	-	309,660	278,794
Charitable activities	4	1,405,674	347,332	1,753,006	1,694,194
Total expenditure		1,715,334	347,332	2,062,666	1,972,988
Net income/(expenditure) before other recognised gains/(losses)		(95,307)	32,765	(62,542)	(318,031)
Net investment gains/(losses)	8	2,036	-	2,036	(6,924)
Net movement in funds		(93,271)	32,765	(60,506)	(324,955)
Total funds brought forward		674,870	-	674,870	999,825
Total funds carried forward	13	581,599	32,765	614,364	674,870

All income in this and the previous financial year is derived from continuing activities. All gains and losses in the year have been recognised.

The Statement of Financial Activities also complies with the requirements for an Income and Expenditure Account under the Companies Act 2006.

A fully detailed Statement of Financial Activities for the year ended 31 March 2023 is shown in note 18 to the financial statements.

Age UK York

Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	7	47,607	63,337
Investments	8	102,613	108,077
		150,220	171,414
Current assets			
Debtors	9	128,326	188,370
Cash at bank and in hand		500,941	527,249
		629,267	715,619
Creditors: amounts falling due within one year	10	(165,123)	(212,163)
Net current assets		464,144	503,456
Total net assets		614,364	674,870
The funds of the charity			
Unrestricted			
General	12	568,235	661,506
Designated			
Building repair fund	12	13,364	13,364
		581,599	674,870
Restricted	11	32,765	-
Total charity funds	13	614,364	674,870

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

Approved by the Board of Trustees on 7 November 2024 and signed on its behalf by:

Colin Packer

Colin Packer
Trustee

Howard Widdall

Howard Widdall
Trustee

The notes on pages 18 to 27 form part of these Financial Statements

Company number: 06006449

Age UK York

Statement of Cash Flows for the Year Ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities:		
Net cash used in operating activities	(34,736)	(126,233)
Cash flows from investing activities:		
Bank interest	928	3,432
Purchase of tangible fixed assets	-	(43,190)
Purchase of investments	-	(100,000)
Disposal of other investment	7,500	-
Total cash flows from investing activities	8,428	(139,758)
Change in cash and cash equivalents in the year	(26,308)	(265,991)
Cash and cash equivalents at 1 April 2023	527,249	793,240
Cash and cash equivalents at 31 March 2024	500,941	527,249

Reconciliation of net income to net cash flows from operating activities:

	2024 £	2023 £
Net movement in funds	(60,506)	(324,955)
Adjustments for:		
Depreciation charges	15,730	8,320
Bank interest	(928)	(3,432)
Loss on disposal of fixed assets	-	1,640
Loss / (gain) in investments	(2,036)	6,924
Decrease in debtors	60,044	122,757
Increase / (decrease) in creditors	(47,040)	62,513
Net cash used in by operating activities	(34,736)	(126,233)

The charity had no debt in the current or previous financial year.

Age UK York

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

1. Accounting Policies

Basis of preparation

Age UK York is a charitable company limited by guarantee, incorporated and registered in England and Wales. The charity's registered office is St Edmund's House, Margaret Street, York, YO10 4UX.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Age UK York meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

Going concern

The Trustees have at the time of approving the financial statements a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. As discussed further in the reserves policy review included in the Trustees' Report, the charity has sufficient reserves to meet immediate requirements. Thus, the Trustees have continued to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

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

Designated funds are unrestricted funds set aside by the Trustees for particular purposes.

Unrestricted funds are funds which can be used in accordance with the charitable objects at the discretion of the Trustees.

Income

All income is included in the statement of financial activities ("SOFA") when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Gifts donated for resale are included as income when they are sold. Where a funder specifies that income must be used in future accounting years it is carried forward as deferred income.

Government and other grants

Grants are recognised in the SOFA when the conditions for receipt have been complied with.

Investment income

Investment income is accounted for when receivable.

Legacies

Pecuniary and residuary legacies are recognised when received or if, before receipt, there is sufficient evidence of entitlement to the legacy, receipt is probable and can be measured with sufficient reliability.

Expenditure

All expenditure is accounted for on an accruals basis and has been classed under headings that aggregate all costs related to the category. Expenditure is allocated to the particular activity where the cost relates directly to that activity. Those costs that are not directly attributable to one specific activity are apportioned and allocated on a percentage basis.

Age UK York

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

Expenditure (continued)

Fundraising are those costs incurred in attracting donations and legacies and trading activities that raise funds.

Support costs are those costs incurred in support of direct expenditure on the objects of the charity and are allocated based on a proportion of direct expenditure.

Governance costs include those costs incurred in meeting the constitutional and statutory requirements of the charity.

Irrecoverable VAT is charged to the general fund.

Tangible fixed assets

Expenditure on fixed assets costing more than £500 is capitalised. Assets are recognised at cost.

Fixed assets are depreciated over their estimated useful lives at the following rates:

Leasehold improvements	Over the life of the lease
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Investments

Investments in subsidiaries are held at cost.

Investments (other than investments in subsidiaries) are stated at market value at the balance sheet date. Investments are held to generate returns and gains for the charity and accordingly is designated as fair value through profit and loss ("FVTPL"). The portfolio is revalued at each period end to its fair value, as determined by reference to quoted market prices and values determined by independent fund managers, with any gains or losses going through the SOFA.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Pension costs

Age UK York contributes to defined contribution pension schemes including individual personal pension plans. The assets of the schemes are held separately from those of the charity. Pension costs charged in the SOFA represent the contributions payable by the charity in the year.

Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Age UK York

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity held for working capital.

Debtors

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

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in the income and expenditure account.

Creditors and provisions

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

Financial liabilities are only derecognised when, and only when, the charity's obligations are discharged, cancelled or they expire.

Amounts recognised as provisions are best estimates of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation.

Taxation

Age UK York is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, the charity is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

On review, the trustees consider that there are no critical accounting estimates and judgements that could cause a material misstatement to the results or assets of the charity.

Age UK York

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

2. Income

	2024 £	2023 £
Donations and legacies		
Donations	65,170	44,114
Grants and contracts	17,500	10,000
Legacies	5,000	49,300
	87,670	103,414
Other trading activities		
Shop income	370,178	337,339
Investment income		
Interest receivable	928	3,432
Other income		
Sundry income	93	1,623
Reimbursed expenses	-	5,351
Other	22,326	-
	22,419	6,974

Of the income of £87,670 from donations and legacies in the current year, £17,803 was restricted. All income from donations and legacies in the prior year was unrestricted.

3. Income from charitable activities

	Unrestricted £	Restricted £	Total 2024 £	Unrestricted £	Restricted £	Total 2023 £
Income was received for/from:						
Escorted transport	183,346	-	183,346	107,061	7,900	114,961
Carer respite	23,349	-	23,349	28,875	-	28,875
Independent living service (formerly home from hospital)	126	250,902	251,028	121,956	-	121,956
Age UK National	-	-	-	8,563	-	8,563
Feather Duster	133,328	-	133,328	99,898	-	99,898
Day clubs	82,150	-	82,150	78,119	-	78,119
Bridge the Gap	295,340	-	295,340	259,060	-	259,060
The British Red Cross	-	-	-	78,285	-	78,285
Wills and LPA	50,663	-	50,663	39,560	-	39,560
Other contract income	-	-	-	3,992	-	3,992
The Older People's Community Support Service (OPCSS)	375,619	-	375,619	304,529	66,000	370,529
Information and Advice	11,714	85,578	97,292	-	-	-
Keep Your Pet	-	25,814	25,814	-	-	-
Core	1,000	-	1,000	-	-	-
	1,156,635	362,294	1,518,929	1,129,898	73,900	1,203,798

Age UK York

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

4. Expenditure

	Direct cost of activities £	Support and governance costs £	Total 2024 £	Direct cost of activities £	Support and governance costs £	Total 2023 £
Core	122,415	-	122,415	354,678	-	354,678
Independent Living Service	189,828	35,173	225,001	53,756	12	53,768
Escorted transport	157,319	23,449	180,768	154,069	42,267	196,336
Keep your pet	32,237	4,690	36,927	36,345	5,401	41,746
Feather Duster	140,645	21,104	161,749	95,901	19,144	115,045
Bridge the Gap	289,806	37,518	327,324	221,659	53,620	275,279
Governance	-	19,266	19,266	-	25,352	25,352
Wills and LPA	31,875	4,690	36,565	31,181	7,516	38,697
The Older People's Community Support Service (OPCSS)	572,645	70,346	642,991	489,464	103,829	593,293
	1,536,770	216,236	1,753,006	1,437,053	257,141	1,694,194

Support costs include £13,055 (2023: £12,375) of fees payable in relation to the audit of the financial statements.

5. Staff costs

	2024 £	2023 £
Salaries	1,422,516	1,300,346
Social security costs	87,363	85,942
Pension contributions	25,284	23,421
	1,535,163	1,409,709

The average monthly head count was 103 (2023: 100).

No employees were paid in excess of £60,000 in the year (2023: No employees).

The key management personnel comprised of the trustees, chief executive officer and the senior management team as detailed on page 1. The total remuneration paid to key management personnel during the year was £168,073 (2023: £230,175). Trustees are not remunerated and claimed no expenses in either year.

6. Net income for the year

This is stated after charging:	2024 £	2023 £
Auditor's remuneration – audit services	13,055	12,375
- other services	3,000	2,250
Operating lease costs – land and buildings	78,449	90,279
Depreciation	15,730	8,320
Loss on disposal of fixed assets	-	1,640

Age UK York

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

7. Tangible fixed assets

	Leasehold improvements £	Motor vehicles £	Total £
Cost or valuation			
At 1 April 2023	7,146	126,226	133,372
Additions	-	-	-
At 31 March 2024	7,146	126,226	133,372
Depreciation			
At 1 April 2023	3,871	66,164	70,035
Charge for the year	715	15,015	15,730
At 31 March 2024	4,586	81,179	85,765
Net book values			
At 31 March 2024	2,561	45,046	47,607
At 31 March 2023	3,275	60,062	63,337

8. Fixed asset investments

Listed investments

	2024 £	2023 £
Market value as at 1 April 2023	93,076	-
Additions	-	100,000
Net investment gains/(losses)	2,036	(6,924)
Market value at 31 March 2024	95,112	93,076

Other investments

	2024 £	2023 £
Investment in subsidiary	1	1
Investment in Casework Services CIC	7,500	15,000
Total investment	102,613	108,077

9. Debtors

	2024 £	2023 £
Trade debtors	70,955	137,412
Prepayments	19,993	17,141
Accrued income	37,378	33,817
	128,326	188,370

Age UK York

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

10. Creditors: Amounts Falling Due Within One Year

	2024 £	2023 £
Trade creditors	2,869	59,463
Pensions	5,230	3,648
Accruals	62,468	49,559
Deferred income	22,500	50,196
Taxation and social security	72,056	49,297
	165,123	212,163

Deferred income comprises grants and other payments received in advance for charitable activities supporting older people due to be delivered in the following year.

	2024 £	2023 £
Deferred income:		
Balance brought forward	50,196	73,273
Released to income from charitable activities	(50,196)	(73,273)
Amount deferred in the year	22,500	50,196
Balance carried forward	22,500	50,196

11. Restricted funds

Current year	At 1 April 2023 £	Income £	Expenditure £	Transfer £	At 31 March 2024 £
Carer Respite	-	5,000	-	-	5,000
Keep Your Pet	-	38,617	(36,927)	-	1,690
Information and Advice	-	85,578	(85,578)	-	-
Independent Living Service	-	250,902	(224,827)	-	26,075
	-	380,097	(347,332)	-	32,765
Prior year	At 1 April 2022 £	Income £	Expenditure £	Transfer £	At 31 March 2023 £
Hospital and Community	31,114	7,900	(40,246)	1,232	-
Home from hospital	-	66,000	(77,323)	11,323	-
	31,114	73,900	(117,569)	12,555	-

Purpose of restricted funds:

Carer Respite: Our Carer's Respite service is a paid for service which offers a range of options to enable carers to have a break knowing their loved ones are in safe hands.

Keep Your Pet: This fund provides older and vulnerable owners with short term help and support to care for their pets during difficult times.

Information and Advice: Funding to provide free, confidential and impartial information and advice on a range of issues relating to older people and those who care for and support them.

Independent Living Service: Funding to offer short-term support intended to reduce hospital admissions and enable people to remain active in their community.

Home from hospital – funding to provide person centred, proactive practical support to vulnerable people leaving hospital to help them settle at home.

Hospital and Community (including escorted transport) - gives short term practical and emotional support for older people who are returning home from hospital.

Age UK York

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

12. Unrestricted funds

Current year					
	At 1 April 2023 £	Income £	Expenditure £	Gains / transfers £	At 31 March 2024 £
Designated fund					
Building repair fund	13,364	-	-	-	13,364
Unrestricted funds					
General	661,506	1,620,027	(1,715,334)	2,036	568,235
Total	674,870	1,620,027	(1,715,334)	2,036	581,599
Prior year					
	At 1 April 2022 £	Income £	Expenditure £	Gains / transfers £	At 31 March 2023 £
Designated fund					
Building repair fund	13,364	-	-	-	13,364
Unrestricted funds					
General	955,347	1,581,057	(1,855,419)	(19,479)	661,506
Total	968,711	1,581,057	(1,855,419)	(19,479)	674,870

Building repair fund is set aside for building repairs.

Transfers between restricted and unrestricted funds represent the transfer of unrestricted funds to meet expenditure in restricted funds in excess of funding otherwise available and the transfer of balances from restricted funds where funding conditions have been met.

Age UK York

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

13. Analysis of net assets between funds

Current year	Fixed assets £	Historic cost investments £	Fair value investments £	Net current assets £	Total £
Restricted funds	-	-	-	32,765	32,765
Unrestricted funds	47,607	7,501	95,112	418,015	568,235
Designated funds	-	-	-	13,364	13,364
	47,607	7,501	95,112	464,144	614,364

Prior year	Fixed assets £	Historic cost investments £	Fair value investments £	Net current assets £	Total £
Restricted funds	-	-	-	-	-
Unrestricted funds	63,337	15,001	93,076	490,092	661,506
Designated funds	-	-	-	13,364	13,364
	63,337	15,001	93,076	503,456	674,870

14. Voluntary help and donations in kind

The trustees recognise the significant contribution made by volunteers, who give freely of their time. In accordance with Charity SORP the economic benefit of volunteers is not recognised in the financial statements.

Trustees' remuneration and expenses

No trustees nor any persons connected with them received any remuneration for their services to the charity. During the period no trustees were reimbursed for expenses.

15. Related party transactions

Colin Packer (Treasurer) is a director of CASEwork Services CIC. During the year ended 31 March 2024, £7,500 of founding member loan carried as an investment was repaid by CASEwork Services CIC, leaving £7,500 outstanding (2023 - £15,000). During the year, interest was paid by CASEwork £nil (2023: £475) on the investment.

During the year, CASEwork invoiced the charity £2,735 (2023: £41,174) for bookkeeping and finance services, of which £nil (2023: £21,200) was outstanding and included in creditors at the year end.

The charity has a wholly owned subsidiary, Age UK York Enterprises Ltd. At 31 March 2024, the subsidiary owed the charity £nil (2023: £nil).

16. Pensions

The charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the year was £25,284 (2023: £23,421).

Age UK York

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

17. Other financial commitments

At 31 March 2024 the company had total commitments under non-cancellable operating leases as follows:

	2024 £	2023 £
Operating leases which expire:		
Land and buildings		
Within one year	75,048	89,018
Within two to five years	98,135	173,262
	173,183	262,280

18. Comparative Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income:			
Donations and legacies	103,414	-	103,414
Charitable activities	1,129,898	73,900	1,203,798
Shop income	337,339	-	337,339
Investments	3,432	-	3,432
Other income	6,974	-	6,974
Total income	1,581,057	73,900	1,654,957
Expenditure:			
Shop expenses	278,794	-	278,794
Charitable activities	1,576,625	117,569	1,694,194
Total expenditure	1,855,419	117,569	1,972,988
Net expenditure before other recognised gains	(274,362)	(43,669)	(318,031)
Transfers between funds	(12,555)	12,555	-
Net investment losses	(6,924)	-	(6,924)
Net movement in funds	(293,841)	(31,114)	(324,955)
Total funds brought forward	968,711	31,114	999,825
Total funds carried forward	674,870	-	674,870