

AGE CONCERN ISLE OF WIGHT

England & Wales · Charity number 1118711

Details

Other names	AGE UK ISLE OF WIGHT
Status	Registered
Legal form	Charitable company
Company number	06057797
Registered	2007-04-05
Register	View on the Charity Commission register

Contact

Address	Age Uk Isle Of Wight 17 St. Thomas' Square Newport Isle Of Wight PO30 1SL
Phone	01983525282
Email	info@ageukiw.org.uk
Website	www.ageukiw.org.uk

Activities

Objects: The objects of the Charity are to promote the following purposes for the benefit of the public and/or older people within the Isle of Wight: preventing or relieving the poverty of older people; advancing education; preventing or relieving sickness, disease or suffering (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 Directors from time to time decide; the outcome of this being the promotion of the well-being of older people. Nothing in these Articles shall authorise an application of the Charity's property for purposes which are not charitable in accordance with section 7 of the Charities and Trustee Investment (Scotland) Act 2005 and/or section 2 of the Charities Act (Northern Ireland) 2008.

Activities: With a focus on people in later life, Age Concern Isle of Wight provides information, advice and practical support to promote wellbeing, resilience and independence so that people can live in our Island community free from poverty, isolation and neglect.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Elderly/old People

Geography

- **Area of benefit:** IN AND AROUND THE ISLE OF WIGHT.
- Isle Of Wight

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,277,354	£1,437,320	£938,831	78
2024-03-31	£1,469,016	£1,586,119	£1,098,357	85
2023-03-31	£1,443,934	£1,797,562	£1,215,460	97
2022-03-31	£2,232,467	£2,098,431	£1,569,088	113
2021-03-31	£2,651,279	£2,225,378	£1,435,052	122

Trustees

Name	Role	Appointed
Lorraine Carole Denise Buckman	Chair	2019-07-25
Allan Morris Lockett		2026-02-12
Cyril John Edwards		2023-05-22
Kay Ann Marriott		2023-06-05
Margaret Huxtable		2024-07-08
Martin Bostock		2024-06-27
Neil Stephen Amos		2026-02-12
Stephen Richard Derrick Bailey		2023-07-19
Timothy Guy Barker		2026-02-12
Wendy Young		2023-07-20

Accounts

REGISTERED COMPANY NUMBER: 06057797 (England and Wales)
REGISTERED CHARITY NUMBER: 1118711

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
AGE CONCERN ISLE OF WIGHT**

AGE CONCERN ISLE OF WIGHT

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FOR THE YEAR ENDED 31 MARCH 2025**

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AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

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 31 March 2025. 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

OUR VISION

Age UK Isle of Wight's vision is to work in partnership to enable older people on the Isle of Wight to live well, independently, while not feeling isolated or lonely.

OUR MISSION STATEMENT

We will work with others to offer services that enable independent living. We aspire to be innovators, always adaptable, agile, and responsive to the needs of older Islanders.

OUR AIMS AND OBJECTIVES

The Charity Objects promote the following purposes for the benefit of the public and/or older people within the Isle of Wight:

- o preventing or relieving the poverty of older people;
- o advancing education;
- o preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- o promoting equality and diversity;
- o promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- o 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 Directors from time to time decide;
- o the outcome of this being the promotion of the well-being of older people.

Our activities fully reflect the Vision, Purpose, Aims and Objectives that the charity was set up to further.

OUR STRATEGIC DIRECTION

The Charity has a strategy to navigate the ever-changing external environment and financial challenges. Work has continued to review our operational model to ensure the charity remains sustainable, whilst ensuring older Islanders continue to be supported by the Charity's services.

Our work in 2024-25 continued to deliver services to Islanders that included:

CORE CHARITABLE ACTIVITIES:

- Information and Signposting
- Welfare Benefit Checks and Support to Claim These
- Volunteer Befriending Good Neighbour Scheme

HEALTH AND SOCIAL CARE COMMISSIONED ACTIVITIES:

- Hospital Discharge Support to include the Crisis Team and Hospital IDT
- Community Unit Activities
- Older Persons Mental Health Navigation Service

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

DIGITAL INCLUSION:

- Digital Inclusion Project funded by the Charity Reserves

OUR INCOME GENERATING SERVICES:

- Just About You (JAY) Help at Home

Trustees and the Senior Leadership Team reviewed these activities to ensure they were fit for purpose in meeting our aims and objectives and aligned with our Vision and Purpose. This regular scrutiny looked at what has been achieved, the beneficial impact on our clients and community, and where we might improve.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Age UK Isle of Wight Trustees have referred to the advice contained in the Charity Commission's general guidance on public benefit when reviewing our objectives and in planning for future activity. Trustees consider that our activities reflect our aims and objectives and are designed to deliver accessible services and activities that benefit the appropriate section of the public in accordance with our charitable objectives.

WHO USED AND BENEFITTED FROM OUR SERVICES AND PROJECTS?

Our objects and funding streams restrict the services we provide to residents on the Isle of Wight, although indirectly our services also support relatives, carers and friends living on the mainland. Our primary beneficiaries are those aged 50 and over, however our articles enable us to work with all persons on the Island preventing or relieving sickness, disease or suffering (whether emotional, mental or physical).

There are over 41,000 people over the age of 65 living on the Isle of Wight. The 2021 census shows the Isle of Wight population is significantly older than the England average. 29.3% of Islanders 65+ compared to 18.4% elsewhere in England, representing a 27% increase since the 2011 census.

These figures are predicted to grow to 34% by 2030, particularly in the 60-69 and 80+ age ranges.

GEOGRAPHY:

The Island is a Unitary Authority and Health and Social care activities are delivered in three localities, aligned with the three Primary Care Networks: Northeast Wight, South Wight and West and Central Wight, and we support across all locality areas.

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENT AND PERFORMANCE

REVIEW OF ACTIVITIES

During 2024-25, our activities continued to reach and provide benefit to a significant number of older people. They covered the following key areas:

OUR CORE CHARITABLE SERVICES

INFORMATION AND SIGNPOSTING

Providing independent, impartial, and confidential information and signposting to enable people to make informed decisions and access timely support. Access to the service was through telephone enquiries, appointments, outreach events, and home visits. This service was partly contracted in partnership with Citizens Advice Isle of Wight funded through the IOW Council which ended in December 2024.

From April 2024 to March 2025, we responded to 9,159 phone calls directly into this service alone.

GOOD NEIGHBOUR SCHEME - VOLUNTEER BEFRIENDING

The Good Neighbour Scheme is a cornerstone of our charitable services. Our Volunteers provide friendship and reliable support for local older residents who are often isolated or lonely. This is delivered through Telephone and Face to face befriending, relationship building and signposting to vital information and services.

In 2024-25 the Good Neighbour Scheme delivered over 8,800 hours of support.

HEALTH AND SOCIAL CARE COMMISSIONED ACTIVITIES

Hospital Based Services:

Age UK Isle of Wight has continued working in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team (IDT). With a focus on enabling healthy and safe discharge home, and preventing admission to hospital when unnecessary, we have become a key partner in the IDT. Whilst there are three separately funded projects, we have delivered these as a seamless service:

Project 1.

Provided an Activities Coordinator at the Hospital Community unit delivering social, physical and cognitive activities. This project supported 1,540 patients from April 2024 until October 2024, when this project ended.

Project 2.

The Hospital Care Navigators work on the **wards** supporting safe discharge for patients who are medically optimised. Ensuring that clients and carers are aware of appropriate services and activities available to them in their communities and are confident in accessing this support once home. In 2024-25 the Hospital Care Navigators supported 2,731 patients.

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Project 3.

Hospital Care Navigation support provided to the Crisis team enabling people to stay home and avoid hospital admittance. Age UK Isle of Wight helped the IDT to support 506 patients to avoid admission in 2024-25.

In total, Age UK Isle of Wight's Hospital Project supported 4,777 older Islanders.

OLDER PERSONS MENTAL HEALTH NAVIGATORS

Older Persons Mental Health Navigators promote self-confidence to increase a person's sense of health and wellbeing. They help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who are waiting for assessment.

In 2024-25 the service received 1,155 referrals.

Additionally, this service manages a constant open caseload of clients, stepping the clients down from the service when appropriate to do so dependent on client needs.

REACHING COMMUNITIES DIGITAL INCLUSION PROJECT

The Reaching Communities Digital Inclusion project was funded by the charity from reserves and concluded in July 2024. This project provided digital support through a range of activities enabling older residents to build their skills and confidence.

SERVICES THAT WE CHARGE FOR

JUST ABOUT YOU (JAY)

Just About You provides Support Workers to undertake essential domestic tasks that clients are no longer able to do for themselves. This may include shopping, cleaning, laundry, food preparation, and sitting service.

In 2024 – 2025 the service delivered over 30,921 hours to clients.

OTHER VITAL INCOME GENERATING ACTIVITY TO GENERATE A MIXED INCOME ECONOMY:

FUNDRAISING ACTIVITIES

The charity is registered with the Funding Regulator and adheres to the regulators' Fundraising Promise and Code of Conduct, and all fundraising activities comply with General Data Protection Regulations. No complaints have been received during the financial year 2024-25.

The Charity worked with an external organisation to build a 'Case for Support' and to undertake prospect research for funding opportunities to strengthen the charity's fundraising position.

Annual donation campaigns continued and in total the Charity received £44,472 (2024: £33,300) in donations and £115,589 (2024 £67,269) in legacy donations.

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

FINANCIAL REVIEW

FINANCIAL POSITION:

The current year's financial results reflected the challenging environment of rising costs, a very competitive market for all charities seeking additional funding, and some services and older projects being discontinued during the year.

Steps have been taken in the year, however, to further reduce overheads, including the sale of the freehold office building and renting office premises instead. Operations have been reviewed and streamlined. A tighter budget has been set for 2025 - 2026 reflecting the changes and funds have also been invested on a long-term basis to generate some steady income for the charity.

Incoming unrestricted and restricted resources for the year, available for charitable application were respectively, £888,970 and £388,384 (2024 £799,792 and £669,225).

Unrestricted and restricted expenditure amounted to £986,242 and £451,078 (2024 £842,526 and £743,593). Unrestricted and restricted funds carried forward at the end of the year amounted to £932,013 and £6,818 respectively (2024 £1,049,557 and £48,800).

The in-year deficit of £159,526 includes a deficit on restricted funds of £41,982. Unrestricted income can be used to support the charity to achieve its charitable objectives; however, the spending of restricted funds is limited to specific projects.

PRINCIPAL FUNDING SOURCES

- Independent Living Service, Just About You - £695,573
- Hospital Care and Community Contracted Services Income - £388,384

INVESTMENT POLICY

A review of the Investment Policy is undertaken annually by the Finance and Risk Committee, and any risk to the Charity is mitigated by investing the Charity's funds in financially regulated entities with a rating of AA or higher.

A designated long-term income generating investment fund has been created during the year to generate a source of steady income for the Charity, whilst retaining separately a prudent allocation of reserves for at least 3 months unrestricted expenditure at all times. The trustees retain discretion to reallocate funds from this designated long-term investment fund if needed. Trustees remain committed to maintaining, and if possible, enhancing the value of reserves by taking a balanced risk approach through due diligence. It remains particularly important to ensure that reserves do not erode over time because of the effects of inflation.

RESERVES POLICY

It is the policy of the charity to maintain unrestricted funds, which are the free reserves available to the Charity, at a minimum level of 3 months unrestricted expenditure in order to be confident of maintaining the essential work of the Charity in the event of a significant drop in funding and to avoid cash flow problems. This policy is reviewed annually by the Finance and Risk Committee to consider if there have been any changes in the risks to the organisation in the year, and they report to the Board of Trustees for ratification of any amendment if deemed necessary.

The current level of unrestricted reserves is £932,013 and is £412,677 after excluding fixed assets and designated funds, which means the charity continues to remain compliant with the policy. Funds currently designated as a long-term income generating reserve can also be redesignated as unrestricted at the trustees discretion if needed.

Details of the funds are outlined in the Notes to the Accounts.

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

CURRENT STATUS AND PRIORITIES FOR THE NEXT 12 MONTHS (2025/26)

The Chief Officer along with the Board of Trustees will review the Strategy and operational priorities for 2025 onwards.

Like many organisations, the Charity is working a lot harder and thinking creatively to maximise opportunities and partnerships. We are constantly reviewing our service offer to support older Island residents.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

Age Concern Isle of Wight (ACIW), which trades as Age UK Isle of Wight, was registered as a private limited company on 18th January 2007, registration no. 06057797. ACIW originally registered as a charity on 29th May 1973, and the company was registered as a charity on 5th April 2007. The assets of the original unincorporated association were transferred into the private limited company with effect from 1st April 2008. ACIW's governing document is its Memorandum and Articles of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This document was reviewed, and an administration clause added during 2024 for submission to the Charities Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00.

The charity trustees are also directors of the company for the purposes of charity law and under the company's Articles are known as the Board. All members of the Board give their time voluntarily and receive no benefits from the Charity.

No trustee expenses were reclaimed from the charity this year. Last year's expenses, totaling £510, are set out in note 10 to the accounts.

CHARITIES GOVERNANCE CODE 2017

The Board meets the principles and outcomes of the Charities Governance Code 2017 by either applying the recommended practice or by recording its explanation as to why it has decided not to apply the Code and what is done instead in certain circumstances.

TRUSTEE TENURE

The principles of the Charity Governance Code were accepted by the Board in 2018, and the Charity has taken steps to assess how well it meets recommended good practice and has acted on those areas identified for improvement.

The Board accepts the recommendation within the Charities Governance Code, that a trustee's term be determined as 3 years, up to a maximum of 3 terms. If a trustee serves more than 9 years, their reappointment would be subject to a particularly rigorous review and consider the need for progressive refreshing of the Board. This would also be disclosed within the Annual Accounts. The Chair may serve for a maximum of 6 consecutive years.

Under the requirements of the Memorandum and Articles of Association, Trustees appointed to the Board between AGM's retire at their first AGM and offer themselves for re-appointment. Thereafter, all Trustees are included within a retirement by rotation, whereby one third of the Board retire at each AGM and if eligible, offer themselves for re-appointment.

During 2024-25, Mr. Martyn Pearl, having served 10 months, resigned within their initial 3-year term due to personal commitments. The Charity thanks him for his active contribution to Board activities.

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

RECRUITMENT AND APPOINTMENT OF NEW TRUSTEES

An annual review takes place of the Board membership, and in the event of skills being lost, or new skills identified as required by the trustees, these are actively sought through a recruitment process in accordance with the trustees' Recruitment Policy. Age UK Isle of Wight also works to ensure that the Board reflects the Charity's commitment to equality and diversity and the involvement of older people themselves. As and when required, trustees undertake a skills and experience audit of current members to help identify where gaps exist and to guide future recruitment and selection requirements. Six new trustees were appointed during 2024/25.

INDUCTION AND TRAINING OF NEW TRUSTEES

A trustee induction pack is maintained and contains a variety of information, including Charity Commission publications and the governance documents relevant to the trustee's role. These are made available to new and serving trustees through software designed to manage access to all materials which trustees require, including all meeting papers and notes. New trustee onboarding sessions were held with new Board members including key staff and current trustees.

KEY MANAGEMENT REMUNERATION

The board of trustees makes decisions as to the pay of key management personnel after giving due consideration to performance and the requirements of the roles.

RELATED PARTIES

In so far as it is complementary to the Charity's objects, the Charity is guided by both local and national policy and initiatives. This includes:

NATIONAL POLICY AND GUIDANCE:

- o Safeguarding Vulnerable Groups Act (2006)
- o The Care Act (2014)

LOCAL POLICY AND GUIDANCE:

- o 4 Local Adult Safeguarding Boards "Safeguarding Adults Policy (2020)"
- o IOW Council's Adult Social Care "Care Close to Home" Strategy
- o IOW Dementia Strategy
- o IOW Carers Strategy

Age UK Isle of Wight are represented in Isle of Wight strategic and operational multi-agency forums related to our core purpose and articles. This includes:

- o IOW safeguarding Adults Board
- o IOW Voluntary Sector Forum
- o Dementia Strategy Implementation Board
- o Dementia Strategy Group - Carers Strategy Group
- o Southeast Regional Congress Age UK

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

AGE UK BRAND PARTNERSHIP AGREEMENT:

Age UK Isle of Wight is a local, independent charity, separate from the nationally known Age UK. The charity works together with Age UK and the wider Age UK network, in a spirit of collaboration and mutual support to achieve common goals. A Network Partnership Agreement took effect in early 2025.

RISK MANAGEMENT

Trustees actively review the Charity's risk register at both Finance and Risk Committee meetings and Trustee Monitoring Meetings. Risks are rated according to both likelihood and impact and core controls, and additional mitigating actions are agreed to reduce the likelihood or severity where possible to within tolerable levels.

During this year the key risk themes identified related to:

- o Financial sustainability with the potential ending of key services contract funding and an increased fundraising target.
- o Concern over staff recruitment and retention relating to the impact on morale regarding potential loss of funding.

A Charity Business Continuity Plan is in place with scheduled reviews.

BOARD AND COMMITTEE STRUCTURE

The Charity has a Trustee Board currently comprising of 10 members who are responsible for the overall governance and strategic direction of the Charity, and who come from a variety of backgrounds relevant to the work of Age UKIW. From March 24, the new Charity Articles and Governance Rules allow for the minimum number of Directors (also referred to as Trustees) to be 3, however the Charity's internal Governance Rules specify that Trustees feel more comfortable with a minimum of 5 and (unless otherwise determined by ordinary resolution) subject to a maximum of 10, except during transitional periods between recruitment/induction and anticipated retirements from the Board, to allow for continuity.

Trustee Monitoring Meetings, the Finance and Risk Committee and the Fundraising and Marcomms Strategic Panel are scheduled four times each year. Additional meetings are arranged when needed to discuss urgent business.

The Chief Officer is Ms. M Bunce. Mrs. Amy Gallop, the Company Secretary, sits on the Board but has no voting rights.

ORGANISATIONAL STRUCTURE

The day-to-day operation of Age UK Isle of Wight is delegated by the Board of Trustees to the Chief Officer, Finance Manager and Team Leads to deliver the services specified, meet strategic objectives, and ensure sustainability is achieved.

QUALITY MANAGEMENT

The Charity continued to maintain the Age UK Charity Quality Standard (CQS). It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff, and volunteers.

In 2023-24 Age UK Isle of Wight achieved the Age UK Quality Marque for Information and Signposting Standards.

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

REGISTERED COMPANY NUMBER

06057797 (England and Wales)

REGISTERED CHARITY NUMBER

111871

REGISTERED OFFICE

St. Thomas House
17 St. Thomas' Square
Newport
Isle of Wight
PO30 1SL

TRUSTEES

L Buckman (appointed 25.07.19)

C J Edwards (appointed 22.5.23)

G F Read (appointed 30.08.22)

K A Marriott (appointed 5.6.23)

S R D Bailey (appointed 19.7.23)

W Young (appointed 20.7.23)

J Hicks (appointed 8.5.24) (resigned 27.5.24)

H M Bentley (appointed 27.6.24)

M Bostock (appointed 27.6.24)

S Coleman (appointed 27.6.24)

M Huxtable (appointed 8.7.24)

M S Pearl (appointed 27.6.24) (resignation 05.05.25)

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

COMPANY SECRETARY

A Gallop

AUDITORS

MC Audit Limited
Statutory Auditors
Station House
North Street
Havant
PO9 1QU

BANKERS

Barclays Bank UK
Plc 102 St. James'
Street Newport
PO30 1UP

The Charity Bank Ltd
Fosse House
182 High
Street
Tonbridge
TN9 1BE

CHIEF OFFICER

Ms. M Bunce

AGE CONCERN ISLE OF WIGHT

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Isle of Wight for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

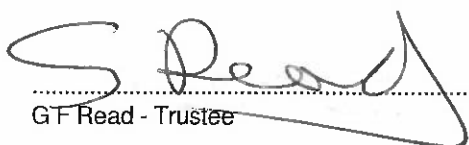
As far as the trustees are aware:

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

AUDITORS

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

Approved by order of the board of trustees on 31.12.25 and signed on its behalf by:


G F Read - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

Opinion

We have audited the financial statements of Age Concern Isle of Wight (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other matter

The financial statements of the entity for the year ended 31 March 2024, were audited by another auditor who expressed an unmodified opinion on those statements on 14 November 2024.

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

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.

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

Our responsibilities for the audit of the financial statements

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

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

From discussion with management and those charged with governance information about the entity is documented to assess the activity within the organisation. We discuss management's assessment of risk in respect of irregularities, fraud and going concern.

Based on these discussions and our own assessments we determined that the key risk areas were income recognition in respect of cut off issues and management override concerning the size of the organisation.

We set financial statement materiality level based on the level of income. As a not for profit organisation raising income is its primary focus which is why income was used to determine the level of materiality. Our overall assessment of risk was used to determine performance materiality at an appropriate level.

Substantive audit tests were designed after assessing and performing walkthrough tests. The walkthrough testing confirmed documented systems which have been designed to act as a preventative measure against fraud and error which appear to be operating as documented. Substantive testing tested a sample of the population, representative of the population, to identify errors. The testing did not identify any material misstatements in areas tested.

Audit substantive tests concluded no material errors over the key risk areas of income recognition and management override.

The audit considers the organisation is not exposed to material risk of error as a result of assessing laws and regulations that are appropriate to the organisation.

Management assessed there is no going concern risk. The audit undertook a review of budgets, management accounts and the review of board minutes and came to the same conclusion as management.

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 CONCERN ISLE OF WIGHT**

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.



Stuart Mackie (Senior Statutory Auditor)
for and on behalf of MC Audit Limited
Statutory Auditors
Station House
North Street
Havant
Hampshire
PO9 1QU

Date: 5/9/25

AGE CONCERN ISLE OF WIGHT

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	173,228	-	173,228	123,356
Charitable activities	5				
Enhancing and supporting lives		695,573	388,384	1,083,957	1,292,675
Other trading activities	3	3,521	-	3,521	37,607
Investment income	4	16,648	-	16,648	15,378
Total		<u>888,970</u>	<u>388,384</u>	<u>1,277,354</u>	<u>1,469,016</u>
 EXPENDITURE ON					
Raising funds	6	35,590	-	35,590	56,066
Charitable activities	7				
Enhancing and supporting lives		950,652	451,078	1,401,730	1,529,446
Other		-	-	-	607
Total		<u>986,242</u>	<u>451,078</u>	<u>1,437,320</u>	<u>1,586,119</u>
 Net gains on investments		<u>440</u>	-	<u>440</u>	-
 NET INCOME/(EXPENDITURE)		(96,832)	(62,694)	(159,526)	(117,103)
Transfers between funds	23	<u>(20,712)</u>	<u>20,712</u>	-	-
Net movement in funds		(117,544)	(41,982)	(159,526)	(117,103)
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,049,557</u>	<u>48,800</u>	<u>1,098,357</u>	<u>1,215,460</u>
 TOTAL FUNDS CARRIED FORWARD		<u><u>932,013</u></u>	<u><u>6,818</u></u>	<u><u>938,831</u></u>	<u><u>1,098,357</u></u>

The notes form part of these financial statements

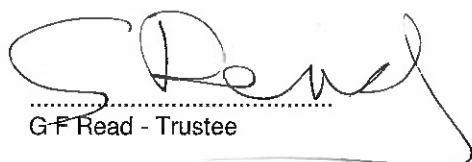
AGE CONCERN ISLE OF WIGHT

BALANCE SHEET 31 MARCH 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	14	2,521	230,281
Investments	15	<u>500,292</u>	<u>-</u>
		502,813	230,281
CURRENT ASSETS			
Debtors	16	84,370	60,784
Cash at bank		<u>462,037</u>	<u>993,491</u>
		546,407	1,054,275
CREDITORS			
Amounts falling due within one year	17	<u>(110,389)</u>	<u>(98,368)</u>
NET CURRENT ASSETS		<u>436,018</u>	<u>955,907</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		938,831	1,186,188
CREDITORS			
Amounts falling due after more than one year	18	-	<u>(87,831)</u>
NET ASSETS		<u>938,831</u>	<u>1,098,357</u>
FUNDS	23		
Unrestricted funds		932,013	1,049,557
Restricted funds		<u>6,818</u>	<u>48,800</u>
TOTAL FUNDS		<u>938,831</u>	<u>1,098,357</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 31/7/25 and were signed on its behalf by:


G.F. Read - Trustee

The notes form part of these financial statements

AGE CONCERN ISLE OF WIGHT
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

Notes	2025 £	2024 £
Cash flows from operating activities		
Cash generated from operations 1	(157,417)	<u>11,453</u>
Net cash (used in)/provided by operating activities	<u>(157,417)</u>	<u>11,453</u>
 Cash flows from investing activities		
Purchase of tangible fixed assets	-	(2,778)
Purchase of fixed asset investments	(500,000)	-
Sale of tangible fixed assets	203,615	-
Sale of fixed asset investments	440	-
Interest received	<u>16,648</u>	<u>15,378</u>
Net cash (used in)/provided by investing activities	<u>(279,297)</u>	<u>12,600</u>
 Cash flows from financing activities		
Loan repayments in year	<u>(94,740)</u>	<u>(13,188)</u>
Net cash used in financing activities	<u>(94,740)</u>	<u>(13,188)</u>
Change in cash and cash equivalents in the reporting period	(531,454)	10,865
Cash and cash equivalents at the beginning of the reporting period	<u>993,491</u>	<u>982,626</u>
 Cash and cash equivalents at the end of the reporting period	<u>462,037</u>	<u>993,491</u>

The notes form part of these financial statements

AGE CONCERN ISLE OF WIGHT
NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

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

	2025 £	2024 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(159,526)	(117,103)
Adjustments for:		
Depreciation charges	10,813	6,029
Losses on investments	(440)	-
Loss on disposal of fixed assets	13,332	718
Interest received	(16,648)	(15,378)
Loan interest paid	-	8,168
Gain on Investments	(292)	-
(Increase)/decrease in debtors	(23,586)	93,557
Increase in creditors	<u>18,930</u>	<u>35,462</u>
Net cash (used in)/provided by operations	<u>(157,417)</u>	<u>11,453</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank	<u>993,491</u>	<u>(531,454)</u>	<u>462,037</u>
	<u>993,491</u>	<u>(531,454)</u>	<u>462,037</u>
Debt			
Debts falling due within 1 year	(6,909)	6,909	-
Debts falling due after 1 year	<u>(87,831)</u>	<u>87,831</u>	<u>-</u>
	<u>(94,740)</u>	<u>94,740</u>	<u>-</u>
Total	<u>898,751</u>	<u>(436,714)</u>	<u>462,037</u>

The notes form part of these financial statements

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. 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.

Limited by Guarantee

The charitable company is a company limited by guarantee and has no share capital. The members of the company are each liable to contribute a maximum of £1 in the event of the company being wound up. The company is registered in England and Wales and is governed by its Articles of Association.

Going Concern

The financial statements have been prepared on a going concern basis. The trustees have assessed the charity's ability to continue as a going concern and have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, being at least twelve months from the date of approval of the financial statements.

In making this assessment, the trustees have considered the charity's financial position, cash flows, and future funding commitments. The charity has prepared forecasts and projections which demonstrate that it is able to meet its liabilities as they fall due. These forecasts include reasonable assumptions about the level of income expected from donations, grants, and other funding sources.

Critical accounting judgements and key sources of estimation uncertainty

In the preparation of these financial statements, the Trustees have not made any critical accounting judgements that have a significant effect on the amounts recognised in the financial statements.

No key sources of estimation uncertainty have been identified that would have a material impact on the carrying amounts of assets and liabilities.

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.

Voluntary income including donations and grants are recognised when receivable. For legacies entitlement is taken on a case by case basis on receipt or where the charity is aware of an impending distribution and the amount can be measured reliably. Where legacies have been notified or the charity is aware of the granting of probate, and the criteria for income recognition has not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from collections and fundraising is recognised on receipt of funds.

Grant income is often subject to performance related conditions, and where this is the case the resulting income is recognised as income from charitable activities to the extent that the performance conditions have been met at year end.

Income arising from the provision of services is recognised on completion of services giving rise to the income.

Interest receivable is recognised over the period that it is accrued.

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES - continued

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.

Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Assets costing less than £1,000 are not capitalised.

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

Land and buildings	- not provided
Plant and machinery	- Over 4 or 5 years on cost

The trustees are of the opinion that the residual value of the freehold buildings will not be less than cost and therefore the freehold buildings are not depreciated.

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 recognized in income or expenditure for the year as appropriate.

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.

Pension costs and other post-retirement benefits

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

Trade and other debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, deposits with banks and other short-term highly liquid investments and bank overdrafts. In the balance sheet, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term trade creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	44,472	33,300
Legacies	115,589	67,269
Grants	<u>13,167</u>	<u>22,787</u>
	<u>173,228</u>	<u>123,356</u>

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Fundraising events	<u>3,521</u>	<u>37,607</u>

4. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>16,648</u>	<u>15,378</u>

All investment income is derived from assets held in the United Kingdom.

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025	2024
		£	£
Hospital Care and Community Contracted services income	Enhancing and supporting lives	388,384	601,580
Just About You	Enhancing and supporting lives	695,573	691,545
Age Friendly Island	Enhancing and supporting lives	-	(450)
		<u>1,083,957</u>	<u>1,292,675</u>

6. RAISING FUNDS

Raising donations and legacies

	2025	2024
	£	£
Staff costs	24,649	24,730
Fundraising Costs	<u>10,941</u>	<u>31,336</u>
	<u>35,590</u>	<u>56,066</u>

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £
Enhancing and supporting lives	<u>1,401,730</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025 £	2024 £
Staff costs	1,185,244	1,249,040
Trustees' expenses	-	510
Employee Related Costs	13,179	27,795
Volunteer Recruitment And Exp	2,358	1,945
Direct Project Costs	22,910	95,495
Premises Costs	13,957	14,692
Office Costs	65,599	59,253
Transportation And Costs	17,220	15,932
Bank Charges And Interest	1,573	9,011
No description	837	-
Auditors' Remuneration	10,800	11,162
Legal And Professional Fees	43,908	13,394
Grant Repayment	-	24,470
Depreciation	10,813	6,029
Loss on sale of assets	<u>13,332</u>	<u>718</u>
	<u>1,401,730</u>	<u>1,529,446</u>

9. NET INCOME/(EXPENDITURE)

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

	2025 £	2024 £
Depreciation - owned assets	10,813	6,029
Deficit on disposal of fixed assets	<u>13,332</u>	<u>718</u>

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

During the year zero trustees (2024: 3) were reimbursed out of pocket expenses for a total of £nil (2024: £510).

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

11. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	1,124,657	1,189,782
Social security costs	67,894	67,212
Other pension costs	17,342	16,776
	<u>1,209,893</u>	<u>1,273,770</u>

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

	2025	2024
Managerial and admin	9	14
Operational	<u>69</u>	<u>71</u>
	<u>78</u>	<u>85</u>

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

KEY MANAGEMENT PERSONNEL REMUNERATION AND BENEFITS

The charity considers its key management personnel to comprise the Chief Officer, Financial Controller (formerly General Manager), and Finance Manager.

The total remuneration and benefits received by the three key management personnel operating during 2024/25 was £85,349 (2023/24: two key management personnel £70,842).

Remuneration includes gross salary, employer national insurance contributions, employer pension contributions, and taxable benefits in kind.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	122,905	451	123,356
Charitable activities			
Enhancing and supporting lives	624,619	668,056	1,292,675
Other trading activities	36,890	717	37,607
Investment income	<u>15,378</u>	<u>-</u>	<u>15,378</u>
Total	<u>799,792</u>	<u>669,224</u>	<u>1,469,016</u>
EXPENDITURE ON			
Raising funds	56,066	-	56,066
Charitable activities			
Enhancing and supporting lives	786,328	743,118	1,529,446
Other	<u>132</u>	<u>475</u>	<u>607</u>
Total	<u>842,526</u>	<u>743,593</u>	<u>1,586,119</u>
NET INCOME/(EXPENDITURE)	(42,734)	(74,369)	(117,103)

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Transfers between funds	<u>118,025</u>	<u>(118,025)</u>	<u>-</u>
Net movement in funds	75,291	(192,394)	(117,103)
RECONCILIATION OF FUNDS			
Total funds brought forward	974,265	241,195	1,215,460
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>1,049,556</u>	<u>48,801</u>	<u>1,098,357</u>

13. PRIOR YEAR ADJUSTMENT

It was noted that within prior years, expenditure related to restricted funds were incorrectly accounted for as unrestricted which meant that there was no movement in certain restricted funds.

Management have within the current year identified this and noted that it relates to prior financial years. This has been corrected retrospectively and does not have an effect on any line item in the financial statements other than funds.

14. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Totals £
COST			
At 1 April 2024	214,918	166,487	381,405
Disposals	<u>(214,918)</u>	<u>(8,641)</u>	<u>(223,559)</u>
At 31 March 2025	<u>-</u>	<u>157,846</u>	<u>157,846</u>
DEPRECIATION			
At 1 April 2024	-	151,124	151,124
Charge for year	-	10,813	10,813
Eliminated on disposal	<u>-</u>	<u>(6,612)</u>	<u>(6,612)</u>
At 31 March 2025	<u>-</u>	<u>155,325</u>	<u>155,325</u>
NET BOOK VALUE			
At 31 March 2025	<u>-</u>	<u>2,521</u>	<u>2,521</u>
At 31 March 2024	<u>214,918</u>	<u>15,363</u>	<u>230,281</u>

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

15. FIXED ASSET INVESTMENTS

	Listed investments £
MARKET VALUE	
Additions	500,000
Revaluations	<u>292</u>
At 31 March 2025	<u>500,292</u>
NET BOOK VALUE	
At 31 March 2025	<u><u>500,292</u></u>
At 31 March 2024	<u><u>-</u></u>

There were no investment assets outside the UK.

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade debtors	77,535	49,572
Prepayments and accrued income	<u>6,835</u>	<u>11,212</u>
	<u><u>84,370</u></u>	<u><u>60,784</u></u>

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Bank loans and overdrafts (see note 19)	-	6,909
Trade creditors	22,500	11,240
Social security and other taxes	8,921	16,822
Other creditors	4,614	4,460
Accruals and deferred income	46,094	39,590
Deferred grants	<u>28,260</u>	<u>19,347</u>
	<u><u>110,389</u></u>	<u><u>98,368</u></u>

In the 2024 comparative, the Social security and other taxes balance was re-classified in these financial statements as they had originally been included within trade creditors.

DEFERRED GRANT INCOME

Deferred income is included within other creditors falling due within one year and has arisen as a result of performance-related conditions on grants not being fulfilled at the reporting date and therefore unconditional entitlement to the income has not passed to the charity at the year end.

	2025 £	2024 £
Deferred income as at 1 April	19,347	10,000
Income released during the period	(19,347)	(10,000)
Income deferred during the reporting period	<u>28,260</u>	<u>19,347</u>
Deferred income as at 31 March	<u><u>28,260</u></u>	<u><u>19,347</u></u>

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

18. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Bank loans (see note 19)	-	87,831

The bank loan, originally repayable in monthly instalments over a period of 20 years from the date of the initial drawdown in 2013, bore interest at a rate of 3% above the base rate. The loan was fully repaid during the current financial year.

19. LOANS

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year on demand:		
Bank loans	-	6,909
Amounts falling between one and two years:		
Bank loans - 1-2 years	-	7,509
Amounts falling due between two and five years:		
Bank loans - 2-5 years	-	26,673
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	-	53,649

20. LEASING AGREEMENTS

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

	2025	2024
	£	£
Within one year	20,337	837
Between one and five years	67,462	1,674
	87,799	2,511

21. SECURED DEBTS

The following secured debts are included within creditors:

	2025	2024
	£	£
Bank loans	-	94,740

The loan was secured on the freehold property of the charity. The loan was repaid in full during the current year and the freehold property was sold.

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

22. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets	2,521	-	2,521	230,281
Investments	500,292	-	500,292	-
Current assets	539,589	6,818	546,407	1,054,275
Current liabilities	(110,389)	-	(110,389)	(98,368)
Long term liabilities	-	-	-	(87,831)
	<u>932,013</u>	<u>6,818</u>	<u>938,831</u>	<u>1,098,357</u>

23. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	752,087	(79,620)	(259,790)	412,677
Fixed assets fund	230,281	(12,842)	(214,918)	2,521
Infrastructure investment fund	46,594	-	(36,838)	9,756
Stitching fund	7,741	(974)	-	6,767
Supporting staff post covid	12,854	(3,396)	(9,458)	-
Income Generating fund	-	-	500,292	500,292
	<u>1,049,557</u>	<u>(96,832)</u>	<u>(20,712)</u>	<u>932,013</u>
Restricted funds				
Hewland fund	5,131	(2,313)	-	2,818
Crisis team	7,978	(7,978)	-	-
Dementia navigators	6,189	(6,189)	-	-
Reaching communities	18,815	(18,815)	-	-
Community unit	4,168	(4,168)	-	-
Older persons mental health	2,519	(2,519)	-	-
Care navigators IDT	4,000	-	-	4,000
Hospital, Care & Community	-	(20,712)	20,712	-
	<u>48,800</u>	<u>(62,694)</u>	<u>20,712</u>	<u>6,818</u>
TOTAL FUNDS	<u>1,098,357</u>	<u>(159,526)</u>	<u>-</u>	<u>938,831</u>

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

23. 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	882,203	(962,263)	440	(79,620)
Fixed assets fund	-	(12,842)	-	(12,842)
Stitching fund	6,767	(7,741)	-	(974)
Supporting staff post covid	-	(3,396)	-	(3,396)
	888,970	(986,242)	440	(96,832)
Restricted funds				
Hewland fund	-	(2,313)	-	(2,313)
Crisis team	-	(7,978)	-	(7,978)
Dementia navigators	-	(6,189)	-	(6,189)
Reaching communities	-	(18,815)	-	(18,815)
Community unit	-	(4,168)	-	(4,168)
Older persons mental health	-	(2,519)	-	(2,519)
Hospital, Care & Community	388,384	(409,096)	-	(20,712)
	388,384	(451,078)	-	(62,694)
TOTAL FUNDS	<u>1,277,354</u>	<u>(1,437,320)</u>	<u>440</u>	<u>(159,526)</u>

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

23. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	674,311	(37,472)	115,248	752,087
Fixed assets fund	234,251	(6,747)	2,777	230,281
Infrastructure investment fund	46,594	-	-	46,594
Stitching fund	1,960	5,781	-	7,741
Supporting staff post covid	17,149	(4,295)	-	12,854
	974,265	(42,733)	118,025	1,049,557
Restricted funds				
CCG care navigators	18,727	(18,727)	-	-
Prostate cancer care navigator	10	-	(10)	-
Living well programme	3,761	(3,761)	-	-
Digital inclusion project	9,177	(9,176)	(1)	-
Household support fund	-	(2,898)	2,898	-
Good neighbourhood scheme	-	(20,120)	20,120	-
Hewland fund	6,354	(1,223)	-	5,131
Crisis team	27,921	(19,943)	-	7,978
Dementia navigators	17,293	924	(12,028)	6,189
Digital champions	841	(18,886)	18,045	-
GPM	1,971	(1,972)	1	-
Reaching communities	9,636	9,179	-	18,815
Community unit	6,096	(1,928)	-	4,168
Older persons mental health	1,282	1,237	-	2,519
Care navigators IDT	138,126	12,924	(147,050)	4,000
	241,195	(74,370)	(118,025)	48,800
TOTAL FUNDS	<u>1,215,460</u>	<u>(117,103)</u>	<u>-</u>	<u>1,098,357</u>

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

23. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	793,806	(831,278)	(37,472)
Fixed assets fund	-	(6,747)	(6,747)
Stitching fund	5,985	(204)	5,781
Supporting staff post covid	-	(4,295)	(4,295)
	799,791	(842,524)	(42,733)
Restricted funds			
CCG care navigators	-	(18,727)	(18,727)
Living well programme	-	(3,761)	(3,761)
Digital inclusion project	(1)	(9,175)	(9,176)
Household support fund	50,364	(53,262)	(2,898)
Good neighbourhood scheme	40,570	(60,690)	(20,120)
Hewland fund	-	(1,223)	(1,223)
Crisis team	44,180	(64,123)	(19,943)
Dementia navigators	119,447	(118,523)	924
Digital champions	18,001	(36,887)	(18,886)
GPM	-	(1,972)	(1,972)
Reaching communities	155,870	(146,691)	9,179
Community unit	36,205	(38,133)	(1,928)
Older persons mental health	29,047	(27,810)	1,237
Care navigators IDT	175,542	(162,618)	12,924
	669,225	(743,595)	(74,370)
TOTAL FUNDS	1,469,016	(1,586,119)	(117,103)

Unrestricted Funds

Fixed Asset Fund

This fund represents the net book value of fixed assets held for unrestricted use by the charity. Depreciation is charged against this fund annually.

Infrastructure Investment Fund

This designated fund has been set aside to support future infrastructure investment and to allow for the replacement and enhancement of equipment.

Stitching Fund

This designated fund was created from a donation received from the Insinger Foundation (Netherlands), net of any expenditure applied against it.

Supporting Staff Post-COVID Fund

Designated by the Trustees to support staff wellbeing and development in recognition of the ongoing effects of the COVID-19 pandemic on team morale and capacity, especially given the continued increase in demand and client complexity.

Income generating fund

Designated by the trustees in order for the charity to generate more income by investing cash.

Restricted Funds

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

23. MOVEMENT IN FUNDS - continued

CCG Care Navigators

Funded by the Isle of Wight Clinical Commissioning Group (CCG), this fund supports a team of Care Navigators providing person-centred, holistic care planning and coordination across all GP practices on the Island, facilitating over 1,500 clients to live independently and avoid health crises.

Prostate cancer care navigator

Funded by Prostate Cancer UK for one year, this Care Navigator role focused on supporting men with prostate cancer and their families. The project ended in August 2015 as Funding from Prostate Cancer UK was no longer available, , as a result Age UKIW will work with the funder with regards to the outstanding unspent funds to support men through the care navigator programme.

Living Well Programme

This fund is supported through the Improved Better Care Fund (IBCF) and enables partnership work between four organisations to promote independent living for adults with learning disabilities, mental health issues, older people, and carers. The project also receives referrals from Social Services for individuals who do not meet statutory thresholds.

Digital Inclusion Project Funding to support

Older people aged 50+, people living with learning disability, people living with mental health conditions, and carers by: 1. Developing the skills and knowledge of the voluntary sector workforce (both staff and Volunteers) to support use of technology; and 2. Developing the skills and knowledge of people to use technology to enable them to do things for themselves and/or seek appropriate support to do things to support independent living for longer.

Household Support Fund

Funding to assist vulnerable households with essential needs, including food, energy costs, boiler servicing or repairs, essential white goods, and toiletries.

Good Neighbour Scheme

Previously funded under the Big Lottery project, this scheme continues with separate funding to enable volunteers to provide friendly, reliable support to older local residents.

Hewland Fund

Funding to assist vulnerable households with costs of essential white goods repairs or purchases and minor emergency home repairs, with awards up to £250.

Crisis Team

Funding to provide Care Navigation support within the Crisis team at St Mary's Hospital, employing community support staff to help individuals remain at home and avoid hospital admission when appropriate.

Dementia Navigators and Older Persons Mental Health (OPMH)

Funding for Dementia Care Navigators who promote self-confidence, wellbeing, and independence in individuals diagnosed with dementia or awaiting assessment, while also supporting their families.

Digital Champions Project

Funding to deliver digital workshops, conduct home visits, and recruit additional volunteers and staff, expanding outreach efforts to promote digital inclusion services.

Good Practice Mentor Project (GPM)

Funding to develop an Age Friendly Local Learning Network, bringing senior leaders together to embed Age Friendly Island principles into their organisations' strategic plans.

Reaching Communities Group

Funding to deliver workshops island-wide on online safety, online shopping, and access to medical services, alongside one-to-one in-person and online support to build digital skills and confidence in older residents.

AGE CONCERN ISLE OF WIGHT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

23. MOVEMENT IN FUNDS - continued

Community Unit

Funding for an Activities Coordinator to provide social, physical, and cognitive activities at the hospital community unit, supporting clients' health and wellbeing while awaiting discharge or residential placement.

Care Navigators Integrated Discharge Team (IDT)/ Hospital, Care & Community

Funding for Care Navigators based in hospital community wards, supporting patient discharge by ensuring patients and carers are aware of, and confident in accessing, appropriate community services and activities post-discharge.

24. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

25. ULTIMATE CONTROLLING PARTY

The charitable company is not under the control of another entity or any one individual.

26. MATERIAL LEGACIES

Legacy income is only included as incoming resources when the legacy has been received or when both the receipt and the amount is considered probable. As at the 31st March 2025, the charity had been notified of the following legacies, which have not been recognised as income within the accounts:

An estate where the charity are entitled to a one third share of 50% of the residuary estate.

An estate where the charity are currently entitled to a £5,000 share, but where the amount is still uncertain due to a potential claim against the estate which could reduce the value of the cash gift.

Accounts

REGISTERED COMPANY NUMBER: 06057797 (England and Wales)
REGISTERED CHARITY NUMBER: 1118711

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
FOR
AGE CONCERN ISLE OF WIGHT**

Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

AGE CONCERN ISLE OF WIGHT

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FOR THE YEAR ENDED 31 MARCH 2024**

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

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

OBJECTIVES AND ACTIVITIES

Our Vision

The Age UK Isle of Wight's vision is to work in partnership to enable older people on the Isle of Wight to live well, independently, while not feeling isolated or lonely.

Our Mission

We will work with others to offer services that enable independent living. We aspire to be innovators, always adaptable, agile and responsive to the needs of older Islanders.

Our Aims and Objectives

The Charity Objects promote the following purposes for the benefit of the public and/or older people within the Isle of Wight:

- o preventing or relieving the poverty of older people;
- o advancing education;
- o preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- o promoting equality and diversity;
- o promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- o 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 Directors from time to time decide;
- o the outcome of this being the promotion of the well-being of older people.

Our activities fully reflect the Vision, Purpose, Aims and Objectives that the charity was set up to further.

Our Strategic Direction

The Charity adopted a 3-year strategy in April 2023, to navigate the ever-changing external environment and financial challenges both nationally and locally. With funding harder to achieve, we have continued to review our operational model and restructure to ensure the charity remained sustainable, whilst ensuring older Islanders continued to be supported by the Charities services. Simultaneous work is continuing on a new national strategy by Age UK and going forward this will influence our strategy as a network partner and help shape and guide our activities and priorities in future.

The focus of our work in 2023-24 and ensuring it delivers our aims.

Our work in 2023-24 continued to deliver services to Islanders that included:

Core charitable activities:

- o Advice, signposting and Information
- o Welfare benefit checks and support to claim these
- o Volunteer befriending Good Neighbour Scheme

Health and Social Care Commissioned Activities:

- o Hospital Discharge Support to include the Crisis Team and Hospital IDT
- o Community Unit and the Gouldings Activities Coordinator
- o Older Persons Mental Health Navigation Service

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

OBJECTIVES AND ACTIVITIES

Commissioned Inclusion services for older residents:

- o Digital Inclusion Project funded by Reaching Communities Funding
- o Digital Champions Project

Our income generating services:

- o Just About You (JAY) Help at Home

Throughout the year the Trustees and the Senior Leadership Team reviewed these activities to ensure they were fit for purpose in meeting our aims and objectives and aligned with our Vision and Purpose. This regular scrutiny looked at what has been achieved, the beneficial impact on our clients and community, and where we might improve. It also identified areas where there was unmet need that underpinned our strategic planning for the year.

Age UK Isle of Wight continues to support in the following ways:

- o Providing 5,000 hours of volunteer befriending telephone calls to older people, including 162 new clients being referred to the service.
- o Expanding our digital inclusion project and providing 808 digital support sessions to older residents.
- o The Older Persons Mental Health Navigation Service which is linked to the Memory Service and Social Care partners supports clients both pre and post diagnosis. This service supported 1,964 clients and received 1,103 new referrals within the year.
- o Embedded within the Integrated Discharge Team at St. Mary's Hospital the Hospital Navigation Service ensure that patients can be safely discharged home, or kept physically, socially, and cognitively engaged whilst awaiting safe discharge.
- o The Activities Coordinator provides meaningful activities with patients in the Hospital Community Unit and the Gouldings Day Hub.

How our activities deliver public benefit

Age UK Isle of Wight Trustees have referred to the advice contained in the Charity Commission's general guidance on public benefit when reviewing our objectives and in planning for future activity. Trustees consider that our activities reflect our aims and objectives and are designed to deliver accessible services and activities that benefit the appropriate section of the public in accordance with our charitable objectives.

Who used and benefitted from our services and projects?

Our objects and funding streams restrict the services we provide to those residents on the Isle of Wight, although indirectly our services also support relatives, carers and friends living on the mainland. Our primary beneficiaries are those aged 50 and over, however our articles enable us to work with all persons on the Island preventing or relieving sickness, disease or suffering (whether emotional, mental or physical).

In 2023-24, Age UKIW portfolio of services delivered support to 4,801 clients, many of these clients accessed more than one service.

There are over 41,000 people over the age of 65 living on the Isle of Wight. The 2021 census shows the Isle of Wight population is significantly older than the England average. 29.3% of Islanders 65+ compared to 18.4% elsewhere in England, representing a 27% increase since the 2011 census.

These figures are predicted to grow to 34% by 2030, particularly in the 60-69 and 80+ age ranges.

In 2023-24

- o 55% of our clients disclosed to us that they live alone.
- o 69% of our accessing clients fall in the age 79 - 89 years category.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

OBJECTIVES AND ACTIVITIES

Geography:

The Island is a Unitary Authority and Health and Social care activities are delivered in three localities, aligned with the three Primary Care Networks: Northeast Wight, South Wight and West and Central Wight, and we support across all locality areas.

Additional Health Challenges

67% of our clients have disclosed that they are living with a long-term health condition, most commonly a physical disability.

Accessibility to our services is a priority, we offer telephone services and home visits to meet individual client needs.

ACHIEVEMENT AND PERFORMANCE

Review of activities

During 2023-24, our activities have continued to reach and provide benefit to a significant number of older people on the Island.

As part of an analysis of the Charity's business model and funding streams we have drawn distinctions between the following areas of activity for public benefit:

- o Core charitable activities.
- o Health and Social Care Commissioned activities.
- o Commissioned Inclusion services for older residents.
- o Income generating services.

March 2023 saw the ending of Funding provided by the Big Lottery Fund for the Good Mentoring Programme.

Our Core Charitable Services

Information, Advice and Signposting

We provided independent, impartial, and confidential information and advice to enable people to make informed decisions, access the support that they require, whether from us or system partners, and exercise maximum control over their lives. Access to the service was through telephone enquiry, appointments, outreach events and home visits. This service is contracted in partnership with Citizens Advice Isle of Wight funded through the IOW Council.

In 2023 this service was reviewed and restructured due to a reduction in funding, this resulted in the loss of 5 staff.

From April 2023 to March 2024, we responded to 15,084 phone calls directly into this service alone, this clearly evidences the need for support for older island residents including families and carers. Providing such a vital service remains challenging with less staff to respond, however we continue to do so in difficult circumstances.

We had the privilege of assisting over 1,750 individuals, the service provided more support to female clients with the largest proportion of service users aged between 71 and 90.

Funding for this service in 2023-24 comprised a combination of:

- o sub-contract funding from Citizen's Advice IOW, as part of Isle Help IOW Council funding,
- o core funding from Age UK
- o charitable donations

Welfare Benefit Checks and Support to Claim entitlements:

Sadly, this service ceased in June 2023 due to the funding coming to an end with no further funds available.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Good Neighbour Scheme - volunteer befriending

The award-winning Good Neighbour Scheme is a cornerstone of our charitable services. Our Volunteers provide friendship and reliable support for local older residents who are often isolated or lonely.

Our volunteers provide vital support and companionship through:

- o Face to face befriending; visiting those who feel lonely or isolated for a cup of tea and a chat, or outside in the fresh air perhaps in the park for a short walk.
- o Telephone befriending; calling regular residents to either have a catchup or simply for a wellness check to ensure they are doing ok.
- o Relationship building; helping someone to regain confidence after illness or bereavement.
- o Signposting to vital information and services either provided by Age UKIW or other local providers and activities that will support their health and wellbeing.

In 2023-24 on average the Good Neighbour Scheme supported 174 people a month, for some, this might be the only regular interaction they have. The service provided more support to female clients with the largest proportion of service users being aged 71 to 100.

The Good Neighbour Scheme Volunteers supported 10,774 support calls to older island residents of those calls, 5,051 were befriending phone calls, 3,755 were a visit to the home and 845 were accompanied an older person out into the community.

Volunteers also carried out 387 visits which supported transport to medical appointments, prescription collection and shopping.

Health and Social Care Commissioned Activities:

Hospital Based Services:

Age UKIW has continued working in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team (IDT). With a focus on enabling healthy and safe discharge home, and preventing admission to hospital when unnecessary, we have become a key partner in the IDT. Whilst there are three separately funded projects, we have delivered these as a seamless service:

Project 1.

To provide an Activities Coordinator at the Hospital Community unit. We provide social, physical and cognitive activities to enable clients to maintain their health and wellbeing whilst awaiting discharge home with an appropriate care package or to a residential placement.

Project 2.

Our Care Navigators work on community wards at the hospital supporting discharge for patients who are medically fit to leave hospital. Ensuring that clients and carers are aware of appropriate services and activities available to them in their communities and are confident in accessing this support once home.

Project 3.

To provide Care Navigation support to the Crisis team at St Mary's Hospital, with community support staff, enabling people to stay at home and avoid hospital admittance where appropriate.

The Care Navigators have received 1,625 patients in 2023-24, the vast majority are female and over the age of 70, these figures refer to projects 2 and 3.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Older Persons Mental Health Navigators

The Dementia Navigators Service was renamed due to changes in the funding stream. This service was designed jointly with Adult Social Care, the NHS and other Voluntary Sector Partners to ensure it was able to fill a gap within Memory Services and the pathway for diagnosis of Dementia. This service is fully embedded within the Dementia Strategy.

Older Persons Mental Health Navigators promote self-confidence to increase a person's sense of health and wellbeing. They help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who are waiting for assessment.

In 2023-24 the service received 1103 referrals; this included a slightly higher split of female to male clients. The majority of the clients supported were aged between 71 and 90. The number of clients supported aged 91 to 100 was 522. Age UKIW support individuals aged 50 and over, however in 2023-24 the Older Personas Mental Health Navigators supported individuals diagnosed with Dementia or a cognitive impairment and supported 20 clients aged 41 to 50.

Additionally, this service manages a constant open case load of clients, stepping the clients down from the service when appropriate to do so dependent on client needs.

Commissioned Inclusion services for older residents

Reaching Communities Project

The Reaching Communities project funded by the Big Lottery Fund, delivered the Digital Inclusion Project which ended in March 2023. The Digital Inclusion Project supported older residents through Group workshops delivered across the Island covering topics such as online safety, shopping online, and access to medical services. One to one support was also provided in person and remotely to support older residents build their skills and confidence.

Our Digital inclusion project engaged with 2,800 people to improve their digital skills in 2023-24. The service provided more support to female clients where the largest proportion of service users were aged 71 to 90.

Digital Champions project

The Digital Champions project funded by Age UK National ended in June 2023. The project extended the reach of the Digital Inclusion project by providing funding for more digital workshops and home visits, recruitment of additional digital volunteers and staff for increased outreach events to promote the digital inclusion services. Digital Volunteers provided over 750 hours of support within the community.

Dignity in Every Pack Project

With funding from Connect4Communities, Age UK Isle of Wight provided £45,000 worth of continence and dignity supporting products to Island residents, free of charge, significantly improving the accessibility of these products in the community. 1,000 packs, each with a range of products valued at £45, were distributed across the Isle of Wight, supporting households with residents over the age of 50. Within each pack, individuals received a variety of products to provide hygiene and dignity to those with continence challenges and a guide of how to navigate their continence journey advising them how they can access these products through the NHS.

We successfully collaborated with 37 organisations and charities across the Island to distribute these packs, with many more assisting in promoting and signposting our efforts.

Services that we charge for

Alongside our charitable activity, and services funded by grants or through public sector contracts, the Charity delivers services where a charge is made to the individual. As follows:

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Just About You (JAY)

To enable older people to maintain their independence and stay active in their communities, Just About You provides Support Workers to undertake essential domestic tasks that clients are no longer able to do for themselves. This may include shopping, cleaning, laundry, food preparation and sitting. Clients are aged from 50 years, and they decide how many hours of their Support Workers time they wish to purchase each week.

Just About You (JAY) is one of our longest-standing services and the service delivered 27,326 visits and received 262 client referrals during 2023-24. The service provided more support to female clients with the largest proportion of service users were aged 81 to 90.

OTHER VITAL INCOME GENERATING ACTIVITY TO GENERATE A MIXED INCOME ECONOMY:

Fundraising activities

Age UKIW has been registered with the Funding Regulator since March 2018 and adheres to the regulators Fundraising Promise and Code of Conduct. Age UKIW has not received any complaints with regards to its fundraising activities during the 2023-24 financial year. All fundraising activities comply with General Data Protection Regulations.

Age UKIW's longstanding Fundraising Manager left the Charity in April 2023 and being able to replace this post proved challenging. A review of the Fundraising department was undertaken, and the importance of applying for longer term funds to ensure our sustainability was identified. Trustees agreed to use an external organisation to build a 'case for support' and to undertake prospect research for funding opportunities to strengthen the charity's fundraising position in such a competitive environment.

Annual donation campaigns continued and in total the Charity received £33,300 (2023: £67,910) in donations and £67,269 (2023: £126,868) in legacy donations.

FINANCIAL REVIEW

Financial position

Incoming unrestricted and restricted resources for the year, available for charitable application were respectively, £799,792 and £669,225 (2023: £737,504 and £706,430). Unrestricted and restricted expenditure amounted to £842,526 and £743,593 (2023: £956,550 and £841,012). Unrestricted and restricted funds carried forward at the end of the year amounted to £890,477 and £207,880 respectively (2023: £974,265 and £241,195). The in-year deficit of £117,102 includes a deficit on restricted funds of £33,315. Unrestricted income can be used to support the charity to achieve its charitable objectives, however the spend of restricted funds is limited to specific projects.

Principal funding sources

- Independent Living Service, Just About You - £601,329
- Clinical Commissioning Group (CCG) - £404,420
- Big Lottery - £137,882

Investment policy

After prudent allocation of reserves for good governance, and commitment to an average of 3 months liquidity available at all times, there are few funds remaining for long-term investment. However, Trustees remain committed to maintain, and if possible, enhance the value of the invested funds taking a balanced risk approach through due diligence. It remains particularly important to ensure that reserves do not erode over time because of the effect of inflation.

Age UKIW seeks to minimise the level of risk inherent with achieving the objectives set out above, by holding a diversified investment portfolio with an overall low risk.

A review of the Investment policy is undertaken annually by the Finance and Risk Committee and any risk to the Charity is mitigated by investing the Charity's funds in different bank accounts rather than an investment portfolio.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FINANCIAL REVIEW

Reserves policy

The Finance and Risk Committee annually review the charity's requirements for reserves in light of the main risks to the organisation, making a recommendation that is ratified by the whole Board.

Age UK IW trustees have used a simplified approach in setting a minimum level of reserves for the charity. Trustees have considered:

- o The risk of unforeseen emergency or other unexpected need for funds, e.g. an unexpected large bill or an urgent project that needs to be funded.
- o Covering unforeseen day to day, e.g. temporary staff to cover long term absences.
- o A source of income not being renewed as funds might be required to give trustees time to take action if income falls below expectations.
- o Planned commitments, or designations, that cannot be met by future income alone, e.g. major asset purchases.
- o The need to fund short term deficits in a cash budget, e.g. money may need to be spent before grant / income is received.

It is the policy of the charity to maintain unrestricted funds, which are the free reserves available to the Charity, at a minimum level of 3 months and a target level of 4 months unrestricted expenditure in order to be confident of maintaining the essential work of the Charity in the event of a significant drop in funding and to avoid cash flow problems. Budgeted expenditure for 2023-24 is 1.65 million so the charity is now achieving its target free reserves level.

The overall reserves of the Charity held at 31 March 2024 amounted to £1,098,357 of which £207,878 was held for restricted purposes. Unrestricted reserves of £230,281 represent fixed assets and are linked to asset values in the balance sheet. An additional amount of £7,741 of unrestricted reserves relating to funding received have been previously designated for specific purposes by Trustees. This leaves £882,738 of free unrestricted reserves. This is in excess of targeted reserves, however the trustees are satisfied that this leaves the charity in good financial health during a period of less certain income and enables the charity to meet the needs of the users. It should be noted that although not allocated to timetabled expenditure and so not included in the above the trustees have also set aside funds of £59,448 from this to support improvements to the charities infrastructure and staff development.

Details of the funds are outlined in the Notes to the Accounts.

CURRENT STATUS AND PRIORITIES FOR THE NEXT 12 MONTHS (2023/24)

The Chief Officer along with trustees have reviewed the strategic 3-year plan, which was approved by the Board in March 2023. Operational priorities for 2023-24 have been agreed and communicated across the organisation.

The new strategy focuses on:

1. Reviewed and strengthened Vision, Mission and Values;
2. The high-level Strategic Outcomes we seek to achieve in the next 2 years and the priorities that sit beneath.
3. The resources and enablers we will need to achieve these agreed outcomes.
4. The key activities we will deliver in pursuit of our strategic outcomes and how we will know that they have made the impact we aspire to bring about.
5. The stakeholders we will work with and for, and how we will do this.

Trustees, staff and volunteers remain committed to responding to the changing needs of the Charity and its workforce. The Charity started a review of the client record management system Charity Log and whether this system was suitable to our changing needs. A task and finish group were established and led by the operational lead. The groups were tasked with identifying an alternative solution that would have the capabilities to support the wider charity alongside services and improve workflow.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

After having restructured the Charity, flattening our organisational structure and streamlining our support services. we continue to review how we deliver our services to meet the ever-changing needs of the community with ever decreasing funding. The Board of Trustees recognised that with a reduced management structure additional support was required and a number of working groups were established to progress key priorities, these included Accommodation, Digital and Volunteering.

We recognised the need to better communicate what we do as a Charity and the impact of our services on the community therefore, we recruited a PR and Marketing Communications (MarComms) Executive in August 2023. It is the hope that this appointment will raise the charity's profile and reinforce we are a local and independent charity that shares a national name.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Concern Isle of Wight (ACIW) was registered as a private limited company on 18th January 2007, registration no. 06057797. ACIW originally registered as a charity on 29th May 1973, and the company was registered as a charity on 5th April 2007. The assets of the original unincorporated association were transferred into the private limited company with effect from 1st April 2008. ACIW's governing document is its Memorandum and Articles of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This document was reviewed, and an administration clause added during 2021 for submission to the Charities Commission and Companies House, and approval and acceptance was received on 30 November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00.

The charity Trustees are also directors of the company for the purposes of charity law and under the company's Articles are known as the Board.

All members of the Board give their time voluntarily and receive no benefits from the charity.

Any expenses reclaimed from the charity are set out in note 12 to the accounts, totaling £510 (2023: £200).

Charities Governance Code 2017

The Board meets the principles and outcomes of the Charities Governance Code 2017 by either applying the recommended practice or by recording its explanation as to why it has decided not to apply the Code and what is done instead in certain circumstances.

Trustee tenure

The principles of the Charity Governance Code were accepted by the Board in 2018 and the Charity has taken steps to assess how well it meets recommended good practice and has acted on those areas identified for improvement.

The Board accepts the recommendation within the Charities Governance Code, that a Trustees term be determined as 3 years, up to a maximum of 3 terms. If a Trustee serves more than 9 years their reappointment would be subject to a particularly rigorous review and take into account the need for progressive refreshing of the Board, it would also be disclosed within the Annual Accounts. The Chair may serve for a maximum of 6 consecutive years.

Under the requirements of the Memorandum and Articles of Association, Trustees appointed to the Board between AGM's retire at their first AGM and offer themselves for re-appointment. Thereafter, all Trustees are included within a retirement by rotation, whereby one third of the Board retire at each AGM and if eligible, offer themselves for re-appointment.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

During 2023-24, seven Trustees retired from the Board. Mr R. Robertson, having served 3 years 9 months, Mrs S. Evans having served 7 years 2 months (6 years as Chair), Mrs V. Barraclough having served 7 years 6 months. Staff and Trustees would like to thank them for all for the commitment and dedication they demonstrated throughout their years serving as Trustees with the Charity.

Mrs D. Becker having served 1 year 1 month, Mrs C. Flury having served 10 months and Mr K. Jenkins having served 1 month, all resigned within their initial 3-year term due to personal commitments. The Charity thanks them for their active contribution to Board activities.

Sadly, Mr J. Anderson a Trustee appointed in April 2021 passed away in August 2023 following his resignation due to ill health in July. Trustees and staff at Age UKIW were deeply saddened by this news and wish to formally record their sincere condolences to his wife and family.

Recruitment and appointment of new Trustees

An annual review takes place of the Board membership and in the event of skills being lost, or new skills identified as required by the Trustees, these are actively sought through a recruitment process in accordance with the Trustee Recruitment Policy. Age UKIW also works to ensure that the Board reflects the Charity's commitment to equality and diversity and the involvement of older people themselves. As and when required, Trustees undertake a skills and experience audit of current members to help identify where gaps exist and to guide future recruitment and selection requirements. Six new Trustees were appointed during 2023/24, with a further recruitment exercise planned for the Summer of 2024 to support the boards succession planning.

Induction and training of new Trustees

A trustee induction pack is maintained and contains a variety of information, including various Charity Commission publications and the governance documents relevant to the Trustee role. These are made available to new and serving Trustees on software designed to manage access to all material which Trustees require, including all meeting papers and notes. New Trustee on boarding sessions were held with new Board members including key staff and current trustees.

Key management remuneration

The board of Trustees makes decisions as to the pay of key management personnel after giving due consideration to performance and the requirements of the roles. The board has considerable HR experience which is invaluable in assisting with this consideration.

Related parties

In so far as it is complementary to the Charity's objects, the Charity is guided by both local and national policy and initiatives. This includes:

National Policy and Guidance:

- o Safeguarding Vulnerable Groups Act (2006)
- o The Care Act (2014)

Local Policy and Guidance:

- o 4 Local Adult Safeguarding Boards "Safeguarding Adults Policy (2020)"
- o IOW Council's Adult Social Care "Care Close to Home" Strategy
- o IOW Dementia Strategy
- o IOW Carers Strategy

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age UK Isle of Wight are represented in several Isle of Wight strategic and operational multi-agency forums related to our core purpose and articles. This includes:

- o IOW safeguarding Adults Board
- o IOW Voluntary Sector Forum
- o Dementia Strategy Implementation Board
- o Dementia Strategy Group - Carers Strategy Group
- o Southeast Regional Congress Age UK

Age UK Brand Partnership Agreement

Age UKIW is a local, independent charity, separate from national Age UK. The charity works together with Age UK and the wider network, in a spirit of collaboration and mutual support to achieve common goals. A new Brand Partnership Agreement has been delayed again and is expected in early 2025. Every effort is being made to ensure that whatever change takes place, the many people who benefit from our local services will continue to be able to do so irrespective of our future structural relationship with our National Umbrella Organisation.

Risk management

Trustees actively review the Charity's risk register at both Finance and Risk Committee meetings and Trustee Monitoring Meetings. Risks are rated according to both likelihood and impact and core controls and additional mitigating actions are agreed to reduce the likelihood or severity where possible to within tolerable levels.

During this year the key risk themes identified related to:

- o Risk relating to the number of trustees in post while new trustees were recruited.
- o Financial sustainability with the ending of several key sources of funding, an increased fundraising target and restructuring required to reduce costs.
- o Concern over staff recruitment and retention relating to the impact on morale of restructuring and loss of funding.

A Charity Business Continuity Plan is in place with scheduled reviews.

Board and Committee Structure

The Charity has a Trustee Board currently comprising of 11 members who are responsible for the overall governance and strategic direction of the Charity, and who come from a variety of backgrounds relevant to the work of Age UKIW. From March 2024 the new Articles and Governance Rules allow for a Board of no less than 3 but (unless otherwise determined by ordinary resolution) shall not be subject to any maximum.

Trustee Monitoring Meetings are scheduled four times each year and there are two Committees; the Finance and Risk Committee, and a Fundraising and Marcomms Strategic Panel that each also meet four times per year. Additional meetings are arranged when required to discuss urgent business.

The Chief Officer is Mrs M Bunce. Mrs Amy Gallop the Company Secretary sits on the Board but has no voting rights.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Infrastructure and Organisational Structure

Infrastructure

A robust infrastructure is fundamental to the management and sustainability of Age UKIW and includes:

Chief Officer (job title changed from Chief Operating Officer)

- o Support for Trustees
- o Governance
- o Human Resources
- o Health & Safety and Premises
- o IT/Telephony
- o Fundraising, Marketing and Communications
- o Services

Finance Business Partner - 01.04.23-19.07.23, Finance Controller - 01.09.23 - 31.12.23 and General Manager - 01.01.24 - 31.03.24.

- o Finance
- o Services

Organisational structure

Age Concern Isle of Wight (T/A Age UK Isle of Wight) is a local, independent registered Charity and a member of the Age England Association. As a member of the Federation, Age UKIW is able to share information with the network of charities under the Age UK umbrella.

The day-to-day operation of Age UKIW is delegated to the Chief Officer, and Team Leads to deliver the services specified, meet strategic objectives, and ensure sustainability is achieved. A Scheme of Delegation is in place with scheduled reviews.

Internal infrastructure support has significantly improved to allow both Trustees and the Leadership Team to monitor strategic progress and make sound decisions, maintaining focus on risk assessment, timely management accounting information and strategic reporting.

Quality Management

The Charity continued to maintain the AUK Charity Quality Standard (CQS) which recognises the high standard of our performance as an organisation. Re certification was gained in September 2023. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff, and volunteers.

In 2023-24 Age UKIW completed a self-evaluation of the Information and Signposting Service we deliver in order to achieve the AUK Quality Marque for Information and Signposting Standards. This was awarded to us in July 2024.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06057797 (England and Wales)

Registered Charity number
1118711

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Registered office

St. Thomas House
17 St. Thomas' Square
Newport
Isle of Wight
PO30 1SL

Trustees

V A Barraclough (resigned 23.11.23)
S Evans (resigned 23.11.23)
L Buckman
R Robertson (resigned 27.4.23)
J Archer (resigned 19.7.23)
C G Flury (appointed 30.5.23) (resigned 21.3.24)
C J Edwards (appointed 22.5.23)
D C Becker (resigned 14.9.23)
G F Read
K A Marriott (appointed 5.6.23)
S R D Bailey (appointed 19.7.23)
K F Jenkins (appointed 19.7.23) (resigned 6.8.23)
W Young (appointed 20.7.23)
J Hicks (appointed 8.5.24) (resigned 27.5.24)
H M Bentley (appointed 27.6.24)
M Bostock (appointed 27.6.24)
S Coleman (appointed 27.6.24)
M Huxtable (appointed 8.7.24)
M S Pearl (appointed 27.6.24)

Company Secretary

A Gallop

Auditors

Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Bankers

Barclays Bank UK Plc
102 St. James' Street
Newport
PO30 1UP

The Charity Bank Ltd
Fosse House
182 High Street
Tonbridge
TN9 1BE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

REFERENCE AND ADMINISTRATIVE DETAILS

Chief Operating Officer

Mrs M Bunce

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Isle of Wight for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

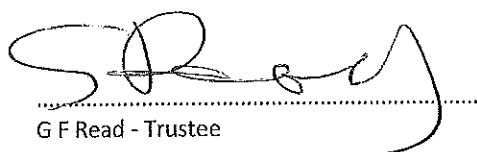
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the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

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

In so far as the trustees are aware:

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

Approved by order of the board of trustees on 14/11/24 and signed on its behalf by:


G F Read - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE CONCERN ISLE OF WIGHT**

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.

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.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

Our responsibilities for the audit of the financial statements

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

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

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.

As part of planning our audit we determined materiality and assessed the risks of material misstatement in the financial statements. Based on our understanding of the charitable company we identified the principal risks to the charitable company as management override of controls, potential for fraud in respect of revenue recognition particularly in respect of cash income, and potential for cut off of grant income to be incorrectly applied.

Audit procedures performed by the engagement team included:

- A review of journals made in preparing the final results for preparation of the accounts, and a review of accounting estimates made by management.
- Review to ensure there are no transactions that have no apparent business or charitable purpose, or that have been processed outside the usual accounting systems.
- Extension of the sample sizes for audit testing carried out in relation to cash income, and consideration and testing of controls in place around this income.
- Discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations or fraud.
- A review of all contracts related to grant income, and careful consideration of the performance related conditions surrounding entitlement to income.

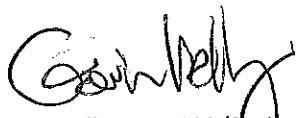
There are inherent limitations in the audit procedures described above, and the further removed non-compliance with laws and regulations is from events and transactions reflected in the financial statements, the less likely we are to become aware of it. The risk of not detecting a material misstatement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

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 CONCERN ISLE OF WIGHT**

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.



Gavin Kelly ACA ACCA (Senior Statutory Auditor)
for and on behalf of Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Date: 14/11/24

AGE CONCERN ISLE OF WIGHT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	122,905	451	123,356	243,932
Charitable activities					
Enhancing and supporting lives	6	624,618	668,057	1,292,675	1,177,384
Other trading activities	4	36,890	717	37,607	16,416
Investment income	5	15,378	-	15,378	6,202
Total		799,791	669,225	1,469,016	1,443,934
EXPENDITURE ON					
Raising funds	7	56,066	-	56,066	55,460
Charitable activities					
Enhancing and supporting lives	8	786,328	743,118	1,529,446	1,742,017
Other	10	132	475	607	85
Total		842,526	743,593	1,586,119	1,797,562
NET INCOME/(EXPENDITURE)					
Transfers between funds	22	(42,735)	(74,368)	(117,103)	(353,628)
		(41,053)	41,053	-	-
Net movement in funds		(83,788)	(33,315)	(117,103)	(353,628)
RECONCILIATION OF FUNDS					
Total funds brought forward		974,265	241,195	1,215,460	1,569,088
TOTAL FUNDS CARRIED FORWARD		890,477	207,880	1,098,357	1,215,460

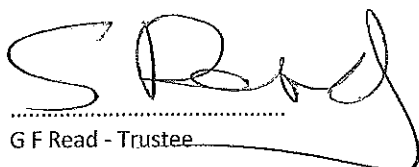
The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	15	230,281	-	230,281	234,250
CURRENT ASSETS					
Debtors	16	60,784	-	60,784	154,341
Cash at bank		785,613	207,878	993,491	982,626
		<u>846,397</u>	<u>207,878</u>	<u>1,054,275</u>	<u>1,136,967</u>
CREDITORS					
Amounts falling due within one year	17	(98,368)	-	(98,368)	(63,741)
		<u>748,029</u>	<u>207,878</u>	<u>955,907</u>	<u>1,073,226</u>
NET CURRENT ASSETS					
		<u>748,029</u>	<u>207,878</u>	<u>955,907</u>	<u>1,073,226</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>978,310</u>	<u>207,878</u>	<u>1,186,188</u>	<u>1,307,476</u>
CREDITORS					
Amounts falling due after more than one year	18	(87,831)	-	(87,831)	(92,016)
		<u>890,479</u>	<u>207,878</u>	<u>1,098,357</u>	<u>1,215,460</u>
NET ASSETS		<u>890,479</u>	<u>207,878</u>	<u>1,098,357</u>	<u>1,215,460</u>
FUNDS	22				
Unrestricted funds				890,479	974,265
Restricted funds				207,878	241,195
TOTAL FUNDS				<u>1,098,357</u>	<u>1,215,460</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 11/11/24 and were signed on its behalf by:


G F Read - Trustee

AGE CONCERN ISLE OF WIGHT

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	11,453	(416,699)
Net cash provided by/(used in) operating activities		11,453	(416,699)
Cash flows from investing activities			
Purchase of tangible fixed assets		(2,778)	(8,407)
Interest received		15,378	6,202
Net cash provided by/(used in) investing activities		12,600	(2,205)
Cash flows from financing activities			
Loan repayments in year		(13,188)	(11,537)
Net cash used in financing activities		(13,188)	(11,537)
Change in cash and cash equivalents in the reporting period		10,865	(430,441)
Cash and cash equivalents at the beginning of the reporting period		982,626	1,413,067
Cash and cash equivalents at the end of the reporting period		993,491	982,626

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

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

	2024 £	2023 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(117,103)	(353,628)
Adjustments for:		
Depreciation charges	6,029	13,601
Loss on disposal of fixed assets	718	3,994
Interest received	(15,378)	(6,202)
Loan interest paid	8,168	5,581
Decrease/(increase) in debtors	93,557	(63,757)
Increase/(decrease) in creditors	35,462	(16,288)
Net cash provided by/(used in) operations	<u>11,453</u>	<u>(416,699)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	<u>982,626</u>	<u>10,865</u>	<u>993,491</u>
	<u>982,626</u>	<u>10,865</u>	<u>993,491</u>
Debt			
Debts falling due within 1 year	(7,744)	835	(6,909)
Debts falling due after 1 year	<u>(92,016)</u>	<u>4,185</u>	<u>(87,831)</u>
	<u>(99,760)</u>	<u>5,020</u>	<u>(94,740)</u>
Total	<u>882,866</u>	<u>15,885</u>	<u>898,751</u>

The notes form part of these financial statements

1. GENERAL INFORMATION

Age Concern Isle of Wight is a private company limited by guarantee and incorporated in England. The financial statements are presented in Pounds Sterling, which is the functional currency of the charitable company.

The registered office of the charitable company is St Thomas' Chambers, 147 High Street, Newport, Isle of Wight, PO30 1TY.

There are no material uncertainties about the charity's ability to continue.

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.

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.

Voluntary income including donations and grants are recognised when receivable. For legacies entitlement is taken on a case by case basis on receipt or where the charity is aware of an impending distribution and the amount can be measured reliably. Where legacies have been notified or the charity is aware of the granting of probate, and the criteria for income recognition has not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from collections and fundraising is recognised on receipt of the funds.

Grant income is often subject to performance related conditions, and where this is the case the resulting income is recognised as income from charitable activities to the extent that the performance conditions have been met at the year end.

Income arising from the provision of services is recognised on completion of the services giving rise to the income.

Interest receivable is recognised over the period that it is accrued.

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.

Fundraising costs are publicity costs and those costs incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Assets costing less than £1,000 are not capitalised.

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

Land and buildings	- not provided
Plant and machinery	- Over 4 or 5 years on cost

The trustees are of the opinion that the residual value of the freehold buildings will not be less than cost and therefore the freehold buildings are not depreciated.

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 income or expenditure for the year as appropriate.

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.

Pension costs and other post-retirement benefits

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

Creditors

Short term creditors are measured at transaction (invoice) price

Loans and other financial liabilities are initially recognised at transaction price net of any transaction costs and subsequently measured at amortised cost determined using the effective interest method.

Provisions

Provisions are recognised when there is an obligation at the reporting date as a result of a past event, it is probable that economic benefit will be transferred to settle the obligation and the amount of the obligation can be estimated reliably.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

3. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Donations	33,299	1	33,300	67,910
Legacies	67,269	-	67,269	126,868
Grants	22,337	450	22,787	49,154
	<u>122,905</u>	<u>451</u>	<u>123,356</u>	<u>243,932</u>

4. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fundraising events	<u>36,890</u>	<u>717</u>	<u>37,607</u>	<u>16,416</u>

5. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Deposit account interest	<u>15,378</u>	<u>-</u>	<u>15,378</u>	<u>6,202</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024 £	2023 £
Performance related grants	Enhancing and supporting lives	691,796	701,306
Just about you	Enhancing and supporting lives	601,329	465,168
Student placements	Enhancing and supporting lives	-	560
Age Friendly Island	Enhancing and supporting lives	(450)	10,350
		<u>1,292,675</u>	<u>1,177,384</u>

AGE CONCERN ISLE OF WIGHT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

7. RAISING FUNDS

Raising donations and legacies

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Staff costs	24,730	-	24,730	46,109
Fundraising costs	31,336	-	31,336	9,351
	<u>56,066</u>	<u>-</u>	<u>56,066</u>	<u>55,460</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £
Enhancing and supporting lives	<u>1,529,446</u>

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024 £	2023 £
Staff costs	1,249,040	1,501,355
Trustees' expenses	510	200
Employee related costs	27,795	17,598
Volunteer recruitment and expenses	1,945	2,263
Direct project costs	95,495	31,672
Premises costs	14,692	22,265
Office costs	59,253	76,597
Transportation and costs	15,932	20,193
Bank charges and interest	9,011	6,568
Auditors' remuneration	11,162	10,320
Legal and professional fees	13,394	35,391
Grant repayment	24,470	-
Depreciation	6,029	13,601
Loss on sale of assets	718	3,994
	<u>1,529,446</u>	<u>1,742,017</u>

Included in direct costs is interest payable of £8,168 in relation to the bank loan (2023: £5,581).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**10. OTHER**

	Unrestricted funds	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
Bad debt	<u>132</u>	<u>475</u>	<u>607</u>	<u>85</u>

11. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	6,029	13,600
Deficit on disposal of fixed assets	718	3,994
Auditors' remuneration - Audit services	<u>11,781</u>	<u>10,320</u>

12. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

	2024	2023
	£	£
Trustees' expenses	<u>510</u>	<u>200</u>

The expenses paid to three (2023: one) trustees represents the reimbursements of travel, IT and training costs.

13. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	1,189,782	1,424,521
Social security costs	67,212	99,614
Other pension costs	16,776	23,329
	<u>1,273,770</u>	<u>1,547,464</u>

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

2024	2023
<u>85</u>	<u>97</u>

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

13. STAFF COSTS - continued

Key management personnel remuneration and benefits

The total remuneration and benefits received by the two key management personnel operating during 2023/24 was £70,842 (2022/23: three key management personnel £131,354).

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	171,412	72,520	243,932
Charitable activities			
Enhancing and supporting lives	548,030	629,354	1,177,384
Other trading activities	11,860	4,556	16,416
Investment income	6,202	-	6,202
Total	737,504	706,430	1,443,934
EXPENDITURE ON			
Raising funds	55,460	-	55,460
Charitable activities			
Enhancing and supporting lives	901,005	841,012	1,742,017
Other	85	-	85
Total	956,550	841,012	1,797,562
NET INCOME/(EXPENDITURE)	(219,046)	(134,582)	(353,628)
Transfers between funds	(28,492)	28,492	-
Net movement in funds	(247,538)	(106,090)	(353,628)
RECONCILIATION OF FUNDS			
Total funds brought forward	1,221,802	347,286	1,569,088
TOTAL FUNDS CARRIED FORWARD	974,264	241,196	1,215,460

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

15. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Totals £
COST			
At 1 April 2023	214,918	165,145	380,063
Additions	-	2,778	2,778
Disposals	-	(1,436)	(1,436)
At 31 March 2024	214,918	166,487	381,405
DEPRECIATION			
At 1 April 2023	-	145,813	145,813
Charge for year	-	6,029	6,029
Eliminated on disposal	-	(718)	(718)
At 31 March 2024	-	151,124	151,124
NET BOOK VALUE			
At 31 March 2024	214,918	15,363	230,281
At 31 March 2023	214,918	19,332	234,250

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	49,572	64,720
Prepayments and accrued income	11,212	89,621
	60,784	154,341

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Bank loans and overdrafts (see note 19)	6,909	7,744
Trade creditors	28,062	3,991
Other creditors	4,460	1,709
Accruals and deferred income	39,590	40,297
Deferred grants	19,347	10,000
	98,368	63,741

Deferred income is included within other creditors falling due within one year and has arisen as a result of performance-related conditions on grants not being fulfilled at the reporting date and therefore unconditional entitlement to the income has not passed to the charity at the year end.

	2024 £	2023 £
Deferred income at 1 April	10,000	31,262
Income released during the reporting period	(10,000)	(31,262)

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR - continued**

Income deferred during the reporting period	19,347	10,000
Deferred income at 31 March	19,347	10,000

18. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Bank loans (see note 19)	87,831	92,016

19. LOANS

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Bank loans	6,909	7,744
Amounts falling between one and two years:		
Bank loans	7,509	8,072
Amounts falling due between two and five years:		
Bank loans	26,673	26,325
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans	53,649	57,619

The bank loan is repayable in monthly instalments over a period of 20 years from the date of the initial drawing down of the loan in 2013. Interest is payable at a rate of 3% above the base rate.

20. LEASING AGREEMENTS

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

	2024	2023
	£	£
Within one year	837	837
Between one and five years	1,674	2,511
	2,511	3,348

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**21. SECURED DEBTS**

The following secured debts are included within creditors:

	2024 £	2023 £
Bank loans	94,740	99,760

The loan is secured on the freehold property of the charity.

22. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	674,311	(37,472)	(43,830)	593,009
Fixed assets fund	234,251	(6,747)	2,777	230,281
Infrastructure investment fund	46,594	-	-	46,594
Stitching fund	1,960	5,781	-	7,741
Supporting staff post Covid	17,149	(4,295)	-	12,854
	974,265	(42,733)	(41,053)	890,479
Restricted funds				
CCG care navigators	18,727	(18,727)	-	-
Prostate cancer care navigator	10	-	(10)	-
Living Well Programme	3,761	(3,761)	-	-
Digital Inclusion Project	9,177	(9,176)	(1)	-
Household Support Fund	-	(2,898)	2,898	-
Good Neighbourhood Scheme	-	(20,120)	20,120	-
Hewland Fund	6,354	(1,223)	-	5,131
Crisis Team	27,921	(19,943)	-	7,978
Dementia Navigators	17,293	924	-	18,217
Digital Champions	841	(18,886)	18,045	-
GPM	1,971	(1,972)	1	-
Reaching Communities	9,636	9,179	-	18,815
Community Unit	6,096	(1,928)	-	4,168
Older Persons Mental Health	1,282	1,237	-	2,519
Care Navigators IDT	138,126	12,924	-	151,050
	241,195	(74,370)	41,053	207,878
TOTAL FUNDS	1,215,460	(117,103)	-	1,098,357

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

22. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	793,806	(831,278)	(37,472)
Fixed assets fund	-	(6,747)	(6,747)
Stitching fund	5,985	(204)	5,781
Supporting staff post Covid	-	(4,295)	(4,295)
	<u>799,791</u>	<u>(842,524)</u>	<u>(42,733)</u>
Restricted funds			
CCG care navigators	-	(18,727)	(18,727)
Living Well Programme	-	(3,761)	(3,761)
Digital Inclusion Project	(1)	(9,175)	(9,176)
Household Support Fund	50,364	(53,262)	(2,898)
Good Neighbourhood Scheme	40,570	(60,690)	(20,120)
Hewland Fund	-	(1,223)	(1,223)
Crisis Team	44,180	(64,123)	(19,943)
Dementia Navigators	119,447	(118,523)	924
Digital Champions	18,001	(36,887)	(18,886)
GPM	-	(1,972)	(1,972)
Reaching Communities	155,870	(146,691)	9,179
Community Unit	36,205	(38,133)	(1,928)
Older Persons Mental Health	29,047	(27,810)	1,237
Care Navigators IDT	175,542	(162,618)	12,924
	<u>669,225</u>	<u>(743,595)</u>	<u>(74,370)</u>
TOTAL FUNDS	<u><u>1,469,016</u></u>	<u><u>(1,586,119)</u></u>	<u><u>(117,103)</u></u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

22. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	871,899	(187,859)	(9,729)	674,311
Fixed assets fund	243,439	(17,594)	8,406	234,251
Infrastructure investment fund	50,000	(3,406)	-	46,594
Stitching fund	13,504	139	(11,683)	1,960
GNS legacy	15,486	-	(15,486)	-
Supporting staff post Covid	27,474	(10,325)	-	17,149
	1,221,802	(219,045)	(28,492)	974,265
Restricted funds				
Big lottery fund grant - Age Friendly	21,731	-	(21,731)	-
CCG care navigators	18,727	-	-	18,727
Prostate cancer care navigator	10	-	-	10
Restorative Justice	9,529	(9,588)	59	-
Living Well Programme	3,761	-	-	3,761
Digital Inclusion Project	35,475	(26,298)	-	9,177
Hospital Discharge	242,286	-	(242,286)	-
Older Prisoners	14,647	31	(14,678)	-
Household Support Fund	395	(395)	-	-
Workforce Retention Grant	236	(236)	-	-
Mental Health Training Grant	489	(498)	9	-
Good Neighbourhood Scheme	-	(43,102)	43,102	-
Hewland Fund	-	6,354	-	6,354
Crisis Team	-	(22,371)	50,292	27,921
Dementia Navigators	-	12,664	4,629	17,293
Gouldings	-	(5,729)	5,729	-
Digital Champions	-	841	-	841
GPM	-	(19,760)	21,731	1,971
Reaching Communities	-	9,636	-	9,636
Community Unit	-	(12,944)	19,040	6,096
Older Persons Mental Health	-	1,005	277	1,282
Care Navigators IDT	-	(24,193)	162,319	138,126
	347,286	(134,583)	28,492	241,195
TOTAL FUNDS	1,569,088	(353,628)	-	1,215,460

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**22. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	736,129	(923,988)	(187,859)
Fixed assets fund	1	(17,595)	(17,594)
Infrastructure investment fund	(1)	(3,405)	(3,406)
Stitching fund	1,375	(1,236)	139
Supporting staff post Covid	-	(10,325)	(10,325)
	<u>737,504</u>	<u>(956,549)</u>	<u>(219,045)</u>
Restricted funds			
Restorative Justice	24,731	(34,319)	(9,588)
Digital Inclusion Project	2,039	(28,337)	(26,298)
Older Prisoners	15,001	(14,970)	31
Household Support Fund	6,465	(6,860)	(395)
Workforce Retention Grant	-	(236)	(236)
Winter Health Campaign	1,793	(1,793)	-
Mental Health Training Grant	-	(498)	(498)
Good Neighbourhood Scheme	32,999	(76,101)	(43,102)
Hewland Fund	6,743	(389)	6,354
Crisis Team	43,998	(66,369)	(22,371)
Dementia Navigators	119,446	(106,782)	12,664
Gouldings	12,500	(18,229)	(5,729)
Digital Champions	36,001	(35,160)	841
GPM	43,043	(62,803)	(19,760)
Reaching Communities	116,275	(106,639)	9,636
Community Unit	35,000	(47,944)	(12,944)
Older Persons Mental Health	29,046	(28,041)	1,005
Care Navigators IDT	181,350	(205,543)	(24,193)
	<u>706,430</u>	<u>(841,013)</u>	<u>(134,583)</u>
TOTAL FUNDS	<u>1,443,934</u>	<u>(1,797,562)</u>	<u>(353,628)</u>

Fixed asset fund

The fixed asset fund represents the net book value of fixed assets purchased and available for the unrestricted use of the charity.

Infrastructure investment fund

The infrastructure investment fund represents funds set aside for investment in infrastructure and to allow for the replacement of equipment.

Stitching fund

The stitching fund represents a donation received from the Insinger Foundation, located in The Netherlands, less expenditure paid from the funds.

Supporting Staff Post Covid

22. MOVEMENT IN FUNDS - continued

Trustees recognise the impact on our staff and volunteers whilst continuing to work through the Covid Pandemic and the effects it's had on our staffing teams as we continue to support an increased number of clients with increasingly complex needs. Funds have been designated for staff wellbeing and development to support our organisation's resilience.

CCG Care Navigators

Offering a person centred, holistic approach to health and social care, the Care Navigators team of six FTE posts work with all GP practices on the Island and contribute to the Locality based reviews of patients with multiple and complex needs. They supported over 1500 clients to live more independently and manage their long-term health conditions, avoiding crisis where possible. Support was provided to our clients by 94 different projects and service through onward referral, 60% of them in the voluntary sector and supporting independent living. Funding for the programme came from the IOW Clinical Commissioning Group (CCG).

Living Well Programme

Funded through the Improved Better Care Fund (IBCF) the Living Well project is a partnership of four organisations with the aim of promoting independent living and support for adults with learning disabilities, carers, older people and those who have poor mental health. All enquiries to Social Services who do not meet their criteria are forwarded onto the Living Well team for assistance.

Digital Inclusion Project

Funding to support Older people aged 50+, people living with learning disability, people living with mental health conditions, and carers by: 1. Developing the skills and knowledge of the voluntary sector workforce (both staff and Volunteers) to support use of technology; and 2. Developing the skills and knowledge of people to use technology to enable them to do things for themselves and/or seek appropriate support to do things to support independent living for longer.

Household Support Fund

To support vulnerable households with essentials such as food, energy costs, boiler service/repairs or the purchasing of essential white goods, and essential toiletries.

Good Neighbour Scheme

Previously funded as part of the Big Lottery project this scheme has been separately funded this year and continues to operate to facilitate volunteers providing friendly and reliable support for older local residents.

Hewland Fund

To support vulnerable households who are unable to fund the cost of repair or purchase of white goods and some low-level emergency repairs to households - costs are awarded up to £250.

Hospital Based Services:

Age UKIW has continued working in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team (IDT). With a focus on enabling healthy and safe discharge home, and preventing admission to hospital when unnecessary, we have become a key partner in the IDT. Whilst there are three separately funded projects, we have delivered these as a seamless service:

Project 1 (Community Unit)

To provide an Activities Coordinator at the Hospital Community unit. We provide social, physical and cognitive activities to enable clients to maintain their health and wellbeing whilst awaiting discharge home with an appropriate care package or to a residential placement.

Project 2 (Care Navigators IDT)

22. MOVEMENT IN FUNDS - continued

Our Care Navigators work on community wards at the hospital supporting discharge for patients who are medically fit to leave hospital. Ensuring that clients and carers are aware of appropriate services and activities available to them in their communities and are confident in accessing this support once home.

Project 3 (Crisis Team)

To provide Care Navigation support to the Crisis team at St Mary's Hospital, with community support staff, enabling people to stay at home and avoid hospital admittance where appropriate. Digital

Reaching Communities

Group workshops were delivered across the Island covering online safety, shopping online, and access to medical services. One to one support was provided in person and online to support older residents to build their skills and confidence.

Dementia Navigators and Older Persons Mental Health (OPMH)

Dementia Care Navigators promote self-confidence to increase a person's sense of health and wellbeing. They help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who are waiting for assessment.

GPM (Good Practice Mentor Project)

Developed an Age Friendly (AF) Local Learning Network bringing senior leads together focussing on Age Friendly Island principles and embedding them within their own organisations strategic plan.

Big lottery grant fund - Age Friendly

This project began in 2015 comprising a partnership of 11 organisations. The underlying purpose of all these projects is to deliver services to address social isolated Islanders.

The Age Friendly Island project has continued to be run through this year, as well as final aspects of Men in Sheds.

Prostate cancer care navigator

Funded by Prostate Cancer UK for one year, this Care Navigator role focused on supporting men with prostate cancer and their families. The project ended in August 2015 as Funding from Prostate Cancer UK was no longer available, as a result Age UKIW will work with the funder with regards to the outstanding unspent funds to support men through the care navigator programme.

Restorative Justice

The Restorative Justice Project, funded by the Office of the Police and Crime Commissioner, brings older Island residents harmed by crime, anti-social behaviour or conflict into communication with those responsible, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. It helps young offenders see the true effects of crime and anti-social behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions.

Hospital Discharge

Age UKIW works in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team to enable healthy and safe discharges home and to prevent unnecessary admissions to hospital.

Older Prisoners

Working with the prison to identify the needs of older prisoners, providing training to prison staff and orderlies and developing the concept of a "dementia friendly cell".

22. MOVEMENT IN FUNDS - continued

Workforce Retention Grant

This fund provided us with support in the promotion of workforce retention through targeted advertising.

Mental Health Training Grant

This fund was provided to allow for training around Mental Health issues.

Gouldings

Providing activities for a day hub setting for hospital discharged patients to reduce their use of community carer home visits.

Digital Champions Project

The project provides funding for digital workshops and home visits, recruitment of additional digital volunteers and staff for increased outreach events to promote the digital inclusion services.

Transfers between funds

Funds of £41,063 have been transferred from General Funds to Good Neighbourhood Scheme (£20,120), Household Support (£2,898) and Digital Champions (£18,045) representing additional funding for these projects paid for out of General Reserves.

Funds of £2,777 have been transferred from General Funds to the Fixed Asset Fund, representing additions purchased during the year. Depreciation and cost of disposal of existing assets have been charged directly to the fixed asset fund.

23. RELATED PARTY DISCLOSURES

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

AGE CONCERN ISLE OF WIGHT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	33,299	1	33,300	67,910
Legacies	67,269	-	67,269	126,868
Grants	22,337	450	22,787	49,154
	122,905	451	123,356	243,932
Other trading activities				
Fundraising events	36,890	717	37,607	16,416
Investment income				
Deposit account interest	15,378	-	15,378	6,202
Charitable activities				
Performance related grants	23,289	668,507	691,796	701,306
Just about you	601,329	-	601,329	465,168
Student placements	-	-	-	560
Age Friendly Island	-	(450)	(450)	10,350
	624,618	668,057	1,292,675	1,177,384
Total incoming resources	799,791	669,225	1,469,016	1,443,934
EXPENDITURE				
Raising donations and legacies				
Wages	22,841	-	22,841	41,273
Social security	1,437	-	1,437	3,695
Pensions	452	-	452	1,141
Fundraising costs	31,336	-	31,336	9,351
	56,066	-	56,066	55,460
Charitable activities				
Trustees' expenses	510	-	510	200
Wages	647,961	518,980	1,166,941	1,383,248
Social security	23,768	42,007	65,775	95,919
Pensions	6,697	9,627	16,324	22,188
Employee related costs	19,852	7,943	27,795	17,598
Carried forward	698,788	578,557	1,277,345	1,519,153

This page does not form part of the statutory financial statements

AGE CONCERN ISLE OF WIGHT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Charitable activities				
Brought forward	698,788	578,557	1,277,345	1,519,153
Volunteer recruitment and expenses	30	1,915	1,945	2,263
Direct project costs	(1,075)	96,570	95,495	31,672
Premises costs	8,413	6,279	14,692	22,265
Office costs	44,168	15,085	59,253	76,597
Transportation and costs	10,576	5,356	15,932	20,193
Bank charges and interest	5,413	3,598	9,011	6,568
Auditors' remuneration	6,344	4,818	11,162	10,320
Legal and professional fees	6,922	6,472	13,394	35,391
Grant repayment	-	24,470	24,470	-
Depreciation of tangible fixed assets	6,029	-	6,029	13,601
Loss on sale of intangible fixed assets	-	-	-	3,994
Loss on sale of tangible fixed assets	718	-	718	-
	<u>786,326</u>	<u>743,120</u>	<u>1,529,446</u>	<u>1,742,017</u>
Other				
Bad debt	<u>132</u>	<u>475</u>	<u>607</u>	<u>85</u>
Total resources expended	<u>842,524</u>	<u>743,595</u>	<u>1,586,119</u>	<u>1,797,562</u>
Net (expenditure)/income	<u>(42,733)</u>	<u>(74,370)</u>	<u>(117,103)</u>	<u>(353,628)</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 06057797 (England and Wales)
REGISTERED CHARITY NUMBER: 1118711

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023
FOR
AGE CONCERN ISLE OF WIGHT

Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

AGE CONCERN ISLE OF WIGHT

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FOR THE YEAR ENDED 31 MARCH 2023**

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 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 31 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

Our Vision

The Age UK Isle of Wight's vision is to work in partnership to enable older people on the Isle of Wight to live well, independently, while not feeling isolated or lonely.

Our Mission

We will work with others to offer services that enable independent living. We aspire to be innovators, always adaptable, agile and responsive to the needs of older islanders.

Our Aims and Objectives

The Charity Objects promote the following purposes for the benefit of the public and/or older people within the Isle of Wight:

- o preventing or relieving the poverty of older people;
- o advancing education;
- o preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- o promoting equality and diversity;
- o promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- o 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 Directors from time to time decide;
- o the outcome of this being the promotion of the well-being of older people.

Our activities fully reflect the Vision, Purpose, Aims and Objectives that the charity was set up to further.

Our Strategic Direction

Work on a new strategy re-commenced during the summer of 2022 to allow opportunity for further reflection on our strategic direction considering our experiences during the past two years and the nature of the challenges that were evident globally, nationally, and locally in our own community. We engaged in extensive consultation with older islanders, staff, volunteers, and stakeholders. Trustees and the Senior Leadership Team assimilated this vital feedback in their development of the new strategy which was approved by the board of trustees in March 2023.

Simultaneous work is being undertaken on a new national strategy by Age UK and going forward this will influence our strategy as a network partner and help shape and guide our activities and priorities.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

OBJECTIVES AND ACTIVITIES

The focus of our work in 2021-22 and ensuring it delivers our aims

Our work in 2022-23 continued to deliver services to Islanders that included:

- o Core charitable activities:
 - o Advice and Information
 - o Welfare benefit Checks and support to claim these
 - o Volunteer befriending Good Neighbour Scheme
- o Health and Social Care Commissioned Activities:
 - o Hospital Discharge Support to include supporting the crisis team and hospital IDT
 - o Community unit and Goulding's activities coordinator's
 - o Dementia care navigation and older persons mental health navigation
- o Age Friendly Island work included several projects responding to the voiced needs of older Island residents
- o Commissioned inclusion services for older residents
 - o Digital inclusion project
 - o Digital champions project
 - o Older prisoner project at HMP IOW
 - o Restorative justice for residents who have been victims of crime
- o Our income generating services;
 - o Just About You (JAY) help at home

Throughout the year the Trustees and Senior Leadership Team reviewed these activities to ensure they were fit for purpose in meeting our aims and objectives and aligned with our Vision and Mission. This regular scrutiny looked at what has been achieved, the beneficial impact on our clients and community, and where we might improve. It also identified areas where there were unmet needs that underpinned our strategic planning for the year.

Recovery from the pandemic

During 2021-22, our business continuity planning and move to agile working were well embedded. We continued to deliver our services via a blended approach in 2022-23, supporting clients by phone, online, and face to face where appropriate. The impact of the pandemic on older Island residents was significant and is continuing. This includes:

- o Increased social isolation
- o Increased frailty via deconditioning
- o Increased prevalence of social anxiety and mild to moderate depression/low mood.
- o Increased difficulty in accessing essential services, such as GP surgeries and local authority services as many had moved online and were remaining so.
- o Increased waiting lists for medical assessments and treatments including Dementia Assessments
- o A lack of appropriate care packages for residents ready to be discharged from hospital, creating risk of deconditioning and preventing beds being available for others who need acute medical inpatient treatment

Age UK Isle of Wight continues to support in the following ways:

- o Providing volunteer befriending to 388 older people, including 139 new clients
- o Expanding our Digital Inclusion Project and providing personal digital inclusion support to 429 older residents
- o Working with local health and social care partners to develop and launch a pilot Dementia Care Navigators service linked to the Memory Service and supporting clients both pre and post diagnosis. This service launched in February 2022 and supported 742 clients during the year.
- o Working with the Older Person's Mental Health Team to develop an older person's mental health link worker role providing care navigation in the community.
- o Continuing to innovate with the Integrated Discharge Team at St. Mary's Hospital to ensure that patients can be safely discharged home, or kept physically, socially, and cognitively engaged whilst awaiting safe discharge.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

OBJECTIVES AND ACTIVITIES

How our activities deliver public benefit

Age UK Isle of Wight Trustees have referred to the advice contained in the Charity Commission's general guidance on public benefit when reviewing our objectives and in planning for future activity. Trustees consider that our activities reflect our aims and objectives and are designed to deliver accessible services and activities that benefit the appropriate section of the public in accordance with our charitable objectives.

Who used and benefitted from our services and projects?

Our objects and funding streams restrict the services we provide to those residents on the Isle of Wight, although indirectly our services also support relatives, carers and friends living on the mainland. Our primary beneficiaries are those aged 50 and over, however our articles enable us to work with all persons on the Island preventing or relieving sickness, disease, or suffering (whether emotional, mental or physical).

In 2022-23, Age UKIW portfolio of services delivered support to 5,483 clients. Of these 1,105 were supported by more than one service (20%), so the actual number of unique clients receiving direct support services from Age UKIW was 4,378. This was slightly less than in 2021-22 as the Living Well service transferred to a new provider, but there was significant growth in demand for our other services.

Our clients received 59,106 contacts from the charity made up of 26,995 contacts office staff, 13,461 contacts with volunteers and 18,650 contacts from JAY support workers. With 4,378 unique clients accessing, this is an average of 14 contacts per client, but this will vary enormously from client to client. Some receiving a one-off piece of advice and information support, to others receiving weekly befriending support.

Age Profile of our Clients:

52% of the Islands population are aged 50 or over, 29.2% are aged 65+ and 7.6% are over 80. This is significantly higher than many other Local Authority Areas and our population is ageing faster than most areas. Between 2011 and 2021 there was an increase of almost 25% in the Island's population aged 65 and over.

In 2022-23 83% of our clients were over 50 years of age, 1% were aged under 50 and 16% were age unknown as anonymous Advice and Information recipients.

Those aged 80+ were the highest users of the Information and Advice services (26%), the Hospital Discharge Service (40%) and Dementia Services (49%), the JAY service (41%), and of the support provided through the Good Neighbour scheme volunteers (38%). Those aged 90+ made up the following percentage of users of: Information and Advice services (9%), the Hospital Discharge Service (14%) and Dementia Services (16%), the JAY service (19%), and Good Neighbour scheme support (21%) evidencing the care the Charity offers to older Islanders to live independently in later life. Those aged 70-79 were the highest users of our digital services (42%).

Geography:

The Island is a Unitary Authority and Health and Social care activities are delivered in three localities, aligned with the three Primary Care Networks: Northeast Wight, South Wight, and West and Central Wight. We supported clients from all PCN locality areas.

Enquiries came from all areas of the Island but the most demand, per head of older population, was from the West and Central areas of the Island.

Gender:

As in previous years a larger proportion of our clients are women (60%). This is in keeping with predictions of gender distribution by age produced by IOW Council, Business Effectiveness Unit, October 2011.

The latest data from the 2021 census shows that 51.5% of the population of the Isle of Wight were female.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

OBJECTIVES AND ACTIVITIES

Additional Health Challenges

2,915 clients have reported that they are living with long term conditions, this figure represents 67% of our clients.

- o 35.7% Physical Disability**
- o 4.5% Mental Health**
- o 14.4% Dementia/Memory**
- o 12.0% Hearing Loss/Visual Impairment**

Accessibility to our services is a priority, and we offer as many channels of communication as possible.

Telephone contact remains the most popular (51% of contacts). We also offer face-to-face sessions, online meetings, and home visits as appropriate to the service being delivered and the individual needs of clients.

ACHIEVEMENT AND PERFORMANCE

Review of activities

Our activities continued to reach and provide benefit to a significant number of older people on the Island during 2022-23. This was despite the ending of additional Covid-19 emergency response funding, and a return to business as usual in all services.

As part of an analysis of the Charity's business model and funding streams we have drawn distinctions between the following areas of activity for public benefit:

- o Core charitable activities**
- o Health and Social Care Commissioned activities**
- o Age Friendly Island activities**
- o Commissioned Inclusion services for older residents**
- o Income generating services**

Several events occurred during 2021-22 which have had a residual impact on our sources of income and services we offer in this the financial year.

These include:

- o An alternative provider delivers the Early Help Living Well service under a different service model. In 2022-23 this impacted the charity, which is still being contacted by Island residents requesting the same service previously delivered by Age UKIW.**

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Our Core Charitable Services

Information and Advice

We provide independent, impartial, and confidential information and advice to enable people to make informed decisions, access the support that they require, whether from us or system partners, and exercise maximum control over their lives. Access to the service is through telephone enquiry, appointments, outreach events and home visits.

We provided Information and Advice services to 3,751 clients, a 250% increase on the previous year and a direct result of the change of the delivery model of the Living Well Early Help services. To meet this need we have funded and employed additional staff to support Island residents.

Funding for this service in 2022-23 comprised a combination of:

- o sub-contract funding from Citizen's Advice IOW, as part of Isle Help IOW Council funding
- o core funding from Age UK and Age UKIW

Welfare Benefit Checks and Support to Claim entitlements:

When our Information and Advice team identifies a client in need of financial support, we will undertake a welfare benefit check. We then support the client to complete the appropriate documents for each benefit and support them through to the conclusion of their application

In 2022-23 our Welfare Benefit Support Service supported 548 clients to claim £2,314,763 in year benefits.

Good Neighbour Scheme - volunteer befriending

Our award-winning Good Neighbour Scheme is a cornerstone of our charitable services. Our volunteers provide friendship and reliable support for local older residents who are often isolated or lonely.

Our volunteers provide vital support and companionship through:

- o Face to face befriending; visiting those who feel lonely or isolated for a cup of tea and a chat, or outside in the fresh air perhaps in the park for a short walk.
- o Telephone befriending; calling regular residents to either have a catchup or simply for a wellness check to ensure they are doing ok.
- o Relationship building; helping someone to regain confidence after illness or bereavement.
- o Signposting to vital information and services either provided by Age UKIW or other local providers and activities that will support their health and wellbeing.

In 2022-23 a total of 127 Good Neighbour Scheme volunteers actively provided a range of support to clients. 13,461 support contacts were provided to 277 clients. 39% of befriending was carried out in person and 61% over the phone. The proportion of befriending carried out via visits increased significantly during the year post Covid-19. Digital volunteers provided 138 one-to-one in-person support sessions to 94 clients.

In total our 127 volunteers donated 12,362 hours of their time to supporting Age UKIW clients. In Real Living Wage terms this is equivalent to £122,384.

Health and Social Care Commissioned Activities:

Hospital Based Services:

Age UKIW has continued working in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team (IDT). With a focus on enabling healthy and safe discharge home, and preventing admission to hospital when unnecessary, we have become a key partner in the IDT. Whilst there are three separately funded projects, we have delivered these as a seamless service:

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Project 1.

To provide an Activities Coordinator at the Hospital Community unit. We provide social, physical and cognitive activities to enable clients to maintain their health and wellbeing whilst awaiting discharge home with an appropriate care package or to a residential placement.

Project 2.

Our Care Navigators work on community wards at the hospital supporting discharge for patients who are medically fit to leave hospital. Ensuring that clients and carers are aware of appropriate services and activities available to them in their communities and are confident in accessing this support once home.

Project 3.

To provide Care Navigation support to the Crisis team at St Mary's Hospital, with community support staff, enabling people to stay at home and avoid hospital admittance where appropriate.

Together the Hospital Teams provided support to 1,109 clients in 2022-23, the vast majority of whom were over the age of 70 (84%).

Dementia Navigators

The Dementia Navigators Service was mobilised in January 2022, after being successful in a bid application to "NHS Charities for You funding" with Match Funding received from the NHS.

The Service was designed jointly with Adult Social Care, the NHS and other Voluntary Sector Partners to ensure it was able to fill a gap within Memory Services and the pathway for diagnosis of Dementia.

Dementia Care Navigators promote self-confidence to increase a person's sense of health and wellbeing. They help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who are waiting for assessment.

The service started taking referrals from February 2022 and has seen significant growth. In 2022-23 the service received 742 referrals, this included a split of 289 male and 349 female clients.

This service now is embedded in the new IOW Dementia Strategy.

Age Friendly Island

The Aging Better lottery funding which funded the Age Friendly Island projects for 7 years ended in March 2022. Further funding was from the Reaching Communities lottery fund to take forward and further develop this work. Funding was also secured to provide national Age Friendly mentoring to other organisations who wished to become more age friendly, alongside Age Friendly Training.

Commissioned Inclusion services for older residents

Digital Inclusion project

The Digital Inclusion Project is run by paid staff and volunteers working together to support older residents actively seeking support to access online services. Group workshops are delivered across the Island and cover topics such as online safety, shopping online, and access to medical services. One to one support is also provided in person and online to support older residents build their skills and confidence to live an included and independent life.

Our Digital inclusion project supported 429 people to get online and improve their digital skills in 2022-23.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Digital Champions project

The Digital Champions project is funded by Age UK National and started in June 2022 with service delivery starting in September 2022 following the recruitment of two new members of staff. The project extends the reach of the Digital Inclusion project by providing funding for more digital workshops and home visits, recruitment of additional digital volunteers and staff for increased outreach events to promote the digital inclusion services. All support services are at capacity with waiting lists for almost all workshops.

Since September 2022 we have recruited an additional 10 digital volunteers.

Older Prisoner project at HMP IOW (Ended October 2022)

This project, funded by AUK with monies from the Ministry of Justice, initially aimed to ensure that older prisoners at HMP IOW had good health and wellbeing and could maintain positive relationships with their families. However, since the pandemic, HMP IOW has been working to restrictive Emergency Operational Procedures, and work "through the gate" direct with prisoners has been impossible. The nature of HMP IOW as a category B prison, housing those on life sentences or convicted of sexual offences, also provided challenges due to the highest level of security restrictions. Our older Prisoners worker adapted to these challenges creatively and worked with the prison to identify the needs of older prisoners, provided training to prison staff and orderlies, and developed the concept of a "dementia friendly cell" which has now been created and is the first in the country.

Restorative Justice for older victim-survivors of crime

The Restorative Justice Project supports Island residents harmed by crime, anti-social behaviour or conflict. Our practitioner brings together victim-survivors with those responsible, enabling everyone affected by a particular incident to acknowledge and repair the harm done. It enables offenders to see the true effects of their behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions.

Services that we charge for

Alongside our charitable activity, and services funded by grants or through public sector contracts, the Charity delivers services where a charge is made to the individual. As follows:

Just About You (JAY)

To enable older people to maintain their independence and stay active in their communities, Just About You provides Support Workers to undertake essential domestic tasks that clients are no longer able to do for themselves. This may include shopping, cleaning, laundry, food preparation, dog-walking and sitting. Clients are aged from 50 years, and they decide how many hours of their Support Workers time they wish to purchase each week. During 2022-23, 634 clients were supported to remain independent at home; and 69 local residents were employed as support workers.

JAY continued to apply the learning from the pandemic, with digital tools for communication, logging in and out of jobs and cutting down on unnecessary paperwork, ensuring we operated efficiently and contributing to our green impact agenda.

OTHER VITAL INCOME GENERATING ACTIVITY TO GENERATE A MIXED INCOME ECONOMY:

Fundraising activities

Age UKIW's fundraising is driven internally, and no professional or commercial organisation has been engaged. Age UKIW has an internal Fundraising Promise and Code of Conduct that is adhered to and was registered with the Fundraising Regulator in March 2018. All events comply with these standards and are reviewed after each event. Age UKIW has not received any complaints with regards to its fundraising activities during the 2022-23 financial year. All fundraising activities comply with General Data Protection Regulations.

Annual donation campaigns continued and in total the Charity received £67,910 in donations and £126,868 in legacy donations.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

FINANCIAL REVIEW

Financial position

Age UK IW's newly appointed Chief Executive left the Charity at the end of November 2022. This was as part of a planned reorganisation of the Charity, which was a continuation of the detailed cost apportionment work that began in 2021-22.

Age UKIW retained its Information and Advice service and Good Neighbour Scheme, which were both previously funded through the Living Well service but remain key to the delivery of our charitable objectives.

Age UKIW secured new projects from April 2022. These projects continue the funding received from the Lottery but are time restricted projects. Age UKIW continues to look for opportunities to diversify its income streams and expand opportunities to raise income through unrestricted sources.

Incoming unrestricted and restricted resources for the year, available for charitable application were respectively, £737,504 and £706,430 (2022: £719,462 and £1,513,005). Unrestricted and restricted expenditure amounted to £956,550 and £841,012 (2022: £665,520 and £1,432,911). Unrestricted and restricted funds carried forward at the end of the year amounted to £974,264 and £241,196 respectively (2022: £1,221,802 and £347,286). The in-year deficit of £353,628 includes a deficit on restricted funds of £106,090. Unrestricted income can be used to support the charity to achieve its charitable objectives, however the spend of restricted funds is limited to specific projects.

Principal funding sources

- Big Lottery - £149,175
- Independent Living Service, Just About You - £465,168
- Clinical Commissioning Group (CCG) - £421,832

Investment policy

After prudent allocation of reserves for good governance, and commitment to an average of 3 months liquidity available at all times, there are few funds remaining for long-term investment. However, Trustees remain committed to maintain, and if possible, enhance the value of the invested funds taking a balanced risk approach through due diligence. It remains particularly important to ensure that reserves do not erode over time because of the effect of inflation.

Age UKIW seeks to minimise the level of risk inherent with achieving the objectives set out above, by holding a diversified investment portfolio with an overall low risk.

A review of the Investment policy is undertaken annually by the Finance and Risk Committee and any risk to the Charity is mitigated by investing the Charity's funds in different bank accounts rather than an investment portfolio.

Reserves policy

The Finance and Risk Committee annually review the charity's requirements for reserves in light of the main risks to the organisation, making a recommendation that is ratified by the whole Board. Requirements are reviewed against the priorities for reserves as laid out in the Reserves Policy which highlights three core purposes:

- o To help manage fluctuations in working capital (cashflow)
- o To cover specific investments for the long term benefit of the Charity's objectives (infrastructure investment to maintain/renew fixed assets; IT and other equipment to maintain efficient working and innovation)
- o To allow key staff to continue working, primarily to secure new funding in the event that other funding ceases and the organisations future is at risk (General Fund).

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

FINANCIAL REVIEW

It is the policy of the charity to maintain unrestricted funds, which are the free reserves available to the Charity, at a minimum level of 3 months and a target level of 4 months unrestricted expenditure in order to be confident of maintaining the essential work of the Charity in the event of a significant drop in funding and to avoid cash flow problems. Budgeted expenditure for 2023-24 is £1.65 million so the Charity is now achieving its target free reserves level.

The overall reserves of the Charity held at 31 March 2023 amounted to £1,215,460 of which £241,195 are held for restricted purposes. Unrestricted reserves of £234,249 represent fixed assets and are linked to asset values in the balance sheet. An additional amount of £1,960 of unrestricted reserves relating to legacies and other funding received have been previously designated for specific purposes by Trustees. This leaves £738,056 of free unrestricted reserves which is considered by the Trustees to be sufficient to meet the reserves policy of between three and four months expenditure.

Details of the funds are outlined in the Notes to the Accounts.

CURRENT STATUS AND PRIORITIES FOR THE NEXT 12 MONTHS (2023/24)

A Chief Operating Officer and Chief Finance Officer were appointed in December 2022 to provide leadership to the charity. One of their initial tasks was to complete the development of a new 3-year strategic direction following an extensive consultation process undertaken during the summer of 2022.

Trustees and the senior leadership team worked closely together to identify Age UKIW's strategic priorities and themes for 2023-26 and these were approved by the board in March 2023. Subsequently, a business plan has been drafted setting out what needs to take place to deliver the strategic direction. Departmental priorities have been agreed and communicated across the organisation.

The new strategy focuses on:

1. Reviewed and strengthened vision and mission;
2. Making clear our values and behaviours which will underpin all we seek to deliver;
3. Six strategic themes which guide our planning and decision-making over the next three years covering income generation, finance and sustainability, partnership working, fundraising, marketing and communications, delivering our services, people strategy;
4. Each strategic theme describes the positive impact it seeks to achieve for older Island residents, our clients, staff and the charity's longer term economic well being;
5. A business plan will translate each strategic theme into several key outcomes. These will identify target dates, key performance indicators, or success trackers, and who is responsible for driving change forward.

Trustees, staff and volunteers remain committed to responding to the changing needs of the Charity and its workforce. We learned a lot through the global pandemic and adapted ways of working. Changes that were beneficial to staff and clients remain in place and we continue to focus on maintaining the positive mental health of staff and volunteers and maximising the use of technology.

We will continue to drive forward plans for long-term financial sustainability. We have restructured the Charity, flattening our organisational structure and streamlining our support services. We are reviewing how we deliver our services and from which locations and plan to move towards more community delivery. We are recruiting experts in Fundraising and Communications and PR in order to help us successfully secure longer-term funding and raise awareness of the Charity.

Innovation and adaptability will be important to achieve higher levels of fundraising income to support services that were previously funded through contracts.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

We will explore how national and local lessons learnt from the Lottery funded Ageing Better Programme, universally acknowledged as successful, can be embedded as a legacy into our strategy.

Having recognised the need to better communicate what we do and the impact of our services and activities; we will improve and expand our data collection and communications to inform and influence system partners so that we better meet the needs of our older population.

In order to achieve this we will be adopting a more collaborative approach to working with system partners on the Isle of Wight, including engagement with the new Integrated Care System. We will be working in partnership with the local authority to support and influence the development of the planned Public Health Older Person's Strategy and Domestic Abuse Strategy alongside supporting implementation of the recent Dementia Strategy and Carer's Strategy that we were part of developing.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Concern Isle of Wight (ACIW) was registered as a private limited company on 18th January 2007, registration no. 06057797. ACIW originally registered as a charity on 29th May 1973, and the company was registered as a charity on 5th April 2007. The assets of the original unincorporated association were transferred into the private limited company with effect from 1st April 2008. ACIW's governing document is its Memorandum and Articles of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This document was reviewed, and an administration clause added during 2021 for submission to the Charities Commission and Companies House, and approval and acceptance was received on 30 November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00.

The charity Trustees are also directors of the company for the purposes of charity law and under the company's Articles are known as the Board.

All members of the Board give their time voluntarily and receive no benefits from the charity.

Any expenses reclaimed from the charity are set out in note 13 to the accounts, totaling £200 (2022: £120).

Charities Governance Code 2017

The Board meets the principles and outcomes of the Charities Governance Code 2017 by either applying the recommended practice or by recording its explanation as to why it has decided not to apply the Code and what is done instead in certain circumstances.

Trustee tenure

The principles of the Charity Governance Code were accepted by the Board in 2018 and the Charity has taken steps to assess how well it meets recommended good practice and has acted on those areas identified for improvement. Specifically, the Board has accepted the recommendation that in the future the maximum Trustee tenure should be nine years.

Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. As required by the revised Memorandum and Articles of Association a Retirement by Rotation Schedule was adopted with effect from the 2019 Annual General Meeting (AGM).

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

During 2022/23, three Trustees retired from the Board. Mr. S Fraser having served five years and 11 months as Trustee and Honorary Finance Officer. Mrs. P Eagle having served 1.5 years and Mrs B Faulds-Barber having served 6 months, both resigned within their initial 3-year term due to personal commitments. The Charity thanks them for their active contribution to Board activities. Mrs. S Evans stepped down at the AGM 2022 after completing her 6-year term as Chair, remaining as an active and valuable member of the Trustee Board. Mr. G Read was appointed as Chair at the AGM 2022.

Recruitment and appointment of new Trustees

An annual review takes place of the Board membership and in the event of skills being lost, or new skills identified as required by the Trustees, these are actively sought through a recruitment process in accordance with the Trustee Recruitment Policy. Age UKIW also works to ensure that the Board reflects the Charity's commitment to equality and diversity and the involvement of older people themselves. In the first instance, Trustees undertake a skills and experience audit of current members to help identify where gaps exist and to guide future recruitment and selection requirements. Three new trustees were appointed during 2022/23.

Induction and training of new Trustees

A trustee induction pack is maintained and contains a variety of information, including various Charity Commission publications and the governance documents relevant to the Trustee role. These are made available to new and serving Trustees on software designed to manage access to all material which Trustees require, including all meeting papers and notes.

Key management remuneration

The board of Trustees makes decisions as to the pay of key management personnel after giving due consideration to performance and the requirements of the roles. The board has considerable HR experience which is invaluable in assisting with this consideration.

Related parties

In so far as it is complementary to the Charity's objects, the Charity is guided by both local and national policy and initiatives. This includes:

National Policy and Guidance:

- o Safeguarding Vulnerable Groups Act (2006)
- o The Care Act (2014)
- o Department of Communities and Local Government Active Aging Strategy 2016-22
- o Centre for Aging Better, Age Friendly Initiative

Local Policy and Guidance:

- o 4 Local Adult Safeguarding Boards "Safeguarding Adults Policy (2020)"
- o IOW Council's Adult Social Care "Care Close to Home" Strategy
- o IOW Dementia Strategy
- o IOW Carer's Strategy

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Age UK Isle of Wight are actively represented in several Isle of Wight strategic and operational multi-agency forums related to our core purpose and articles. This includes:

- o IOW safeguarding Adults Board
- o IOW Health and Wellbeing Board
- o IOW Voluntary Sector Forum
- o Integrated Care System IOW Place Community Transformation Board
- o Dementia Strategy Implementation Board
- o Dementia Strategy Group
- o Carers Strategy group
- o South East Regional Congress Age UK
- o Covid & Flu Task Group

Age UK Brand Partnership Agreement

Age UKIW is an independent charity, separate from national Age UK. The charity works together with Age UK and the wider network, in a spirit of collaboration and mutual support to achieve common goals. As a result of the pandemic and key leadership changes at national level of Age UK, implementation of a new Brand Partnership Agreement has been postponed until April 2024. Every effort is being made to ensure that whatever change takes place, the many people who benefit from our local services will continue to be able to do so irrespective of our future structural relationship with our National Umbrella Organisation.

Risk management

Trustees actively review the Charity's risk register at both Finance and Risk Committee meetings and Trustee Monitoring Meetings. Risks are rated according to both likelihood and impact and core controls and additional mitigating actions are agreed to reduce the likelihood or severity where possible to within tolerable levels.

During this year the key risk themes identified related to:

- o Risk relating to the number of trustees in post while new trustees were recruited
- o Financial sustainability with the ending of several key sources of funding, an increased fundraising target and restructuring required to reduce costs
- o Concern over staff retention relating to the impact on morale of restructuring and loss of contracts
- o Short-term funding for new projects making future planning and staff retention challenging.
- o Challenges recruiting and retaining Support Workers in our JAY service. Reviewing information from exit interviews highlighted staff often moved for small increases in hourly rate. We responded by becoming Real Living Wage accredited and offering all our paid colleagues the real living wage as a minimum. This impacted on the fees we needed to charge clients and we were concerned that we might lose clients as a result.

A Charity Business Continuity Plan is in place with scheduled reviews. Our Covid-19 Recovery Plan supported our return to full operations with appropriate assimilation of new working practices that support effectiveness and efficiency developed as part of our pandemic response.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Board and Committee Structure

The Charity has a Trustee Board currently comprising of 7 members who are responsible for the overall governance and strategic direction of the Charity, and who come from a variety of backgrounds relevant to the work of Age UKIW. From April 2019 the new Articles and Governance Rules allow for a Board of no less than 5 but a maximum of 10 Trustees.

Trustee Monitoring Meetings are scheduled three times each year and there are two Committees; the Finance and Risk Committee, and an Income Generation and Communications Committee that each also meet 3 times per year. Additional meetings are arranged when required to discuss urgent business.

Mrs A Gallop was appointed Company Secretary on the departure of Mrs R McKernan. The Company Secretary also sits on the board but has no voting rights.

Link Trustee Role

This role allows Trustees to gain an in-depth appreciation of the work of a nominated department, broadening their own understanding, and providing an opportunity to probe and challenge. The responsible Head of Service will have a Trustee with whom they can discuss issues relating to their specific expertise and use as a sounding board. Reporting mechanisms have been established so that Trustees share their experience and learning twice per year at Monitoring Meetings.

Infrastructure and Organisational Structure

Infrastructure

A robust infrastructure is fundamental to the management and sustainability of Age UKIW and includes:

Chief Operating Officer

- o Services
- o Governance
- o Support for trustees
- o Age Friendly Island, Reaching Communities, and Digital Inclusion

Chief Finance Officer

- o Finance
- o Human resources
- o Health and safety
- o Premises
- o IT/telephony
- o Fundraising, marketing, and communications

Organisational structure

Age Concern Isle of Wight (T/A Age UKIW) is a local, independent registered Charity and a member of the Age England Association. As a member of the federation, Age UKIW is able to share information with the network of charities under the Age UK umbrella.

The day-to-day operation of Age UKIW is delegated to the chief officers, senior leadership team, and team leaders to deliver the services specified, meet strategic objectives and ensure sustainability is achieved. A scheme of delegation is in place with scheduled reviews.

Internal infrastructure support has significantly improved to allow both trustees and the senior leadership team to monitor strategic progress and make sound decisions, maintaining focus on risk assessment, timely management accounting information and strategic reporting.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Quality Management

The Charity also continued to maintain the AUK Charity Quality Standard (CQS) which recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff and volunteers.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06057797 (England and Wales)

Registered Charity number
1118711

Registered office
St Thomas' Chambers
147 High Street
Newport
Isle of Wight
PO30 1TY

Trustees

V A Barraclough
S Evans
S Fraser (resigned 23.3.23)
L Buckman
R Robertson (resigned 27.4.23)
J Archer (resigned 19.7.23)
P Eagle (resigned 27.10.22)
C G Flury (appointed 30.5.23)
C J Edwards (appointed 22.5.23)
D C Becker (appointed 30.8.22) (resigned 14.9.23)
G F Read (appointed 30.8.22)
B Faulds-Barber (appointed 30.8.22) (resigned 24.1.23)
K A Marriott (appointed 5.6.23)
S R D Bailey (appointed 19.7.23)
K F Jenkins (appointed 19.7.23)
W Young (appointed 20.7.23)

Company Secretary
A Gallop

Auditors

Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

**Barclays Bank UK Plc
102 St. James' Street
Newport
PO30 1UP**

The Charity Bank Ltd

**Fosse House
182 High Street
Tonbridge
TN9 1BE**

Chief Operating Officer

Ms M Bunce

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Isle of Wight for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

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

.....
G F Read - Trustee

Opinion

We have audited the financial statements of Age Concern Isle of Wight (the 'charitable company') for the year ended 31 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 31 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 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.

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.

As part of planning our audit we determined materiality and assessed the risks of material misstatement in the financial statements. Based on our understanding of the charitable company we identified the principal risks to the charitable company as management override of controls, potential for fraud in respect of revenue recognition particularly in respect of cash income, and potential for cut off of grant income to be incorrectly applied.

Audit procedures performed by the engagement team included:

- A review of journals made in preparing the final results for preparation of the accounts, and a review of accounting estimates made by management.
- Review to ensure there are no transactions that have no apparent business or charitable purpose, or that have been processed outside the usual accounting systems.
- Extension of the sample sizes for audit testing carried out in relation to cash income, and consideration and testing of controls in place around this income.
- Discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations or fraud.
- A review of all contracts related to grant income, and careful consideration of the performance related conditions surrounding entitlement to income.

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

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 CONCERN ISLE OF WIGHT**

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.

**Gavin Kelly ACA ACCA (Senior Statutory Auditor)
for and on behalf of Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ**

Date:

AGE CONCERN ISLE OF WIGHT

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	171,412	72,520	243,932	186,299
Charitable activities	6				
Enhancing and supporting lives		548,030	629,354	1,177,384	1,998,716
Other trading activities	4	11,860	4,556	16,416	45,608
Investment income	5	6,202	-	6,202	1,844
Total		737,504	706,430	1,443,934	2,232,467
EXPENDITURE ON					
Raising funds	7	55,460	-	55,460	41,362
Charitable activities	8				
Enhancing and supporting lives		901,005	841,012	1,742,017	2,056,066
Other	11	85	-	85	1,003
Total		956,550	841,012	1,797,562	2,098,431
NET INCOME/(EXPENDITURE)		(219,046)	(134,582)	(353,628)	134,036
Transfers between funds	22	(28,492)	28,492	-	-
Net movement in funds		(247,538)	(106,090)	(353,628)	134,036
RECONCILIATION OF FUNDS					
Total funds brought forward		1,221,802	347,286	1,569,088	1,435,052
TOTAL FUNDS CARRIED FORWARD		974,264	241,196	1,215,460	1,569,088

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	16	234,250	-	234,250	243,437
CURRENT ASSETS					
Debtors	17	154,341	-	154,341	90,584
Cash at bank		741,431	241,195	982,626	1,413,067
		895,772	241,195	1,136,967	1,503,651
CREDITORS					
Amounts falling due within one year	18	(63,741)	-	(63,741)	(79,713)
NET CURRENT ASSETS		832,031	241,195	1,073,226	1,423,938
TOTAL ASSETS LESS CURRENT LIABILITIES		1,066,281	241,195	1,307,476	1,667,375
CREDITORS					
Amounts falling due after more than one year	19	(92,016)	-	(92,016)	(98,287)
NET ASSETS		974,265	241,195	1,215,460	1,569,088
FUNDS	22				
Unrestricted funds				974,265	1,221,802
Restricted funds				241,195	347,286
TOTAL FUNDS				1,215,460	1,569,088

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 and were signed on its behalf by:

.....
G F Read - Trustee

The notes form part of these financial statements

AGE CONCERN ISLE OF WIGHT**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	(416,699)	72,757
Net cash (used in)/provided by operating activities		(416,699)	72,757
Cash flows from investing activities			
Purchase of tangible fixed assets		(8,407)	(12,469)
Interest received		6,202	1,844
Net cash used in investing activities		(2,205)	(10,625)
Cash flows from financing activities			
Loan repayments in year		(11,537)	(11,436)
Net cash used in financing activities		(11,537)	(11,436)
Change in cash and cash equivalents in the reporting period		(430,441)	50,696
Cash and cash equivalents at the beginning of the reporting period		1,413,067	1,362,371
Cash and cash equivalents at the end of the reporting period		982,626	1,413,067

The notes form part of these financial statements

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**
1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(353,628)	134,036
Adjustments for:		
Depreciation charges	13,601	25,887
Loss on disposal of fixed assets	3,994	2,084
Interest received	(6,202)	(1,844)
Loan interest paid	5,581	3,780
Increase in debtors	(63,757)	(1,197)
Decrease in creditors	(16,288)	(89,989)
Net cash (used in)/provided by operations	(416,699)	72,757

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	1,413,067	(430,441)	982,626
	<u>1,413,067</u>	<u>(430,441)</u>	<u>982,626</u>
Debt			
Debts falling due within 1 year	(7,429)	(315)	(7,744)
Debts falling due after 1 year	(98,287)	6,271	(92,016)
	<u>(105,716)</u>	<u>5,956</u>	<u>(99,760)</u>
Total	<u>1,307,351</u>	<u>(424,485)</u>	<u>882,866</u>

The notes form part of these financial statements

1. GENERAL INFORMATION

Age Concern Isle of Wight is a private company limited by guarantee and incorporated in England. The financial statements are presented in Pounds Sterling, which is the functional currency of the charitable company.

The registered office of the charitable company is St Thomas' Chambers, 147 High Street, Newport, Isle of Wight, PO30 1TY.

There are no material uncertainties about the charity's ability to continue.

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.

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.

Where grant income is subject to performance related conditions income is recognised to the extent that performance has been achieved.

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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Intangible fixed assets

Intangible fixed assets are measured at cost less accumulative amortisation and any accumulated impairment losses.

Amortisation of intangible fixed assets is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer software - Over 4 years on cost

Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Assets costing less than £1,000 are not capitalised.

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Land and buildings	- not provided
Plant and machinery	- Over 4 or 5 years on cost

The trustees are of the opinion that the residual value of the freehold buildings will not be less than cost and therefore the freehold buildings are not depreciated.

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 income or expenditure for the year as appropriate.

Investments

Investments in subsidiaries and associates are measured at cost less any accumulated impairment losses.

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.

Pension costs and other post-retirement benefits

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

Creditors

Short term creditors are measured at transaction (invoice) price

Loans and other financial liabilities are initially recognised at transaction price net of any transaction costs and subsequently measured at amortised cost determined using the effective interest method.

Provisions

Provisions are recognised when there is an obligation at the reporting date as a result of a past event, it is probable that economic benefit will be transferred to settle the obligation and the amount of the obligation can be estimated reliably.

Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

3. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Donations	39,174	28,736	67,910	79,629
Legacies	126,868	-	126,868	32,902
Grants	5,370	43,784	49,154	73,768
	<u>171,412</u>	<u>72,520</u>	<u>243,932</u>	<u>186,299</u>

4. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fundraising events	<u>11,860</u>	<u>4,556</u>	<u>16,416</u>	<u>45,608</u>

5. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Deposit account interest	<u>6,202</u>	<u>-</u>	<u>6,202</u>	<u>1,844</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Performance related grants	Enhancing and supporting lives	701,306	1,556,510
Just about you	Enhancing and supporting lives	465,168	378,315
Memory therapy group fees	Enhancing and supporting lives	-	110
Student placements	Enhancing and supporting lives	560	560
Homesafe and Handyperson	Enhancing and supporting lives	-	50,523
Digi Classes	Enhancing and supporting lives	-	10
Age Friendly Island	Enhancing and supporting lives	10,350	1,200
Youth Trust	Enhancing and supporting lives	-	11,488
		<u>1,177,384</u>	<u>1,998,716</u>

7. RAISING FUNDS**Raising donations and legacies**

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Staff costs	46,109	-	46,109	41,362
Fundraising costs	9,351	-	9,351	-
	55,460	-	55,460	41,362

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £
Enhancing and supporting lives	1,742,017

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023 £	2022 £
Staff costs	1,501,355	1,569,193
Trustees' expenses	200	120
Employee related costs	17,598	14,384
Volunteer recruitment and expenses	2,263	1,086
Direct project costs	31,672	201,537
Premises costs	22,265	18,383
Office costs	76,597	80,509
Transportation and costs	20,193	16,570
Bank charges and interest	6,568	5,758
Auditors' remuneration	10,320	11,080
Auditors' remuneration for non audit work	-	538
Legal and professional fees	35,391	61,173
Depreciation	13,601	25,887
Loss on sale of assets	3,994	2,084
	1,742,017	2,008,302

Included in direct costs is interest payable of £5,581 in relation to the bank loan (2022: £3,781).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**10. GRANTS PAYABLE**

	2023 £	2022 £
Enhancing and supporting lives	-	47,764
The total grants paid to institutions during the year was as follows:		
	2023 £	2022 £
People Matter IW	-	30,264
Citizen's Advice Bureau	-	17,500
	-	47,764

11. OTHER

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Bad debt	85	-	85	1,003

12. NET INCOME/(EXPENDITURE)

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

	2023 £	2022 £
Depreciation - owned assets	13,600	20,111
Deficit on disposal of fixed assets	3,994	2,084
Computer software amortisation	-	5,777
Operating lease costs	-	13,050
Auditors' remuneration - Audit services	10,320	11,080
Auditors' remuneration - Non-audit services	-	538

13. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

	2023 £	2022 £
Trustees' expenses	200	120

The expenses paid to one (2022: one) trustee represents the reimbursements of travel, IT and training costs. These expenses were repaid in full to charity by way of a donation from the trustee.

14. STAFF COSTS

	2023 £	2022 £
Wages and salaries	1,424,521	1,487,773
Social security costs	99,614	97,684
Other pension costs	23,329	25,098
	<u>1,547,464</u>	<u>1,610,555</u>

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

2023	2022
<u>97</u>	<u>113</u>

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

Key management personnel remuneration and benefits

The total remuneration and benefits received by the three key management personnel operating during 2022/23 was £131,354 (2021/22: five key management personnel 175,498) It should be noted that, of the three key management personnel in post during 2022/23, the CEO role was redundant after December 2022 and the total remuneration reported here includes a related £12,101 contractual notice payment..

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	175,804	10,495	186,299
Charitable activities			
Enhancing and supporting lives	497,351	1,501,365	1,998,716
Other trading activities	44,463	1,145	45,608
Investment income	1,844	-	1,844
Total	<u>719,462</u>	<u>1,513,005</u>	<u>2,232,467</u>
EXPENDITURE ON			
Raising funds	41,362	-	41,362
Charitable activities			
Enhancing and supporting lives	623,155	1,432,911	2,056,066
Other	1,003	-	1,003
Total	<u>665,520</u>	<u>1,432,911</u>	<u>2,098,431</u>
NET INCOME	53,942	80,094	134,036

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Transfers between funds	(18,711)	18,711	-
Net movement in funds	35,231	98,805	134,036
RECONCILIATION OF FUNDS			
Total funds brought forward	1,186,574	248,478	1,435,052
TOTAL FUNDS CARRIED FORWARD	1,221,805	347,283	1,569,088

16. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Totals £
COST			
At 1 April 2022	214,918	162,145	377,063
Additions	-	8,407	8,407
Disposals	-	(5,407)	(5,407)
At 31 March 2023	214,918	165,145	380,063
DEPRECIATION			
At 1 April 2022	-	133,626	133,626
Charge for year	-	13,600	13,600
Eliminated on disposal	-	(1,413)	(1,413)
At 31 March 2023	-	145,813	145,813
NET BOOK VALUE			
At 31 March 2023	214,918	19,332	234,250
At 31 March 2022	214,918	28,519	243,437

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	64,720	89,923
Prepayments and accrued income	89,621	661
	154,341	90,584

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Bank loans and overdrafts (see note 20)	7,744	7,429
Trade creditors	3,991	8,695
Other creditors	1,709	5,202
Accruals and deferred income	40,297	27,125
Deferred grants	10,000	31,262
	63,741	79,713

Deferred income is included within other creditors falling due within one year and has arisen as a result of performance-related conditions on grants not being fulfilled at the reporting date and therefore unconditional entitlement to the income has not passed to the charity at the year end.

	2023	2022
	£	£
Deferred income at 1 April	31,262	99,112
Income released during the reporting period	(31,262)	(99,112)
Income deferred during the reporting period	10,000	31,262
Deferred income at 31 March	10,000	31,262

19. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Bank loans (see note 20)	92,016	98,287

20. LOANS

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand:		
Bank loans	7,744	7,429
Amounts falling between one and two years:		
Bank loans	8,072	7,744
Amounts falling due between two and five years:		
Bank loans	26,325	25,255
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans	57,619	65,288

The bank loan is repayable in monthly instalments over a period of 20 years from the date of the initial drawing down of the loan in 2013. Interest is payable at a rate of 3% above the base rate.

21. SECURED DEBTS

The following secured debts are included within creditors:

	2023	2022
	£	£
Bank loans	99,760	105,716

The loan is secured on the freehold property of the charity.

22. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	871,899	(187,859)	(9,729)	674,311
Fixed assets fund	243,439	(17,594)	8,406	234,251
Infrastructure investment fund	50,000	(3,406)	-	46,594
Stitching fund	13,504	139	(11,683)	1,960
GNS legacy	15,486	-	(15,486)	-
Supporting staff post Covid	27,474	(10,325)	-	17,149
	<u>1,221,802</u>	<u>(219,045)</u>	<u>(28,492)</u>	<u>974,265</u>
Restricted funds				
Big lottery fund grant - Age Friendly	21,731	-	(21,731)	-
CCG care navigators	18,727	-	-	18,727
Prostate cancer care navigator	10	-	-	10
Restorative Justice	9,529	(9,588)	59	-
Living Well Programme	3,761	-	-	3,761
Digital Inclusion Project	35,475	(26,298)	-	9,177
Hospital Discharge	242,286	-	(242,286)	-
Older Prisoners	14,647	31	(14,678)	-
Household Support Fund	395	(395)	-	-
Workforce Retention Grant	236	(236)	-	-
Mental Health Training Grant	489	(498)	9	-
Good Neighbourhood Scheme	-	(43,102)	43,102	-
Hewland Fund	-	6,354	-	6,354
Crisis Team	-	(22,371)	50,292	27,921
Dementia Navigators	-	12,664	4,629	17,293
Gouldings	-	(5,729)	5,729	-
Digital Champions	-	841	-	841
GPM	-	(19,760)	21,731	1,971
Reaching Communities	-	9,636	-	9,636
Community Unit	-	(12,944)	19,040	6,096
Older Persons Mental Health	-	1,005	277	1,282
Care Navigators IDT	-	(24,193)	162,319	138,126
	<u>347,286</u>	<u>(134,583)</u>	<u>28,492</u>	<u>241,195</u>
TOTAL FUNDS	<u><u>1,569,088</u></u>	<u><u>(353,628)</u></u>	<u><u>-</u></u>	<u><u>1,215,460</u></u>

22. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	736,129	(923,988)	(187,859)
Fixed assets fund	1	(17,595)	(17,594)
Infrastructure investment fund	(1)	(3,405)	(3,406)
Stitching fund	1,375	(1,236)	139
Supporting staff post Covid	-	(10,325)	(10,325)
	737,504	(956,549)	(219,045)
Restricted funds			
Restorative Justice	24,731	(34,319)	(9,588)
Digital Inclusion Project	2,039	(28,337)	(26,298)
Older Prisoners	15,001	(14,970)	31
Household Support Fund	6,465	(6,860)	(395)
Workforce Retention Grant	-	(236)	(236)
Winter Health Campaign	1,793	(1,793)	-
Mental Health Training Grant	-	(498)	(498)
Good Neighbourhood Scheme	32,999	(76,101)	(43,102)
Hewland Fund	6,743	(389)	6,354
Crisis Team	43,998	(66,369)	(22,371)
Dementia Navigators	119,446	(106,782)	12,664
Gouldings	12,500	(18,229)	(5,729)
Digital Champions	36,001	(35,160)	841
GPM	43,043	(62,803)	(19,760)
Reaching Communities	116,275	(106,639)	9,636
Community Unit	35,000	(47,944)	(12,944)
Older Persons Mental Health	29,046	(28,041)	1,005
Care Navigators IDT	181,350	(205,543)	(24,193)
	706,430	(841,013)	(134,583)
TOTAL FUNDS	1,443,934	(1,797,562)	(353,628)

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	732,583	88,155	51,161	871,899
Fixed assets fund	258,940	(27,972)	12,471	243,439
Infrastructure investment fund	54,171	(7,814)	3,643	50,000
Stitching fund	11,682	1,822	-	13,504
GNS legacy	34,198	(1)	(18,711)	15,486
Rebuilding services	28,000	-	(28,000)	-
Community outreach	39,275	-	(39,275)	-
Supporting staff post Covid	27,725	(251)	-	27,474
	<u>1,186,574</u>	<u>53,939</u>	<u>(18,711)</u>	<u>1,221,802</u>
Restricted funds				
Big lottery fund grant - Age Friendly	21,700	31	-	21,731
CCG care navigators	19,752	(1,025)	-	18,727
Prostate cancer care navigator	366	(356)	-	10
Restorative Justice	4,263	5,266	-	9,529
Living Well Programme	9,636	(5,875)	-	3,761
Digital Inclusion Project	46,627	(11,152)	-	35,475
Hospital Discharge	130,764	111,522	-	242,286
Older Prisoners	11,790	2,453	404	14,647
Community Cell Support	404	-	(404)	-
Widows	3,176	(3,176)	-	-
Household Support Fund	-	395	-	395
Workforce Retention Grant	-	236	-	236
Mental Health Training Grant	-	489	-	489
Good Neighbourhood Scheme	-	(18,711)	18,711	-
	<u>248,478</u>	<u>80,097</u>	<u>18,711</u>	<u>347,286</u>
TOTAL FUNDS	<u>1,435,052</u>	<u>134,036</u>	<u>-</u>	<u>1,569,088</u>

22. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	716,757	(628,602)	88,155
Fixed assets fund	(1)	(27,971)	(27,972)
Infrastructure investment fund	-	(7,814)	(7,814)
Stitching fund	2,706	(884)	1,822
GNS legacy	(1)	-	(1)
Supporting staff post Covid	-	(251)	(251)
	719,461	(665,522)	53,939
Restricted funds			
Big lottery fund grant - Age Friendly	216,165	(216,134)	31
CCG care navigators	239,447	(240,472)	(1,025)
Prostate cancer care navigator	-	(356)	(356)
Restorative Justice	26,649	(21,383)	5,266
Living Well Programme	474,428	(480,303)	(5,875)
Digital Inclusion Project	3,993	(15,145)	(11,152)
Hospital Discharge	421,273	(309,751)	111,522
Older Prisoners	30,597	(28,144)	2,453
Widows	6	(3,182)	(3,176)
Household Support Fund	17,184	(16,789)	395
Workforce Retention Grant	10,000	(9,764)	236
Winter Health Campaign	1,000	(1,000)	-
Mental Health Training Grant	3,120	(2,631)	489
Good Neighbourhood Scheme	69,144	(87,855)	(18,711)
	1,513,006	(1,432,909)	80,097
TOTAL FUNDS	2,232,467	(2,098,431)	134,036

Fixed asset fund

The fixed asset fund represents the net book value of fixed assets purchased and available for the unrestricted use of the charity.

Infrastructure investment fund

The infrastructure investment fund represents funds set aside for investment in infrastructure and to allow for the replacement of equipment.

Stitching fund

The stitching fund represents a donation received from the Insinger Foundation, located in The Netherlands, less expenditure paid from the funds.

GNS legacy

The GNS legacy fund represents a donation legacy from Stanley Jackson designated for use in the good neighbour scheme to provide low-level support to the elderly.

22. MOVEMENT IN FUNDS - continued

Rebuilding Services

The Charities Income Generation Services suffered a substantial loss during 2019/2020 and were either closed or operated a reduced service following Government lockdown Restrictions. Trustees recognised the impact seen on these essential projects and designated these funds to assisting them to both rebuild and recover, and to provide additional support to those that have been most affected. These funds have been transferred to general reserves during the year where they offset the costs incurred in achieving the above aims.

Community Outreach

These funds were designated in the year ended 31 March 2021 to reflect the increased need of those requiring support following the pandemic, and to enable the Charity to recruit additional staff to support the increased demand for services. These funds have been transferred to general reserves this year, where it is anticipated that they will meet expenses related to these requirements over the 2022/23 year.

Supporting Staff Post Covid

Trustees recognise the impact on our staff and volunteers whilst continuing to work through the Covid Pandemic and the effects it's had on our staffing teams as we continue to support an increased number of clients with increasingly complex needs. Funds have been designated for staff wellbeing and development to support our organisation's resilience. £27,725 has been designated to this service from general reserves.

Big lottery grant fund - Age Friendly

This project began in 2015 comprising a partnership of 11 organisations. The underlying purpose of all these projects is to deliver services to address social isolated Islanders.

The Age Friendly Island project has continued to be run through this year, as well as final aspects of Men in Sheds.

CCG Care Navigators

Offering a person centred, holistic approach to health and social care, the Care Navigators team of six FTE posts work with all GP practices on the Island and contribute to the Locality based reviews of patients with multiple and complex needs. They supported over 1500 clients to live more independently and manage their long-term health conditions, avoiding crisis where possible. Support was provided to our clients by 94 different projects and service through onward referral, 60% of them in the voluntary sector and supporting independent living. Funding for the programme came from the IOW Clinical Commissioning Group (CCG).

Prostate cancer care navigator

Funded by Prostate Cancer UK for one year, this Care Navigator role focused on supporting men with prostate cancer and their families. The project ended in August 2015 as Funding from Prostate Cancer UK was no longer available, as a result Age UKIW will work with the funder with regards to the outstanding unspent funds to support men through the care navigator programme.

Restorative Justice

The Restorative Justice Project, funded by the Office of the Police and Crime Commissioner, brings older Island residents harmed by crime, anti-social behaviour or conflict into communication with those responsible, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. It helps young offenders see the true effects of crime and anti-social behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions.

22. MOVEMENT IN FUNDS - continued

Living Well Programme

Funded through the Improved Better Care Fund (IBCF) the Living Well project is a partnership of four organisations with the aim of promoting independent living and support for adults with learning disabilities, carers, older people and those who have poor mental health. All enquiries to Social Services who do not meet their criteria are forwarded onto the Living Well team for assistance.

Digital Inclusion Project

Funding to support Older people aged 50+, people living with learning disability, people living with mental health conditions, and carers by: 1. Developing the skills and knowledge of the voluntary sector workforce (both staff and Volunteers) to support use of technology; and 2. Developing the skills and knowledge of people to use technology to enable them to do things for themselves and/or seek appropriate support to do things to support independent living for longer.

Hospital Discharge

Age UKIW works in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team to enable healthy and safe discharges home and to prevent unnecessary admissions to hospital.

Older Prisoners

Working with the prison to identify the needs of older prisoners, providing training to prison staff and orderlies and developing the concept of a "dementia friendly cell".

Community Cell Support

This relates to work in support of elderly prisoners. The activity was absorbed by the 'Older Prisoners' scheme.

Widows

This project supported Widows living within the parish of Newport with befriending and walking
Household Support Fund This fund supplied Winter Warmer support packages and emergency crisis support to IW residents.

Household Support Fund

To support vulnerable households with essentials such as food, energy costs, boiler service/repairs or the purchasing of essential white goods, and essential toiletries.

Workforce Retention Grant

This fund provided us with support in the promotion of workforce retention through targeted advertising.

Mental Health Training Grant

This fund was provided to allow for training around Mental Health issues.

Good Neighbour Scheme

Previously funded as part of the Big Lottery project this scheme has been separately funded this year and continues to operate to facilitate volunteers providing friendly and reliable support for older local residents.

Hewland Fund

To support vulnerable households who are unable to fund the cost of repair or purchase of white goods and some low-level emergency repairs to households - costs are awarded up to £250.

22. MOVEMENT IN FUNDS - continued

Hospital Based Services:

Age UKIW has continued working in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team (IDT). With a focus on enabling healthy and safe discharge home, and preventing admission to hospital when unnecessary, we have become a key partner in the IDT. Whilst there are three separately funded projects, we have delivered these as a seamless service:

Project 1 (Community Unit)

To provide an Activities Coordinator at the Hospital Community unit. We provide social, physical and cognitive activities to enable clients to maintain their health and wellbeing whilst awaiting discharge home with an appropriate care package or to a residential placement.

Project 2 (Care Navigators IDT)

Our Care Navigators work on community wards at the hospital supporting discharge for patients who are medically fit to leave hospital. Ensuring that clients and carers are aware of appropriate services and activities available to them in their communities and are confident in accessing this support once home.

Project 3 (Crisis Team)

To provide Care Navigation support to the Crisis team at St Mary's Hospital, with community support staff, enabling people to stay at home and avoid hospital admittance where appropriate.

Dementia Navigators and Older Persons Mental Health (OPMH)

Dementia Care Navigators promote self-confidence to increase a person's sense of health and wellbeing. They help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who are waiting for assessment.

Gouldings

Providing activities for a day hub setting for hospital discharged patients to reduce their use of community carer home visits.

Digital Champions Project

The project provides funding for digital workshops and home visits, recruitment of additional digital volunteers and staff for increased outreach events to promote the digital inclusion services.

Transfers between funds

Funds of £14,678 have been transferred from Older Prisoners to General Funds. This is to reflect expenses paid for by these funds, but that were not allocated as such in the accounts. These amounts have been reported as paid on project returns.

Funds of £27,684 have been transferred from General Funds to Good Neighbours Scheme (£27,616), Restorative Justice (£59) and Mental Health Training Grant (£9) representing additional funding for these projects paid for out of General Reserves.

Funds of £15,486 held in the designated fund GNS Legacy have been released to cover costs incurred by the Good Neighbour Scheme.

Funds of £11,683 have been released from the designated Stichting fund to cover costs included in the General Fund this year.

22. MOVEMENT IN FUNDS - continued

Transfers between funds - continued

Funds of £242,286 have been transferred from the Hospital Discharge fund to Crisis Team (£50,292), Dementia Navigators (£4,629), Gouldings (£5,729), Community Unit (£19,040), Older Persons Mental Health (£277), and Care Navigators IDT (£162,319). These all represent part of the same overall restricted fund, but better track the individual usage of the funds within this grant.

Funds of £21,731 have been transferred from Big Lottery - Ageing Better to Good Practice Mentors being the last of the funding on this Big Lottery Project that has been agreed by the funders can be used to run the Good Practice Mentors project.

23. RELATED PARTY DISCLOSURES

Age UK Hampshire & IW Trading Company Limited

Age Concern Isle of Wight was a 50% shareholder of Age UK Hampshire & IW Trading Company Limited, an associated company. This company ceased trading and was dissolved in April 2022.

During the year to 31 March 2023 the associated company donated £NIL (2022: £953). There were no amounts owed by or owing to the associate on dissolution or at 1 April 2022.

AGE CONCERN ISLE OF WIGHT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	39,174	28,736	67,910	79,629
Legacies	126,868	-	126,868	32,902
Grants	5,370	43,784	49,154	73,768
	<u>171,412</u>	<u>72,520</u>	<u>243,932</u>	<u>186,299</u>
Other trading activities				
Fundraising events	11,860	4,556	16,416	45,608
Investment income				
Deposit account interest	6,202	-	6,202	1,844
Charitable activities				
Performance related grants	79,702	621,604	701,306	1,556,510
Just about you	465,168	-	465,168	378,315
Memory therapy group fees	-	-	-	110
Student placements	560	-	560	560
Homesafe and Handyperson	-	-	-	50,523
Digi Classes	-	-	-	10
Age Friendly Island	2,600	7,750	10,350	1,200
Youth Trust	-	-	-	11,488
	<u>548,030</u>	<u>629,354</u>	<u>1,177,384</u>	<u>1,998,716</u>
Total incoming resources	737,504	706,430	1,443,934	2,232,467
EXPENDITURE				
Raising donations and legacies				
Wages	41,273	-	41,273	41,362
Social security	3,695	-	3,695	-
Pensions	1,141	-	1,141	-
Fundraising costs	9,351	-	9,351	-
	<u>55,460</u>	<u>-</u>	<u>55,460</u>	<u>41,362</u>
Charitable activities				
Trustees' expenses	200	-	200	120
Carried forward	200	-	200	120

This page does not form part of the statutory financial statements

AGE CONCERN ISLE OF WIGHT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Charitable activities				
Brought forward	200	-	200	120
Wages	701,013	682,235	1,383,248	1,446,411
Social security	40,533	55,386	95,919	97,684
Pensions	8,686	13,502	22,188	25,098
Employee related costs	12,808	4,790	17,598	14,384
Volunteer recruitment and expenses	124	2,139	2,263	1,086
Direct project costs	5,710	25,962	31,672	201,537
Premises costs	15,842	6,423	22,265	18,383
Office costs	47,640	28,957	76,597	80,509
Transportation and costs	10,888	9,305	20,193	16,570
Bank charges and interest	4,387	2,181	6,568	5,758
Auditors' remuneration	6,789	3,531	10,320	11,080
Auditors' remuneration for non audit work	-	-	-	538
Legal and professional fees	28,789	6,602	35,391	61,173
Amortisation of intangible fixed assets	-	-	-	5,777
Depreciation of tangible fixed assets	13,601	-	13,601	20,110
Loss on sale of intangible fixed assets	3,994	-	3,994	1,590
Loss on sale of tangible fixed assets	-	-	-	494
Grants to institutions	-	-	-	47,764
	<u>901,004</u>	<u>841,013</u>	<u>1,742,017</u>	<u>2,056,066</u>
Other				
Bad debt	85	-	85	1,003
	<u>956,549</u>	<u>841,013</u>	<u>1,797,562</u>	<u>2,098,431</u>
Total resources expended				
	<u>(219,045)</u>	<u>(134,583)</u>	<u>(353,628)</u>	<u>134,036</u>
Net income				

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 06057797 (England and Wales)
REGISTERED CHARITY NUMBER: 1118711

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022
FOR
AGE CONCERN ISLE OF WIGHT

Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

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REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

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 31 March 2022. 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

Our Vision and Purpose

Age UK Isle of Wight's vision is for an Island community where older people are respected, included and able to live the life they chose.

Our purpose is to work with, and for, older people, driving change so that they can live well whatever their circumstances.

Our Aims and Objectives

The Charity Objects promote the following purposes for the benefit of the public and/or older people within the Isle of Wight:

- o preventing or relieving the poverty of older people;
- o advancing education;
- o preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- o promoting equality and diversity;
- o promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- o 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 Directors from time to time decide;
- o the outcome of this being the promotion of the well-being of older people.

Our activities fully reflect the Vision, Purpose, Aims and Objectives that the charity was set up to further.

Our Strategic Direction

Trustees commenced work on the development of a new five-year strategy early in 2020, but this was put aside in favor of a local response to the pandemic and implementation of a recovery plan. Circumstances necessitated a primary focus on service delivery to ensure older Islanders were supported whilst many shielded, and recovery planning to ensure the Charity was sustainable into the future. The subsequent resignation of our Chief Executive and recruitment of her replacement during 2021 slowed further progress on strategy.

In the meantime, we continued to measure ourselves against our 'Our Strategic Direction 2017-2020' plan which was reviewed in 2020 and deemed still relevant as we strive to achieve a better quality of life for older Islanders, their carers and families. It was subsequently extended to March 2023. Our reviewed Strategic Direction 2017-2023 identifies three main priorities for our work ensuring that Isle of Wight Residents are Happy, Healthy and Connected. These align neatly with our charitable objects.

Work on a new strategy will re-commence during the summer of 2022. This will allow opportunity for further reflection on our strategic direction considering our experiences during the past two years and the nature of the challenges that are evident globally, nationally and locally in our own community. We will also engage in extensive consultation with stakeholders, older islanders, staff and volunteers. Trustees and the Senior Leadership Team will assimilate this vital feedback in their development of a high-level draft strategy by year end. A final strategy will be published in April 2023, marking our fiftieth anniversary as an Island Charity.

Simultaneous work is being undertaken on a new national strategy by Age UK and going forward this will influence our strategy as a network partner and help shape and guide our activities and priorities.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

The focus of our work in 2021-22 and ensuring it delivers our aims

Our work in 2021-22 continued to deliver services to Islanders that included:

- o Core charitable activities:
 - o Advice and Information
 - o Welfare benefit Checks and support to claim these
 - o Volunteer befriending Good Neighbour Scheme
- o Health and Social Care Commissioned Activities:
 - o Community Care Navigation for all ages
 - o Living Well Support for all ages
 - o Hospital Discharge Support
 - o Dementia Care Navigation (new pilot launched January 2022)
- o Age Friendly Island work included several projects responding to the voiced needs of older Island residents
- o Commissioned Inclusion services for older residents
 - o Digital Inclusion project
 - o Older Prisoner project at HMP IOW
 - o Restorative Justice for residents who have been victims of crime
 - o Men in Sheds
 - o Widow's Support Project
- o Our income generating services;
 - o Just About You (JAY) Help at Home
 - o Handy Man

Throughout the year the Trustees and Senior Leadership Team reviewed these activities to ensure they were fit for purpose in meeting our aims and objectives and aligned with our Vision and Purpose. This regular scrutiny looked at what has been achieved, the beneficial impact on our clients and community, and where we might improve. It also identified areas where there was unmet need that underpinned our strategic planning for the year.

Recovery from the pandemic

By March 2021, our business continuity planning and move to agile working were well embedded. This meant we were able to continue delivering essential services to older adults during 2021-22 despite the continuing relaxing then reinstating of varying levels of pandemic restrictions. The relaxation of lock down and strict shielding restrictions meant that we were able to recommence delivering help at home services with stringent Rapid Flow Testing regimes and PPE requirements. This provided a lifeline for older residents as the ending of furlough and winding down of community volunteer support meant many were left coping alone following 12 months of support.

We continued to deliver all our remaining services via a blended approach, supporting clients by phone, online and face to face where appropriate. As restrictions were lifted, it became clear that the impact on older Island residents of the string of lockdowns and shielding was significant. This included:

- o Increased social isolation
- o Increased frailty via deconditioning
- o Increased prevalence of social anxiety and mild to moderate depression/low mood.
- o Increased difficulty in accessing essential services, such as GP surgeries and local authority services as many had moved online and were remaining so.
- o Increased waiting lists for medical assessments and treatments including Dementia Assessments
- o A lack of appropriate care packages for residents ready to be discharged from hospital, creating risk of deconditioning and preventing beds being available for others who need acute medical inpatient treatment

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

Age UK Isle of Wight responded to this legacy from the initial waves of the Covid Pandemic in the following ways:

- o Providing volunteer befriending to 795 older people, including 437 new clients
- o Providing Care Navigation and Living Well Support to 1,868 local residents
- o Working with Local GP surgeries to understand the impact of moving to online services for their patients
- o Expanding our digital inclusion project and providing personal digital inclusion support to 229 older residents
- o Working with local health and social care partners to develop and launch a pilot dementia care navigators service linked to the Memory Service and supporting clients both pre and post diagnosis. This service launched in February 2022 and by the end of March was supporting 83 clients.
- o Working with the Older Person's Mental Health Team to develop an older person's mental health link worker role providing care navigation in the community.
- o Continuing to innovate with the Integrated Discharge Team at St. Mary's Hospital to ensure that patients can be safely discharged home, or kept physically, socially and cognitively engaged whilst awaiting safe discharge.

How our activities deliver public benefit

Age UK Isle of Wight Trustees have referred to the advice contained in the Charity Commission's general guidance on public benefit when reviewing our objectives and in planning for future activity. Trustees consider that our activities reflect our aims and objectives and are designed to deliver accessible services and activities that benefit the appropriate section of the public in accordance with our charitable objectives.

Who used and benefitted from our services and projects?

Our objects and funding streams restrict the services we provide to those residents on the Isle of Wight, although indirectly our services also support relatives, carers and friends living on the mainland. Our primary beneficiaries are those aged 50 and over, however our articles enable us to work with all persons on the Island preventing or relieving sickness, disease or suffering (whether emotional, mental or physical).

In 2021/22, Age UKIW portfolio of services delivered support to 8,410 clients. Of these 3,773 were supported by more than one service (45%), so the actual number of unique clients was 4,637. This was less than in 2020-21 as we returned to more business as usual with the ending of the emergency coordinated community pandemic response.

4,637 unique clients received direct support services from AUKIW, with 733 receiving a holistic triage assessment which led to onward signposting and referral to external services.

Our clients received 66,497 contacts from the charity made up of 53,625 contacts with staff and 12,872 with volunteers. This is an average of 12 contacts per client, but this will vary enormously from client to client. Some receiving a one-off piece of advice and information support, to others receiving weekly befriending support or intensive Living Well Support.

Age Profile of our Clients:

52% of the Islands population are aged 50 or over, 29.2% are aged 65+ and 7.6% are over 80. This is significantly higher than many other Local Authority Areas and our population is ageing faster than most areas. Between 2011 and 2021 there was an increase of almost 25% in the Island's population aged 65 and over.

In 2021-22 90% of our clients were over 50 years of age, 5% were aged under 50 and 5% were age unknown as anonymous Advice and Information recipients.

Those aged 80-89 were the highest users of the Information and Advice services (30%), the Living Well projects (33%) and of the support provided through the Good Neighbour scheme volunteers (37%) evidencing the care the Charity offers to older Islanders to live independently in later life. Those aged 70-79 were the highest users of our Digital services (37%).

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

Geography:

The Island is a Unitary Authority and Health and Social care activities are delivered in three localities, aligned with the three Primary Care Networks: Northeast Wight, South Wight and West and Central Wight. We supported clients from all PCN Locality Areas.

Enquiries came from all areas of the Island but the most demand, per head of older population, was from Sandown, Bembridge, and Yarmouth.

Gender:

As in previous years a larger proportion of our clients are women (60%). This is in keeping with predictions of gender distribution by age produced by IOW Council, Business Effectiveness Unit, October 2011.

This is in keeping with predictions of gender distribution by age produced by IOW Council, Business Effectiveness Unit, October 2011.

The latest data from the 2021 census has not yet been released, and we will be reviewing our client access against this date once published to ensure our clients represent the gender split of older Island residents.

Additional Health Challenges

3,223 clients have reported that they are living with long term conditions, this figure represents 70% of our clients.

- o 3.1% Physical Disability
- o 12.3% Mental Health
- o 9.9% Dementia
- o 14.7% Hearing Loss/Visual Impairment

Accessibility to our services is a priority, and we offer as many channels of communication as possible.

Telephone contact remains the most popular (51% of contacts). We also offer face-to-face sessions, online meetings and home visits as appropriate to the service being delivered and the individual needs of clients.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENT AND PERFORMANCE

Review of activities

Our activities continued to reach and provide benefit to a significant number of older people on the Island during 2021-22. This was despite the ending of additional Covid-19 emergency response funding, and a return to business as usual in all services.

As part of an analysis of the Charity's business model and funding streams we have drawn distinctions between the following areas of activity for public benefit:

- o Core charitable activities
- o Health and Social Care Commissioned activities
- o Age Friendly Island activities
- o Commissioned Inclusion services for older residents
- o Income generating services

This is due to several significant events that occurred during the year which have had an impact on our sources of income and the services we will deliver into 2022-23.

These include:

- o 2021-22 saw the ending of 7 years of Lottery Funding for the Aging Better, Age Friendly Island Programme
- o In November 2021 Isle of Wight Council went out to tender for an integrated Early Help Living Well service which saw elements of our existing grant funded activity combined with additional service requirements and put out to procurement. The contract to deliver these activities was awarded to an alternative provider and it was necessary to rethink our current delivery model without these elements which had been integrated into an entire care pathway for older Island residents. However we continue to be approached by older residents to undertake such work despite not being funded to do so. We will not ignore such requests but are mindful of how our time and resources are expended.

Our Core Charitable Services

Information and Advice

We provide independent, impartial, and confidential information and advice to enable people to make informed decisions, access the support that they require, whether from us or system partners, and exercise maximum control over their lives. Access to the service is through telephone enquiry, appointments, outreach events and home visits. A decision was taken by IOW Council not to reopen the Advice Hub in their civic offices for this year. We have adapted by providing a blended offer of support to meet the needs of all our Information and Advice Clients.

We provided Information and Advice services to 1,476 clients.

Funding for this service in 2021-22 comprised a combination of:

- o sub-contract funding from Citizen's Advice IOW, as part of Isle Help IOW Council funding,
- o core funding from Age UK and
- o grant funding from IOW Council as part of the Living Well Support Service

Welfare Benefit Checks and Support to Claim entitlements:

When our Information and Advice team identifies a client in need of financial support, we will undertake a welfare benefit check. We then support the client to complete the appropriate documents for each benefit and support them through to the conclusion of their application

In 2021-22 our Welfare Benefit Support Service supported 493 clients to claim £2,135,969 in year benefits

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Good Neighbour Scheme - volunteer befriending

Our award-winning Good Neighbour Scheme is a cornerstone of our charitable services. Our Volunteers provide friendship and reliable support for local older residents who are often isolated or lonely.

Our volunteers provide vital support and companionship through:

- o Face to face befriending; visiting those who feel lonely or isolated for a cup of tea and a chat, or outside in the fresh air perhaps in the park for a short walk.
- o Telephone befriending; calling regular residents to either have a catchup or simply for a wellness check to ensure they are doing ok.
- o Relationship building; helping someone to regain confidence after illness or bereavement.
- o Signposting to vital information and services either provided by Age UKIW or other local providers and activities that will support their health and wellbeing.

In 2021-22 an average of 130 volunteers were actively providing a range of support to clients. 12,872 support contacts were provided to 795 clients. Most of our befriending was done over the phone.

In total our volunteers donated 11,736 hours of their time to supporting AUKIW clients. In Real Living Wage terms this is equivalent to £111,496

Health and Social Care Commissioned Activities:

Triage:

In order to ascertain the appropriate service and level of support required from within the Charity's range of services we operated a Triage Service. Our trained Triage Assessors worked through a holistic needs assessment with clients taking a person-centred approach. This enabled clients to receive the appropriate support as swiftly as possible and prevented them having to tell their story multiple times.

In 2021-22 Triage assessed 1,789 clients with 1,056 going on to access at least one service provided by Age UK Isle of Wight. The remaining 733 clients were signposted or referred to the appropriate support to meet their needs in the statutory, independent or voluntary sectors

Community Care Navigators:

Funded by a grant from IOW NHS Trust, our team of Care Navigators worked in the three Island Localities, as part of an integrated approach to supporting the health, wellbeing and independence of clients with multiple or complex needs. In 2021-22 Care Navigators supported 1,045 clients, 89% of whom were over the age of 50.

Care Navigation was combined into the Living Well Early Help Service that IOW Council put out for tender in December 2021. The service was awarded to an alternative provider and so the service and associated staff transferred to the new provider on 1st April 2022.

Living Well Support:

Funded through the Island's Better Care Fund (IBCF) Age UKIW was the lead partner for the Living Well project in 2021-22. This partnership with Citizen's Advice IOW and People Matter IOW (the Island's User Voice Organisation) collaborates to provide support to enable independent living for adults with learning disabilities, carers, older people and those who have poor mental health. All enquiries to Adult Social Services that do not meet their criteria for support are forwarded onto the Living Well team for assistance.

In 2021-22 Living Well Support Workers engaged with 823 clients, 94% of whom were over the age of 50.

The Living Well team and Care Navigators work in synergy as an integrated team that together supported 1,868 individual clients.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

The Living Well Support Service was put out to tender by IOW Council in December and the contract awarded to a new provider from 1st April 2022.

Hospital Based Services:

Age UKIW has continued working in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team (IDT). With a focus on enabling healthy and safe discharge home, and preventing admission to hospital when unnecessary, we have become a key partner in the IDT. Whilst there are three separately funded projects, we have delivered these as a seamless service:

Project 1.

To provide an Activities Coordinator at the Hospital Community unit. We provide social, physical and cognitive activities to enable clients to maintain their health and wellbeing whilst awaiting discharge home with an appropriate care package or to a residential placement.

Project 2.

Our Care Navigators work on community wards at the hospital supporting discharge for patients who are medically fit to leave hospital. Ensuring that clients and carers are aware of appropriate services and activities available to them in their communities and are confident in accessing this support once home.

Project 3.

To provide Care Navigation support to the Crisis team at St Mary's Hospital, with community support staff, enabling people to stay at home and avoid hospital admittance where appropriate.

Together the Hospital Teams provided support to 873 clients in 2021-22, the vast majority of whom were over the age of 70 (87%)

Dementia Navigators

The Dementia Navigators Service was mobilised in January 2022, after being successful in a bid application to "NHS Charities for You funding" with Match Funding received from the NHS.

The Service was designed jointly with Adult Social Care, the NHS and other Voluntary Sector Partners to ensure it was able to fill a gap within Memory Services and the pathway for diagnosis of Dementia.

Dementia Care Navigators promote self-confidence to increase a person's sense of health and wellbeing. They help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who are waiting for assessment.

The service started taking referrals from Monday 7th February 2022 and up until the 31st of March 2022 they had received 85 Referrals, this included a split of 39 Males and 39 Female Clients (7 unrecorded).

This service now is embedded in the new IOW Dementia Strategy.

Age Friendly Island

Age Friendly Island was in its seventh and final year of funding from the National Lottery Community Fund. It continued to run its stakeholder steering group with organisations from the public, private and voluntary sectors. Public engagement continued via the Older Person's Steering Group and Public Forums.

Age Friendly Training continued online and further training offers have been developed around accessible consultation. We delivered 8 Age Friendly Training sessions to 65 people. Four of these sessions were internal to ensure that Age Friendly principles are fully embedded throughout the Charity and the other four were external to Isle of Wight Council.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

The team has worked in partnership with other organisations across the Island to address access issues for older people and continues its work to share best practice and learning both locally and nationally.

Commissioned Inclusion services for older residents

Digital Inclusion project

The Digital Inclusion Project is run by paid staff and volunteers working together to support older residents actively seeking support to access online services. Group workshops are delivered across the Island and cover topics such as online safety, shopping online, and access to medical services. One to one support is also provided in person and online to support older residents build their skills and confidence to live an included and independent life.

Our Digital inclusion project supported 229 people to get online and improve their digital skills in 2021-22.

Older Prisoner project at HMP IOW

This project, funded by AUK with monies from the Ministry of Justice, initially aimed to ensure that older prisoners at HMP IOW had good health and wellbeing and could maintain positive relationships with their families. However, since the pandemic, HMP IOW has been working to restrictive Emergency Operational Procedures, and work "through the gate" direct with prisoners has been impossible. The nature of HMP IOW as a category B prison, housing those on life sentences or convicted of sexual offences, also provided challenges due to the highest level of security restrictions. Our older Prisoners worker adapted to these challenges creatively and worked with the prison to identify the needs of older prisoners, provided training to prison staff and orderlies, and developed the concept of a "dementia friendly cell" which has now been created and is the first in the country.

Restorative Justice for older victim-survivors of crime

The Restorative Justice Project supports Island residents harmed by crime, anti-social behaviour or conflict. Our practitioner brings together victim-survivors with those responsible, enabling everyone affected by a particular incident to acknowledge and repair the harm done. It enables offenders to see the true effects of their behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions and has been commissioned until 2023.

In 2021-22 this service supported 50 victim-survivors of crime, delivered 8 hate crime awareness courses and delivered 2 violent crime awareness courses in HMP IOW. Our restorative Justice Practitioner also supported 5 Mediation cases and the recruitment of 7 AGE UK IOW Restorative Justice volunteers.

Men in Sheds

The Newport Men in Sheds group are situated in the garden of our registered office. Though they are now independent of AUK IOW they were able to use roll-over funding to continue to support the remaining shed groups recovering from the effects of the pandemic. This included short-term guidance by a Coordinator to ensure that each shed has the necessary Covid-19 risk assessments in place, further provision of PPE and anything else relevant to each shed to enable members to have continued access to social opportunity and peer to peer support for each other through shared activity.

Widow's Support Project

This project funded by the Mary Pittis Fund and overseen by the Newport Congregational Church, offered support to all widows living within the parish of Newport. A survey was undertaken and most of the feedback received showed a demand for social opportunity. This allowed further funding to be secured from the Hampshire and IOW Community Fund to create a Virtual Activities Programme during lockdown that then evolved into a Befriending Walking Group as we navigated our way out of the pandemic. Funding for this project ended in September 2021, but referral pathways remain in place for Digital Inclusion and Befriending.

Services that we charge for

Alongside our charitable activity, and services funded by grants or through public sector contracts, the Charity delivers services where a charge is made to the individual. As follows:

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Independent Living Services:

The primary purpose of these services is to enable older island residents to remain independent at home and are most often used by clients who do not meet the threshold for statutory intervention and support, or who wish to supplement the care package they have been provided by the local authority. These services are clearly marketed as charged-for.

During 2021-22 a financial review of these services was undertaken, assessing the impact they create in terms of public benefit aligned to our purpose and objects, against the return of a surplus as unrestricted funds to enable the charity to deliver other activities.

Just About You (JAY)

To enable older people to maintain their independence and stay active in their communities, Just About You provides Support Workers to undertake essential domestic tasks that clients are no longer able to do for themselves. This may include shopping, cleaning, laundry, food preparation, dog-walking and sitting. Clients are aged from 50 years, and they decide how many hours of their Support Workers time they wish to purchase each week. During 2021/22, 570 clients were supported to remain independent at home; and 45 local residents were employed as Support Workers.

JAY continued to apply the learning from the pandemic, with digital tools for communication, logging in and out of jobs and cutting down on unnecessary paperwork, ensuring we operated efficiently and contributing to our green impact agenda.

Home Safe Service

The Home Safe Handyperson and Gardening Service provided a service across the Island. 3 technicians carried out the work in the community with office-based staff coordinating bookings and allocating work.

A review of the Home Safe service was undertaken during quarter 4 of 2021/22 to assess its long-term viability. The number of enquiries that translated into actual paid work was low, and the income generated did not cover the costs of operating the service. An analysis of other providers of similar services was undertaken, and as these were available, and often at a lower cost to clients, the decision was made to close the service on 31 March 2022 and the 2 permanent staff members were redeployed within the Charity.

OTHER VITAL INCOME GENERATING ACTIVITY TO GENERATE A MIXED INCOME ECONOMY:

Fundraising activities

Age UKIW's fundraising is driven internally, and no professional or commercial organisation has been engaged. Age UKIW has an internal Fundraising Promise and Code of Conduct that is adhered to and was registered with the Fundraising Regulator in March 2018. All events comply with these standards and are reviewed after each event. Age UKIW has not received any complaints with regards to its fundraising activities during the 2021-22 financial year. All fundraising activities comply with General Data Protection Regulations.

AUKIW's annual fundraising events returned in 2021-22 raising over £45,608. Annual donation campaigns continued and in total the Charity received £79,628 in donations and £32,902 in legacy donations. A further £44,129 was generated through bid writing/appeals to support charitable services.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

FINANCIAL REVIEW

Financial position

During 2021-22 AGE UKIW appointed a new Chief Executive and a new Finance Business Partner. A forensic analysis was undertaken which focused on appropriate cost apportionment to projects and moving towards full cost recovery for each project. In carrying out this work it became apparent that the Homesafe service, which provided a Handyman service to clients in their own home, was unsustainable. This service was closed on 31 March 2022.

On 31 March 2022 the Living Well service was transferred to another provider following the completion of a procurement by the Isle of Wight Council (IWC). Age UKIW retained its Information and Advice service and Good Neighbour Scheme, which were both previously funded through this service but remain key to the delivery of our Charitable Objectives. The Living Well service was run in collaboration with 2 other partners with the funding administered by Grant from AGE UKIW.

AGE UKIW looked for opportunities to expand its remaining services in 2021-22 and new projects were secured from April 2022. These projects continue the funding received from the Lottery but are time restricted projects. AGE UKIW continues to look for opportunities to diversify its income streams and expand opportunities to raise income through unrestricted sources.

Incoming unrestricted and restricted resources for the year, available for charitable application were respectively, £719,462 and £1,513,005 (2021: £1,021,413 and £1,629,866). Unrestricted and restricted expenditure amounted to £665,520 and £1,432,911 (2021: £679,847 and £1,545,531). Unrestricted and restricted funds carried forward at the end of the year amounted to £1,221,805 and £347,283 respectively (2021: £1,186,574 and £248,478). The in-year surplus of £134,036 includes a surplus on restricted funds of £80,094. Unrestricted income can be used to support the charity to achieve its charitable objectives, however the spend of restricted funds is limited to specific projects.

Principal funding sources

- Big Lottery - Ageing Better - £285,308
- Independent Living Service, Just About You - £378,315
- IOW Council - £474,429
- CCG - £421,273

Investment policy

After prudent allocation of reserves for good governance, and commitment to an average of 3 months liquidity available at all times, there are few funds remaining for long-term investment. However, Trustees remain committed to maintain, and if possible, enhance the value of the invested funds taking a balanced risk approach through due diligence. It remains particularly important to ensure that reserves do not erode over time because of the effect of inflation.

Age UKIW seeks to minimise the level of risk inherent with achieving the objectives set out above, by holding a diversified investment portfolio with an overall low risk.

A review of the Investment policy is undertaken annually by the Finance and Risk Committee and any risk to the Charity is mitigated by investing the Charity's funds in different bank accounts rather than an investment portfolio.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

FINANCIAL REVIEW

Reserves policy

The Finance and Risk Committee annually review the charity's requirements for reserves in light of the main risks to the organisation, making a recommendation that is ratified by the whole Board. Requirements are reviewed against the priorities for reserves as laid out in the Reserves Policy which highlights three core purposes:

- o To help manage fluctuations in working capital (cashflow)
- o To cover specific investments for the long term benefit of the Charity's objectives (infrastructure investment to maintain/renew fixed assets; IT and other equipment to maintain efficient working and innovation)
- o To allow key staff to continue working, primarily to secure new funding in the event that other funding ceases and the organisations future is at risk (General Fund).

It is the policy of the charity to maintain unrestricted funds, which are the free reserves available to the Charity, at a minimum level of 3 months and a target level of 4 months unrestricted expenditure in order to be confident of maintaining the essential work of the Charity in the event of a significant drop in funding and to avoid cash flow problems. Budgeted expenditure for 2022-23 is £1.84 million so the Charity is now achieving its target free reserves level.

The overall reserves of the Charity held at 31 March 2022 amounted to £1,569,088 of which £347,281 are held for restricted purposes. Unrestricted reserves of £243,437 represent fixed assets and are linked to asset values in the balance sheet. An additional amount of £28,990 of unrestricted reserves relating to legacies and other funding received have been previously designated for specific purposes by Trustees. This leaves £949,380 of free unrestricted reserves which is considered by the Trustees to be sufficient to meet the reserves policy of between three and four months expenditure.

A significant deficit had been anticipated early in the financial year, but positive action was taken to seek alternative sources of funding to mitigate the impact. In addition, we recognised that the next financial year would also be difficult in terms of rebuilding services and recovering income streams and there was a need to secure stability in the organisation's reserves to allow that to happen for future years.

Trustees have therefore established three new designated funds which will be used to help the recovery from the pandemic; these will focus on rebuilding services, developing our community outreach and supporting our staff.

Details of the funds are outlined in the Notes to the Accounts.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

CURRENT STATUS AND PRIORITIES FOR THE NEXT 12 MONTHS (2022/23)

The Charity's long term CEO left Age UKIW in July 2021 and the Board appointed an Interim CEO to ensure the Charity's stability during the transition period. Following a robust recruitment process the Board appointed a permanent CEO in November 2021 the Charity remains in a strong position to push forward with its strategic priorities.

Prior to the appointment of the new CEO consultancy services from Moore Kingston Smith were donated by the Dunhill Medical Trust in order to support the charity through a period of transition. Work initially focused on Finance but following the recruitment of a new Finance team the focus changed to supporting our Strategy.

The new CEO is working with trustees to develop a new strategic 5-year plan. Operational priorities for 2022-23 have been agreed and communicated across the organisation.

Proposals for the development of AGE UKIW 5-year strategy and forward plan will be shared in 2022-23. The strategy will focus on:

1. Reviewed and strengthened Vision, Mission and Values.
2. The high-level Strategic Outcomes we seek to achieve in the next 5 years and the priorities that sit beneath.
3. The resources and enablers we will need to achieve these agreed outcomes.
4. The key activities we will deliver in pursuit of our strategic outcomes and how we will know that they have made the impact we aspire to bring about.
5. The stakeholders we will work with and for, and how we will do this.

The new strategy will be in place by 1 April 2023.

Trustees, staff and volunteers remain committed to responding to the changing needs of the Charity and its workforce. We learned a lot through the global pandemic and adapted ways of working. Changes that were beneficial to staff and clients remain in place and we continue to focus on maintaining the positive mental health of staff and volunteers and maximising the use of technology.

Further developments to the finance system (Xero) have been completed enabling online access to key financial data and greater financial transparency. Future improvements will focus on a new suite of finance reports and quarterly forecasting in order to support budgetary control.

Alongside this, we will continue to drive forward plans for long-term financial sustainability. We will seek greater clarity around public sector contracts, explore the need for new/additional legal structures to help diversify options for service delivery and consider investment in income generating services to increase the pace of growth. We will also continue our work on ensuring that each project is fully costed.

Innovation and adaptability will be important to achieve higher levels of fundraising income to support services that were previously funded through contracts.

We will explore how national and local lessons learnt from the Lottery funded Ageing Better Programme, universally acknowledged as successful, can be embedded as a legacy into our strategy.

Having recognised the need to better communicate what we do and the impact of our services and activities; we will improve and expand our data collection and communications to inform and influence system partners so that we better meet the needs of our older population.

In order to achieve this we will be adopting a more collaborative approach to working with system partners on the Isle of Wight, including engagement with the new Integrated Care System. We will be working in partnership with the Local Authority to support and influence the development of the planned Public Health Older Person's Strategy and Domestic Abuse Strategy alongside supporting implementation of the recent Dementia Strategy and Carer's Strategy that we were part of developing.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Concern Isle of Wight (ACIW) was registered as a private limited company on 18th January 2007, registration no. 06057797. ACIW originally registered as a charity on 29th May 1973, and the company was registered as a charity on 5th April 2007. The assets of the original unincorporated association were transferred into the private limited company with effect from 1st April 2008. ACIW's governing document is its Memorandum and Articles of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This document was reviewed, and an administration clause added during 2021 for submission to the Charities Commission and Companies House, and approval and acceptance was received on 30 November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00.

The charity Trustees are also directors of the company for the purposes of charity law and under the company's Articles are known as the Board.

All members of the Board give their time voluntarily and receive no benefits from the charity.

Any expenses reclaimed from the charity are set out in note 13 to the accounts, totaling £120 (2021: £Nil).

Charities Governance Code 2017

The Board meets the principles and outcomes of the Charities Governance Code 2017 by either applying the recommended practice or by recording its explanation as to why it has decided not to apply the Code and what is done instead in certain circumstances.

Trustee tenure

The principles of the Charity Governance Code were accepted by the Board in 2018 and the Charity has taken steps to assess how well it meets recommended good practice and has acted on those areas identified for improvement. Specifically, the Board has accepted the recommendation that in the future the maximum Trustee tenure should be nine years.

Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. As required by the revised Memorandum and Articles of Association a Retirement by Rotation Schedule was adopted with effect from the 2019 Annual General Meeting (AGM).

During 2021/22, two Trustees, Mr. R Evans having served five years and Mr. E L Elsom having served six years, retired from the Board and the Charity thanks them for their active contribution to Board activities. Sadly, Mr A Thorne, a Trustee appointed in July 2019 died suddenly on 16 March 2022. Trustees and staff of AUK IW were deeply shocked by this news and wish to formally record their sincere condolences to his wife and family and how much his loss will be felt by the Board going forward. Mr. Thorne was Chair Elect and due to take over as Chair on 1 April 2022. Co-chairing arrangements have been put in place whilst permanent recruitment is ongoing.

Recruitment and appointment of new Trustees

An annual review takes place of the Board membership and in the event of skills being lost, or new skills identified as required by the Trustees, these are actively sought through a recruitment process in accordance with the Trustee Recruitment Policy. Age UKIW also works to ensure that the Board reflects the Charity's commitment to equality and diversity and the involvement of older people themselves. In the first instance, Trustees undertake a skills and experience audit of current members to help identify where gaps exist and to guide future recruitment and selection requirements. Two new trustees were appointed during 2021/22.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new Trustees

A trustee induction pack is maintained and contains a variety of information, including various Charity Commission publications and the governance documents relevant to the Trustee role. These are made available to new and serving Trustees on software designed to manage access to all material which Trustees require, including all meeting papers and notes.

Key management remuneration

The board of Trustees makes decisions as to the pay of key management personnel after giving due consideration to performance and the requirements of the roles. The board has considerable HR experience which is invaluable in assisting with this consideration.

Related parties

In so far as it is complementary to the Charity's objects, the Charity is guided by both local and national policy and initiatives. This includes:

National Policy and Guidance:

- o Safeguarding Vulnerable Groups Act (2006)
- o The Care Act (2014)
- o Department of Communities and Local Government Active Aging Strategy 2016-22
- o Centre for Aging Better, Age Friendly Initiative

Local Policy and Guidance:

- o 4 Local Adult Safeguarding Boards "Safeguarding Adults Policy (2020)"
- o IOW Council's Adult Social Care "Care Close to Home" Strategy
- o IOW Dementia Strategy
- o IOW Carer's Strategy

Age UK Isle of Wight are actively represented in several Isle of Wight strategic and operational multi-agency forums related to our core purpose and articles. This includes:

- o IOW safeguarding Adults Board
- o IOW Health and Wellbeing Board
- o IOW Voluntary Sector Forum
- o Integrated Care System IOW Place Community Transformation Board
- o Dementia Strategy Implementation Board
- o Dementia Strategy Group
- o Carers Strategy group
- o Head of Organisations meeting with IOW MP Bob Seeley
- o Covid & Flu task Group
- o Covid 19, Affected Residents Cell
- o South East Regional Congress Age UK
- o Community Connectors IOW

Age UK Brand Partnership Agreement

Age UKIOW is an independent charity, separate from national Age UK. The charity works together with Age UK and the wider network, in a spirit of collaboration and mutual support to achieve common goals. As a result of the pandemic and key leadership changes at national level of Age UK, implementation of a new Brand Partnership Agreement has been postponed until April 2024. Every effort is being made to ensure that whatever change takes place, the many people who benefit from our local services will continue to be able to do so irrespective of our future structural relationship with our National Umbrella Organisation.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

Trustees actively review the Charity's risk register at both Finance and Risk Committee meetings and Trustee Monitoring Meetings. Risks are rated according to both likelihood and impact and core controls and additional mitigating actions are agreed to reduce the likelihood or severity where possible to within tolerable levels.

During this year the key risk themes identified related to:

- o Covid-19 recovery and restoration ensuring all activities were operating safely and effectively
- o Financial sustainability with the ending of several key sources of funding, leading to a forensic analysis of current activity funding and costing. The Trustees believe that AUKIW's approach to reserves, combined with the annual review of the controls over key financial systems, will enable adequate resources when faced with a significant drop in funding. These procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity.
- o Short-term funding for new projects that are extended on a three-monthly basis, making future planning and staff retention challenging.
- o Challenges recruiting and retaining Support Workers in our JAY service. Reviewing information from exit interviews highlighted staff often moved for small increases in hourly rate. We responded by becoming Real Living Wage accredited and offering all our paid colleagues the real living wage as a minimum.

A Charity Business Continuity Plan is in place with scheduled reviews. Our Covid-19 Recovery Plan supported our return to full operations with appropriate assimilation of new working practices that support effectiveness and efficiency developed as part of our pandemic response.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Board and Committee Structure

The Charity has a Trustee Board currently comprising of 7 members who are responsible for the overall governance and strategic direction of the Charity, and who come from a variety of backgrounds relevant to the work of Age UKIW. From April 2019 the new Articles and Governance Rules allow for a Board of no less than 5 but a maximum of 10 Trustees.

Trustee Monitoring Meetings are scheduled three times each year and there are two Committees; the Finance and Risk Committee, and an Income Generation and Communications Committee that each also meet 3 times per year. Additional meetings are arranged when required to discuss urgent business.

In July 2021 Ms J Dare left her post as CEO and Company Secretary, and at the 2021 AGM, the Board appointed the new CEO, Mrs R McKernan as Company Secretary. The Company Secretary sits on the Board but has no voting rights.

Link Trustee Role

This role allows Trustees to gain an in-depth appreciation of the work of a nominated department, broadening their own understanding, and providing an opportunity to probe and challenge. The responsible Head of Service will have a Trustee with whom they can discuss issues relating to their specific expertise and use as a sounding board. Reporting mechanisms have been established so that Trustees share their experience and learning twice per year at Monitoring Meetings.

Infrastructure and Organisational Structure

Infrastructure

A robust infrastructure is fundamental to the management and sustainability of Age UKIW and includes:

Chief Executive Officer and Executive Assistant

- o Governance
- o Support for Trustees
- o Human Resources
- o Health & Safety
- o Premises
- o IT/Telephony
- o Age Friendly Island and Thrive
- o Quality
- o Fundraising, Marketing and Communications

Finance Business Partner

- o Finance

Chief Operations Officer

- o Services

Organisational structure

ACIW (T/A Age UK Isle of Wight) is a local, independent registered Charity and a member of the Age England Association. As a member of the Federation, Age UKIW is able to share information with the network of charities under the Age UK umbrella.

The day-to-day operation of Age UKIW is delegated to the Chief Executive Officer, Executive Team and Team Leaders to deliver the services specified, meet strategic objectives and ensure sustainability is achieved. A Scheme of Delegation is in place with scheduled reviews.

Internal infrastructure support has significantly improved to allow both Trustees and the Executive Team to monitor strategic progress and make sound decisions, maintaining focus on risk assessment, timely management accounting information and strategic reporting.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Quality Management

The Charity also continued to maintain the AUK Charity Quality Standard (CQS) which recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff and volunteers.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06057797 (England and Wales)

Registered Charity number
1118711

Registered office
St Thomas' Chambers
147 High Street
Newport
Isle of Wight
PO30 1TY

Trustees

Trustees

D Berryman (resigned 5.4.21)

V A Barraclough

E L Elsom (resigned 24.3.22)

R Evans (resigned 25.11.21)

S Evans

S Fraser

L Buckman

R Robertson

A Thorne (resigned 16.3.22)

J Archer (appointed 12.4.21)

P Eagle (appointed 12.4.21)

Company Secretary

Ms J Dare (retired 21.07.21)

R Mckernan (appointed 25.11.21)

Auditors

Bright Brown Limited

Chartered Accountants

Statutory Auditor

Exchange House

St. Cross Lane

Newport

Isle of Wight

PO30 5BZ

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Barclays Bank UK Plc
102 St. James' Street
Newport
PO30 1UP

The Charity Bank Ltd

Fosse House
182 High Street
Tonbridge
TN9 1BE

Chief Executive Officer

Ms J Dare (retired 21.07.21)

Mrs M Bunce (appointed in an interim capacity between Ms Dare and Mrs McKernan)

Mrs R McKernan (appointed 08.11.2021)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Isle of Wight for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

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

.....
S Evans - Trustee

Opinion

We have audited the financial statements of Age Concern Isle of Wight (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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.

As part of planning our audit we determined materiality and assessed the risks of material misstatement in the financial statements. Based on our understanding of the charitable company we identified the principal risks to the charitable company as management override of controls, potential for fraud in respect of revenue recognition particularly in respect of cash income, and potential for cut off of grant income to be incorrectly applied.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE CONCERN ISLE OF WIGHT

Audit procedures performed by the engagement team included:

- A review of journals made in preparing the final results for preparation of the accounts, and a review of accounting estimates made by management.
- Review to ensure there are no transactions that have no apparent business or charitable purpose, or that have been processed outside the usual accounting systems.
- Extension of the sample sizes for audit testing carried out in relation to cash income, and consideration and testing of controls in place around this income.
- Discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations or fraud.
- A review of all contracts related to grant income, and careful consideration of the performance related conditions surrounding entitlement to income.

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

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.

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.

Gavin Kelly ACA ACCA (Senior Statutory Auditor)
for and on behalf of Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Date:

AGE CONCERN ISLE OF WIGHT

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	175,804	10,495	186,299	465,917
Charitable activities					
Enhancing and supporting lives		497,351	1,501,365	1,998,716	2,169,782
Other trading activities	4	44,463	1,145	45,608	11,214
Investment income	5	1,844	-	1,844	4,366
Total		<u>719,462</u>	<u>1,513,005</u>	<u>2,232,467</u>	<u>2,651,279</u>
EXPENDITURE ON					
Raising funds	7	41,362	-	41,362	39,949
Charitable activities	8				
Enhancing and supporting lives		623,155	1,432,911	2,056,066	2,186,163
Other	11	1,003	-	1,003	(734)
Total		<u>665,520</u>	<u>1,432,911</u>	<u>2,098,431</u>	<u>2,225,378</u>
NET INCOME		53,942	80,094	134,036	425,901
Transfers between funds	23	<u>(18,711)</u>	<u>18,711</u>	<u>-</u>	<u>-</u>
Net movement in funds		35,231	98,805	134,036	425,901
RECONCILIATION OF FUNDS					
Total funds brought forward		1,186,574	248,478	1,435,052	1,009,151
TOTAL FUNDS CARRIED FORWARD		<u><u>1,221,805</u></u>	<u><u>347,283</u></u>	<u><u>1,569,088</u></u>	<u><u>1,435,052</u></u>

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Intangible assets	16	-	-	-	7,367
Tangible assets	17	243,437	-	243,437	251,573
		<u>243,437</u>	<u>-</u>	<u>243,437</u>	<u>258,940</u>
CURRENT ASSETS					
Debtors	18	90,584	-	90,584	89,387
Cash at bank		1,065,781	347,286	1,413,067	1,362,371
		<u>1,156,365</u>	<u>347,286</u>	<u>1,503,651</u>	<u>1,451,758</u>
CREDITORS					
Amounts falling due within one year	19	(79,713)	-	(79,713)	(169,401)
		<u>1,076,652</u>	<u>347,286</u>	<u>1,423,938</u>	<u>1,282,357</u>
NET CURRENT ASSETS					
		<u>1,076,652</u>	<u>347,286</u>	<u>1,423,938</u>	<u>1,282,357</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,320,089</u>	<u>347,286</u>	<u>1,667,375</u>	<u>1,541,297</u>
CREDITORS					
Amounts falling due after more than one year	20	(98,287)	-	(98,287)	(106,245)
		<u>1,221,802</u>	<u>347,286</u>	<u>1,569,088</u>	<u>1,435,052</u>
NET ASSETS		<u>1,221,802</u>	<u>347,286</u>	<u>1,569,088</u>	<u>1,435,052</u>
FUNDS	23				
Unrestricted funds				1,221,802	1,186,574
Restricted funds				347,286	248,478
TOTAL FUNDS				<u>1,569,088</u>	<u>1,435,052</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

.....
S Evans - Trustee

The notes form part of these financial statements

AGE CONCERN ISLE OF WIGHT

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	72,757	394,695
Net cash provided by operating activities		72,757	394,695
Cash flows from investing activities			
Purchase of tangible fixed assets		(12,469)	(17,906)
Interest received		1,844	4,366
Net cash used in investing activities		(10,625)	(13,540)
Cash flows from financing activities			
Loan repayments in year		(11,436)	(11,702)
Net cash used in financing activities		(11,436)	(11,702)
Change in cash and cash equivalents in the reporting period		50,696	369,453
Cash and cash equivalents at the beginning of the reporting period		1,362,371	992,918
Cash and cash equivalents at the end of the reporting period		1,413,067	1,362,371

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

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

	2022 £	2021 £
Net income for the reporting period (as per the Statement of Financial Activities)	134,036	425,901
Adjustments for:		
Depreciation charges	25,887	37,329
Loss on disposal of fixed assets	2,084	1
Interest received	(1,844)	(4,366)
Loan interest paid	3,780	3,965
(Increase)/decrease in debtors	(1,197)	19,280
Decrease in creditors	(89,989)	(87,415)
Net cash provided by operations	<u>72,757</u>	<u>394,695</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	<u>1,362,371</u>	<u>50,696</u>	<u>1,413,067</u>
	<u>1,362,371</u>	<u>50,696</u>	<u>1,413,067</u>
Debt			
Debts falling due within 1 year	(7,128)	(301)	(7,429)
Debts falling due after 1 year	<u>(106,245)</u>	<u>7,958</u>	<u>(98,287)</u>
	<u>(113,373)</u>	<u>7,657</u>	<u>(105,716)</u>
Total	<u>1,248,998</u>	<u>58,353</u>	<u>1,307,351</u>

The notes form part of these financial statements

Age Concern Isle of Wight is a private company limited by guarantee and incorporated in England. The financial statements are presented in Pounds Sterling, which is the functional currency of the charitable company.

There are no material uncertainties about the charity's ability to continue.

Basis of preparing the financial statements

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.

Where grant income is subject to performance related conditions income is recognised to the extent that performance has been achieved.

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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Intangible fixed assets

Intangible fixed assets are measured at cost less accumulative amortisation and any accumulated impairment losses.

Amortisation of intangible fixed assets is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer software - Over 4 years on cost

Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Assets costing less than £1,000 are not capitalised.

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Land and buildings	- not provided
Plant and machinery	- Over 4 or 5 years on cost

The trustees are of the opinion that the residual value of the freehold buildings will not be less than cost and therefore the freehold buildings are not depreciated.

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 income or expenditure for the year as appropriate.

Investments

Investments in subsidiaries and associates are measured at cost less any accumulated impairment losses.

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.

Pension costs and other post-retirement benefits

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

Creditors

Short term creditors are measured at transaction (invoice) price

Loans and other financial liabilities are initially recognised at transaction price net of any transaction costs and subsequently measured at amortised cost determined using the effective interest method.

Provisions

Provisions are recognised when there is an obligation at the reporting date as a result of a past event, it is probable that economic benefit will be transferred to settle the obligation and the amount of the obligation can be estimated reliably.

Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

3. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Donations	79,632	(3)	79,629	75,396
Legacies	32,902	-	32,902	3,000
Grants	63,270	10,498	73,768	387,521
	<u>175,804</u>	<u>10,495</u>	<u>186,299</u>	<u>465,917</u>

4. OTHER TRADING ACTIVITIES

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Fundraising events	<u>44,463</u>	<u>1,145</u>	<u>45,608</u>	<u>11,214</u>

5. INVESTMENT INCOME

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Deposit account interest	<u>1,844</u>	<u>-</u>	<u>1,844</u>	<u>4,366</u>

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022 £	2021 £
Performance related grants	Enhancing and supporting lives	1,556,510	1,845,029
Just about you	Enhancing and supporting lives	378,315	301,631
Memory therapy group fees	Enhancing and supporting lives	110	-
Student placements	Enhancing and supporting lives	560	-
Homesafe and Handyperson	Enhancing and supporting lives	50,523	23,122
Digi Classes	Enhancing and supporting lives	10	-
Age Friendly Island	Enhancing and supporting lives	1,200	-
Youth Trust	Enhancing and supporting lives	11,488	-
		<u>1,998,716</u>	<u>2,169,782</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

7. RAISING FUNDS

Raising donations and legacies

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Staff costs	41,362	-	41,362	37,466
Fundraising costs	-	-	-	2,483
	<u>41,362</u>	<u>-</u>	<u>41,362</u>	<u>39,949</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 9) £	Grant funding of activities (see note 10) £	Totals £
Enhancing and supporting lives	<u>2,008,302</u>	<u>47,764</u>	<u>2,056,066</u>

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	1,569,193	1,673,300
Trustees' expenses	120	-
Employee related costs	14,384	13,792
Volunteer recruitment and expenses	1,086	239
Direct project costs	201,537	52,422
Premises costs	18,383	12,718
Office costs	80,509	72,109
Transportation and costs	16,570	11,137
Bank charges and interest	5,758	5,677
Auditors' remuneration	11,080	10,000
Auditors' remuneration for non audit work	538	151
Legal and professional fees	61,173	44,047
Depreciation	25,887	37,329
Loss on sale of assets	2,084	1
	<u>2,008,302</u>	<u>1,932,922</u>

Included in direct costs is interest payable of £3,781 in relation to the bank loan (2021: £3,965).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

10. GRANTS PAYABLE

	2022	2021
	£	£
Enhancing and supporting lives	47,764	253,241

The total grants paid to institutions during the year was as follows:

	2022	2021
	£	£
Carers IW	-	53,568
People Matter IW	30,264	120,230
Citizen's Advice Bureau	17,500	70,000
Osel	-	9,443
	47,764	253,241

11. OTHER

	Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Bad debt	1,003	-	1,003	(734)

12. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	20,111	29,371
Deficit on disposal of fixed assets	2,084	1
Computer software amortisation	5,777	7,958
Operating lease costs	13,050	13,050
Auditors' remuneration - Audit services	11,080	10,000
Auditors' remuneration - Non-audit services	538	151

13. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

	2022	2021
	£	£
Trustees' expenses	120	-
	<u>120</u>	<u>-</u>

The expenses paid to one (2021: none) trustee represents the reimbursements of travel, IT and training costs. These expenses were repaid in full to charity by way of a donation from the trustee.

14. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	1,487,773	1,575,928
Social security costs	97,684	105,128
Other pension costs	25,098	29,710
	<u>1,610,555</u>	<u>1,710,766</u>

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

2022	2021
<u>113</u>	<u>122</u>

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

Key management personnel remuneration and benefits

The total amount of remuneration and benefits received by the five key management personnel was £175,498 (2021: £202,147).

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	465,609	308	465,917
Charitable activities			
Enhancing and supporting lives	540,724	1,629,058	2,169,782
Other trading activities	10,714	500	11,214
Investment income	4,366	-	4,366
Total	<u>1,021,413</u>	<u>1,629,866</u>	<u>2,651,279</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Raising funds	39,949	-	39,949
Charitable activities			
Enhancing and supporting lives	640,632	1,545,531	2,186,163
Other	(734)	-	(734)
Total	679,847	1,545,531	2,225,378
NET INCOME	341,566	84,335	425,901
Transfers between funds	4,153	(4,153)	-
Net movement in funds	345,719	80,182	425,901
RECONCILIATION OF FUNDS			
Total funds brought forward	840,858	168,293	1,009,151
TOTAL FUNDS CARRIED FORWARD	1,186,577	248,475	1,435,052

16. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2021	23,576
Disposals	(23,576)
At 31 March 2022	-
AMORTISATION	
At 1 April 2021	16,209
Charge for year	5,777
Eliminated on disposal	(21,986)
At 31 March 2022	-
NET BOOK VALUE	
At 31 March 2022	-
At 31 March 2021	7,367

17. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Totals £
COST			
At 1 April 2021	214,918	158,408	373,326
Additions	-	12,469	12,469
Disposals	-	(8,732)	(8,732)
	<u>214,918</u>	<u>162,145</u>	<u>377,063</u>
At 31 March 2022	214,918	162,145	377,063
DEPRECIATION			
At 1 April 2021	-	121,753	121,753
Charge for year	-	20,111	20,111
Eliminated on disposal	-	(8,238)	(8,238)
	<u>-</u>	<u>133,626</u>	<u>133,626</u>
At 31 March 2022	-	133,626	133,626
NET BOOK VALUE			
At 31 March 2022	<u>214,918</u>	<u>28,519</u>	<u>243,437</u>
At 31 March 2021	<u>214,918</u>	<u>36,655</u>	<u>251,573</u>

18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	89,923	79,219
Prepayments and accrued income	661	10,168
	<u>90,584</u>	<u>89,387</u>

19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Bank loans and overdrafts (see note 21)	7,429	7,128
Trade creditors	8,695	28,866
Social security and other taxes	-	2,386
Other creditors	5,202	4,244
Accruals and deferred income	27,125	27,665
Deferred grants	31,262	99,112
	<u>79,713</u>	<u>169,401</u>

Deferred income is included within other creditors falling due within one year and has arisen as a result of performance-related conditions on grants not being fulfilled at the reporting date and therefore unconditional entitlement to the income has not passed to the charity at the year end.

	2021	2020
	£	£
Deferred income at 1 April	136,452	152,902
Income released during the reporting period	(136,452)	(152,902)
Income deferred during the reporting period	99,112	136,452
	<u>99,112</u>	<u>136,452</u>
Deferred income at 31 March	<u>99,112</u>	<u>136,452</u>

20. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	2021
	£	£
Bank loans (see note 21)	<u>98,287</u>	<u>106,245</u>

21. LOANS

An analysis of the maturity of loans is given below:

	2022	2021
	£	£
Amounts falling due within one year on demand:		
Bank loans	<u>7,429</u>	<u>7,128</u>
Amounts falling between one and two years:		
Bank loans	<u>7,744</u>	<u>7,429</u>
Amounts falling due between two and five years:		
Bank loans	<u>25,255</u>	<u>24,230</u>
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans	65,288	74,586

21. LOANS - continued

The bank loan is repayable in monthly instalments over a period of 20 years from the date of the initial drawing down of the loan in 2013. Interest is payable at a rate of 3.75% subject to review every three years by the bank.

22. SECURED DEBTS

The following secured debts are included within creditors:

	2022	2021
	£	£
Bank loans	<u>105,716</u>	<u>113,373</u>

The loan is secured on the freehold property of the charity.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

23. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	732,583	88,155	51,161	871,899
Fixed assets fund	258,940	(27,972)	12,471	243,439
Infrastructure investment fund	54,171	(7,814)	3,643	50,000
Stitching fund	11,682	1,822	-	13,504
GNS legacy	34,198	(1)	(18,711)	15,486
Rebuilding services	28,000	-	(28,000)	-
Community outreach	39,275	-	(39,275)	-
Supporting staff post Covid	27,725	(251)	-	27,474
	<u>1,186,574</u>	<u>53,939</u>	<u>(18,711)</u>	<u>1,221,802</u>
Restricted funds				
Big lottery fund grant - Age Friendly	21,700	31	-	21,731
CCG care navigators	19,752	(1,025)	-	18,727
Prostate cancer care navigator	366	(356)	-	10
Restorative Justice	4,263	5,266	-	9,529
Living Well Programme	9,636	(5,875)	-	3,761
Digital Inclusion Project	46,627	(11,152)	-	35,475
Hospital Discharge	130,764	111,522	-	242,286
Older Prisoners	11,790	2,453	404	14,647
Community Cell Support	404	-	(404)	-
Widows	3,176	(3,176)	-	-
Household Support Fund	-	395	-	395
Workforce Retention Grant	-	236	-	236
Mental Health Training Grant	-	489	-	489
Good Neighbourhood Scheme	-	(18,711)	18,711	-
	<u>248,478</u>	<u>80,097</u>	<u>18,711</u>	<u>347,286</u>
TOTAL FUNDS	<u><u>1,435,052</u></u>	<u><u>134,036</u></u>	<u><u>-</u></u>	<u><u>1,569,088</u></u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

23. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	716,757	(628,602)	88,155
Fixed assets fund	(1)	(27,971)	(27,972)
Infrastructure investment fund	-	(7,814)	(7,814)
Stitching fund	2,706	(884)	1,822
GNS legacy	(1)	-	(1)
Supporting staff post Covid	-	(251)	(251)
	<u>719,461</u>	<u>(665,522)</u>	<u>53,939</u>
Restricted funds			
Big lottery fund grant - Age Friendly	216,165	(216,134)	31
CCG care navigators	239,447	(240,472)	(1,025)
Prostate cancer care navigator	-	(356)	(356)
Restorative Justice	26,649	(21,383)	5,266
Living Well Programme	474,428	(480,303)	(5,875)
Digital Inclusion Project	3,993	(15,145)	(11,152)
Hospital Discharge	421,273	(309,751)	111,522
Older Prisoners	30,597	(28,144)	2,453
Widows	6	(3,182)	(3,176)
Household Support Fund	17,184	(16,789)	395
Workforce Retention Grant	10,000	(9,764)	236
Winter Health Campaign	1,000	(1,000)	-
Mental Health Training Grant	3,120	(2,631)	489
Good Neighbourhood Scheme	69,144	(87,855)	(18,711)
	<u>1,513,006</u>	<u>(1,432,909)</u>	<u>80,097</u>
TOTAL FUNDS	<u><u>2,232,467</u></u>	<u><u>(2,098,431)</u></u>	<u><u>134,036</u></u>

23. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	467,717	336,289	(71,423)	732,583
Fixed assets fund	278,364	-	(19,424)	258,940
Infrastructure investment fund	54,171	-	-	54,171
Stitching fund	6,408	5,274	-	11,682
GNS legacy	34,198	-	-	34,198
Rebuilding services	-	-	28,000	28,000
Community outreach	-	-	39,275	39,275
Supporting staff post Covid	-	-	27,725	27,725
	<u>840,858</u>	<u>341,563</u>	<u>4,153</u>	<u>1,186,574</u>
Restricted funds				
Big lottery fund grant - Age Friendly	37,522	(14,634)	(1,188)	21,700
LGBT support	-	(567)	567	-
CCG care navigators	(274)	20,026	-	19,752
Prostate cancer care navigator	616	(250)	-	366
Restorative Justice	246	4,017	-	4,263
Living Well Programme	72,041	(61,890)	(515)	9,636
Digital Inclusion Project	21,020	31,967	(6,360)	46,627
Living Well NHS Trust	37,122	-	(37,122)	-
Age UK Lottery	-	(3,343)	3,343	-
Hospital Discharge	-	93,642	37,122	130,764
Older Prisoners	-	11,790	-	11,790
Community Cell Support	-	404	-	404
Widows	-	3,176	-	3,176
	<u>168,293</u>	<u>84,338</u>	<u>(4,153)</u>	<u>248,478</u>
TOTAL FUNDS	<u><u>1,009,151</u></u>	<u><u>425,901</u></u>	<u><u>-</u></u>	<u><u>1,435,052</u></u>

23. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,014,324	(678,035)	336,289
Stitching fund	7,089	(1,815)	5,274
	<u>1,021,413</u>	<u>(679,850)</u>	<u>341,563</u>
Restricted funds			
Big lottery fund grant - Age Friendly	266,517	(281,151)	(14,634)
LGBT support	6,000	(6,567)	(567)
CCG care navigators	293,514	(273,488)	20,026
Prostate cancer care navigator	-	(250)	(250)
Restorative Justice	24,349	(20,332)	4,017
Living Well Programme	498,287	(560,177)	(61,890)
Digital Inclusion Project	36,948	(4,981)	31,967
Age UK Lottery	18,557	(21,900)	(3,343)
Hospital Discharge	446,882	(353,240)	93,642
Older Prisoners	15,878	(4,088)	11,790
Community Cell Support	13,102	(12,698)	404
Widows	9,832	(6,656)	3,176
	<u>1,629,866</u>	<u>(1,545,528)</u>	<u>84,338</u>
TOTAL FUNDS	<u><u>2,651,279</u></u>	<u><u>(2,225,378)</u></u>	<u><u>425,901</u></u>

Fixed asset fund

The fixed asset fund represents the net book value of fixed assets purchased and available for the unrestricted use of the charity.

Infrastructure investment fund

The infrastructure investment fund represents funds set aside for investment in infrastructure and to allow for the replacement of equipment.

Stitching fund

The stitching fund represents a donation received from the Insinger Foundation, located in The Netherlands, less expenditure paid from the funds.

GNS legacy

The GNS legacy fund represents a donation legacy from Stanley Jackson designated for use in the good neighbour scheme to provide low-level support to the elderly.

Rebuilding Services

23. MOVEMENT IN FUNDS - continued

The Charities Income Generation Services suffered a substantial loss during 2019/2020 and were either closed or operated a reduced service following Government lockdown Restrictions. Trustees recognised the impact seen on these essential projects and designated these funds to assisting them to both rebuild and recover, and to provide additional support to those that have been most affected. These funds have been transferred to general reserves during the year where they offset the costs incurred in achieving the above aims.

Community Outreach

These funds were designated in the year ended 31 March 2021 to reflect the increased need of those requiring support following the pandemic, and to enable the Charity to recruit additional staff to support the increased demand for services. These funds have been transferred to general reserves this year, where it is anticipated that they will meet expenses related to these requirements over the 2022/23 year.

Supporting Staff Post Covid

Trustees recognise the impact on our staff and volunteers whilst continuing to work through the Covid Pandemic and the effects it's had on our staffing teams as we continue to support an increased number of clients with increasingly complex needs. Funds have been designated for staff wellbeing and development to support our organisation's resilience. £27,725 has been designated to this service from general reserves.

Big lottery grant fund - Age Friendly

This project began in 2015 comprising a partnership of 11 organisations. The underlying purpose of all these projects is to deliver services to address social isolated Islanders.

The Age Friendly Island project has continued to be run through this year, as well as final aspects of Men in Sheds.

LGBT support

Funded by the Office of the Police and Crime Commissioner (OPCC), the LGBT Domestic Abuse and Hate Crime support Project has been developed to support older members of the Island's LGBT Community who may be victims of 'Gay' Hate Crime or LGBT Domestic Violence. The Project works at different levels: strategic to ensure issues affecting the Island's LGBT Community remain high on the agenda of commissioners, decision-makers and non-specialist service providers; practical support to victims to help with everyday tasks through volunteering; the development of appropriate and relevant services to build LGBT community resilience and working towards the prevention of offenders re-offending

CCG Care Navigators

Offering a person centred, holistic approach to health and social care, the Care Navigators team of six FTE posts work with all GP practices on the Island and contribute to the Locality based reviews of patients with multiple and complex needs. They supported over 1500 clients to live more independently and manage their long-term health conditions, avoiding crisis where possible. Support was provided to our clients by 94 different projects and service through onward referral, 60% of them in the voluntary sector and supporting independent living. Funding for the programme came from the IOW Clinical Commissioning Group (CCG).

Prostate cancer care navigator

Funded by Prostate Cancer UK for one year, this Care Navigator role focused on supporting men with prostate cancer and their families. The project ended in August 2015 as Funding from Prostate Cancer UK was no longer available, as a result Age UKIW will work with the funder with regards to the outstanding unspent funds to support men through the care navigator programme.

Restorative Justice

23. MOVEMENT IN FUNDS - continued

The Restorative Justice Project, funded by the Office of the Police and Crime Commissioner, brings older Island residents harmed by crime, anti-social behaviour or conflict into communication with those responsible, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. It helps young offenders see the true effects of crime and anti-social behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions.

Living Well Programme

Funded through the Improved Better Care Fund (IBCF) the Living Well project is a partnership of four organisations with the aim of promoting independent living and support for adults with learning disabilities, carers, older people and those who have poor mental health. All enquiries to Social Services who do not meet their criteria are forwarded onto the Living Well team for assistance.

Digital Inclusion Project

Funding to support Older people aged 50+, people living with learning disability, people living with mental health conditions, and carers by: 1. Developing the skills and knowledge of the voluntary sector workforce (both staff and Volunteers) to support use of technology; and 2. Developing the skills and knowledge of people to use technology to enable them to do things for themselves and/or seek appropriate support to do things to support independent living for longer.

Living Well NHS Trust

This fund is part of a newly integrated hospital discharge scheme to ensure people are not staying in hospital longer than needed and also to provide support at home to reduce the likelihood of hospital admission. This is of particular importance in the winter when pressures on the NHS are the greatest. The funds have been transferred to the newer Hospital Discharge fund which is continuing this work.

Hospital Discharge

Age UKIW works in partnership with IOW NHS Trust to provide services and activities to support the Integrated Discharge Team to enable healthy and safe discharges home and to prevent unnecessary admissions to hospital.

Older Prisoners

Working with the prison to identify the needs of older prisoners, providing training to prison staff and orderlies and developing the concept of a "dementia friendly cell".

Widows

This project supported Widows living within the parish of Newport with befriending and walking
Household Support Fund This fund supplied Winter Warmer support packages and emergency crisis support to IW residents.

Workforce Retention Grant

This fund provided us with support in the promotion of workforce retention through targeted advertising.

Mental Health Training Grant

This fund was provided to allow for training around Mental Health issues.

Good Neighbour Scheme

Previously funded as part of the Big Lottery project this scheme has been separately funded this year and continues to operate to facilitate volunteers providing friendly and reliable support for older local residents.

23. MOVEMENT IN FUNDS - continued

Transfers between funds

Funds of £12,471 transferred from the General fund to Fixed assets fund represent the purchase of new assets in the year funded by the general fund.

Trustees designated funds from general reserves in the year sufficient to top the Infrastructure investment fund back up to a balance of £50,000.

Funds were transferred from GNS Legacy to the Good Neighbour Scheme (GNS) in respect of expenses relating to this service that were funded from unrestricted legacy receipts previously designated for this purpose.

Funds have been transferred from Community cell support to Older prisoners where they will continue to be expended in line with the restrictions placed on them.

24. OTHER FINANCIAL COMMITMENTS

Operating Leases

The total future minimum lease payments under non-cancellable operating leases is:

	2022	2021
	£	£
Due in less than 1 year	-	13,050
Due in more than 1 year	-	
	<u>13,050</u>	<u>26,100</u>

Lease payments recognised as an expense in the SoFA totalled £13,050 (2021: £13,050).

25. RELATED PARTY DISCLOSURES

Age UK Hampshire & IW Trading Company Limited

Age Concern Isle of Wight is a 50% shareholder of Age UK Hampshire & IW Trading Company Limited, an associated company.

During the year to 31 March 2022 the associated company donated a final amount of £953 (2021: £NIL), and there are no amounts owed by or owing to the associate at either year end (2021: £NIL).

AGE CONCERN ISLE OF WIGHT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS				
Donations and legacies				
Donations	79,632	(3)	79,629	75,396
Legacies	32,902	-	32,902	3,000
Grants	63,270	10,498	73,768	387,521
	<u>175,804</u>	<u>10,495</u>	<u>186,299</u>	<u>465,917</u>
Other trading activities				
Fundraising events	44,463	1,145	45,608	11,214
Investment income				
Deposit account interest	1,844	-	1,844	4,366
Charitable activities				
Performance related grants	56,914	1,499,596	1,556,510	1,845,029
Just about you	378,315	-	378,315	301,631
Memory therapy group fees	110	-	110	-
Student placements	-	560	560	-
Homesafe and Handyperson	50,523	-	50,523	23,122
Digi Classes	-	10	10	-
Age Friendly Island	-	1,200	1,200	-
Youth Trust	11,488	-	11,488	-
	<u>497,350</u>	<u>1,501,366</u>	<u>1,998,716</u>	<u>2,169,782</u>
Total incoming resources	719,461	1,513,006	2,232,467	2,651,279
EXPENDITURE				
Raising donations and legacies				
Wages	41,362	-	41,362	37,466
Fundraising costs	-	-	-	2,483
	<u>41,362</u>	<u>-</u>	<u>41,362</u>	<u>39,949</u>
Charitable activities				
Trustees' expenses	120	-	120	-
Wages	434,947	1,011,464	1,446,411	1,538,462
Carried forward	435,067	1,011,464	1,446,531	1,538,462

This page does not form part of the statutory financial statements

AGE CONCERN ISLE OF WIGHT

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Charitable activities				
Brought forward	435,067	1,011,464	1,446,531	1,538,462
Social security	25,765	71,919	97,684	105,128
Pensions	6,115	18,983	25,098	29,710
Employee related costs	1,190	13,194	14,384	13,792
Volunteer recruitment and expenses	-	1,086	1,086	239
Direct project costs	25,990	175,547	201,537	52,422
Premises costs	9,972	8,411	18,383	12,718
Office costs	25,258	55,251	80,509	72,109
Transportation and costs	9,028	7,542	16,570	11,137
Bank charges and interest	2,167	3,591	5,758	5,677
Auditors' remuneration	2,391	8,689	11,080	10,000
Auditors' remuneration for non audit work	538	-	538	151
Legal and professional fees	51,705	9,468	61,173	44,047
Amortisation of intangible fixed assets	5,777	-	5,777	7,958
Depreciation of tangible fixed assets	20,110	-	20,110	29,371
Loss on sale of intangible fixed assets	1,590	-	1,590	1
Loss on sale of tangible fixed assets	494	-	494	-
Grants to institutions	-	47,764	47,764	253,241
	<u>623,157</u>	<u>1,432,909</u>	<u>2,056,066</u>	<u>2,186,163</u>
Other				
Bad debt	<u>1,003</u>	<u>-</u>	<u>1,003</u>	<u>(734)</u>
Total resources expended	<u>665,522</u>	<u>1,432,909</u>	<u>2,098,431</u>	<u>2,225,378</u>
Net income	<u><u>53,939</u></u>	<u><u>80,097</u></u>	<u><u>134,036</u></u>	<u><u>425,901</u></u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 06057797 (England and Wales)
REGISTERED CHARITY NUMBER: 1118711

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR
AGE CONCERN ISLE OF WIGHT**

Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

AGE CONCERN ISLE OF WIGHT

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FOR THE YEAR ENDED 31 MARCH 2021**

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**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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 31 March 2021. 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

Aims and objectives

Age UK Isle of Wight exists to enable older Islanders to live the life they choose / the best life they can.

The Charity Objects promote the following purposes for the benefit of the public and/or older people within the Isle of Wight:

- o preventing or relieving the poverty of older people;
- o advancing education;
- o preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- o promoting equality and diversity;
- o promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- o 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 Directors from time to time decide;
- o the outcome of this being the promotion of the well-being of older people.

Our aims fully reflect the purposes that the charity was set up to further.

The focus of our work and ensuring it delivers our aims

The conclusion of a new 5-year development strategy has been delayed by Covid-19 as staff and Trustees sought to focus on service delivery to ensure older Islanders were supported whilst many shielded, and focus was on recovery planning to ensure the Charity was sustainable into the future.

As a result, we continue to measure ourselves against our 'Our Strategic Direction 2017-2022' plan which remains relevant as we strive to achieve a better quality of life for older Islanders, their carers and families. It is anticipated that work on a new strategy will be well advanced by the end of March 2022.

The Recovery Plan references the priorities highlighted through the Sustainability Strategy and Plan (March 2020) and has been used as a key focus for 2020/21 as we navigate through the pandemic.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Learning from the pandemic

By March 2020, it was quickly becoming clear that sustainability planning had been timely as we faced the challenge of Covid-19, which has required us to be even more agile and collaborative in our local response to meet the needs of older, vulnerable, and shielding residents to ensure that services are delivered in a safe, timely and prioritised manner.

At the same time, we had to close our office, enable our staff to work from home, and put in place appropriate measures to protect those staff and volunteers who were required to work in a clinical environment or in close contact with clients. We became adept at remote working and found different ways, using technology, to maintain as many services as possible. We also provided additional support to older people who became more vulnerable because they were digitally excluded. As many daily activities moved online, including shopping and banking, we first acted as a 'safety net' to ensure their access to essential services was retained before working with people individually to overcome barriers for the future. As a result, by the second and third wave of the pandemic we had been able to help people to become more personally resilient in everyday tasks.

However, there will be a legacy from the pandemic that will need addressing; including social isolation, mobility and mental health.

Trustees met with the CEO weekly in the early days of the pandemic to keep informed and offer encouragement during a fast-moving situation. This was in addition to the regular cycle of monitoring review and committee meetings.

Regular scrutiny looks at what has been achieved, the beneficial impact on our clients and community and where we might improve. This keeps us on track and helps ensure that as a charity we are working to our stated purposes, mindful of the Charity Commission's guidance on public benefit in how our executive team plan to deliver activities that contribute to our aims and objectives.

How our activities deliver public benefit

Throughout the year, Trustees, staff, and volunteers have ensured our charitable activities promote the wellbeing of older people, their carers and families and are undertaken to further our charitable purposes for the public benefit.

We are improving in the ways in which we tell the story of the Charity's work, and its impact, to all stakeholders; our supporters and beneficiaries, grant makers and funding bodies.

Who used and benefitted from our services and projects?

Our objects and funding constraints restrict the services we wish to provide to those resident on the Isle of Wight, although indirectly those services also support relatives, carers and friends living on the mainland.

Almost 50% of the Islands population is aged 50 or over; 27.3% of the total are aged 65+. Demand for our services remains high to a point where many services have some level of waiting list before we can offer assistance.

The pandemic has seen a record number of enquiries from residents.

In 2020/21, Age UKIW had a total of more than 53,900 contacts with 5,061 clients.

The percentage of Island residents supported, listed by age group, is displayed below. Of particular significance is that 28% of Island residents aged 91+ received support from Age UKIW.

	Under 50s	51-60s	61-70s	71-80s	81-90s	91+
% of Isle of Wight Population supported by AUKIW	1.3%	1.9%	3.2%	11.5%	19.4%	28%

Primarily the above figures relate to the Living Well Service.

Enquiries came from all areas of the Island but most demand, per head of older population, was from Bembridge, Sandown and Yarmouth.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Those aged 71-80 were the highest users of both the Information and Advice services (36%), and the Living Well projects (34% of users). While those aged 81-90 were highest users of the support provided through the Good Neighbour Scheme volunteers (35% of contacts) evidencing the care the Charity offers to older Islanders to live independently in later life.

Clients were 62% female, and a third of clients (33%) live alone.

Excluding anonymous enquiries, 52% of clients reported a primary health and care need, with 1 in 5 having more than one health condition. The percentage of clients who have reported each health need is broken down below.

- o 36% Physical Disability
- o 7% Mental Health
- o 6% Dementia
- o 4% Hearing Loss
- o 3% Learning Disabilities
- o 3% Visual Impairment
- o 0.03% Substance Misuse

A number of our clients report multiple conditions and therefore when this data is collated, it is included in numerous categories creating an overlap in the figures.

Accessibility to our services is a priority, and we offer as many channels of communication as possible. During the pandemic there has been an increase in telephone contact with clients to ensure their safety.

Due to Covid-19; telephone contact (74% of contacts), face to face meetings and home visits (7%) and email (9%). Social media, website and text contacts are also available.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

ACHIEVEMENT AND PERFORMANCE

Review of activities

Services that are funded through grants and/or contracts

As part of our sustainability planning a distinction was made between those charitable services that were directly involved in integrated delivery of health and care activity, and those that enabled people to thrive. The onset of Covid-19 has reinforced the message that it is as equally important to thrive as survive, and this will be reflected in our plans for the next 12 months.

The integration of Information and Advice, Care Navigation and the Living Well and Volunteering Service undertaken during 2019/20, into a Gateway team, has been embedded and worked well to manage the extra demand caused by the pandemic.

Information and Advice

The provision of independent, impartial and confidential information and advice enables people to make informed decisions and exercise maximum control over their lives. Access to the service is through telephone enquiry, appointments, outreach events and home visits for those who cannot get into the Isle Help Hub (closed due to Covid-19). A total of 1,525 enquiries were answered by the team during the year.

Care Navigators

Offering a person centered, holistic approach to health and social care, the Care Navigators team of six FTE posts contribute to the Locality based reviews of people with multiple and complex needs. They supported 927 clients to live more independently and manage their long-term health conditions, avoiding crisis where possible. Assistance was provided to our clients by over 100 different projects and services through onward referral: 60% of them in the voluntary sector and supporting independent living.

Funding for the programme in 2020-21 has been from the Isle of Wight Clinical Commissioning Group (CCG).

Living Well

Funded through the Improved Better Care Fund (IBCF) Age UKIW is lead partner for the Living Well project which is a partnership of three organisations with the aim of promoting independent living and support for adults with learning disabilities, carers, older people and those who have poor mental health. All enquiries to Social Services that do not meet their criteria are forwarded onto the Living Well team for assistance.

The Living Well team and Care Navigators work in synergy as an integrated team that together supported 2,038 individual clients.

Hospital Projects

Age UKIW has provided Support Services working in collaboration with the IW NHS helping to improve discharge times and focusing on patients who are medically fit for discharge who are on Pathways 0 and 1. The team at the hospital has supported staffing capacity and policy change which has ensured clients are not admitted unnecessarily.

There have been 3 projects delivered and funded by Covid-19 Funding.

Project 1.

To provide an Activities Coordinator and Care Navigator to the Hospital Community unit. Providing meaningful activity to encourage mobility and recovery.

Project 2.

To provide Care Navigators on community wards at the hospital supporting discharge for patients who are medically fit to leave hospital.

Project 3.

To provide Care Navigation support to the Crisis team at St Mary's Hospital, with community support staff, enabling people to stay at home and avoid hospital admittance.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Good Neighbour Scheme

Our volunteer service has over 200 volunteers who assist our older neighbours in times of genuine need if they have no family or friends to turn to for help.

Over the last year the service has led on the Covid-19 response in partnership with the IOW Council, supporting the Island community with shopping, collection of prescriptions and medication, welfare calls and befriending.

Throughout lockdowns the service had to be reduced, this was due to Government guidance and a number of volunteers having to step down due to shielding. A recruitment drive for Covid-19 volunteers was set up to respond to the demands and needs of the Island's community.

2,023 clients had a contact via the telephone and 1,197 received volunteer support visits.

Digital Inclusion

The Digital Inclusion Project, revived through funding from an anonymous donor and The Mary Pittis Fund, played a vital role in the Covid-19 response during the pandemic. The project, staffed by volunteers, helped older residents to access their money through online banking and access vital supplies such as food shopping and prescription deliveries. The project also allowed older isolated residents to stay connected with their loved ones. Through its free technology loan service, it provided iPads to Island Care Homes, offered a means to attend live streaming funerals and provided many Island residents who had no access to technology, the ability to video call their friends and families.

Men in Sheds

Men in Sheds were able to utilise funding originally given by the National Lottery for a ShedFest event, the event was cancelled in 2020 due to the pandemic. The Lottery agreed the funds could instead be used to support the 15 sheds to recover from the effects of the pandemic. Initial restrictions meant that men were unable to meet in person, many met virtually, and are now being guided short term by a Coordinator to ensure that each shed has the necessary Covid-19 risk assessments in place. Including the provision of PPE and anything else relevant to each shed to enable members to have continued access to social opportunity and peer to peer support for each other through shared activity.

Age Friendly Island

Age Friendly Island is the only remaining project under the Ageing Better Programme, funded by The National Lottery Community Fund. In its sixth year of funding it continued to engage with stakeholders from the public, private and voluntary sectors. The project delivered Public Forums and established an Older Persons Steering Group to ensure that the project work was led by the voices of older people.

During this year the project had to refocus its work in response to the Covid-19 pandemic. There was an emphasis on addressing environmental challenges that Government restrictions placed on the community which led to the production of the Out & About Cards, amongst other initiatives. A Digital Connectivity Steering Group was set up to address the digital divide and understand the support that was needed to enable older people to be connected.

In this last year the Project Manager has been partly seconded to the Isle of Wight Council. This secondment is an opportunity to embed Age Friendly principles within the Council.

The Age Friendly Training has successfully been moved to an online platform and like the face to face training is accredited by the CPD Standards Office.

Lesbian, Gay, Bisexual & Transgender (LGBT) Support

This project, funded by The Office of the Police and Crime Commissioner (OPCC), delivered support to older members of the Island's LGBT Community who may be victims of Hate Crime or LGBT Domestic Violence. Throughout the pandemic, the local Lesbian and Gay Liaison Officers reported that most abuse was being received through online platforms. Consequently, a virtual information hub and online abuse toolkit were created to signpost those experiencing hate crime or abuse to the appropriate authorities.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

LGBT Awareness training was delivered to local Island Care Homes and HMP Staff Members to improve the understanding of the issues facing older LGBT people. A partnership with 'Out on an Island' helped to host fortnightly virtual support sessions that saw up to 40 regular attendees. These sessions have provided a safe place for social interaction where key messages in hate crime detection and reporting have been discussed and an inclusive atmosphere and ethos promoted. Funding for this project ended in March 2021, but the sessions through 'Out on an Island' will remain, and begin again in person when Government restrictions allow.

Widows Project

Launched in December, this project funded by the Mary Pittis Fund and overseen by the Newport Congregational Church, offered support to all widows living within the parish of Newport. Initial referrals of support during the pandemic included Emergency Covid-19 Response and also linked in projects such as Digital Inclusion and Good Neighbour Scheme. A survey was then undertaken and the majority of feedback received showed a demand for social opportunity and work has begun on the creation of an Activities Programme.

Restorative Justice Project

The Restorative Justice Project brings Island residents harmed by crime, anti-social behaviour or conflict into communication with those responsible, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. It helps young offenders see the true effects of crime and anti-social behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions and has been commissioned until 2022.

Services that are charged for

Alongside charitable activity, funded by grants or through public sector contracts, to create better financial sustainability the Charity delivers several services where a charge is made to the individual. These services are clearly stated as charged for and are regularly reviewed to ensure that the Charity is not subsidising them but that they make a small surplus to be put back into the Charity to enable it to operate. All services continue to align with the Charity's purpose and objectives.

Independent Living Services:

Just About You (JAY)

To enable older people to maintain their independence and stay active in their communities Just About You provides Support Workers to undertake essential domestic tasks that clients are no longer able to do for themselves. This may include shopping, cleaning, laundry, food preparation, dog-walking and sitting. Clients are aged from 50 years and they decide how many hours of their Support Workers time they wish to purchase each week. During 2020/21, 469 clients were supported to remain at home; giving employment to 63 people.

Throughout the Covid-19 pandemic the Just About You service was reduced following the Government restrictions. This had a significant impact on the service and during the lockdowns we were only able to provide essential visits for shopping and meal preparation.

We also introduced mobile phones with a call round App for Support Workers to use, this has enabled us to go paperless and be more efficient.

Home Safe Service

The charged for Handyperson and Gardening Service provides a service across the Island. 3 technicians are currently employed to carry out the work in the community with 2 office-based members of staff who co-ordinate the bookings and allocate the work. In 2020/2021, the service received 1,757 contacts assisting 398 clients.

Throughout 2020/2021, the Home Safe Service has had periods of time where service delivery has been put on hold, due to the pandemic and the Government restrictions on service delivery. Home Safe is now working on service recovery.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Any surplus made by Just About You and Home Safe is used to support our charitable objectives and organisational sustainability.

Other vital income generating activity to generate a mixed income economy:

Fundraising activities

Age UKIW's fundraising is driven internally and no professional or commercial organisation has been engaged. Age UKIW has an internal Fundraising Promise and Code of Conduct that is adhered to and was registered with the Fundraising Regulator in March 2018. All events comply with the aforementioned standards and are reviewed after each event. Age UKIW has not received any complaints with regards to its fundraising activities during the 2020/21 financial year. All fundraising activities comply with General Data Protection Regulations.

Due to the pandemic, none of the AUKIW's annual fundraising events were able to take place. Smaller virtual events were undertaken generating a total of £3,769. Donation campaigns were launched, in total the Charity received £65,984 in donations, an additional £13,607 was claimed through Gift Aid and £2,000 in legacy donations. A further £342,911 was generated through bid writing to support the Emergency Covid-19 response.

FINANCIAL REVIEW

Financial position

At the start of the pandemic, Age UKIW envisaged a challenging year but with prudent cost management, the Coronavirus Job Retention Scheme and additional Emergency Care Grant income we generated a surplus which will be used in subsequent years to counter the major impacts of the pandemic.

Incoming unrestricted and restricted resources for the year, available for charitable application were respectively, £1,021,413 and £1,629,866 (2020: £882,235 and £1,667,589). Unrestricted and restricted expenditure amounted to £679,847 and £1,545,531 (2020: £758,675 and £2,030,544). Unrestricted and restricted funds carried forward at the end of the year amounted to £1,186,577 and £248,475 respectively (2020: £840,858 and £168,293). The in-year surplus of £425,901 includes a surplus on restricted funds of £80,182. Unrestricted income can be used to support the charity to achieve its charitable objectives, however the spend of restricted funds is limited to specific projects.

Principal funding sources

- Big Lottery - Ageing Better - £365,730
- Independent Living Service, Just About You - £301,631
- IOW Council - £685,073
- CCG - £536,170

Grantmaking

Two of the charity's projects, the Ageing Better project, funded by the Big Lottery, and the Living Well project are operated in partnership with other organisations to provide the full range of services offered.

As the lead partner, the charity received the initial grant from the funder, and these payments to other partners have been reflected as grants in the accounts. By working in partnership in this way the projects can deliver a wider variety of services to the benefit of the recipients.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW

Investment policy

After prudent allocation of reserves for good governance, and commitment to an average of 3 months liquidity available at all times, there are few funds remaining for long-term investment. However, Trustees remain committed to maintain, and if possible, enhance the value of the invested funds taking a balanced risk approach through due diligence. It remains particularly important to ensure that reserves do not erode over time because of the effect of inflation.

Age UK IW seeks to minimise the level of risk inherent with achieving the objectives set out above, by holding a diversified investment portfolio with an overall low risk.

A review of the Investment policy is undertaken annually by the Finance and Risk Committee and any risk to the Charity is mitigated by investing the Charity's funds in different bank accounts rather than an investment portfolio.

Reserves policy

The Finance and Risk Committee annually review the charity's requirements for reserves in light of the main risks to the organisation, making a recommendation that is ratified by the whole Board. Requirements are reviewed against the priorities for reserves as laid out in the Reserves Policy which highlights three core purposes:

- o To help manage fluctuations in working capital (cashflow)
- o To cover specific investments for the long term benefit of the Charity's objectives (infrastructure investment to maintain/renew fixed assets; IT and other equipment to maintain efficient working and innovation)
- o To allow key staff to continue working, primarily to secure new funding in the event that other funding ceases and the organisations future is at risk (General Fund).

It is the policy of the charity to maintain unrestricted funds, which are the free reserves available to the Charity, at a minimum level of 3 months and a target level of 4 months unrestricted expenditure in order to be confident of maintaining the essential work of the Charity in the event of a significant drop in funding and to avoid cash flow problems. Budgeted expenditure for 2021/22 is £2.2 million so the Charity is now achieving its target free reserves level.

The overall reserves of the charity held at 31 March 2021 amounted to £1,435,052 of which £248,478 are held for restricted purposes. Unrestricted reserves of £258,940 represent fixed assets and are linked to asset values in the balance sheet. An additional amount of £100,051 of unrestricted reserves relating to legacies and other funding received have been designated for specific purposes by Trustees. This leaves £827,583 of free unrestricted reserves which is considered by the Trustees to be sufficient to meet the reserves policy of between three and four months expenditure.

A significant deficit had been anticipated early in the financial year, but positive action was taken to seek alternative sources of funding to mitigate the impact. In addition, we recognised that the next financial year would also be difficult in terms of rebuilding services and recovering income streams and there was a need to secure stability in the organisation's reserves to allow that to happen for future years.

Trustees have therefore established three new designated funds which will be used to help the recovery from the pandemic; these will focus on rebuilding services, developing our community outreach and supporting our staff. Details of the funds are outlined in the Notes to the Accounts.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

CURRENT STATUS AND PRIORITIES FOR THE NEXT 12 MONTHS (2021/22)

The Charities long term CEO left Age UKIW in July 2021 and the Board appointed an Interim CEO to ensure the Charity's stability during the transition period. Following a robust recruitment process the Board have appointed a permanent CEO and whilst this will inevitably lead to a period of adjustment and consolidation, the Charity remains in a strong position to push forward with its strategic priorities.

Trustees, staff and volunteers remain committed to recovery after the pandemic, responding to the changing needs of the Charity and its workforce. As a result, Age UKIW will focus on those activities outlined as priorities in the last annual report (2019/20) which were postponed due to the pandemic, as set out below.

We will also learn from our Covid-19 experience. The adapted ways of working created as a result of the pandemic will be reviewed and retained where benefit has been achieved. Where change has been counter-productive, there will be a return to effective working practices prior to the pandemic or new ideas will be trialled. We will focus on maintaining the positive mental health of staff and volunteers and maximising the use of technology.

Implementation of a new finance system (Xero) will be completed enabling online access to key financial data and greater financial transparency and this will be followed by a review of other systems to secure improved system integration and business efficiency.

Alongside this, we will continue to drive forward plans for long-term financial sustainability. We will seek greater clarity around public sector contracts, explore the need for new/additional legal structures to help diversify options for service delivery and consider investment in income generating services to increase the pace of growth.

Innovation and adaptability will be important to achieve similar levels of fundraising income if events are curtailed. We will explore how national and local lessons learnt from the Lottery funded, Ageing Better Programme, universally acknowledged as successful, can be embedded as a legacy into our strategy.

Finally, having recognised the need to better communicate what we do, we will improve and expand our communications and data collection to be able to inform and influence as required so that we better meet the needs of our population.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Concern Isle of Wight (ACIW) was registered as a private limited company on 18th January 2007, registration no. 06057797. ACIW originally registered as a charity on 29th May 1973, and the company was registered as a charity on 5th April 2007. The assets of the original unincorporated association were transferred into the private limited company with effect from 1st April 2008. ACIW's governing document is its Memorandum and Articles of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. This document was reviewed and redrafted during 2018/19 for submission to the Charities Commission and Companies House, and approval and acceptance was received on 9 April 2019. In the event of the company being wound up members are required to contribute an amount not exceeding £1.00.

The charity Trustees are also directors of the company for the purposes of charity law and under the company's Articles are known as the Board.

All members of the Board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 14 to the accounts, totaling £Nil (2020: £40).

Charities Governance Code 2017

The Board meets the principles and outcomes of the Charities Governance Code 2017 by either applying the recommended practice or by recording its explanation as to why it has decided not to apply the Code and what is done instead in certain circumstances.

Trustee tenure

The principles of the Charity Governance Code were accepted by the Board in 2018 and the Charity has taken steps to assess how well it meets recommended good practice and has acted on those areas identified for improvement. Specifically, the Board has accepted the recommendation that in the future the maximum Trustee tenure should be nine years.

Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. As required by the revised Memorandum and Articles of Association a Retirement by Rotation Schedule was adopted with effect from the 2019 Annual General Meeting (AGM).

In 2020/21, one Trustee, Mrs D Berryman, retired from the Board having served nine years and the Charity thanks her for the active contribution she has made both as a Trustee and an Age UKIW volunteer in the community.

Recruitment and appointment of new Trustees

An annual review takes place of the Board membership and in the event of skills being lost, or new skills identified as required by the Trustees, these are actively sought through a recruitment process in accordance with the Trustee Recruitment Policy. Age UKIW also works to ensure that the Board reflects the Charity's commitment to equality and diversity and the involvement of older people themselves.

In anticipation of further resignations in the next financial year, the Board sought applicants to fill two Trustee positions. As we were in lockdown, it was decided to use our own volunteer list and network of contacts to identify potential candidates, as well as using the good services of the local Chamber of Commerce. A number of people were interviewed and at our final Board meeting of 2020/21, two candidates were appointed to join the Board at the start of 2021/22. Together they provide the Board with robust experience both in accounting and financial planning, as well as increasing our commitment to equality, diversity and inclusivity of older residents.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Induction and training of new Trustees

A Trustee induction pack is maintained and contains a variety of information, including various Charity Commission publications and the governance documents relevant to the Trustee role. These are made available to new and serving Trustees on software designed to manage access to all material which Trustees require, including all meeting papers and notes.

Key management remuneration

The board of Trustees makes decisions as to the pay of key management personnel after giving due consideration to performance and the requirements of the roles. The board has considerable HR experience which is invaluable in assisting with this consideration.

Related parties

In so far as it is complementary to the Charity's objects, the Charity is guided by both local and national policy and initiatives. This includes:

- o Age UK Brand Partnership Agreement - Age UKIW is an independent charity, separate from national Age UK. The charity works together with Age UK and the wider network, in a spirit of collaboration and mutual support to achieve common goals. The Brand Partner relationship which is currently under review and in January 2021, Trustees and the Executive responded to a series of consultation papers about a proposed new Network Partnership Agreement. Delays due to the pandemic now mean that this will not be completed for approximately 18 months. The outcome of the Age UK national's deliberations about the future will have an influence on Age UKIW's future status. Every effort is being made to ensure that whatever change takes place, the many people who benefit from our local services will continue to be able to do so irrespective of our future organisational form. As a result, Trustees and staff of Age UKIW have worked hard to ensure increased financial stability through the:
- o creation of mixed income streams to manage risk
- o informal collaborations with other local Age UKs
- o local integration initiatives in Health and Care

Risk management

Trustees regularly and actively review the major risks to which the Charity is exposed through monitoring the organisational risk register at both Finance and Risk and Trustee Monitoring Meetings. A Business Continuity Plan is in place with scheduled reviews. An additional document, COVID-19 Recovery Plan, has been developed and is being implemented to manage the risks associated with the pandemic.

Appropriate and legally compliant systems or procedures have been developed to mitigate and manage identified risks. Key risks identified and response:

- o All risks and challenges associated with COVID-19; sustainability and service delivery.
- o Funding sustainability - development of a sustainability plan that considers and responds to all opportunities to achieve sustainability.
- o Uncertain funding outcomes with public sector partners.
- o Financial challenges which can limit the amount of training/development work needed.
- o Challenge of maintaining a listed building.

The Trustees believe that ACIW's approach to reserves, combined with the annual review of the controls over key financial systems, will provide adequate resources when faced with a significant drop in funding.

These procedures are periodically reviewed to ensure that they continue to meet the needs of the Charity.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Board and Committee Structure

The Charity has a Trustee Board currently comprising of 10 members who are responsible for the overall governance and strategic direction of the Charity, and who come from a variety of backgrounds relevant to the work of Age UKIW. From April 2019 the new Articles and Governance Rules allow for a Board of no less than 5 but a maximum of 10 Trustees.

Trustee Monitoring Meetings are scheduled three times each year and there are two Committees; the Finance and Risk Committee, and an Income Generation and Communications Committee that each also meet 3 times per year. Additional meetings are arranged when required to discuss urgent business.

At the 2019 AGM, the Board appointed a new Company Secretary, Mrs A Gallop, and thanked Ms J Dare for her many years' contribution. In July 2020 Ms J Dare was reinstated as Company Secretary as Mrs A Gallop started Maternity Leave. The Company Secretary sits on the Board but has no voting rights.

Link Trustee Role

This role allows Trustees to gain an in-depth appreciation of the work of a nominated department, broadening their own understanding, and providing an opportunity to probe and challenge. The responsible Head of Service will have a Trustee with whom they can discuss issues relating to their specific expertise and use as a sounding board. Reporting mechanisms have been established so that Trustees share their experience and learning twice per year at Monitoring Meetings.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT
Infrastructure and Organisational Structure

Infrastructure

A robust infrastructure is fundamental to the management and sustainability of Age UKIW and includes:

Chief Executive Officer and Executive Assistant

- o Governance
- o Support for Trustees
- o Human Resources
- o Health & Safety
- o Premises
- o IT/Telephony
- o Age Friendly Island

Head of Finance and Quality

- o Finance
- o Quality

Head of Service

- o Services

Head of Development

- o Fundraising, Marketing and Communications
- o Thrive

Organisational structure

ACIW (T/A Age UK Isle of Wight) is a local, independent registered Charity and a member of the Age England Association. As a member of the Federation, Age UKIW is able to share information with the network of charities under the Age UK umbrella.

The day-to-day operation of Age UKIW is delegated to the Chief Executive Officer, Executive Team and Team Leaders to deliver the services specified, meet strategic objectives and ensure sustainability is achieved. A Scheme of Delegation is in place with scheduled reviews.

Internal infrastructure support has significantly improved to allow both Trustees and the Executive Team to monitor strategic progress and make sound decisions, maintaining focus on risk assessment, timely management accounting information and strategic reporting.

Structure Governance and Management

Having successfully maintained the Charity's ISO9001-2015 accreditation for a number of years, following rigorous assessment and inspection by a team of external auditors, the Board was satisfied that quality processes had been successfully embedded in the organisation. Facing the prospect of additional financial pressures through Covid-19 in 2020/21, the decision was taken not to apply for re-certification but to manage the quality process internally. A more cost-effective, but equally thorough approach still maintaining the ISO9001 framework, has been developed which continues to reinforce the Charity's commitment to quality principles and the implementation of a Quality Management System. A Quality Policy and Quality Assurance Action Plan have been agreed by the Board, setting out the regular internal auditing of activities, continued adherence to quality standards and Board level monitoring of outcomes.

The Charity also continued to maintain the AUK Charity Quality Standard (CQS) which recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff and volunteers.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
06057797 (England and Wales)

Registered Charity number
1118711

Registered office
St Thomas' Chambers
147 High Street
Newport
Isle of Wight
PO30 1TY

Trustees
D Berryman (resigned 5.4.21)
V A Barraclough
E L Elsom
R Evans
S Evans
S Fraser
L Buckman
R Robertson
A Thorne
J Archer (appointed 12.4.21)
P Eagle (appointed 12.4.21)

Company Secretary
Ms J Dare (resigned 21.07.21)

Auditors
Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Bankers
Barclays Bank UK Plc
102 St. James' Street
Newport
PO30 1UP

The Charity Bank Ltd
Fosse House
182 High Street
Tonbridge
TN9 1BE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Chief Executive Officer

Ms J Dare

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Isle of Wight for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

Approved by order of the board of trustees on 25/11/21 and signed on its behalf by:



.....
S Evans - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

Opinion

We have audited the financial statements of Age Concern Isle of Wight (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN ISLE OF WIGHT

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.

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.

As part of planning our audit we determined materiality and assessed the risks of material misstatement in the financial statements. Based on our understanding of the charitable company we identified the principal risks to the charitable company as management override of controls, potential for fraud in respect of revenue recognition particularly in respect of cash income, potential for cut off of grant income to be incorrectly applied, and potential for fund transfers to be incorrectly treated.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE CONCERN ISLE OF WIGHT**

Audit procedures performed by the engagement team included:

- A review of journals made in preparing the final results for preparation of the accounts, and a review of accounting estimates made by management.
- Review to ensure there are no transactions that have no apparent business or charitable purpose, or that have been processed outside the usual accounting systems.
- Extension of the sample sizes for audit testing carried out in relation to cash income, and consideration and testing of controls in place around this income.
- Discussions with management, including consideration of any known or suspected instances of non-compliance with laws and regulations or fraud.
- A review of all contracts related to grant income, and careful consideration of the performance related conditions surrounding entitlement to income.

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

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.

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.



Gavin Kelly ACA ACCA (Senior Statutory Auditor)
for and on behalf of Bright Brown Limited
Chartered Accountants
Statutory Auditor
Exchange House
St. Cross Lane
Newport
Isle of Wight
PO30 5BZ

Date: 25/11/21

AGE CONCERN ISLE OF WIGHT

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	308,938	308	309,246	139,701
Charitable activities					
Enhancing and supporting lives	6	540,724	1,629,058	2,169,782	2,344,445
Other trading activities	4	10,714	500	11,214	49,847
Investment income	5	4,366	-	4,366	4,995
Other income	7	156,671	-	156,671	10,836
Total		1,021,413	1,629,866	2,651,279	2,549,824
EXPENDITURE ON					
Raising funds	8	39,949	-	39,949	41,875
Charitable activities					
Enhancing and supporting lives	9	640,632	1,545,531	2,186,163	2,746,129
Other	12	(734)	-	(734)	1,215
Total		679,847	1,545,531	2,225,378	2,789,219
NET INCOME/(EXPENDITURE)		341,566	84,335	425,901	(239,395)
Transfers between funds	25	4,153	(4,153)	-	-
Net movement in funds		345,719	80,182	425,901	(239,395)
RECONCILIATION OF FUNDS					
Total funds brought forward		840,858	168,293	1,009,151	1,248,546
TOTAL FUNDS CARRIED FORWARD		1,186,577	248,475	1,435,052	1,009,151

The notes form part of these financial statements

BALANCE SHEET
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Intangible assets	17	7,367	-	7,367	15,325
Tangible assets	18	251,573	-	251,573	263,038
Investments	19	-	-	-	1
		<u>258,940</u>	<u>-</u>	<u>258,940</u>	<u>278,364</u>
CURRENT ASSETS					
Debtors	20	89,387	-	89,387	108,667
Cash at bank		<u>1,113,893</u>	<u>248,478</u>	<u>1,362,371</u>	<u>992,918</u>
		<u>1,203,280</u>	<u>248,478</u>	<u>1,451,758</u>	<u>1,101,585</u>
CREDITORS					
Amounts falling due within one year	21	(169,401)	-	(169,401)	(256,635)
		<u>1,033,879</u>	<u>248,478</u>	<u>1,282,357</u>	<u>844,950</u>
NET CURRENT ASSETS					
		<u>1,292,819</u>	<u>248,478</u>	<u>1,541,297</u>	<u>1,123,314</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>1,292,819</u>	<u>248,478</u>	<u>1,541,297</u>	<u>1,123,314</u>
CREDITORS					
Amounts falling due after more than one year	22	(106,245)	-	(106,245)	(114,163)
		<u>1,186,574</u>	<u>248,478</u>	<u>1,435,052</u>	<u>1,009,151</u>
NET ASSETS					
		<u>1,186,574</u>	<u>248,478</u>	<u>1,435,052</u>	<u>1,009,151</u>
FUNDS	25				
Unrestricted funds				1,186,574	840,858
Restricted funds				<u>248,478</u>	<u>168,293</u>
TOTAL FUNDS				<u>1,435,052</u>	<u>1,009,151</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 25/11/21 and were signed on its behalf by:



S Evans - Trustee

The notes form part of these financial statements

AGE CONCERN ISLE OF WIGHT

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	394,695	(256,486)
Net cash provided by/(used in) operating activities		394,695	(256,486)
Cash flows from investing activities			
Purchase of tangible fixed assets		(17,906)	(4,938)
Interest received		4,366	4,995
Net cash (used in)/provided by investing activities		(13,540)	57
Cash flows from financing activities			
Loan repayments in year		(11,702)	(11,593)
Net cash used in financing activities		(11,702)	(11,593)
Change in cash and cash equivalents in the reporting period			
		369,453	(268,022)
Cash and cash equivalents at the beginning of the reporting period			
		992,918	1,260,940
Cash and cash equivalents at the end of the reporting period			
		1,362,371	992,918

The notes form part of these financial statements

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	425,901	(239,395)
Adjustments for:		
Depreciation charges	37,329	31,876
Loss on disposal of fixed assets	1	-
Interest received	(4,366)	(4,995)
Movement in provisions	-	(5,000)
Loan interest paid	3,965	4,986
Impairment of investments	-	1
Decrease/(increase) in debtors	19,280	(3,450)
Decrease in creditors	(87,415)	(40,509)
Net cash provided by/(used in) operations	<u>394,695</u>	<u>(256,486)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank	992,918	369,453	1,362,371
	<u>992,918</u>	<u>369,453</u>	<u>1,362,371</u>
Debt			
Debts falling due within 1 year	(6,947)	(181)	(7,128)
Debts falling due after 1 year	(114,163)	7,918	(106,245)
	<u>(121,110)</u>	<u>7,737</u>	<u>(113,373)</u>
Total	<u>871,808</u>	<u>377,190</u>	<u>1,248,998</u>

The notes form part of these financial statements

1. GENERAL INFORMATION

Age Concern Isle of Wight is a private company limited by guarantee and incorporated in England. The financial statements are presented in Pounds Sterling, which is the functional currency of the charitable company.

The registered office of the charitable company is St Thomas' Chambers, 147 High Street, Newport, Isle of Wight, PO30 1TY.

There are no material uncertainties about the charity's ability to continue.

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.

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.

Where grant income is subject to performance related conditions income is recognised to the extent that performance has been achieved.

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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

Intangible fixed assets

Intangible fixed assets are measured at cost less accumulative amortisation and any accumulated impairment losses.

Amortisation of intangible fixed assets is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer software	- Over 4 years on cost
-------------------	------------------------

Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Assets costing less than £1,000 are not capitalised.

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Land and buildings	- not provided
Plant and machinery	- Over 4 or 5 years on cost

The trustees are of the opinion that the residual value of the freehold buildings will not be less than cost and therefore the freehold buildings are not depreciated.

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 income or expenditure for the year as appropriate.

Investments

Investments in subsidiaries and associates are measured at cost less any accumulated impairment losses.

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.

Pension costs and other post-retirement benefits

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

Creditors

Short term creditors are measured at transaction (invoice) price

Loans and other financial liabilities are initially recognised at transaction price net of any transaction costs and subsequently measured at amortised cost determined using the effective interest method.

Provisions

Provisions are recognised when there is an obligation at the reporting date as a result of a past event, it is probable that economic benefit will be transferred to settle the obligation and the amount of the obligation can be estimated reliably.

Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**3. DONATIONS AND LEGACIES**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Donations	75,387	8	75,395	97,762
Legacies	3,000	-	3,000	9,206
Grants	230,551	300	230,851	32,733
	<u>308,938</u>	<u>308</u>	<u>309,246</u>	<u>139,701</u>

4. OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fundraising events	10,714	500	11,214	49,847

5. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Deposit account interest	4,366	-	4,366	4,995

6. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021 £	2020 £
Performance related grants	Enhancing and supporting lives	1,845,029	1,787,322
Just about you	Enhancing and supporting lives	301,631	433,981
Nail-cutting client fees	Enhancing and supporting lives	-	21,292
Memory therapy group fees	Enhancing and supporting lives	-	52,452
Student placements	Enhancing and supporting lives	-	560
Homesafe and Handyperson	Enhancing and supporting lives	23,122	41,220
Digi Classes	Enhancing and supporting lives	-	5,433
Age Friendly Island	Enhancing and supporting lives	-	2,185
		<u>2,169,782</u>	<u>2,344,445</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**7. OTHER INCOME**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Management fees and similar income	-	-	-	3,516
Sundry income	156,671	-	156,671	7,320
	<u>156,671</u>	<u>-</u>	<u>156,671</u>	<u>10,836</u>

8. RAISING FUNDS**Raising donations and legacies**

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Staff costs	37,466	-	37,466	32,098
Fundraising costs	2,483	-	2,483	9,777
	<u>39,949</u>	<u>-</u>	<u>39,949</u>	<u>41,875</u>

9. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 10) £	Grant funding of activities (see note 11) £	Totals £
Enhancing and supporting lives	<u>1,932,922</u>	<u>253,241</u>	<u>2,186,163</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**10. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	2021	2020
	£	£
Staff costs	1,673,300	1,702,971
Trustees' expenses	-	246
Employee related costs	13,792	33,248
Volunteer recruitment and expenses	239	1,109
Direct project costs	52,422	82,615
Premises costs	12,718	19,909
Office costs	72,109	120,181
Transportation and costs	11,137	11,062
Bank charges and interest	5,677	7,463
Auditors' remuneration	6,000	6,000
Auditors' remuneration for non audit work	4,151	3,900
Legal and professional fees	44,047	36,520
Depreciation	37,329	31,876
Loss on sale of assets	1	-
Impairment losses	-	1
	<u>1,932,922</u>	<u>2,057,101</u>

Included in direct costs is interest payable of £3,965 in relation to the bank loan (2020: £4,986).

11. GRANTS PAYABLE

	2021	2020
	£	£
Enhancing and supporting lives	<u>253,241</u>	<u>689,028</u>
The total grants paid to institutions during the year was as follows:		
	2021	2020
	£	£
Alzheimers Cafe IW	-	24,770
Carers IW	53,568	238,705
Community Action IW	-	23,766
Independent Arts	-	22,184
Isle of Wight Chamber of Commerce	-	85,725
People Matter IW	120,230	124,582
Wight Home Care	-	94,386
Citizen's Advice Bureau	70,000	37,137
Osel	9,443	37,773
	<u>253,241</u>	<u>689,028</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**12. OTHER**

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Bad debt	(734)	-	(734)	1,215
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

13. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation - owned assets	29,371	27,161
Deficit on disposal of fixed assets	1	-
Computer software amortisation	7,958	4,715
Operating lease costs	13,050	3,750
Auditors' remuneration - Audit services	6,000	6,000
Auditors' remuneration - Non-audit services	4,151	3,900
	<u> </u>	<u> </u>

14. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

	2021 £	2020 £
Trustees' expenses	-	246
	<u> </u>	<u> </u>

The expenses paid to no (2020: two) trustees represent the reimbursements of travel costs.

15. STAFF COSTS

	2021 £	2020 £
Wages and salaries	1,575,928	1,607,655
Social security costs	105,128	96,273
Other pension costs	29,710	31,141
	<u> </u>	<u> </u>
	1,710,766	1,735,069
	<u> </u>	<u> </u>

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

2021	2020
122	134
<u> </u>	<u> </u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

15. STAFF COSTS - continued

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

Key management personnel remuneration and benefits

The total amount of remuneration and benefits received by the five key management personnel was £202,147 (2020: £218,519).

16. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	139,672	29	139,701
Charitable activities			
Enhancing and supporting lives	676,885	1,667,560	2,344,445
Other trading activities	49,847	-	49,847
Investment income	4,995	-	4,995
Other income	10,836	-	10,836
Total	882,235	1,667,589	2,549,824
EXPENDITURE ON			
Raising funds	41,875	-	41,875
Charitable activities			
Enhancing and supporting lives	715,585	2,030,544	2,746,129
Other	1,215	-	1,215
Total	758,675	2,030,544	2,789,219
NET INCOME/(EXPENDITURE)	123,560	(362,955)	(239,395)
Transfers between funds	7,412	(7,412)	-
Net movement in funds	130,972	(370,367)	(239,395)
RECONCILIATION OF FUNDS			
Total funds brought forward	709,887	538,659	1,248,546
TOTAL FUNDS CARRIED FORWARD	840,859	168,292	1,009,151

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

17. INTANGIBLE FIXED ASSETS

	Computer software £
COST	
At 1 April 2020 and 31 March 2021	23,576
AMORTISATION	
At 1 April 2020	8,251
Charge for year	7,958
At 31 March 2021	16,209
NET BOOK VALUE	
At 31 March 2021	7,367
At 31 March 2020	15,325

18. TANGIBLE FIXED ASSETS

	Freehold property £	Plant and machinery £	Totals £
COST			
At 1 April 2020	214,918	195,550	410,468
Additions	-	17,906	17,906
Disposals	-	(55,048)	(55,048)
At 31 March 2021	214,918	158,408	373,326
DEPRECIATION			
At 1 April 2020	-	147,430	147,430
Charge for year	-	29,371	29,371
Eliminated on disposal	-	(55,048)	(55,048)
At 31 March 2021	-	121,753	121,753
NET BOOK VALUE			
At 31 March 2021	214,918	36,655	251,573
At 31 March 2020	214,918	48,120	263,038

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**19. FIXED ASSET INVESTMENTS**

There were no investment assets outside the UK.

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

Age UK Hampshire & IW Trading Company Limited

Registered office: The Bradbury Centre, 16-18 Kingston Road, Portsmouth, Hampshire, PO1 5RZ

Nature of business: Sale of insurance products

Class of share:	% holding		
Ordinary	50		
		31.3.20	31.3.20
		£	£
Aggregate capital and reserves		1,943	1,945
Loss for the year		(3)	(41,369)

20. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	79,219	88,932
Amounts owed by participating interests	-	10,512
Prepayments and accrued income	10,168	9,223
	<u>89,387</u>	<u>108,667</u>

21. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Bank loans and overdrafts (see note 23)	7,128	6,947
Trade creditors	28,866	30,291
Social security and other taxes	2,386	29,351
Other creditors	4,244	-
Accruals and deferred income	27,665	53,593
Deferred grants	99,112	136,453
	<u>169,401</u>	<u>256,635</u>

Deferred income is included within other creditors falling due within one year and has arisen as a result of performance-related conditions on grants not being fulfilled at the reporting date and therefore unconditional entitlement to the income has not passed to the charity at the year end.

	2021	2020
	£	£
Deferred income at 1 April	136,452	152,902
Income released during the reporting period	(136,452)	(152,902)
Income deferred during the reporting period	99,112	136,452
Deferred income at 31 March	<u>99,112</u>	<u>136,452</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**21. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR - continued****22. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	2021 £	2020 £
Bank loans (see note 23)	106,245	114,163

23. LOANS

An analysis of the maturity of loans is given below:

	2021 £	2020 £
Amounts falling due within one year on demand:		
Bank loans	7,128	6,947
Amounts falling between one and two years:		
Bank loans	7,429	7,232
Amounts falling due between two and five years:		
Bank loans	24,230	23,527
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans	74,586	83,404

The bank loan is repayable in monthly instalments over a period of 20 years from the date of the initial drawing down of the loan in 2013. Interest is payable at a rate of 3.75% subject to review every three years by the bank.

24. SECURED DEBTS

The following secured debts are included within creditors:

	2021 £	2020 £
Bank loans	113,373	121,110

The loan is secured on the freehold property of the charity.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

25. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	467,717	336,289	(71,423)	732,583
Fixed assets fund	278,364	-	(19,424)	258,940
Infrastructure investment fund	54,171	-	-	54,171
Stitching fund	6,408	5,274	-	11,682
GNS legacy	34,198	-	-	34,198
Rebuilding services	-	-	28,000	28,000
Community outreach	-	-	39,275	39,275
Supporting staff post Covid	-	-	27,725	27,725
	840,858	341,563	4,153	1,186,574
Restricted funds				
Big lottery fund grant - Ageing Better	37,522	(14,634)	(1,188)	21,700
LGBT support	-	(567)	567	-
CCG care navigators	(274)	20,026	-	19,752
Prostate cancer care navigator	616	(250)	-	366
Restorative Justice	246	4,017	-	4,263
Living Well Programme	72,041	(61,890)	(515)	9,636
Living Well Digi	21,020	31,967	(6,360)	46,627
Living Well NHS Trust	37,122	-	(37,122)	-
Age UK Lottery	-	(3,343)	3,343	-
Hospital Discharge	-	93,642	37,122	130,764
Older Prisoners	-	11,790	-	11,790
Community Cell Support	-	404	-	404
Widows	-	3,176	-	3,176
	168,293	84,338	(4,153)	248,478
TOTAL FUNDS	1,009,151	425,901	-	1,435,052

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

25. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,014,324	(678,035)	336,289
Stitching fund	7,089	(1,815)	5,274
	<u>1,021,413</u>	<u>(679,850)</u>	<u>341,563</u>
Restricted funds			
Big lottery fund grant - Ageing Better	266,517	(281,151)	(14,634)
LGBT support	6,000	(6,567)	(567)
CCG care navigators	293,514	(273,488)	20,026
Prostate cancer care navigator	-	(250)	(250)
Restorative Justice	24,349	(20,332)	4,017
Living Well Programme	498,287	(560,177)	(61,890)
Living Well Digi	36,948	(4,981)	31,967
Age UK Lottery	18,557	(21,900)	(3,343)
Hospital Discharge	446,882	(353,240)	93,642
Older Prisoners	15,878	(4,088)	11,790
Community Cell Support	13,102	(12,698)	404
Widows	9,832	(6,656)	3,176
	<u>1,629,866</u>	<u>(1,545,528)</u>	<u>84,338</u>
TOTAL FUNDS	<u>2,651,279</u>	<u>(2,225,378)</u>	<u>425,901</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

25. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	27,315	129,370	311,032	467,717
Fixed assets fund	305,303	-	(26,939)	278,364
Contingency fund	80,263	-	(80,263)	-
Infrastructure investment fund	270,667	-	(216,496)	54,171
Unrestricted project funds	26,339	(5,811)	(20,528)	-
Stitching fund	-	-	6,408	6,408
GNS legacy	-	-	34,198	34,198
	<u>709,887</u>	<u>123,559</u>	<u>7,412</u>	<u>840,858</u>
Restricted funds				
Big lottery fund grant - Ageing Better	282,345	(243,420)	(1,403)	37,522
Housing and care options	4,094	-	(4,094)	-
LGBT support	7,766	(7,766)	-	-
CCG care navigators	24,469	(24,743)	-	(274)
Prostate cancer care navigator	866	(250)	-	616
Restorative Justice	3,167	(2,921)	-	246
Living Well Programme	181,653	(109,612)	-	72,041
Living Well Digi	34,376	(13,356)	-	21,020
Warm and Well	(77)	1,992	(1,915)	-
Living Well NHS Trust	-	37,122	-	37,122
	<u>538,659</u>	<u>(362,954)</u>	<u>(7,412)</u>	<u>168,293</u>
TOTAL FUNDS	<u>1,248,546</u>	<u>(239,395)</u>	<u>-</u>	<u>1,009,151</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

25. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	765,832	(636,462)	129,370
Unrestricted project funds	116,402	(122,213)	(5,811)
	882,234	(758,675)	123,559
Restricted funds			
Big lottery fund grant - Ageing Better	822,163	(1,065,583)	(243,420)
LGBT support	34,000	(41,766)	(7,766)
CCG care navigators	132,353	(157,096)	(24,743)
Prostate cancer care navigator	-	(250)	(250)
Restorative Justice	25,322	(28,243)	(2,921)
Living Well Programme	523,308	(632,920)	(109,612)
Living Well Digi	-	(13,356)	(13,356)
Warm and Well	10,645	(8,653)	1,992
Living Well NHS Trust	101,242	(64,120)	37,122
Age UK Lottery	18,557	(18,557)	-
	1,667,590	(2,030,544)	(362,954)
TOTAL FUNDS	2,549,824	(2,789,219)	(239,395)

Fixed asset fund

The fixed asset fund represents the net book value of fixed assets purchased and available for the unrestricted use of the charity.

Contingency fund

The contingency fund represents funds set aside to allow for the continuous provision of charitable services in the event of unforeseen financial difficulties.

Infrastructure investment fund

The infrastructure investment fund represents funds set aside for investment in infrastructure and to allow for the replacement of equipment.

Unrestricted projects fund

The unrestricted projects fund is the accumulation of projects that have no restrictions placed on the income by the funder to run the projects. These funds have been designated to ensure that adequate resources are available to complete projects.

Stitching fund

The stitching fund represents a donation received from the Insinger Foundation, located in The Netherlands, less expenditure paid from the funds.

GNS legacy

25. MOVEMENT IN FUNDS - continued

The GNS legacy fund represents a donation legacy from Stanley Jackson designated for use in the good neighbour scheme to provide low-level support to the elderly.

Rebuilding Services

The Charities Income Generation Services suffered a substantial loss during 2019/2020 and were either closed or operated a reduced service following Government lockdown Restrictions. Trustees recognise the impact seen on these essential projects and have designated this fund in assisting them to rebuild and recover but also providing additional support to those that have been most affected. £28,000 has been designated to this service from general reserves.

Community Outreach

Trustees understand that the environment has changed through the effects of the pandemic and recognise the increased need of those requiring support. Trustees have invested to enable the Charity to recruit additional staff to support the increased demand for our services. It has been identified that a Community Outreach I&A worker will be recruited, and an additional receptionist who can assist in answering our significantly increased calls into the Charity, therefore restoring confidence in the community. £39,275 has been designated to this service from general reserves.

Supporting Staff Post Covid

Trustees recognise the impact on our staff and volunteers whilst continuing to work through the Covid Pandemic and the effects it's had on our staffing teams as we continue to support an increased number of clients with increasingly complex needs. Funds have been designated for staff wellbeing and development to support our organisation's resilience. £27,725 has been designated to this service from general reserves.

Big lottery grant fund - Ageing Better

Ageing Better began in 2015 comprising a partnership of 11 organisations. The underlying purpose of all these projects is to deliver services to address social isolated Islanders.

The AFI project continues to be a member of the national steering group for the WHO Age Friendly Domains programme run by the Centre for Ageing Better. The projects have had contact with thousands of participants a year, ranging from one off contacts providing advice and information through to the direct, ongoing support for those who need it.

The project was represented once again at the national annual meeting of the Ageing Better programme. Due to the difficulties of travel to the north of England the Programme Manager presented a session on transport which Vectis Radio broadcast to the Island so members of the older peoples forum were able to take part.

Over the past year much of the focus for all projects has been on that of sustainability and legacy as this was the final year of delivery. Plans were formed and whilst not all of the projects are likely to continue, some have already managed to attract funding to continue after the life of the lottery programme.

The projects that will continue but not as they have been are:

- o Men in Sheds - these are now sustainable and will fund and manage themselves
- o Good Neighbour Scheme - will carry on in a different form
- o Alzheimer's cafés - carrying on through other funding
- o Caring for carers - carrying on through other funding
- o Digital inclusion - taken on by WightFibre
- o Isle find it - being run by the IW Citizens Advice Bureau
- o Independent arts singabout - obtained further 3 years funding from another source
- o Care navigators - continuing via Living Well programme

25. MOVEMENT IN FUNDS - continued

And the projects that have ceased are:

- o Olderpreneurs
- o Community Navigators
- o Community Action Town and Parish Champions

We have placed a much higher emphasis on improving our monitoring and evaluation and are confident that we can identify the "what works" strands of our delivery.

The only ongoing project through Age UK Isle of Wight is Age Friendly Island.

LGBT support

Funded by the Office of the Police and Crime Commissioner (OPCC), the LGBT Domestic Abuse and Hate Crime support Project has been developed to support older members of the Island's LGBT Community who may be victims of 'Gay' Hate Crime or LGBT Domestic Violence. The Project works at different levels: strategic to ensure issues affecting the Island's LGBT Community remain high on the agenda of commissioners, decision-makers and non-specialist service providers; practical support to victims to help with everyday tasks through volunteering; the development of appropriate and relevant services to build LGBT community resilience and working towards the prevention of offenders re-offending

CCG Care Navigators

Offering a person centred, holistic approach to health and social care, the Care Navigators team of six FTE posts work with all GP practices on the Island and contribute to the Locality based reviews of patients with multiple and complex needs. They supported over 1500 clients to live more independently and manage their long-term health conditions, avoiding crisis where possible. Support was provided to our clients by 94 different projects and service through onward referral, 60% of them in the voluntary sector and supporting independent living. Funding for the programme came from the IOW Clinical Commissioning Group (CCG).

Prostate cancer care navigator

Funded by Prostate Cancer UK for one year, this Care Navigator role focused on supporting men with prostate cancer and their families. The project ended in August 2015 as Funding from Prostate Cancer UK was no longer available, as a result Age UKIW will work with the funder with regards to the outstanding unspent funds to support men through the care navigator programme.

Restorative Justice

The Restorative Justice Project, funded by the Office of the Police and Crime Commissioner, brings older Island residents harmed by crime, anti-social behaviour or conflict into communication with those responsible, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. It helps young offenders see the true effects of crime and anti-social behaviour on older residents and creates opportunities for positive intergenerational relationships. This project is being delivered in partnership with Restorative Solutions.

Living Well Programme

Funded through the Improved Better Care Fund (IBCF) the Living Well project is a partnership of four organisations with the aim of promoting independent living and support for adults with learning disabilities, carers, older people and those who have poor mental health. All enquiries to Social Services who do not meet their criteria are forwarded onto the Living Well team for assistance.

Living Well Digi

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

25. MOVEMENT IN FUNDS - continued

Funding to support Older people aged 50+, people living with learning disability, people living with mental health conditions, and carers by: 1. Developing the skills and knowledge of the voluntary sector workforce (both staff and Volunteers) to support use of technology; and 2. Developing the skills and knowledge of people to use technology to enable them to do things for themselves and/or seek appropriate support to do things to support independent living for longer.

Living Well NHS Trust

This fund is part of a newly integrated hospital discharge scheme to ensure people are not staying in hospital longer than needed and also to provide support at home to reduce the likelihood of hospital admission. This is of particular importance in the winter when pressures on the NHS are the greatest. The funds have been transferred to the newer Hospital Discharge fund which is continuing this work.

Transfers between funds

Funds transferred from Big Lottery Fund - Aging Better, Living Well Programme and Living Well: Digital represents the cost of assets purchased through these funds, but which are available for unrestricted use by the charity.

Movement in assets representing both the purchase of new assets in the year and the depreciation and amortisation of assets held is transferred to the general reserve from the fixed asset reserve, representing the overall fall in the carrying value of fixed assets in the year.

Funds transferred from general reserves to LGBT Support and Age UK Lottery represent general funds used in covering the expenditure on these funds in excess of restricted income received.

Funds transferred from the Living Well NHS Trust to Hospital Discharge represent the allocation reserves from the older fund to the newer Hospital Discharge fund that continues this work.

26. OTHER FINANCIAL COMMITMENTS

Operating Leases

The total future minimum lease payments under non-cancellable operating leases is:

	2020	2020
	£	£
Due in less than 1 year	13,050	13,050
Due in more than 1 year	-	13,050
	<u>13,050</u>	<u>26,100</u>

Lease payments recognised as an expense in the SoFA totalled £13,050 (2020: £3,750).

27. RELATED PARTY DISCLOSURES

Age UK Hampshire & IW Trading Company Limited

Age Concern Isle of Wight is a 50% shareholder of Age UK Hampshire & IW Trading Company Limited, an associated company.

The associate has ceased trading but during the year to 31 March 2020 donated a total of £72,681 in respect of profits generated in that year and in previous years trading. This income was recognised as donation income within the Statement of Financial Activities. The charity also recharged overhead costs of £3,541 during that year, shown as other income.

There has been no income or costs recharged in respect of the associate in the year to 31 March 2021, and there are no amounts owed by or owing to the associate at either year end.