

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**

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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.

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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.

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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
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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
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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.

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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.

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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.

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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.

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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.

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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
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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.

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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					
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					
FUNDS					
Unrestricted funds	25			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.