

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
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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:

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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
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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
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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
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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
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PO30 5BZ

Bankers

Barclays Bank UK Plc
102 St. James' Street
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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

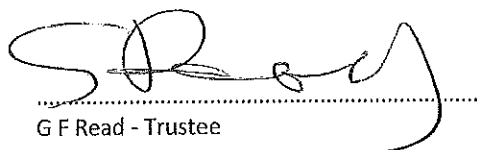
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the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

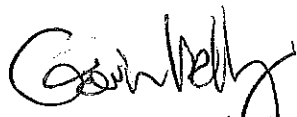
There are inherent limitations in the audit procedures described above, and the further removed non-compliance with laws and regulations is from events and transactions reflected in the financial statements, the less likely we are to become aware of it. The risk of not detecting a material misstatement 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

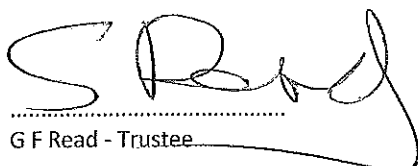
The notes form part of these financial statements

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

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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>

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