

REGISTERED COMPANY NUMBER: 06817492 (England and Wales)
REGISTERED CHARITY NUMBER: 1128377

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
AGE UK NORTH YORKSHIRE & DARLINGTON**

UHY Calvert Smith
Chartered Accountants
Heritage House
Murton Way
Osbalwick
York
North Yorkshire
YO19 5UW

AGE UK NORTH YORKSHIRE & DARLINGTON

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FOR THE YEAR ENDED 31 MARCH 2024**

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AGE UK NORTH YORKSHIRE & DARLINGTON

CHAIR OF TRUSTEES REVIEW OF THE YEAR FOR THE YEAR ENDED 31 MARCH 2024

Age UK North Yorkshire and Darlington has had another busy and eventful year. Our services continued to be in much demand, while the cost of living challenges for older people are significant. We have used funding from the Household Support Fund to provide extra support for more vulnerable elderly people through additional meals at home and our information and advice service.

Our day care staff have continued to provide clients and their families and carers with enjoyable and stimulating days in our day care unit. Our café has provided a welcoming environment for customers and the various activity groups who meet in our building. The information and advice team provide a specialist service for older people, particularly in making sure that they are claiming all the support to which they are entitled.

None of this would be possible without our volunteers, and once again we are incredibly grateful for all the time and energy they give us. I'm also grateful to my fellow trustees, all local volunteers also, who have supported me and the charity so well over the last year.

Financially our position remains challenging. The external environment for charity income and fundraising is difficult and highly competitive and so we continue to seek growth and diversification in our services in order to improve our stability and sustainability. I would like to thank all our funders, donors and corporate supporters for their support during the year. We have been very fortunate to recently receive some extremely generous legacy income which has helped our position greatly. We plan to use this generosity to rebuild our reserves, which were depleted during the Covid-19 pandemic, and invest in services for the future.

Once again, I would like to thank all our staff and volunteers for their hard work and commitment to delivering our vision - which is to be the organisation older people trust to help them overcome challenges and love later life.

Kate Roe

Chair of Trustees for the year ended 31 March 2024

**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

The Charity's principal objectives are:

- Preventing and relieving the poverty of older people and advancing life-long education
- Preventing or relieving sickness, disease or suffering in older people (whether physical, emotional or mental)
- Promoting equality and diversity
- Promoting the human rights of older people in accordance with the Universal Declaration of Human Rights
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage
- Such other charitable purposes for the benefit of older people as decided by Trustees consistent with the promotion of the well-being of older people

The Charity has the power to carry out the following activities to achieve its objectives:

- To encourage, promote and organise direct services appropriate to the needs of individual or groups of elderly people, and if thought fit, to make reasonable charges for any services provided
- To promote and organise co-operation with other charities, voluntary bodies, statutory authorities and other organisations to advance benefits to older people including the exchange of information and advice with them
- To establish, support, undertake activities with any charitable trust, associations or institutions formed for all or any of the Charity's Objectives
- To establish or acquire subsidiary companies to assist or act as agents for the Charity
- To promote and carry out or assist with surveys, investigations and research
- To provide food, drink and refreshments as appropriate for persons participating in the activities of the Charity
- To join in or to arrange and provide the holding of exhibitions, meetings, lectures, classes and training courses
- To publish books, pamphlets, reports, journals, films, videos and other material
- To appoint such advisory committees as the Trustee Board may think fit.

These activity strands are supported by governance development and improvements to facilities management and management of health and safety.

Strategy

Vision: - 'to be the organisation older people trust to help them overcome challenges and love later life'

Our strategic objectives were developed with the aim that:

- Older people are well informed and enabled
- Older people have a voice that's better heard
- Older people are more resourceful, skilled and resilient
- Older people are socially included and feel valued
- Older people are healthier and happier

Public Benefit

The trustees are aware of guidance published by the Charity Commission on Public Benefit and the guidance is taken into account when they review the objectives and activities of the charity.

The Charity exists for the public benefit by ensuring that its work is focussed on improving the quality of life for all older people within Hambleton, Richmondshire, Harrogate & District and Darlington. In doing so it is committed to acknowledging the diversity of the older population and identifying and addressing their unique needs. We feel our programme of activities and groups meets this need but we are constantly striving to extend and improve.

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

ACHIEVEMENT AND PERFORMANCE

Volunteering

Volunteers are vital to our ability to provide services to older people and, as ever, we were overwhelmed with the generosity, commitment and enthusiasm our volunteers provided. Around 100 volunteers delivered meals at home, made befriending telephone calls, supported our helpline and Information and Advice team, collected shopping and prescriptions, and worked in the kitchens.

Befriending

We have run a befriending service in partnership with Primary Care Darlington social prescribing team for a number of years. Unfortunately, during the year 2023/24, this funding and staffing support came to an end. We will look at other external sources of funding for this very valuable service.

Information and Advice

This service is free at the point of delivery and has continued to be extremely busy throughout the year. We have provided support over the phone, in our Darlington offices and where needed in people's own homes. This service is also delivered by a staff member based in Harrogate District. We handled just under 4,500 enquiries, yielding over £2.6 million in additional benefits and financial support for our customers. In a survey we carried out with our I&A clients, 99% of them were 'very satisfied' with our service.

Veterans Support

We continued to support Veterans Groups in Darlington and North Yorkshire, and continued to apply for specific funding to deliver projects aimed at supporting veterans in our communities.

Day care service

Our day care service supports around a dozen dementia clients every day. Some clients come for individual respite days, some regularly for one or more days per week. Both clients and their families find the service very positive and helpful. Some of our clients are self-funding with the remainder funded by Darlington Borough Council Social Services. We also receive funding from Darlington Borough Council to provide respite breaks for family carers. During 2023/24 we made plans to expand this service, supported by generous funding for refurbishing a new day care room from Cummins. We will take these plans further during 2024/25, publicising the expanded service to GPs and other NHS providers as well as to the wider community.

Café, catering and meals at home

During 2023/24, the catering service was busy and the café continued to provide meals for individual customers, day care clients, and groups and activities. This year we have delivered up to 60 meals at home a day, 7 days a week to those clients who are at home and struggle to get out into the community. Our team of staff and volunteer cooks have also provided a number of meals for schoolchildren during holiday periods as part of the Household Support Fund.

Staffing

Our CEO, Helen Hunter, who had led the charity through the Covid-19 pandemic left us for another charity role in January 2024. We then operated with an experienced interim CEO, Kevin Cooper, who had worked with the charity in previous years, for the remainder of the financial year before appointing a new permanent CEO, Fay Scullion, who took up post in October 2024.

The staffing team has remained largely stable over the last year and trustees were pleased to be able to award our loyal staff a 5% cost of living salary increase taking effect in 2024/25, after a number of years when pay increases had not been possible due to our challenging finances.

We did 130 home energy checks funded through Age UK in 2023-24. We also continue to provide a range of groups and activities in Bradbury House and a limited range in the communities of North Yorkshire, particularly in Northallerton and some in Harrogate.

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

FINANCIAL REVIEW

2023/24 has been another challenging year financially. This is primarily due to the ongoing challenge of providing high quality services at an affordable cost to individuals, families and stakeholders such as local councils. Many of our services have not been able to increase charges to a level that would enable the charity to cover its core costs. In this situation we continue to look for funding opportunities from trusts, grant funders and corporate social responsibility.

We did receive news of a very generous legacy in the year which is gratefully received. This funding is incredibly important for the long-term security of the charity. Although it does not solve the day to day challenges, it gives us the opportunity to invest in services and capacity that will increase our sustainability in the long run. There are also two other smaller legacies which are expected during 2024/25, but not yet recognised in our accounts as the timings and final amounts are not yet known with reasonable certainty.

The accounts show an overall surplus of £307,559 for 2023/24, compared with a deficit of £9,112 in 2022/23. The surplus in the year includes legacy income recognised of £280,000.

In order to continue to manage the financial challenges, we continued to scrutinise our finances very carefully through our finance and business development committee. We continue to keep a range of long term options on the table, including partnership working and collaboration with other local charities or regional Age UKs. We believe that we will need to consider providing additional or new services as well as reviewing all our income generating streams to ensure maximum efficiency.

Principal funding streams this year have been: contracts - predominantly from Darlington Borough Council; funding from grant making bodies including charitable trusts; donations and individuals paying for services such as day care and meals at home. We continue to seek to increase our services within North Yorkshire, although our options are currently limited by what Council contracts are available. We hope to engage more closely with the new unitary North Yorkshire County Council to understand where we can add value.

Investments

The Board considers that the funds of the Charity need to be retained largely in easily accessible accounts. Therefore, funds not immediately required are held in a variety of interest gaining opportunities within the commercial banking sector.

Reserves Policy

The Reserves Policy exists to help the charity:

- Properly manage its resources
- Plan and report accurately
- Match its reserves to its requirements in the short and long term

Trustees have set the level of reserves by considering the following:

- Cash flow and forecasts
- A review of existing funds and reserves
- 3 year financial plan
- The Charity's Strategic Document including proposed new services and infrastructure
- Review of past operational activity and other trends
- A review of major risks facing the Charity
- Analysis of future needs and consequences if these cannot be met
- Level of redundancy payments required in event of closure
- Break clauses in rental or supplier contracts

AGE UK NORTH YORKSHIRE & DARLINGTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The current Policy is to maintain the Charity's reserves at the equivalent to a median of three months operational expenditure in addition to the above. Trustees have been aware that the financial position has been below our current policy in recent years and have been actively monitoring our cashflow position, making plans to improve the financial position so that the charity can continue to operate. For this reason, we will use some of the recent legacy income to rebuild our reserves which were significantly depleted during the Covid-19 pandemic and subsequent financial difficulties.

Acknowledgement of Support and Partnership

Age UK (National)
Local Age UKs in Yorkshire and the North East
Alzheimer's Society
Armed Forces Covenant
Centre for Better Ageing
Citizens Advice Darlington
Community First Yorkshire
County Durham and Darlington NHS Foundation trust
County Durham Community Foundation (Now renamed Point North)
Darlington Association on Disability
Darlington Borough Council
Darlington Mind
Dementia Forward
County Durham and Darlington Police Commissioner
Durham Constabulary
Eon
Harrogate and rural District Clinical Commissioning Group
Healthwatch Darlington
Kings Church Community Centre
Latimer Hinks Solicitors
Memorial Hospital Darlington
Morrisons Foundation
MS Society Darlington and District
North Yorkshire County Council
Rotary Club Darlington
Stronger Communities North Yorkshire
Tees, Esk and Wear Foundation Trust
The Cornmill Retail Centre
Two Ridings Community Foundation
Volunteers and Good Friends
Willow Road Community Centre

Also the many other donors, well-wishers, supporters and subscribers whose support is much appreciated.

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

PLANS FOR THE FUTURE

As described earlier in this report, as a charity, we have had a number of very difficult years financially. 2023/24 was therefore a crucial year for ensuring the charity gets back on a sound financial footing in terms of day to day income. During the year we took the following actions to achieve this:

- We reviewed our day care pricing structure to enable the service to recover its costs more fully
- We planned to expand our day care service, increasing the number of clients we can support by utilising an under-used space on the ground floor of Bradbury House. Generous capital funding was sought and received in 2024 for refurbishment of the new day care room
- We reviewed the pricing for all food and hospitality services and diversifying the range of food services we offer in the local community
- We finalised the closure of offices in Northallerton and Skipton which were not affordable
- We continued to make high quality funding applications to trusts, grant funders and other organisations
- We reached out to other organisations including local Age UKs for best practice advice and collaboration

For 2024/5 we intend to:

- Work with Darlington Borough Council to review the day care contract to ensure it properly reflects our costs
- Engage with the new unitary North Yorkshire County Council and other North Yorkshire-based partners to understand how we can best work with them
- Publicise the newly refurbished day care room and increase the numbers of clients we support
- Use the extension of the Household Support Fund to provide additional meals at home and information and advice services. While this funding is available, we also plan to deliver free hot soup in our café and energy efficiency support for older people
- Develop a new strategy for increasing corporate donations, and writing funding bids

With a new CEO in place from October 2024 we also plan to move forward with developing a new long term strategy.

Age UK national have also been developing a new strategy for working with all the local Age UK partners. We will need to sign a new partnership agreement with the national charity and also participate in a full quality assessment of our organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation (an unincorporated charity) was founded on 29th June 1987 and registered as a charity on 9th August 1987. It became a Brand Partner of Age UK on 1st April 2011 and incorporated on 31st March 2012. The current governing document was revised on 9th August 2017 upon the merger of Age UK Darlington with Age UK North Yorkshire.

Organisational Structure

The Charity is governed by the Board of Trustees which meets six-weekly.

The Charity's trading subsidiary, Lifestyle 50plus Limited, ceased to trade with effect from 31 March 2023 with its operations subsequently taken on by the charity.

The Charity has appointed a Finance and Business Development Committee which provides specific close scrutiny on financial issues and reports to the main Trustee Board. This Committee meets six-weekly, a week before each Charity Board meeting. The Charity has also appointed a People and Compliance committee which provides close scrutiny on risk, quality, safeguarding, HR and governance issues. This Committee meets six-weekly in advance of each Charity Board meeting.

The Chief Executive Officer has delegated responsibility for the operational running of the organisation on behalf of the Board of Trustees.

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

Recruitment and Appointment of Trustees

Trustees are elected for a three year term. There is no current restriction on the number of consecutive terms a Trustee can serve, although the Charity seeks to follow the best practice guidance which limits the number of terms. The appointed Chair is restricted to two years, followed by two 3 year terms as a maximum.

The Board of Trustees carries out a regular review of the skills and experience required by the Board, and as far as possible, seeks to recruit trustees to ensure a balanced and representation of such skills and experience. Sessions are arranged for new Trustees to understand the wider structure of the Charity, the current range of activities and business and links to the Brand partnership. Training opportunities are identified and offered locally as required. One new Trustees joined during the year.

Trustees receive supporting information from various sources; Charity Commission; Age UK and articles of interest. "The Essential Trustee" is the Commission's guide available to trustees.

Safeguarding

Safeguarding is a key responsibility of the organisation, given the customer base and provision of care services. Our safeguarding policies comply with the requirements of Darlington Borough Council and North Yorkshire County Council procedures. The Head of Operation has been the designated safeguarding lead in 2024 along with Vice Chair of the Board as lead for Trustees

Risk Management

Trustees examine the strategic, business and operational risks which the charity faces and these are held within the charity risk register. Procedures are in place to ensure compliance with safeguarding, health and safety of staff, clients, volunteers and visitors to the organisation. Trustees undertake regular oversight reviewing the Risk Register. The CEO receives Health and Safety Reports and reports the substance to the Trustees.

Quality Assurance

The Charity maintained its Age UK Quality Standard Award and the Age UK's Information and Advice Quality Standard Award and will be reassessed in 2025.

Financial Management

The management of the Charity's financial accounting process is delegated to the CEO and is overseen on behalf of the Trustee board by a Finance Committee. The committee has which includes the Chair, other Trustees, CEO and finance staff. The Committee, which meets six-weekly, receives financial reports which are scrutinised and circulated to the full Board prior to each full Board meeting. The terms of reference allow for additional meetings as required.

The Board monitors the financial performance of the Charity by:

- Having in place a strategy and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variance from budget plus non- financial performance indicators and reviews
- Monitoring of financial risks via the Charity Risk Register
- Structured agenda and scheduled Finance Sub Committee meetings.

AGE UK NORTH YORKSHIRE & DARLINGTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity name: Age UK North Yorkshire and Darlington

Charity registration number: 1128377

Company Registration number: 06817492

Principal office and registered office:

Bradbury House
Beaumont Street West
Darlington
DL1 5SX

Trustees serving in the year:

K Roe - Chair

J Ellis - Vice Chair

R Tankard - Treasurer (until 25 January 2024, resigned as trustee 25 January 2024)

A Conley - Treasurer (from 25 January 2024, previously appointed a trustee 14 December 2023)

C Worts

G Cooney

K Culverhouse

J Anderson

P Bowker (resigned 7 March 2024)

Dr B Bhogal

Chief Executive Officer:

Helen Hunter (until January 2024)

Kevin Cooper (interim CEO from January 2024)

Fay Scullion (from October 2024)

Independent examiner:

UHY Calvert Smith LLP

Chartered Accountants

Heritage House, Murton Way,

York YO19 5UW

Bankers:

Unity Trust

9 Brindley Place

Birmingham B1 2HB

Solicitor:

Latimer Hinks

5-8 Priestgate

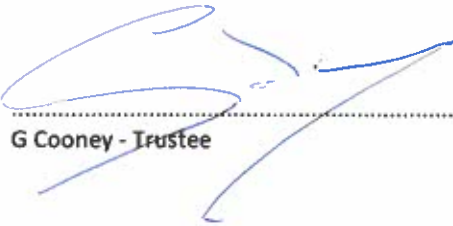
Darlington DL1 1NL

AGE UK NORTH YORKSHIRE & DARLINGTON

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

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

Approved by order of the board of trustees on 16 Jan 25 and signed on its behalf by:


.....
G Cooney - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE UK NORTH YORKSHIRE & DARLINGTON**

Independent examiner's report to the trustees of Age UK North Yorkshire & Darlington ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Harry Howley

UHY Calvert Smith
Chartered Accountants
Heritage House
Murton Way
Osbalwick
York
YO19 5UW

Date:

AGE UK NORTH YORKSHIRE & DARLINGTON

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

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	310,585	38,600	349,185	128,627
Charitable activities					
Services and support for older people	6	412,048	82,778	494,826	456,099
Other trading activities	4	32,908	-	32,908	2,800
Investment income	5	906	-	906	13,101
Other income	7	13,546	-	13,546	-
Total		769,993	121,378	891,371	600,627
EXPENDITURE ON					
Raising funds	8	(1,311)	-	(1,311)	10,268
Charitable activities					
Services and support for older people	9	484,345	100,778	585,123	599,471
Total		483,034	100,778	583,812	609,739
NET INCOME/(EXPENDITURE)		286,959	20,600	307,559	(9,112)
RECONCILIATION OF FUNDS					
Total funds brought forward		446,370	-	446,370	455,482
TOTAL FUNDS CARRIED FORWARD		733,329	20,600	753,929	446,370

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	16	384,912	-	384,912	391,107
Investments	17	-	-	-	2
		384,912	-	384,912	391,109
CURRENT ASSETS					
Stocks	18	2,105	-	2,105	-
Debtors	19	337,442	-	337,442	38,452
Cash at bank and in hand		53,957	20,600	74,557	85,692
		393,504	20,600	414,104	124,144
CREDITORS					
Amounts falling due within one year	20	(45,087)	-	(45,087)	(68,883)
NET CURRENT ASSETS		348,417	20,600	369,017	55,261
TOTAL ASSETS LESS CURRENT LIABILITIES		733,329	20,600	753,929	446,370
NET ASSETS		733,329	20,600	753,929	446,370
FUNDS	22				
Unrestricted funds				733,329	446,370
Restricted funds				20,600	-
TOTAL FUNDS				753,929	446,370

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

BALANCE SHEET - continued
31 MARCH 2024

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

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

.....
G Cooney - Trustee

AGE UK NORTH YORKSHIRE & DARLINGTON

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

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(29,858)</u>	<u>(61,035)</u>
Net cash used in operating activities		<u>(29,858)</u>	<u>(61,035)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(9,115)
Advances and repayments from subsidiary		5,317	-
Loan to CASEwork - capital repaid		12,500	-
Interest received		<u>906</u>	<u>-</u>
Net cash provided by/(used in) investing activities		<u>18,723</u>	<u>(9,115)</u>
Change in cash and cash equivalents in the reporting period		(11,135)	(70,150)
Cash and cash equivalents at the beginning of the reporting period		<u>85,692</u>	<u>155,842</u>
Cash and cash equivalents at the end of the reporting period		<u>74,557</u>	<u>85,692</u>

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 INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	307,559	(9,112)
Adjustments for:		
Depreciation charges	13,813	15,072
Interest received	(906)	-
Cash and fixed assets from subsidiary	(12,935)	-
Accrued legacy income	(280,000)	-
Investment in subsidiary written off	2	-
Increase in stocks	(2,105)	-
Increase in debtors	(31,490)	(2,200)
Decrease in creditors	(23,796)	(64,795)
Net cash used in operations	<u>(29,858)</u>	<u>(61,035)</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>85,692</u>	<u>(11,135)</u>	<u>74,557</u>
	<u>85,692</u>	<u>(11,135)</u>	<u>74,557</u>
Total	<u>85,692</u>	<u>(11,135)</u>	<u>74,557</u>

3. MAJOR NON-CASH TRANSACTIONS

The charity's trading subsidiary, Lifestyle 50Plus Limited, ceased to trade with effect from 31 March 2024, with its activities subsequently taken over by the charity. Adjustment has been made in the reconciliation to net cash flow from operating activities above for fixed assets and cash transferred from the subsidiary.

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

1. STATUTORY INFORMATION

The charity is a private company limited by guarantee, incorporated in England & Wales. The registered office of the company is Bradbury House, Beaumont Street West, Darlington, Co Durham, DL1 5SX.

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.

The financial statements are prepared in sterling, which is the functional currency of the company.

Going concern basis

The trustees have carried out an assessment of the charity's going concern position. Having considered the financial position and projections of the charity the trustees have a reasonable expectation that it has adequate resources to support its ongoing activities for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing the financial statements.

Further information on the financial challenges experienced by the charity in the year, and actions taken to address this, are included in the Trustees' report.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable in the circumstances.

Areas in which judgement has been applied include an assessment of the appropriate level of income to recognise in connection with contracts for the supply of services and similar performance related grants, and the recognition requirements for legacy income.

There are considered to be no assumptions or estimates made in the preparation of the financial statements that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next financial year.

Preparation of consolidated financial statements

The financial statements contain information about Age UK North Yorkshire & Darlington as an individual company and do not contain consolidated financial information as the parent of a group. The charity is exempt under Section 399(2A) of the Companies Act 2006 from the requirements to prepare consolidated financial statements.

The company's subsidiary, Lifestyle 50Plus Limited, ceased to trade with effect from 31 March 2023, with its activities subsequently taken on by the charity.

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.

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

2. ACCOUNTING POLICIES - continued

Income

Income from charitable activities represents amounts receivable in connection with services delivered by the charity, and includes fees receivable, payments under service contracts and performance related grants.

Income from contracts for the supply of services, and similar performance related grants, are recognised over the period of delivery.

When donors specify that donations and grants are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

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.

Charitable activities

Cost of charitable activities include those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.

Allocation and apportionment of costs

Costs are directly allocated to charitable activities where possible.

Support costs include central functions and overheads that assist the work of the charity.

Tangible fixed assets

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

Long leasehold	-	Over the period of the lease
Improvements to property	-	Over the period of the lease
Plant and machinery	-	10%-25% on reducing balance
Fixtures and fittings	-	10%-25% on reducing balance
Computer equipment	-	10%-25% on reducing balance

Investment in group entities

Investments in the company's subsidiary undertakings are included at cost less impairment losses. The investment has been written off in full in this year.

The charity was also a guarantor member of CASEwork Services Community Interest Company, a company limited by guarantee and having no share capital. No amount has been recognised in respect of the charity's interest in the company. The charity ceased to be a member with effect from 1 April 2023.

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

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

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

2. ACCOUNTING POLICIES - continued

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.

Financial instruments

The charity does not use any financial instruments which are deemed to be non-basic. All financial assets and liabilities of the charity are measured at amortised cost.

3. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	29,991	19,493
Gift aid	594	-
Legacies	280,000	109,134
Grants	<u>38,600</u>	<u>-</u>
	<u>349,185</u>	<u>128,627</u>

Income from legacies includes £280,000 (2023: £Nil) which has been accrued but not received at the year end. This was received by the charity in May 2024.

Restricted grant income of £38,600 has been received in the year.

4. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Fundraising events	-	2,800
Cafe and catering sales	<u>32,908</u>	<u>-</u>
	<u>32,908</u>	<u>2,800</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**5. INVESTMENT INCOME**

	2024	2023
	£	£
Charge to trading subsidiary	-	12,457
Other interest	<u>906</u>	<u>644</u>
	<u>906</u>	<u>13,101</u>

6. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Fees for services	Services and support for older people	147,433	118,497
Other income	Services and support for older people	-	118
Meals at Home	Services and support for older people	60,463	-
Grants and service contracts	Services and support for older people	<u>286,930</u>	<u>337,484</u>
		<u>494,826</u>	<u>456,099</u>

Fees for services includes amounts receivable for daycare and home services.

Contract and grant income recognised includes £146,370 (2023: £50,000) under the charity's Household Fund and Carers Break contracts with Darlington Borough Council, and £Nil (2023: £76,739) under the Wellbeing and Prevention contract with North Yorkshire County Council.

Total grant income of £140,560 (2023: £210,745) has been recognised as part of income from charitable activities; £82,778 (2023: £200,745) being classified as restricted. These are performance related grants which fund the delivery of specific services or programmes.

7. OTHER INCOME

	2024	2023
	£	£
Recharge utility costs	<u>13,546</u>	<u>-</u>

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

8. RAISING FUNDS**Other trading activities**

	2024	2023
	£	£
Provision against amounts advanced to subsidiary	<u>(1,311)</u>	<u>10,268</u>

Full provision had previously been made against amounts advanced by the charity to its trading subsidiary, Lifestyle 50 Plus. The subsidiary ceased to trade with effect from 31 March 2023, with its activities taken subsequently taken on by the charity. A net balance of £1,311 has been recognise on the transfer of assets and liabilities, which has been set against the provision.

9. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 10)	Support costs (see note 11)	Totals
	£	£	£
Services and support for older people	<u>421,223</u>	<u>163,900</u>	<u>585,123</u>

10. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	355,212	365,295
Other staff & volunteer costs	15,035	14,910
Other direct costs	16,404	40,186
Food and catering costs	<u>34,572</u>	<u>-</u>
	<u>421,223</u>	<u>420,391</u>

11. SUPPORT COSTS

	Support costs £
Services and support for older people	<u>163,900</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**11. SUPPORT COSTS - continued**

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

	2024	2023
	Services and support for older people £	Total activities £
Premises costs	47,261	45,961
Insurance	8,362	8,483
General office	10,115	18,124
Communications and IT	9,264	19,714
Governance	6,640	5,261
Advertising	10,159	6,251
Consultancy, professional & training	56,474	58,633
Finance costs	1,812	1,581
Depreciation of tangible and heritage assets	13,813	15,072
	<u>163,900</u>	<u>179,080</u>

12. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	13,813	15,071
Fees payable for the preparation and independent examination of the financial statements	<u>6,000</u>	<u>5,160</u>

13. 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

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

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

14. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	326,246	339,763
Social security costs	23,436	20,593
Other pension costs	5,530	4,939
	<u>355,212</u>	<u>365,295</u>

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

	2024	2023
	19	19
Charity employees	<u>19</u>	<u>19</u>

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

The total remuneration of the key management personnel of the charity in the year, inclusive of pension and employer social security costs and amounts paid to management working on a self-employed basis, was £95,226 (2023: £107,076).

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	119,512	9,115	128,627
Charitable activities			
Services and support for older people	255,354	200,745	456,099
Other trading activities	2,800	-	2,800
Investment income	<u>13,101</u>	<u>-</u>	<u>13,101</u>
Total	<u>390,767</u>	<u>209,860</u>	<u>600,627</u>
EXPENDITURE ON			
Raising funds	10,268	-	10,268
Charitable activities			
Services and support for older people	<u>398,726</u>	<u>200,745</u>	<u>599,471</u>
Total	<u>408,994</u>	<u>200,745</u>	<u>609,739</u>
NET INCOME/(EXPENDITURE)	(18,227)	9,115	(9,112)
Transfers between funds	<u>9,115</u>	<u>(9,115)</u>	<u>-</u>
Net movement in funds	(9,112)	-	(9,112)
RECONCILIATION OF FUNDS			
Total funds brought forward	455,482	-	455,482

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

15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>446,370</u>	<u>-</u>	<u>446,370</u>

Adjustment has been made in the comparatives for Charitable activity income to reclassify £50,000 received from Darlington Borough Council under the Household Fund contract as unrestricted contract income, rather than restricted grant income.

This adjustment has no impact on the overall income recognised, or the closing fund position.

16. TANGIBLE FIXED ASSETS

	Long leasehold £	Improvements to property £	Plant and machinery £
COST			
At 1 April 2023	482,194	188,616	40,302
Additions	<u>-</u>	<u>-</u>	<u>7,618</u>
At 31 March 2024	<u>482,194</u>	<u>188,616</u>	<u>47,920</u>
DEPRECIATION			
At 1 April 2023	236,556	89,797	35,069
Charge for year	<u>1,356</u>	<u>3,857</u>	<u>1,225</u>
At 31 March 2024	<u>237,912</u>	<u>93,654</u>	<u>36,294</u>
NET BOOK VALUE			
At 31 March 2024	<u>244,282</u>	<u>94,962</u>	<u>11,626</u>
At 31 March 2023	<u>245,638</u>	<u>98,819</u>	<u>5,233</u>

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

16. TANGIBLE FIXED ASSETS - continued

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023	70,771	26,514	808,397
Additions	<u>-</u>	<u>-</u>	<u>7,618</u>
At 31 March 2024	<u>70,771</u>	<u>26,514</u>	<u>816,015</u>
DEPRECIATION			
At 1 April 2023	38,409	17,459	417,290
Charge for year	<u>4,483</u>	<u>2,892</u>	<u>13,813</u>
At 31 March 2024	<u>42,892</u>	<u>20,351</u>	<u>431,103</u>
NET BOOK VALUE			
At 31 March 2024	<u>27,879</u>	<u>6,163</u>	<u>384,912</u>
At 31 March 2023	<u>32,362</u>	<u>9,055</u>	<u>391,107</u>

17. 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:

Lifestyle 50Plus Limited

Registered office: Bradbury House, Beaumont Street West, Darlington, Co Durham, DL1 5SX

Nature of business: Catering services

	% holding	2024 £	31/3/23 £
Class of share:			
Ordinary	100		
Aggregate capital and reserves		-	(67,521)
Loss for the year		<u>-</u>	<u>(6,291)</u>

Lifestyle 50Plus Limited ceased to trade with effect from 31 March 2024, with its activities transferred to the charity. The £2 nominal value of the investment has been fully written off.

Investment in associated company

Age UK North Yorkshire & Darlington was one of five initial guarantor members of CASEwork Services Community Interest Company('CASEwork'), but has ceased to be a member with effect from 1 April 2023.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**18. STOCKS**

	2024	2023
	£	£
Stocks	<u>2,105</u>	<u>-</u>

19. DEBTORS

	2024	2023
	£	£
Amounts falling due within one year:		
Trade debtors	14,047	17,978
VAT	6,877	-
Prepayments and accrued income	<u>313,263</u>	<u>4,670</u>
	<u>334,187</u>	<u>22,648</u>
Amounts falling due after more than one year:		
Loan to CASEwork	<u>3,255</u>	<u>15,804</u>
Aggregate amounts	<u>337,442</u>	<u>38,452</u>

Prepayments and accrued income includes legacy income receivable of £280,000 (2023: £Nil).

20. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	10,471	15,309
Social security and other taxes	4,384	6,333
Other creditors	6,328	4,703
Accruals and deferred income	<u>23,904</u>	<u>42,538</u>
	<u>45,087</u>	<u>68,883</u>

Income from contracts and performance related grants is deferred when received in advance of the delivery of service or programme. Included in other creditors at the reporting date is £37,298 (2023: £4,950) of deferred income.

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

21. LEASING AGREEMENTS

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

	2024 £	2023 £
Within one year	21,250	25,000
Between one and five years	-	21,250
	<u>21,250</u>	<u>46,250</u>

22. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	55,263	286,959	6,197	348,419
Fixed asset fund	<u>391,107</u>	-	<u>(6,197)</u>	<u>384,910</u>
	446,370	286,959	-	733,329
Restricted funds				
Kitchen Refurbishment	-	20,600	-	20,600
	<u>-</u>	<u>20,600</u>	<u>-</u>	<u>20,600</u>
TOTAL FUNDS	<u>446,370</u>	<u>307,559</u>	<u>-</u>	<u>753,929</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	769,992	(483,033)	286,959
Restricted funds			
Warm Homes	16,005	(16,005)	-
Other restricted funding	28,775	(28,775)	-
Dementia Support Project	3,720	(3,720)	-
Digital Champions	18,000	(18,000)	-
Veterans Foundation	5,779	(5,779)	-
Kitchen Refurbishment	20,600	-	20,600
AUK funding - review project	18,000	(18,000)	-
Supporting Older People - Harrogate	<u>10,500</u>	<u>(10,500)</u>	<u>-</u>
	121,379	(100,779)	20,600
TOTAL FUNDS	<u>891,371</u>	<u>(583,812)</u>	<u>307,559</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	58,419	(18,227)	15,071	55,263
Fixed asset fund	<u>397,063</u>	<u>-</u>	<u>(5,956)</u>	<u>391,107</u>
	455,482	(18,227)	9,115	446,370
Restricted funds				
Living Well Initiative	-	9,115	(9,115)	-
	<u>-</u>	<u>9,115</u>	<u>(9,115)</u>	<u>-</u>
TOTAL FUNDS	<u>455,482</u>	<u>(9,112)</u>	<u>-</u>	<u>446,370</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	390,767	(408,994)	(18,227)
Restricted funds			
Arqiva	16,667	(16,667)	-
Warm Homes	17,927	(17,927)	-
Postcode Neighbourhood	8,333	(8,333)	-
Other restricted funding	34,159	(34,159)	-
Cummins Foundation	10,199	(10,199)	-
Dementia Support Project	14,880	(14,880)	-
Digital Champions	36,000	(36,000)	-
Maintenance Cognitive Stimulation Therapy	11,655	(11,655)	-
Smart Energy	26,825	(26,825)	-
TE&WV Resilience Fund	8,750	(8,750)	-
Veterans Foundation	15,350	(15,350)	-
Living Well Initiative	<u>9,115</u>	<u>-</u>	<u>9,115</u>
	<u>209,860</u>	<u>(200,745)</u>	<u>9,115</u>
TOTAL FUNDS	<u>600,627</u>	<u>(609,739)</u>	<u>(9,112)</u>

Description of funds

The designated fixed asset fund has been set up to assist in identifying those funds that are not free funds and represent the net book value of tangible assets purchased from funds designated for that the purpose. The transfer represents the movement in additions and disposals and depreciation charged on fixed assets in the period.

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

22. MOVEMENT IN FUNDS - continued

Restricted funding has been received and is carried forward for the refurbishment of the Bradbury House kitchens. This project is expected to be completed in the next financial year.

Restricted grant funding has been received by the charity to support the delivery of its care and information and advice services. All such income recognised in the period has been fully expended.

23. RELATED PARTY DISCLOSURES

Lifestyle 50Plus Limited

Lifestyle 50Plus Limited is a wholly owned subsidiary of the charity.

Lifestyle50 Plus ceased to trade with effect from 31 March 2023, with its activities taken on by the charity. Full provision had made in the previous year accounts for amounts due to the the charity from the subsidiary. A credit of £1,311 has been recognised in the current year against this in respect of the net assets and liabilities transferred.

CASEwork Services Community Interest Company

CASEwork was an associated company of the charity in the prior year. Rebecca Tankard (trustee of the charity) and Helen Hunter (CEO) were also members of the CASEwork board of directors.

The charity has ended its membership of CASEwork with effect from 1 April 2023.

An initial advance of £15,000 had been made to CASEwork to provide working capital, with interest at 2% above base rate recognised on the loan. £12,500 of capital, plus accrued interest, was repaid in the year, with a balance of £3,255 carried forward and included as a debtor falling due after more than one year.

£Nil (2023: £23,218) was paid to CASEwork in the year in respect of outsourced financial support services.

24. COMPANY LIMITED BY GUARANTEE

The company has no share capital. The liability of each member is limited to a sum not exceeding £1.

AGE UK NORTH YORKSHIRE & DARLINGTON

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

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	29,991	19,493
Gift aid	594	-
Legacies	280,000	109,134
Grants	<u>38,600</u>	<u>-</u>
	349,185	128,627
Other trading activities		
Fundraising events	-	2,800
Cafe and catering sales	<u>32,908</u>	<u>-</u>
	32,908	2,800
Investment income		
Charge to trading subsidiary	-	12,457
Other interest	<u>906</u>	<u>644</u>
	906	13,101
Charitable activities		
Fees for services	147,433	118,497
Other income	-	118
Meals at Home	60,463	-
Grants and service contracts	<u>286,930</u>	<u>337,484</u>
	494,826	456,099
Other income		
Recharge utility costs	<u>13,546</u>	<u>-</u>
Total incoming resources	891,371	600,627
EXPENDITURE		
Other trading activities		
Provision against amounts advanced to subsidiary	(1,311)	10,268
Charitable activities		
Wages and salaries	326,246	339,763
Employer's NI	23,436	20,593
Carried forward	349,682	360,356

This page does not form part of the statutory financial statements

AGE UK NORTH YORKSHIRE & DARLINGTON

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

	2024 £	2023 £
Charitable activities		
Brought forward	349,682	360,356
Pension costs	5,530	4,939
Other staff & volunteer costs	15,035	14,910
Other direct costs	16,404	40,186
Food and catering costs	<u>34,572</u>	<u>-</u>
	421,223	420,391
Support costs		
Support costs		
Premises costs	47,261	45,961
Insurance	8,362	8,483
General office	10,115	18,124
Communications and IT	9,264	19,714
Governance	6,640	5,261
Advertising	10,159	6,251
Consultancy, professional & training	56,474	58,633
Finance costs	1,812	1,581
Depreciation of tangible and heritage assets	<u>13,813</u>	<u>15,072</u>
	<u>163,900</u>	<u>179,080</u>
Total resources expended	<u>583,812</u>	<u>609,739</u>
Net income/(expenditure)	<u>307,559</u>	<u>(9,112)</u>

This page does not form part of the statutory financial statements