Age UK North Cumbria

England & Wales · Charity number 1128565

Details

Other names	AGE CONCERN CARLISLE AND EDEN, AGE UK CARLISLE AND EDEN
Status	Registered
Legal form	Charitable company
Company number	06785041
Registered	2009-03-13
Register	View on the Charity Commission register

Contact

Address	20 Spencer Street Carlisle Cumbria CA1 1BG
Phone	01228536673
Email	admin@ageuknorthcumbria.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BR DEEMED BY LAW TO BE CHARITABLE IN AND AROUND CARLISLE AND EDEN DISTRICTS OR OTHERWISE IN THE COUNTY OF CUMBRIA (HEREINAFTER CALLED THE AREA OF BENEFIT)

Activities: Promoting the wellbeing of people over the age of 50 to help make later life a fulfilling and enjoyable experience

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

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Geography

- **Area of benefit:** CUMBRIA
- Cumbria

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,133,217	£1,049,450	£1,615,228	33
2024-03-31	£925,539	£863,996	£1,530,730	32
2023-03-31	£820,312	£793,712	£1,442,899	29
2022-03-31	£629,734	£663,997	£1,444,588	31
2021-03-31	£768,080	£586,966	£1,463,935	25

Trustees

Name	Role	Appointed
Stuart David Irving	Chair	2018-01-23
Alison Hampson		2018-09-25
Andrew Hilton Shekell		2021-02-07
BRENDA MARY HILL		2016-01-01
Chris Fuller		2014-02-25
Jeanie McAdam Pasley		2023-10-01
Jonathon Charles Wood		2025-11-17
Niall McNulty		2026-04-01

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Age UK North Cumbria

England & Wales - Charity number 1128565

Accounts

Charity registration number 1128565 (England and Wales)

Company registration number 06785041

AGE UK NORTH CUMBRIA

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

AGE UK NORTH CUMBRIA

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Stuart Irving (Chair) Mrs Brenda Hill (Treasurer) Mrs Jeannie Pasley (Vice Chair) Mr Andrew Shekell Mr Chris Fuller Ms Gillian Linton Ms Alison Hampson	
Senior management team	Alison Ambrose Johanna Foster	Chief executive officer Other senior management
Charity number	1128565	
Company number	06785041	
Registered office	20 Spencer Street Carlisle Cumbria CA1 1BG	
Auditor	Saint & Co. Sterling House Wavell Drive Rosehill Carlisle CA1 2SA	

AGE UK NORTH CUMBRIA

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AGE UK NORTH CUMBRIA

CHAIR'S REPORT

FOR THE YEAR ENDED 31 MARCH 2025

Age UK North Cumbria remains dedicated to improving the lives of older people across our region. Over the past year, we have taken significant steps forward most notably expanding our area of operation from Carlisle and Eden to include West Cumbria, reflected in our name change to Age UK North Cumbria This change reflects our ongoing commitment to meeting the needs of older people wherever they live, ensuring that support and advice are accessible to all who need them.

As part of this growth, we have invested in new premises and services across West Cumbria, including the opening a new advice and retail outlet in Workington and further outlets in Keswick and Cockermouth. These developments mark an exciting new chapter for the organisation, strengthening our presence in local communities and allowing us to reach more people than ever before.

The past year has also brought unprecedented challenges. Rising employer National Insurance contributions, the ongoing cost-of-living crisis, and the increasing popularity of online resale platforms have all placed pressure on our resources and retail performance. In addition, fluctuations in the value of donated goods have further impacted income. Despite these headwinds, Age UK North Cumbria continues to show remarkable resilience thanks to the hard work, commitment, and creativity of our staff, volunteers, and partners.

We have continued to deliver a wide range of essential services to thousands of older people, from information and advice to social support, helping individuals maintain their independence, dignity, and wellbeing. We have also strengthened our collaboration with local authorities, the NHS, and other voluntary sector partners, ensuring older people remain at the heart of our shared community efforts.

Looking ahead, we remain optimistic and ambitious. The expansion into West Cumbria offers new opportunities to innovate, build partnerships, and develop services that reflect the changing needs of our ageing population. We will continue to adapt to financial and social challenges with determination and compassion, guided by our mission to make later life a more positive and fulfilling experience for all.

On behalf of the Board of Trustees, I would like to extend my heartfelt thanks to all staff, volunteers, supporters, and my fellow trustees for their ongoing dedication and enthusiasm. Together, we continue to make a tangible difference in the lives of older people across North and West Cumbria.

.....

Stuart Irving

Chairman

Date: 17/11/25

AGE UK NORTH CUMBRIA

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Summary of the objects of the charity

Age UK North Cumbria seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around North Cumbria or otherwise in the County of Cumbria (hereinafter called "the area of benefit").

Mission Statement

Age UK North Cumbria seek to promote the contributions older people make to society and to promote their interests by working with and for them to help make older life a fulfilling and enjoyable experience.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Charity's aims and the changes it seeks to make through its activities

- To improve the quality of life of frail and elderly people
- To help towards the maintaining of independence
- To broaden interest and stimulate self-improvement
- To combat loneliness
- To promote health and a healthy lifestyle
- To provide advice and information
- To be alert for opportunities to influence and educate public opinion over issues which concern the wellbeing of the elderly population and to be ready if necessary to campaign on their behalf.
- To explore new opportunities and respond to them and to engage in research especially into areas of need within the district.
- To work with and look for ways of co-operating with statutory and other voluntary bodies and increase our ability to influence service provision with our key partners.
- To promote links with other Age UK organisations and to play an appropriate part in the Age UK structures at national, regional and county level.
- To ensure the highest standards in all our enterprises.
- To provide an appropriate structure of management, salaried workers and volunteers together with appropriate equipment to sustain and develop these areas.
- To raise and maintain the finance needed to achieve all these aims.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Age UK North Cumbria are supported by the dedication and commitment of its strong team of 120+ volunteers to deliver the services and activities which are so vital to older people in North Cumbria. Volunteers are our most valuable and vital asset and bring a unique perspective to our work offering over two hundred hours per week of voluntary service. We are also indebted to the Chair and Board of Trustees for their leadership and direction.
Between 2024/25 Age UK North Cumbria helped and supported over 4,505 older people in the North Cumbria area.

Home Support
Our 'Home Support' service offers much needed support to vulnerable people, helping them remain independent in their own homes. The service is delivered by a professional team of experienced and compassionate paid employees, there is a nominal charge to help recover any expenditure incurred.

Well@Home
Well@Home is a bespoke hospital discharge service funded by the Northeast and North Cumbria NHS partnership. It includes assisted discharge from hospital with up to four weeks wrap around support to aid recovery and prevent readmission.

Retail / Shops
We have six shops across our area, Carlisle, Brampton, Alston, Workington, Cockermouth and Keswick. The Income generated in our retail outlets contributes towards the core costs of delivering our diverse range of services.
A huge thank you must go to all the volunteers who help us to open each shop every day, their support is appreciated.

Campaigns / Fundraising
Gift Aid is our main fund raising activity with over £14,000 raised between 2024/2025.
Campaigns this year included the Winter Warmth campaign which was in collaboration with Cumbria Community Foundation and the Household support fund which we distributed on behalf of Westmorland and Furness Council.

Information and Advice Service
This service provides free, accessible information on a wide range of issues, including welfare benefits, income maximisation, housing, and health care. Welfare benefits information is the most sought-after advice. Financial Inclusion is an important element of addressing needs, as it increases opportunities in terms of social activities, transport, domestic support, and aids and adaptations. The additional income is an added benefit to the local economy.
Figures from April 2024 to March 2025:

- Total Enquiries 4,282
- The total amount of benefits and arrears secured in the period between April 2024 and March 2025 is £2,381,773. This is made up of £1,798,647 annual gain and £583,126 in back payments.
- Winter Warmth grants - £90,600. *Age UK North Cumbria act as administrators for Cumbria Community Foundation in distributing grants to low-income households to help them pay for their fuel costs over the winter.

The Information and Advice Team continue to have a proactive presence within the community by delivering presentations, talks and attending network events.

Holiday Lets
Kirkstone cottage and 1 Hazel Heights are available for use by staff and volunteers of Age UK North Cumbria. The properties are managed by the resorts, Whitbarrow Holiday Village and Wild Rose Holiday Park.

Quality Standards
AQS
IAQPS
CQS
ISO27001
The organisation is registered with the Fundraising Regulator.

Financial review

Review of the financial position of the charity
The Incoming Resources for the year ended 31st March 2025 were £1,133,217. Outgoing Resources amounted to £1,049,450. Donations of £10,959 were received during the year together with legacies of £27,000. The donations include a generous donation of £8,000 from The David Snowdon Trust for which we are extremely grateful. Shop sales decreased to £284,651. The overall surplus for the period is £84,498.

Reserves policy
In order to ensure continuity of service to our clients, the management committee hopes to have reserves equal to a year's expenditure (on continuing activities) for each service, currently £1,049,450. This should give sufficient time to make alternative arrangements for services in the event of discontinuation of funding. Staff who have been employed continuously for more than 2 years would require redundancy payments from reserves if the charity had to cease.

On 31st March 2025 total reserves were £1,615,228 of which £352,878 were restricted and £330,720 were held as investments for a Bequest, which leaves remaining reserves on 31 March 2025 of £931,630. These reserves are currently marginally less than those required to be in line with the charity's reserve policy. The trustees felt that even with the recent doubling of our operating area, such reserves should enable the charity to secure services for the future. The trustees are mindful of the large deficits that have occurred in past years and wish the charity to fulfil its mission statement for many years to come.

Included in the restricted reserves is £219,905 which can only be realised by disposing of tangible fixed assets and investment property.

Principal funding sources
The charity achieves its income from three main sources:

Direct fund-raising and income generation
From its six shops
From fund-raising events and collections
Age UK Income Generation Initiatives

Grants from other charities
The charity actively seeks grants from other charitable grant making bodies including the National Lottery Community Fund, Henry Lonsdale Trust and David Snowdon Trust. Grants are noted in the financial statements, (notes four & five).

Investment policy and objectives
To maximise income and preserve capital. The Board aims to maximise the total investment return within the objectives of maintaining income while continuing to preserve the real value of investments and to maximise income on invested restricted funds.

Major risks to which the charity is exposed
The trustees have examined the major strategic, business and operational risks to which the charity is exposed, in particular those related to operations and finance, and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

This work has identified that financial sustainability is the major financial risk for the Charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank and active management of trade debtors and creditors balances to ensure sufficient working capital by the Charity.

Attention has also been focussed on non-financial risks, arising from fire, health and safety of staff and clients, management of funding, infection control and food hygiene. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place and regular awareness training for staff and volunteers working in these operational areas.

We have engaged consultants, Watershed, a company which provides information and advice on Employment Law matters through its consultancy programme.
Kym Allen are engaged as consultants to provide Health and Safety advice and information.

Structure, governance and management

Governing document

Age UK North Cumbria is a company limited by guarantee (Company Number 06785041) and is a registered charity no 1128565. It is governed by its constitution which is in its Memorandum of Articles of Association last amended 16th October 2024.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr Stuart Irving (Chair)
Mrs Brenda Hill (Treasurer)
Mrs Jeannie Pasley (Vice Chair)
Mr Andrew Shekell
Mr Chris Fuller
Ms Gillian Linton
Ms Alison Hampson
Mr Jonty Hanlon (Resigned 14 October 2024)

Methods adopted for the recruitment and appointment of new trustees

Membership of the Board shall consist of:

(i) The Chair elected by members of the organisation
(ii) Such other number of persons elected by the members of the organisation as may from time to time be determined in regulations adopted and issued in accordance with Clause 25 of the Constitution.
(iii) Those persons co-opted by the Board of Trustees in accordance with Clause 27 of the Constitution.

All new and potential trustees are given a Trustee Induction Pack, which clearly explains their role, in terms of personal and legal duties. Trustees are also given the opportunity to access training, either locally or nationally to develop their skills and keep their knowledge current. Trustees are also invited to visit our services and activities and spend time with staff on their particular projects. An annual budget is allocated for Trustee training.

Organisational structure of the charity and how decisions are made

The Board of Trustees met five times during the year and were responsible for strategic direction, policy development and financial viability of the charity. The Chief Executive acts as Secretary to the Board and all operational matters are delegated to this post. The Trustees receive written reports from the Chief Executive, senior managers, project staff and other working groups on a regular basis.

Pay Policy for Senior Staff

The Trustees consider that the Board and the Senior Management Team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses are disclosed in note 13 to the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees use the National Joint Council (NJC) salary scales as a benchmark. Levels of pay are subject to affordability, job evaluation and necessary market adjustment.

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK North Cumbria for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' report was approved by the Board of Trustees.

Mr Stuart Irving (Chair)

17 November 2025

AGE UK NORTH CUMBRIA

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK NORTH CUMBRIA

Opinion

We have audited the financial statements of Age UK North Cumbria (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charity'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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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.

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
    - performed analytical procedures to identify any unusual or unexpected relationships;
    - tested journal entries to identify unusual transactions;
    - assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
    - investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators (Charity Commission) and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF AGE UK NORTH CUMBRIA

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co

Saint & Co.
Chartered Accountants & Statutory Auditor
Sterling House
Wavell Drive
Rosehill
Carlisle
CA1 2SA
Date: 24.11.25

Saint & Co. is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

AGE UK NORTH CUMBRIA

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:							
Donations and legacies	4	90,010	607,757	697,767	19,232	473,298	492,530
Charitable activities	5	84,961	-	84,961	62,886	8,029	70,915
Other trading activities	6	284,651	-	284,651	315,939	-	315,939
Investments	7	27,332	-	27,332	26,702	-	26,702
Material other income		23,651	-	23,651	5,864	-	5,864
Other income	8	14,855	-	14,855	13,589	-	13,589
Total income		525,460	607,757	1,133,217	444,212	481,327	925,539
Expenditure on:							
Raising funds	9	382,110	-	382,110	294,903	-	294,903
Charitable activities	10	63,067	602,492	665,559	114,404	453,451	567,855
Other	15	1,781	-	1,781	1,238	-	1,238
Total expenditure		446,958	602,492	1,049,450	410,545	453,451	863,996
Net gains/(losses) on investments	16	731	-	731	26,288	-	26,288
Net incoming resources before transfers		79,233	5,265	84,498	59,955	27,876	87,831
Gross transfers between funds		61,719	(61,719)	-	-	-	-
Net movement in funds		140,952	(56,454)	84,498	59,955	27,876	87,831
Fund balances at 1 April 2024		1,121,398	409,332	1,530,730	1,061,443	381,456	1,442,899
Fund balances at 31 March 2025		1,262,350	352,878	1,615,228	1,121,398	409,332	1,530,730

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

AGE UK NORTH CUMBRIA

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	**18**		129,687		118,095
Investment property	**19**		121,197		121,197
Investments	**20**		330,721		335,212
			581,605		574,504
Current assets					
Stocks	**22**	2,641		2,962	
Debtors	**23**	113,364		63,636	
Cash at bank and in hand		1,091,138		1,187,160	
		1,207,143		1,253,758	
Creditors: amounts falling due within one year	**25**	(171,562)		(294,585)	
Net current assets			1,035,581		959,173
Total assets less current liabilities			1,617,186		1,533,677
Creditors: amounts falling due after more than one year	**26**		(1,958)		(2,947)
Net assets			1,615,228		1,530,730
The funds of the charity					
Restricted income funds	**29**		352,878		409,332
Unrestricted funds			1,262,350		1,121,398
			1,615,228		1,530,730

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2025

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the trustees on 17 November 2025

Mr Stuart Irving (Chair)
Trustee

Mrs Brenda Hill (Treasurer)
Trustee

Company registration number 06785041 (England and Wales)

AGE UK NORTH CUMBRIA

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	**36**		(97,424)		98,171
Investing activities					
Purchase of tangible fixed assets		(30,259)		(103,179)	
Purchase of investments		(29,128)		(44,558)	
Proceeds from disposal of investments		34,352		48,612	
Investment income received		27,332		26,702	
Net cash generated from/(used in) investing activities			2,297		(72,423)
Financing activities					
Payment of obligations under finance leases		(895)		(799)	
Net cash used in financing activities			(895)		(799)
Net (decrease)/increase in cash and cash equivalents			(96,022)		24,949
Cash and cash equivalents at beginning of year			1,187,160		1,162,211
Cash and cash equivalents at end of year			1,091,138		1,187,160

1 Accounting policies

Charity information

Age UK North Cumbria (Formerly Age UK Carlisle & Eden) is a private company limited by guarantee incorporated in England and Wales and is a registered charity in England and Wales. The registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

Consolidation

The entity has taken advantage of the exemption from preparing consolidated financial statements contained in Section 402 of the Companies Act 2006 on the basis that its subsidiary is excluded from consolidation on the grounds that its inclusion is not material for the purpose of giving a true and fair view.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds consist of donations and other income received or generated for use towards the objectives of the Charity without further specified purpose and are available for use as general funds.

The Trustees have the discretion to allocate sums to particular funds as they so wish. Such funds are known as designated funds and remain unrestricted.

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

1 Accounting policies **(Continued)**

1.4 Income

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. Grants received towards the core function of the Charity are recognised in full in the Statement of Financial Activities in the year in which they are entitled to be received. Grants received to fund the acquisition of fixed assets are allocated to designated funds held to meet depreciation costs charged in future years.

- where grants are received for specific purposes or services, these grants are shown within income from Charitable Activities. Where they relate to specific performance requirements, the income is deferred until these performance requirements are met.

- legacy income is recognised when receipt is probable and entitlement is established.

- items donated for resale are included in shop income when sold and no value is placed on stock at the year end. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

1.5 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Costs relating to redundancy or termination payments are recognised as a liability and expense only when the company is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or contract end date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

1 Accounting policies **(Continued)**

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

The Charity capitalises assets with a value (either asset cost or, if donated, market worth) which exceeds £1,000. Assets with a value of less than £1,000 are written off in the Statement of Financial Activities as incurred.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	Straight line over 25 years
Computers	25% straight line
Motor vehicles	20% straight line

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

1.7 Investment property

Investment property, which is property held to earn rentals and/or for capital appreciation, is initially recognised at cost, which includes the purchase cost and any directly attributable expenditure. Subsequently it is measured at fair value at the reporting end date. The surplus or deficit on revaluation is recognised in profit or loss.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

A subsidiary is an entity controlled by the charity. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Stocks

The Charity holds stocks of donated goods in the shops. These stocks are gifted and are consequently not valued until sold. Goods purchased for resale are valued at the lower of cost and net realisable value.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.11 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

1 Accounting policies **(Continued)**

1.12 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.13 Employee benefits

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

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

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1 Accounting policies **(Continued)**

1.15 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the assets fair value at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

2 Critical accounting estimates and judgements

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

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

3 Limited by Guarantee

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.

4 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	10,959	-	10,959	7,082	-	7,082
Legacies	27,000	-	27,000	1,400	-	1,400
Grants	17,781	607,757	625,538	10,750	473,298	484,048
Other	34,270	-	34,270	-	-	-
	90,010	607,757	697,767	19,232	473,298	492,530
Donations and gifts						
Other	10,959	-	10,959	7,082	-	7,082
	10,959	-	10,959	7,082	-	7,082

4 Income from donations and legacies (Continued)

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Grants						
Age UK	15,000	65,944	80,944	10,750	58,738	69,488
NHS/CCF Well at Home	-	304,559	304,559	-	237,058	237,058
Cumbria Community Foundation	-	36,705	36,705	-	-	-
Government Grant Income	-	80,214	80,214	-	49,279	49,279
National Lottery funding	-	75,080	75,080	-	60,196	60,196
Henry Lonsdale Trust	-	30,158	30,158	-	30,158	30,158
Cumbria CVS	-	5,200	5,200	-	15,000	15,000
David Snowdon Trust	-	8,000	8,000	-	-	-
Other	2,781	1,897	4,678	-	22,870	22,870
	17,781	607,757	625,538	10,750	473,298	484,048

5 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Core income						
Sale of goods	-	-	-	-	-	-
Other grant income	-	-	-	-	8,029	8,029
Service Income - Hire & Leisure income						
Other charitable income	11,046	-	11,046	5,000	-	5,000
Home Support Income						
Other charitable income	73,915	-	73,915	57,886	-	57,886
	84,961	-	84,961	62,886	8,029	70,915

6 Income from other trading activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Shop income	284,651	315,939

7 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Income from listed investments	9,085	8,022
Interest receivable	18,247	18,680
	27,332	26,702

8 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gift Aid & Commission	14,855	13,589

9 Expenditure on raising funds

	Unrestricted funds 2025	Unrestricted funds 2024
	£	£
Fundraising and publicity		
Seeking donations, grants and legacies	34,270	-
Trading costs		
Operating charity shops	120,586	111,136
Staff costs	184,813	159,704
Support costs	39,300	21,781
	344,699	292,621
Investment management	3,141	2,282
Total costs	382,110	294,903

10 Expenditure on charitable activities

	Information and Advice	Home Support	Total	Information and Advice	Home Support	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Direct costs						
Staff costs	225,047	251,756	476,803	208,941	168,237	377,178
Other direct costs	22,372	6,273	28,645	1,653	6,957	8,610
Other staff costs	7,737	9,931	17,668	4,978	5,393	10,371
Premises costs	-	403	403	202	-	202
Other office costs	-	2,963	2,963	-	726	726
Volunteer expenses	795	-	795	2,847	-	2,847
Vehicle costs	-	4,315	4,315	-	759	759
Advertising	96	196	292	-	269	269
	256,047	275,837	531,884	218,621	182,341	400,962
Share of support and governance costs (see note 11)						
Support	51,767	67,206	118,973	62,506	69,375	131,881
Governance	7,406	7,296	14,702	16,595	18,417	35,012
	315,220	350,339	665,559	297,722	270,133	567,855
Analysis by fund						
Unrestricted funds	2,447	60,620	63,067	27,426	86,978	114,404
Restricted funds	312,773	289,719	602,492	270,296	183,155	453,451
	315,220	350,339	665,559	297,722	270,133	567,855

11 Support costs allocated to activities

	2025	2024
	£	£
Staff costs	63,269	79,614
Depreciation	18,668	11,127
Other expenditure	2,334	4,997
Other staff expenditure	754	636
Premises costs	47,199	34,702
Office costs and supplies	11,360	9,978
Computer supplies	7,505	7,967
Volunteer and trustee expenses	1,086	1,179
Charges and fees	986	1,049
Governance costs	19,814	37,425
	172,975	188,674
Analysed between:		
Fundraising	39,300	21,781
Information and Advice	59,173	79,101
Home Support	74,502	87,792
	172,975	188,674

Support costs have been apportioned over the various activities of the charity including costs of generating funds as well as costs of charitable activities. The costs have been apportioned on the basis of the number of staff working within each activity the charity performs.

12 Net movement in funds

	2025	2024
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable for the audit of the charity's financial statements	16,087	13,210
Depreciation of owned tangible fixed assets	18,668	11,127
Operating lease charges	71,228	61,999

13 Trustees

In the previous year £6,798 was paid to a Trustee that provided bookkeeping services to the charity due to staff shortages. These fees were for bookkeeping services and not for services as a Trustee. None of the trustees (or any persons connected with them) received any remuneration during the year but trustees expenses totalling £246 were incurred (2024: no expenses incurred in respect of trustees).

14 Employees

The average head count of employees during the year was 33 (2024: 32). The average number of full-time equivalent employees was 25 (2024: 25). The average number of employees during the year is analysed as follows:

	2025 Number	2024 Number
Services staff	20	17
Fundraising and trading staff	9	11
Administrative and finance staff	3	3
Management staff	1	1
Total	33	32

Employment costs	2025 £	2024 £
Wages and salaries	661,933	565,577
Social security costs	46,500	37,148
Other pension costs	16,452	13,771
	724,885	616,496

Redundancy and termination payments totalling £7,182 were made in the reporting period.

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,000-£69,999	1	1

Remuneration of key management personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity.

	2025 £	2024 £
Aggregate compensation	141,891	109,683

15 Other expenditure

	Unrestricted funds 2025	Unrestricted funds 2024
	£	£
Loss on disposal of investments	1,781	1,238

16 Gains and losses on investments

	Unrestricted funds 2025	Unrestricted funds 2024
Gains/(losses) arising on:	£	£
Revaluation of investments	731	26,288

17 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

18 Tangible fixed assets

	Leasehold land and buildings	Computers	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2024	473,185	52,722	29,995	555,902
Additions	-	14,609	15,650	30,259
Disposals	-	(39,903)	-	(39,903)
At 31 March 2025	473,185	27,428	45,645	546,258
Depreciation and impairment				
At 1 April 2024	381,173	42,260	14,373	437,806
Depreciation charged in the year	6,346	3,715	8,607	18,668
Eliminated in respect of disposals	-	(39,903)	-	(39,903)
At 31 March 2025	387,519	6,072	22,980	416,571
Carrying amount				
At 31 March 2025	85,666	21,356	22,665	129,687
At 31 March 2024	92,012	10,461	15,622	118,095

19 Investment property

	2025
	£
Fair value	
At 1 April 2024 and 31 March 2025	121,197

The trustees do not believe the value of the investment property addition has altered significantly since it was bought by the charity in 2016. The trustees believe that the existing investment property (transferred from tangible fixed assets on transition to FRS102) is equivalent to its carrying amount prior to transfer as the property is on a long lease and considering the state of repair the trustees believe the value of the property will only depreciate. The fair value is not based on a valuation by an independent valuer.

	2025	2024
	£	£
Long leasehold	121,197	121,197

20 Fixed asset investments

	Unlisted investments	Cash in portfolio	Other investments	Total
	£	£	£	£
Cost or valuation				
At 1 April 2024	327,231	7,979	2	335,212
Additions	29,128	-	-	29,128
Valuation changes	733	-	-	733
Other movements	-	7,209	-	7,209
Disposals	(41,561)	-	-	(41,561)
At 31 March 2025	315,531	15,188	2	330,721
Carrying amount				
At 31 March 2025	315,531	15,188	2	330,721
At 31 March 2024	327,231	7,979	2	335,212

Other investments comprise:	Notes	2025	2024
		£	£
Investments in subsidiaries	34	2	2

21 Financial instruments

	2025	2024
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	315,531	327,231

22 Stocks

	2025	2024
	£	£
Raw materials and consumables	2,641	2,962

23 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Trade debtors	18,282	37,771
Other debtors	5,238	2,375
Prepayments and accrued income	89,844	23,490
	113,364	63,636

24 Finance lease obligations

Future minimum lease payments due under finance leases:

	2025	2024
	£	£
Within one year	1,206	1,206
Within two and five years	2,111	3,317
	3,317	4,523
Less: future finance charges	(371)	(682)
	2,946	3,841

25 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Obligations under finance leases	24	988	894
Other taxation and social security		11,507	9,712
Deferred income	27	38,568	125,730
Trade creditors		29,359	25,477
Other creditors		56,255	36,970
Accruals		34,885	95,802
		171,562	294,585

26 Creditors: amounts falling due after more than one year

	Notes	2025 £	2024 £
Obligations under finance leases	24	1,958	2,947

27 Deferred income

	2025 £	2024 £
Other deferred income	38,568	125,730

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	38,568	125,730
Movements in the year:		
Deferred income at 1 April 2024	125,730	137,646
Amount released to income	(117,164)	(137,646)
Resources deferred in the year	30,002	125,730
Deferred income at 31 March 2025	38,568	125,730

Deferred income relates to funding income received in advance of providing the services for which they have been paid.

28 Retirement benefit schemes

	2025	2024
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	16,452	13,771

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

29 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Cumbria Community Foundation - I&A	-	36,705	(36,705)	-	-
Terry Bequest - Cottage	121,197	-	-	-	121,197
Terry Bequest - Lodge	-	-	(6,346)	92,012	85,666
Terry Bequest - reserve	159,773	-	(159)	(92,012)	67,602
Age UK	-	65,944	(65,944)	-	-
Home Support grants	24,605	-	(24,605)	-	-
CCF/NHS - Well at Home	61,719	304,560	(224,279)	(77,369)	64,631
Cumberland - Well at Home	-	22,366	(22,366)	-	-
W@H - Motor vehicle	-	-	(2,608)	15,650	13,042
CVS - Health and Welfare calls	15,000	5,200	(20,200)	-	-
Henry Lonsdale Charitable Trust	-	30,158	(30,158)	-	-
Age UK - Building Better Lives	20,274	-	(20,274)	-	-
Other Well @ Home grants	-	1,050	(1,050)	-	-
Social Inclusion grants	740	-	-	-	740
National Lottery - Reconnecting	-	75,080	(75,080)	-	-
Westmorland Council	-	14,423	(14,423)	-	-
Other I&A grants	6,024	8,845	(14,869)	-	-
Cumberland council	-	43,426	(43,426)	-	-
	409,332	607,757	(602,492)	(61,719)	352,878

29 **Restricted funds** **(Continued)**

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Terry Bequest - Cottage	121,197	-	-	-	121,197
Terry Bequest - reserve	163,937	-	(4,164)	-	159,773
Age UK - Dementia Training Project	-	18,288	(18,288)	-	-
Home Support grants	-	53,695	(29,090)	-	24,605
CCF/NHS - Well at Home	89,120	154,411	(181,812)	-	61,719
City Centre Hub	6,301	-	(6,301)	-	-
CVS - Health and Welfare calls	-	15,000	-	-	15,000
Henry Lonsdale Charitable Trust	-	30,158	(30,158)	-	-
Age UK - Building Better Lives	-	25,845	(5,571)	-	20,274
Social Inclusion grants	901	-	(161)	-	740
National Lottery - Reconnecting	-	79,064	(79,064)	-	-
Other I&A grants	-	104,866	(98,842)	-	6,024
	381,456	481,327	(453,451)	-	409,332

The Terry Bequest Cottage fund has been used to purchase a property. Income from this property can be used for unrestricted purposes. The expenditure on these funds relates to impairment and repair work covered under the terms of the legacy. The Terry Bequest Reserve fund is held for a future property purchase and repairs and has been used to purchase a caravan. The expenditure on these funds relates to the depreciation on the caravan.

The CVS Health and Welfare Calls, Home Support funds, Age UK Building Better Lives, Age UK dementia Training Project and City Centre Hub funding relate to monies received and expenses related to the services provided under the grant terms.

Within the social inclusion grants is the HSBC G.R.O.W. Social inclusion funds which are held in relation to services partly provided in the year.

The funding for the National Lottery Social Engagement project (or Reconnecting Cumbria) is an ongoing 3 year project.

The funding from CCF/NHS for the Well at Home services are spent on services relating to support provided to those being discharged from hospital (both Wards and A&E).

The Henry Lonsdale Charitable Trust funds relate to the provision of information and advice to elderly people.

30 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2025
	£	£	£	£	£	£
R&R fund	8,449	-	-	-	-	8,449
Computer equip fund	9,583	-	-	-	-	9,583
Little Bequest	335,212	-	(4,922)	(301)	731	330,720
General funds	768,154	525,460	(442,036)	62,020	-	913,598
	1,121,398	525,460	(446,958)	61,719	731	1,262,350

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
R&R fund	8,449	-	-	-	-	8,449
Computer equip fund	9,583	-	-	-	-	9,583
Little Bequest	281,668	1,108	(3,394)	29,542	26,288	335,212
General funds	761,743	443,104	(407,151)	(29,542)	-	768,154
	1,061,443	444,212	(410,545)	-	26,288	1,121,398

The charity has three designated funds; the Repairs and Renewals Fund, the Computer Equipment Fund and the Little Bequest fund, the trustees did not wish to revise the amounts designated for future expenditure.

31 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 31 March 2025:			
Tangible assets	30,979	98,708	129,687
Investment properties	-	121,197	121,197
Investments	330,721	-	330,721
Current assets/(liabilities)	902,608	132,973	1,035,581
Long term liabilities	(1,958)	-	(1,958)
	1,262,350	352,878	1,615,228

31 Analysis of net assets between funds

(Continued)

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Tangible assets	15,738	102,357	118,095
Investment properties	-	121,197	121,197
Investments	335,212	-	335,212
Current assets/(liabilities)	773,395	185,778	959,173
Long term liabilities	(2,947)	-	(2,947)
	1,121,398	409,332	1,530,730

32 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025	2024
	£	£
Within one year	47,460	32,043
Between two and five years	82,350	59,650
In over five years	537,618	542,428
	667,428	634,121

33 Related party transactions

In the previous year iCan Health & Fitness CIO had a trustee in common with the charity with no majority control in either charity, During the year, the trustee resigned from iCan Health & Fitness CIO and there are no transactions between the two charities (2024: £9,335).

34 Subsidiaries

Details of the charity's subsidiaries at 31 March 2025 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
Age UK Carlisle & Eden Enterprises Limited	UK	Dormant	Ordinary Shares	100.00	

34 Subsidiaries **(Continued)**

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
Age UK Carlisle & Eden Enterprises Limited	-	(3,687)

The Charity's trading subsidiary company, Age UK Carlisle & Eden Enterprises Limited, was dissolved on 1st April 2025.

35 Contingencies

Contingent liabilities:
Prior to 1 April 2009 former employees of Age Concern Eden participated in a defined contributory pension scheme through the Pensions Trust, one part of which gives certain guarantees to members. The transfer of employees to Age UK North Cumbria meant membership of the Pension Trust Scheme terminated and triggered a liability to the scheme equal to the full buy out cost for employees affected. Age Concern Eden paid £11,238 to cover the technical deficit. The residual liability, estimated by independent actuaries at £34,151 in September 2009, is guaranteed by Age UK North Cumbria. The residual liability will vary according to the value of the Pension Trust fund assets and residual liabilities.

Contingent assets:
The charity has been made aware of one legacy due to it at the year end, however the amount of the legacy is not yet known, therefore no amount has been included in the financial statements in respect of this.

36 Cash generated from operations

	2025	2024
	£	£
Surplus for the year	84,498	87,831
Adjustments for:		
Investment income recognised in statement of financial activities	(27,332)	(26,702)
Fair value gains and losses on investments	(731)	(26,288)
Depreciation and impairment of tangible fixed assets	18,668	11,127
Movements in working capital:		
Decrease/(increase) in stocks	321	(1,226)
(Increase)/decrease in debtors	(49,728)	1,591
(Decrease)/increase in creditors	(35,958)	63,754
(Decrease) in deferred income	(87,162)	(11,916)
Cash (absorbed by)/generated from operations	(97,424)	98,171

37 Analysis of changes in net funds

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	1,187,160	(96,022)	1,091,138
Obligations under finance leases	(3,841)	895	(2,946)
	1,183,319	(95,127)	1,088,192

Age UK North Cumbria

England & Wales - Charity number 1128565

Accounts

Age UK North Cumbria
(Formerly known as Age UK Carlisle & Eden)

Annual report and Audited Financial Statements for the year ended 31 March 2024

Charity Registration Number 1128565
Company Registration Number 06785041

SAINT & CO
CHARTERED ACCOUNTANTS

AGE UK NORTH CUMBRIA

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs Brenda Hill	
	Mr Chris Fuller	
	Mr Jonty Hanlon	
	Mr Stuart Irving	
	Ms Alison Hampson	
	Ms Gillian Linton	
	Mr Andrew Shekell	
	Ms Jeannie Pasley	(Appointed 1 October 2023)
Senior management team	Alison Ambrose	Chief executive officer
	Paul Moffat	Other senior management
Charity number	1128565	
Company number	06785041	
Registered office	20 Spencer Street	
	Carlisle	
	Cumbria	
	CA1 1BG	
Auditor	Saint & Co.	
	Sterling House	
	Wavell Drive	
	Rosehill	
	Carlisle	
	CA1 2SA	

AGE UK NORTH CUMBRIA

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AGE UK NORTH CUMBRIA

CHAIR'S REPORT

FOR THE YEAR ENDED 31 MARCH 2024

Age UK North Cumbria are committed to offering help and support to older people living in the Carlisle and Eden area. We value the opinions and contributions older people make and actively promote their position in society.
We are the largest voluntary sector organisation supporting older people in Carlisle and Eden. We work to address the major obstacles people face in enjoying later life: poverty, social isolation and ill health.

The last year we again faced unprecedented challenges through the Cost-of-Living crisis, resulting in a surge in demand for our services across all departments. Demand was experienced more intensely for referrals around combatting poverty, with over 2400 referrals into our Information and Advice service.

We delivered a comprehensive range of services to thousands of older people throughout our district. As an organisation we continue to grow, and strive to take things forward, constantly looking at new ways of working and improving how we help people to retain independence at home and promote physical and mental health and wellbeing.

We have created strong partnership links with other agencies and are a vital component of our local communities, including supporting statutory and NHS services.

Age UK North Cumbria will continue to evolve and adapt to current trends with the ongoing commitment, dedication and compassion of all staff and volunteers, ensuring continuing support and championing of Carlisle and Eden's older population'.

I would like to thank all employees, volunteers and my fellow board members for their contribution and support in helping Age UK North Cumbria fulfil their aims and objectives in making later life a more enjoyable experience for older people?

.....
Chris Fuller
Chairman
Date: 16-12-2024

AGE UK NORTH CUMBRIA

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Summary of the objects of the charity

Age UK North Cumbria seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Carlisle and Eden Districts or otherwise in the County of Cumbria (hereinafter called "the area of benefit").

Mission Statement

Age UK North Cumbria seek to promote the contributions older people make to society and to promote their interests by working with and for them to help make older life a fulfilling and enjoyable experience.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Charity's aims and the changes it seeks to make through its activities

- To improve the quality of life of frail and elderly people
- To help towards the maintaining of independence
- To broaden interest and stimulate self-improvement
- To combat loneliness
- To promote health and a healthy lifestyle
- To provide advice and information
- To be alert for opportunities to influence and educate public opinion over issues which concern the wellbeing of the elderly population and to be ready if necessary to campaign on their behalf.
- To explore new opportunities and respond to them and to engage in research especially into areas of need within the district.
- To work with and look for ways of co-operating with statutory and other voluntary bodies and increase our ability to influence service provision with our key partners.
- To promote links with other Age UK organisations and to play an appropriate part in the Age UK structures at national, regional and county level.
- To ensure the highest standards in all our enterprises.
- To provide an appropriate structure of management, salaried workers and volunteers together with appropriate equipment to sustain and develop these areas.
- To raise and maintain the finance needed to achieve all these aims.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Age UK North Cumbria are supported by the dedication and commitment of its strong team of 120+ volunteers to deliver the services and activities which are so vital to older people in Carlisle and Eden Districts. Volunteers are our most valuable and vital asset and bring a unique perspective to our work offering over two hundred hours per week of voluntary service. We are also indebted to the Chair and Board of Trustees for their leadership and direction.
Between 2023/24 Age UK North Cumbria helped and supported over 2500 older people in the Carlisle and Eden area.

Home Support
Our 'Home Support' service offers much needed support to vulnerable people, helping them remain independent in their own homes. The service is delivered by a professional team of experienced and compassionate paid employees, there is a nominal charge to help recover any expenditure incurred.

Well@Home
Well@Home is a bespoke hospital discharge service funded by the Northeast and North Cumbria NHS partnership. It includes assisted discharge from hospital with up to four weeks wrap around support to aid recovery and prevent readmission.

Retail / Shops
We have six shops across our area, Denton Holme and two in Carlisle, Brampton, Alston, and Kirkby Stephen. The Income generated in our retail outlets contributes towards the core costs of delivering our diverse range of services.
A huge thank you must go to all the volunteers who help us to open each shop every day, their support is appreciated.

Campaigns / Fundraising
Gift Aid is our main fund raising activity with over £13,589 raised between 2023/2024.
Campaigns this year included the Winter Warmth campaign which was in collaboration with Cumbria Community Foundation and the Household support fund which we distributed on behalf of Westmorland and Furness Council.

Information and Advice Service
This service provides free, accessible information on a wide range of issues, including welfare benefits, income maximisation, housing, and health care. Welfare benefits information is the most sought-after advice. Financial Inclusion is an important element of addressing needs, as it increases opportunities in terms of social activities, transport, domestic support, and aids and adaptations. The additional income is an added benefit to the local economy.
Figures from April 2023 to March 2024:

- Total Enquiries 3189
- The total amount of benefits and arrears secured in the period between April 2023 and March 2024 is £1,520,272. This is made up of £1,276,776 annual gain and £243,496 in back payments.
- Winter Warmth grants - £69,850. *Age UK North Cumbria act as administrators for Cumbria Community Foundation in distributing grants to low-income households to help them pay for their fuel costs over the winter.

The Information and Advice Team continue to have a proactive presence within the community by delivering presentations, talks and attending network events.

Holiday Lets
Kirkstone cottage and 1 Hazel Heights are available for use by staff and volunteers of Age UK North Cumbria. The properties are managed by the resorts, Whitbarrow Holiday Village and Wild Rose Holiday Park.

Quality Standards
AQS
IAQPS
CQS
ISO27001
The organisation is registered with the Fundraising Regulator.

Financial review
Review of the financial position of the charity
The Incoming Resources for the year ended 31st March 2024 were £925,539. Outgoing Resources amounted to £863,996. Donations of £7,082 were received during the year together with a legacy of £1,400. Shop sales decreased to £315,939. The overall surplus for the period is £87,831.

Reserves policy
In order to ensure continuity of service to our clients, the management committee hopes to have reserves equal to a year's expenditure (on continuing activities) for each service, currently £863,996 This should give sufficient time to make alternative arrangements for services in the event of discontinuation of funding. Staff who have been employed continuously for more than 2 years would require redundancy payments from reserves if the charity had to cease.

On 31st March 2024 total reserves were £1,530,730 of which £409,332 were restricted. Unrestricted funds were £1,121,398 of which £335,212 were designated as investments for a Bequest, which leaves remaining reserves on 31 March 2024 of £786,186. These reserves are currently less than those required to be in line with the charity's reserve policy. The trustees felt that with the current unstable financial situation, such reserves should enable the charity to secure services for the future. The trustees are mindful of the large deficits that have occurred in past years and wish the charity to fulfil its mission statement for many years to come. Included in the restricted reserves is £239,292 which can only be realised by disposing of tangible fixed assets and investment property.

Principal funding sources
The charity achieves its income from three main sources:

Direct fund-raising and income generation
From its six shops
From fund-raising events and collections
Age UK Income Generation Initiatives

Grants from other charities
The charity actively seeks grants from other charitable grant making bodies including the Big Lottery and Henry Lonsdale Trust. Grants are noted in the financial statements, (notes four & five).

Investment policy and objectives
To maximise income and preserve capital. The Board aims to maximise the total investment return within the objectives of maintaining income while continuing to preserve the real value of investments and to maximise income on invested restricted funds.

Major risks to which the charity is exposed
The trustees have examined the major strategic, business and operational risks to which the charity is exposed, in particular those related to operations and finance, and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

This work has identified that financial sustainability is the major financial risk for the Charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank and active management of trade debtors and creditors balances to ensure sufficient working capital by the Charity.

Attention has also been focussed on non-financial risks, arising from fire, health and safety of staff and clients, management of funding, infection control and food hygiene. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place and regular awareness training for staff and volunteers working in these operational areas.

We have engaged consultants, Watershed, a company which provides information and advice on Employment Law matters through its consultancy programme.
Kym Allen are engaged as consultants to provide Health and Safety advice and information.

Structure, governance and management

Governing document

Age UK North Cumbria is a company limited by guarantee (Company Number 06785041) and is a registered charity no 1128565. It is governed by its constitution which is in its Memorandum of Articles of Association last amended 13 March 2009. Age UK North Cumbria wholly own a separate Trading Company, which is Age UK Carlisle and Eden Enterprises Ltd, Company Number 5416847. There is a separate Board for this Company made up of 2 Directors, who are the Chairman of the Charity and the Chief Executive of the Charity. Due to the cessation of insurance services this company is now dormant.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs Brenda Hill
Mr Chris Fuller
Mr Jonty Hanlon
Mr Stuart Irving
Ms Alison Hampson
Ms Gillian Linton
Mr Andrew Shekell
Ms Jeannie Pasley (Appointed 1 October 2023)

Methods adopted for the recruitment and appointment of new trustees

Membership of the Board shall consist of:

(i) The Chair elected by members of the organisation
(ii) Such other number of persons elected by the members of the organisation as may from time to time be determined in regulations adopted and issued in accordance with Clause 25 of the Constitution.
(iii) Those persons co-opted by the Board of Trustees in accordance with Clause 27 of the Constitution.

All new and potential trustees are given a Trustee Induction Pack, which clearly explains their role, in terms of personal and legal duties. Trustees are also given the opportunity to access training, either locally or nationally to develop their skills and keep their knowledge current. Trustees are also invited to visit our services and activities and spend time with staff on their particular projects. An annual budget is allocated for Trustee training.

Organisational structure of the charity and how decisions are made

The Board of Trustees met five times during the year and were responsible for strategic direction, policy development and financial viability of the charity. The Chief Executive acts as Secretary to the Board and all operational matters are delegated to this post. The Trustees receive written reports from the Chief Executive, senior managers, project staff and other working groups on a regular basis.

Other matters

Charity as part of a wider network

Age UK North Cumbria is a member of the national Age UK organisation. This is a federation of over 150 charities operating under the name of Age England Association. Quality standards, agreed by the Age UK organisation, must be met to remain in membership. The Chairman and Chief Executive regularly attend the Age UK Northwest Regional meetings. The Chief Executive and Senior Managers sit on a number of interagency groups. They use these forums to ensure that the views of older people are sought and used in in the shaping and delivery of services and that policy and service development is non-discriminatory on the grounds of age.

Relationship between the charity and related parties

This is an ongoing process and every opportunity is taken to raise the profile of the organisation. We do this through the local media, giving talks and holding events throughout Carlisle and Eden Districts, as well as the distribution of leaflets and posters to a wide range of public access venues.

Pay Policy for Senior Staff

The Trustees consider that the Board and the Senior Management Team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses are disclosed in note 13 to the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees use the National Joint Council (NJC) salary scales as a benchmark. Levels of pay are subject to affordability, job evaluation and necessary market adjustment.

Auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' report was approved by the Board of Trustees.

.....

Mr Chris Fuller

Date: 16.12.2024

AGE UK NORTH CUMBRIA

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of Age UK North Cumbria for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

AGE UK NORTH CUMBRIA

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK NORTH CUMBRIA

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charity'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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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.

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
    - performed analytical procedures to identify any unusual or unexpected relationships;
    - tested journal entries to identify unusual transactions;
    - assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
    - investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators (Charity Commission) and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF AGE UK NORTH CUMBRIA

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co

Saint & Co.

23.12.24

Chartered Accountants
Statutory Auditor

Sterling House
Wavell Drive
Rosehill
Carlisle
CA1 2SA

Saint & Co. is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

AGE UK NORTH CUMBRIA

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income and endowments from:							
Donations and legacies	4	19,232	473,298	492,530	24,456	293,861	318,317
Charitable activities	5	62,886	8,029	70,915	41,716	80,299	122,015
Other trading activities	6	315,939	-	315,939	316,858	-	316,858
Investments	7	26,702	-	26,702	16,771	-	16,771
Material other income		5,864	-	5,864	-	-	-
Other income	8	13,589	-	13,589	46,351	-	46,351
Total income		444,212	481,327	925,539	446,152	374,160	820,312
Expenditure on:							
Raising funds	9	294,903	-	294,903	323,828	-	323,828
Charitable activities	10	114,404	453,451	567,855	111,749	356,645	468,394
Other	15	1,238	-	1,238	1,490	-	1,490
Total expenditure		410,545	453,451	863,996	437,067	356,645	793,712
Net gains/(losses) on investments	16	26,288	-	26,288	(28,289)	-	(28,289)
Gross transfers between funds	18	-	-	-	2,831	(2,831)	-
Net movement in funds		59,955	27,876	87,831	(16,373)	14,684	(1,689)
Fund balances at 1 April 2023		1,061,443	381,456	1,442,899	1,077,816	366,772	1,444,588
Fund balances at 31 March 2024		1,121,398	409,332	1,530,730	1,061,443	381,456	1,442,899

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

AGE UK NORTH CUMBRIA

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	**19**		118,095		26,043
Investment property	**20**		121,197		121,197
Investments	**21**		335,212		312,978
			574,504		460,218
Current assets					
Stocks	**23**	2,962		1,736	
Debtors	**24**	63,636		65,227	
Cash at bank and in hand		1,187,160		1,162,211	
		1,253,758		1,229,174	
Creditors: amounts falling due within one year	**26**	(294,585)		(242,652)	
Net current assets			959,173		986,522
Total assets less current liabilities			1,533,677		1,446,740
Creditors: amounts falling due after more than one year	**27**		(2,947)		(3,841)
Net assets			1,530,730		1,442,899
The funds of the charity					
Restricted income funds	**30**		409,332		381,456
Unrestricted funds			1,121,398		1,061,443
			1,530,730		1,442,899

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2024

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the trustees on .....

.....	.....
Mrs Brenda Hill	Mr Chris Fuller
Trustee	**Trustee**

Company registration number 06785041 (England and Wales)

AGE UK NORTH CUMBRIA

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Cash flows from operating activities					
Cash generated from operations	**37**		98,171		137,283
Investing activities					
Purchase of tangible fixed assets		(103,179)		(15,319)	
Proceeds from disposal of tangible fixed assets		-		549	
Purchase of investments		(44,558)		(9,185)	
Proceeds from disposal of investments		48,612		12,320	
Investment income received		26,702		16,771	
Net cash (used in)/generated from investing activities			(72,423)		5,136
Financing activities					
Payment of obligations under finance leases		(799)		3,362	
Net cash (used in)/generated from financing activities			(799)		3,362
Net increase in cash and cash equivalents			24,949		145,781
Cash and cash equivalents at beginning of year			1,162,211		1,016,430
Cash and cash equivalents at end of year			1,187,160		1,162,211

1 Accounting policies

Charity information

Age UK North Cumbria (Formerly Age UK Carlisle & Eden) is a private company limited by guarantee incorporated in England and Wales and is a registered charity in England and Wales. The registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

Consolidation

The entity has taken advantage of the exemption from preparing consolidated financial statements contained in Section 402 of the Companies Act 2006 on the basis that its subsidiary is excluded from consolidation on the grounds that its inclusion is not material for the purpose of giving a true and fair view.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds consist of donations and other income received or generated for use towards the objectives of the Charity without further specified purpose and are available for use as general funds.

The Trustees have the discretion to allocate sums to particular funds as they so wish. Such funds are known as designated funds and remain unrestricted.

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

1 Accounting policies **(Continued)**

1.4 Income

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. Grants received towards the core function of the Charity are recognised in full in the Statement of Financial Activities in the year in which they are entitled to be received. Grants received to fund the acquisition of fixed assets are allocated to designated funds held to meet depreciation costs charged in future years.

- where grants are received for specific purposes or services, these grants are shown within income from Charitable Activities. Where they relate to specific performance requirements, the income is deferred until these performance requirements are met.

- legacy income is recognised when receipt is probable and entitlement is established.

- items donated for resale are included in shop income when sold and no value is placed on stock at the year end. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

1.5 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Costs relating to redundancy or termination payments are recognised as a liability and expense only when the company is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or contract end date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

1 Accounting policies **(Continued)**

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

The Charity capitalises assets with a value (either asset cost or, if donated, market worth) which exceeds £1,000. Assets with a value of less than £1,000 are written off in the Statement of Financial Activities as incurred.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	Straight line over 25 years
Computers	25% straight line
Motor vehicles	20% straight line

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

1.7 Investment property

Investment property, which is property held to earn rentals and/or for capital appreciation, is initially recognised at cost, which includes the purchase cost and any directly attributable expenditure. Subsequently it is measured at fair value at the reporting end date. The surplus or deficit on revaluation is recognised in profit or loss.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

A subsidiary is an entity controlled by the charity. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Stocks

The Charity holds stocks of donated goods in the shops. These stocks are gifted and are consequently not valued until sold. Goods purchased for resale are valued at the lower of cost and net realisable value.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.11 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

1 Accounting policies **(Continued)**

1.12 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.13 Employee benefits

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

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

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1 Accounting policies **(Continued)**

1.15 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the assets fair value at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

2 Critical accounting estimates and judgements

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

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

3 Limited by Guarantee

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.

4 Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	7,082	-	7,082	13,206	-	13,206
Legacies	1,400	-	1,400	500	-	500
Grants	10,750	473,298	484,048	10,750	293,861	304,611
	19,232	473,298	492,530	24,456	293,861	318,317
Donations and gifts						
The David Snowdon Trust	-	-	-	4,300	-	4,300
Other	7,082	-	7,082	8,906	-	8,906
	7,082	-	7,082	13,206	-	13,206

4 Income from donations and legacies (Continued)

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Grants						
Age UK	10,750	58,738	69,488	10,750	-	10,750
NHS/CCF Well at Home	-	237,058	237,058	-	173,034	173,034
Government Grant Income	-	49,279	49,279	-	20,167	20,167
National Lottery funding	-	60,196	60,196	-	40,321	40,321
Henry Lonsdale Trust	-	30,158	30,158	-	29,920	29,920
Cumbria CVS	-	15,000	15,000	-	24,000	24,000
Other	-	22,870	22,870	-	6,419	6,419
	10,750	473,298	484,048	10,750	293,861	304,611

5 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Core income						
Sale of goods	-	-	-	-	-	-
Other grant income	-	8,029	8,029	-	80,299	80,299
Service Income - Hire & Leisure income						
Other charitable income	5,000	-	5,000	5,000	-	5,000
Home Support Income						
Other charitable income	57,886	-	57,886	36,716	-	36,716
	62,886	8,029	70,915	41,716	80,299	122,015

6 Income from other trading activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Shop income	315,939	316,852
Third party sales commissions	-	6
Other trading activities	315,939	316,858

7 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Income from listed investments	8,022	8,271
Interest receivable	18,680	8,500
	26,702	16,771

8 Other income

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Net gain on disposal of tangible fixed assets	-	549
Gift Aid & Commission	13,589	13,246
Other income	-	32,556
	13,589	46,351

9 Expenditure on raising funds

	Unrestricted funds 2024	Unrestricted funds 2023
	£	£
Trading costs		
Operating charity shops	111,136	107,541
Staff costs	159,704	155,293
Support costs	21,781	57,610
	292,621	320,444
Investment management	2,282	3,384
Total costs	294,903	323,828

10 Expenditure on charitable activities

	Information and Advice 2024	Home Support 2024	Total 2024	Information and Advice 2023	Home Support 2023	Total 2023
	£	£	£	£	£	£
Direct costs						
Staff costs	208,941	168,237	377,178	178,402	138,977	317,379
Other direct costs	1,653	6,957	8,610	22,903	24,817	47,720
Other staff costs	4,978	5,393	10,371	3,297	8,046	11,343
Premises costs	202	-	202	1,499	458	1,957
Other office costs	-	726	726	247	763	1,010
Volunteer expenses	2,847	-	2,847	2,087	-	2,087
Vehicle costs	-	759	759	-	1,027	1,027
Advertising	-	269	269	-	274	274
	218,621	182,341	400,962	208,435	174,362	382,797
Share of support and governance costs (see note 11)						
Support	62,506	69,375	131,881	36,685	40,572	77,257
Governance	16,595	18,417	35,012	3,960	4,380	8,340
	297,722	270,133	567,855	249,080	219,314	468,394
Analysis by fund						
Unrestricted funds	27,426	86,978	114,404	38,048	73,701	111,749
Restricted funds	270,296	183,155	453,451	211,032	145,613	356,645
	297,722	270,133	567,855	249,080	219,314	468,394

11 Support costs allocated to activities

	2024	2023
	£	£
Staff costs	79,614	60,060
Depreciation	11,127	5,526
Other expenditure	4,997	5,158
Other staff expenditure	636	398
Premises cots	34,702	35,948
Office costs and supplies	9,978	9,118
Computer supplies	7,967	10,668
Volunteer and trustee expenses	1,179	290
Charges and fees	1,049	2,086
Governance costs	37,425	13,955
	188,674	143,207
Analysed between:		
Fundraising	21,781	57,610
Information and Advice	79,101	40,645
Home Support	87,792	44,952
	188,674	143,207

Support costs have been apportioned over the various activities of the charity including costs of generating funds as well as costs of charitable activities. The costs have been apportioned on the basis of the number of staff working within each activity the charity performs.

12 Net movement in funds

	2024	2023
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable for the audit of the charity's financial statements	13,210	9,975
Depreciation of owned tangible fixed assets	11,127	5,526
Loss/(profit) on disposal of tangible fixed assets	-	(549)
Operating lease charges	61,999	64,572

13 Trustees

During the year the charity incurred expenditure of £6,798 (2023: £0) to a Trustee that provided bookkeeping services to the charity due to staff shortages. These fees were for bookkeeping services and not for services as a Trustee. None of the other trustees (or any persons connected with them) received any remuneration during the year. No Trustees' expenses were incurred during the year (2023: expenses of £40 were incurred in respect of two trustees).

14 Employees

The average head count of employees during the year was 32 (2023: 29). The average number of full-time equivalent employees was 25 (2023: 22). The average number of employees during the year is analysed as follows:

	2024 Number	2023 Number
Services staff	17	11
Fundraising and trading staff	11	14
Administrative and finance staff	3	3
Management staff	1	1
Total	32	29

Employment costs	2024 £	2023 £
Wages and salaries	565,577	488,634
Social security costs	37,148	32,235
Other pension costs	13,771	11,863
	616,496	532,732

Higher paid staff

There was one (2023: nil) employee whose annual remuneration was more than £60,000.

Remuneration of key management personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity.

	2024 £	2023 £
Aggregate compensation	109,683	106,772

15 Other expenditure

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Loss on disposal of investments	1,238	1,490

16 Gains and losses on investments

	Unrestricted funds 2024	Unrestricted funds 2023
Gains/(losses) arising on:	£	£
Revaluation of investments	26,288	(28,289)

17 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

18 Transfers

In 2023 a transfer was made out of restricted funds in the year to the general fund for fees taken in relation to administering the funds and for admin expenses in the year.

19 Tangible fixed assets

	Leasehold land and buildings	Computers	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2023	378,000	68,971	29,995	476,966
Additions	95,185	7,994	-	103,179
Disposals	-	24,244	-	24,244
At 31 March 2024	473,185	101,209	29,995	604,389
Depreciation and impairment				
At 1 April 2023	378,000	64,549	8,374	450,923
Depreciation charged in the year	3,173	1,955	5,999	11,127
Eliminated in respect of disposals	-	24,244	-	24,244
At 31 March 2024	381,173	90,748	14,373	486,294
Carrying amount				
At 31 March 2024	92,012	10,461	15,622	118,095
At 31 March 2023	-	4,422	21,621	26,043

20 Investment property

	2024
	£
Fair value	
At 1 April 2023 and 31 March 2024	121,197

20 Investment property **(Continued)**

The trustees do not believe the value of the investment property addition has altered significantly since it was bought by the charity in 2016. The trustees believe that the existing investment property (transferred from tangible fixed assets on transition to FRS102) is equivalent to its carrying amount prior to transfer as the property is on a long lease and considering the state of repair the trustees believe the value of the property will only depreciate. The fair value is not based on a valuation by an independent valuer.

	2024	2023
	£	£
Long leasehold	121,197	121,197

21 Fixed asset investments

	Unlisted investments	Cash in portfolio	Other investments	Total
	£	£	£	£
Cost or valuation				
At 1 April 2023	302,155	10,821	2	312,978
Additions	44,558	-	-	44,558
Valuation changes	26,288	-	-	26,288
Other movements	-	(2,842)	-	(2,842)
Disposals	(45,770)	-	-	(45,770)
At 31 March 2024	327,231	7,979	2	335,212
Carrying amount				
At 31 March 2024	327,231	7,979	2	335,212
At 31 March 2023	302,155	10,821	2	312,978

	Notes	2024	2023
		£	£
Other investments comprise:			
Investments in subsidiaries	35	2	2

22 Financial instruments

	2024	2023
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	327,231	302,155

23 Stocks

	2024	2023
	£	£
Raw materials and consumables	2,962	1,736

24 Debtors

Amounts falling due within one year:	2024 £	2023 £
Trade debtors	37,771	9,483
Other debtors	2,375	3,584
Prepayments and accrued income	23,490	52,160
	63,636	65,227

25 Finance lease obligations

Future minimum lease payments due under finance leases:

	2024	2023
	£	£
Within one year	1,206	1,206
Within two and five years	3,317	4,523
	4,523	5,729
Less: future finance charges	(682)	(1,089)
	3,841	4,640

26 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Obligations under finance leases	25	894	799
Other taxation and social security		9,712	4,132
Deferred income	28	125,730	137,646
Trade creditors		25,477	46,520
Other creditors		36,970	20,120
Accruals		95,802	33,435
		294,585	242,652

27 Creditors: amounts falling due after more than one year

	Notes	2024 £	2023 £
Obligations under finance leases	25	2,947	3,841

28 Deferred income

	2024 £	2023 £
Other deferred income	125,730	137,646

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	125,730	137,646
Movements in the year:		
Deferred income at 1 April 2023	137,646	-
Amount released to income	(137,646)	-
Resources deferred in the year	125,730	137,646
Deferred income at 31 March 2024	125,730	137,646

Deferred income relates to funding income received in advance of providing the services for which they have been paid.

29 Retirement benefit schemes

Defined contribution schemes	2024 £	2023 £
Charge to profit or loss in respect of defined contribution schemes	13,771	11,863

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

30 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Terry Bequest - Cottage	121,197	-	-	-	121,197
Terry Bequest - reserve	163,937	-	(4,164)	-	159,773
Age UK - Dementia Training Project	-	18,288	(18,288)	-	-
Home Support grants	-	53,695	(29,090)	-	24,605
CCF/NHS - Well at Home	89,120	154,411	(181,812)	-	61,719
City Centre Hub	6,301	-	(6,301)	-	-
CVS - Health and Welfare calls	-	15,000	-	-	15,000
Henry Lonsdale Charitable Trust	-	30,158	(30,158)	-	-
Age UK - Building Better Lives	-	25,845	(5,571)	-	20,274
Social Inclusion grants	901	-	(161)	-	740
National Lottery - Reconnecting	-	79,064	(79,064)	-	-
Other I&A grants	-	104,866	(98,842)	-	6,024
	381,456	481,327	(453,451)	-	409,332

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Terry Bequest - Cottage	121,197	-	-	-	121,197
Terry Bequest - reserve	163,937	-	-	-	163,937
CCF/NHS - Well at Home	58,561	179,694	(149,135)	-	89,120
Home support grants	-	9,928	(9,928)	-	-
City Centre Hub	-	7,508	(1,207)	-	6,301
CVS - Health and Welfare calls	-	24,000	(24,000)	-	-
Henry Lonsdale Charitable Trust	7,301	29,920	(37,221)	-	-
Age UK - Building Better Lives	-	37,500	(37,500)	-	-
Social Inclusion grants	11,376	14,342	(21,986)	(2,831)	901
National Lottery - Reconnecting	-	40,321	(40,321)	-	-
CCC - Carlisle Healthy Ageing City	4,400	-	(4,400)	-	-
Other I&A grants	-	30,947	(30,947)	-	-
	366,772	374,160	356,645	(2,831)	381,456

30 Restricted funds **(Continued)**

The Terry Bequest Cottage fund has been used to purchase a property. Income from this property can be used for unrestricted purposes. The expenditure on these funds relates to impairment and repair work covered under the terms of the legacy. The Terry Bequest Reserve fund is held for a future property purchase and repairs and has been used to purchase a caravan. The expenditure on these funds relates to the depreciation on the caravan.

The CVS Health and Welfare Calls, Home Support funds, Age UK Building Better Lives, Age UK dementia Training Project and City Centre Hub funding relate to monies received and expenses related to the services provided under the grant terms.

Within the social inclusion grants is the HSBC G.R.O.W. Social inclusion funds which are held in relation to services partly provided in the year.

The funding for the National Lottery Social Engagement project (or Reconnecting Cumbria) is an ongoing 3 year project.

The funding from CCF/NHS for the Well at Home services are spent on services relating to support provided to those being discharged from hospital (both Wards and A&E).

The Henry Lonsdale Charitable Trust funds relate to the provision of information and advice to elderly people.

In the prior year, the Carlisle Healthy Aging City Project Funds were spent compiling a bid for "Healthy Aging City" status.

31 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2024
	£	£	£	£	£	£
R&R fund	8,449	-	-	-	-	8,449
Computer equip fund	9,583	-	-	-	-	9,583
Little Bequest	281,668	1,108	(3,394)	29,542	26,288	335,212
General funds	761,743	443,104	(407,151)	(29,542)	-	768,154
	1,061,443	444,212	(410,545)	-	26,288	1,121,398

31 Unrestricted funds **(Continued)**

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2023
	£	£	£	£	£	£
R&R fund	8,449	-	-	-	-	8,449
Computer equip fund	9,583	-	-	-	-	9,583
Little Bequest	308,137	1,094	(4,228)	-	(23,335)	281,668
General funds	751,647	445,058	(432,839)	2,831	(4,954)	761,743
	1,077,816	446,152	437,067	2,831	(28,289)	1,061,443

The charity has three designated funds; the Repairs and Renewals Fund, the Computer Equipment Fund and the Little Bequest fund, the trustees did not wish to revise the amounts designated for future expenditure.

32 Analysis of net assets between funds

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Tangible assets	15,738	102,357	118,095
Investment properties	-	121,197	121,197
Investments	335,212	-	335,212
Current assets/(liabilities)	773,395	185,778	959,173
Long term liabilities	(2,947)	-	(2,947)
	1,121,398	409,332	1,530,730

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
At 31 March 2023:			
Tangible assets	16,772	9,271	26,043
Investment properties	-	121,197	121,197
Investments	312,978	-	312,978
Current assets/(liabilities)	735,534	250,988	986,522
Long term liabilities	(3,841)	-	(3,841)
	1,061,443	381,456	1,442,899

33 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	32,043	21,936
Between two and five years	59,650	24,733
In over five years	542,428	96,400
	634,121	143,069

34 Related party transactions

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

	Services received	
	2024	2023
	£	£
Other related parties	9,335	24,425
	16,133	24,425

The following amounts were outstanding at the reporting end date:

	Amounts owed to related parties	
	2024	2023
	£	£
Other related parties	-	7,333

iCan Health & Fitness CIO has a trustee in common with the charity, whilst the trustee does not have majority control in either charity, the transactions between the two charities totalled £9,335 (2023: £24,425). At the year end there was a balance of £0 (2023: £7,333) in trade creditors relating to these transactions.

The Charity has a trading subsidiary company, Age UK Carlisle & Eden Enterprises Limited, company number 05416847, registered in England and Wales. The subsidiary is now dormant.

35 Subsidiaries

Details of the charity's subsidiaries at 31 March 2024 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
Age UK Carlisle & Eden Enterprises Limited	UK	Dormant	Ordinary Shares	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
Age UK Carlisle & Eden Enterprises Limited	-	(3,687)

36 Contingencies

Contingent liabilities:
Prior to 1 April 2009 former employees of Age Concern Eden participated in a defined contributory pension scheme through the Pensions Trust, one part of which gives certain guarantees to members. The transfer of employees to Age UK North Cumbria meant membership of the Pension Trust Scheme terminated and triggered a liability to the scheme equal to the full buy out cost for employees affected. Age Concern Eden paid £11,238 to cover the technical deficit. The residual liability, estimated by independent actuaries at £34,151 in September 2009, is guaranteed by Age UK North Cumbria. The residual liability will vary according to the value of the Pension Trust fund assets and residual liabilities.

37 Cash generated from operations

	2024	2023
	£	£
Surplus/(deficit) for the year	87,831	(1,689)
Adjustments for:		
Investment income recognised in statement of financial activities	(26,702)	(16,771)
Gain on disposal of tangible fixed assets	-	(549)
Fair value gains and losses on investments	(26,288)	28,289
Depreciation and impairment of tangible fixed assets	11,127	5,526
Movements in working capital:		
(Increase)/decrease in stocks	(1,226)	254
Decrease/(increase) in debtors	1,591	(45,663)
Increase in creditors	63,754	167,886
(Decrease) in deferred income	(11,916)	-
Cash generated from operations	98,171	137,283

38 Analysis of changes in net funds

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	1,162,211	24,949	1,187,160
Obligations under finance leases	(4,640)	799	(3,841)
	1,157,571	25,748	1,183,319

Age UK North Cumbria

England & Wales - Charity number 1128565

Accounts

Age UK Carlisle & Eden

Audited Annual Report and Financial Statements for the year ended 31 March 2023

Charity Registration Number 1128565
Company Registration Number 06785041

SAINT & CO
CHARTERED ACCOUNTANTS

AGE UK CARLISLE & EDEN

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs Brenda Hill Mr Chris Fuller Mr Jonty Hanlon Mr Stuart Irving Ms Alison Hampson Ms Gillian Linton Mr Andrew Shekell	
Senior management team	Alison Ambrose Paul Moffat	Chief executive officer Other senior management
Charity number	1128565	
Company number	06785041	
Registered office	20 Spencer Street Carlisle Cumbria CA1 1BG	
Auditor	Saint & Co. Sterling House Wavell Drive Rosehill Carlisle CA1 2SA	

AGE UK CARLISLE & EDEN

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AGE UK CARLISLE & EDEN

CHAIR'S REPORT

FOR THE YEAR ENDED 31 MARCH 2023

Age UK Carlisle and Eden are committed to offering help and support to older people living in the Carlisle and Eden area. We value the opinions and contributions older people make and actively promote their position in society.

The last year we faced unprecedented challenges through the Cost-of-Living crisis, which resulted in a surge in demand for our services across all departments. Demand was experienced more intensely for referrals into our Information and Advice service with a 33% increase for individual support and 52% increase in cases from the previous year; this indicates a rise in more critical cases. Age UK Carlisle and Eden still delivered a comprehensive range of services to thousands of older people throughout Carlisle and Eden districts.

Services across all our departments are now operating to full capacity, with new activities and events taking place weekly. As an organisation we continue to grow and strive to take things forward, constantly looking at new ways of working and improving how we help people to retain independence at home and promote physical and mental health and wellbeing.

We have created strong partnership links with other agencies and are a vital component of our local communities, including supporting statutory and NHS services.

Age UK Carlisle and Eden will continue to evolve and adapt to current trends and the ongoing commitment, dedication and compassion of all staff and volunteers ensures the continuing support and championing of Carlisle and Eden's older population'.

I would like to thank all employees, volunteers and my fellow board members for their contribution and support in helping Age UK Carlisle and Eden fulfil their aims and objectives in making later life a more enjoyable experience for older people?

I would like to thank my fellow board members for their contribution and support in helping Age UK Carlisle and Eden fulfil their aims and objectives in making later life a more enjoyable experience for older people?

.....

Chris Fuller
Chairman

Date: 20.10.2023

AGE UK CARLISLE & EDEN

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

Objectives and activities

Summary of the objects of the charity

Age UK Carlisle and Eden seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Carlisle and Eden Districts or otherwise in the County of Cumbria (hereinafter called "the area of benefit").

Mission Statement

Age UK Carlisle and Eden seek to promote the contributions older people make to society and to promote their interests by working with and for them to help make older life a fulfilling and enjoyable experience.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Charity's aims and the changes it seeks to make through its activities

- To improve the quality of life of frail and elderly people
- To help towards the maintaining of independence
- To broaden interest and stimulate self-improvement
- To combat loneliness
- To promote health and a healthy lifestyle
- To provide advice and information
- To be alert for opportunities to influence and educate public opinion over issues which concern the wellbeing of the elderly population and to be ready if necessary to campaign on their behalf.
- To explore new opportunities and respond to them and to engage in research especially into areas of need within the district.
- To work with and look for ways of co-operating with statutory and other voluntary bodies and increase our ability to influence service provision with our key partners.
- To promote links with other Age UK organisations and to play an appropriate part in the Age UK structures at national, regional and county level.
- To ensure the highest standards in all our enterprises.
- To provide an appropriate structure of management, salaried workers and volunteers together with appropriate equipment to sustain and develop these areas.
- To raise and maintain the finance needed to achieve all these aims.

Achievements and performance

Age UK Carlisle and Eden are supported by the dedication and commitment of its strong team of 180+ volunteers to deliver the services and activities which are so vital to older people in Carlisle and Eden Districts. Volunteers are our most valuable and vital asset and bring a unique perspective to our work offering over two hundred hours per week of voluntary service. We are also indebted to the Chair and Board of Trustees for their leadership and direction.
Between 2022/23 Age UK Carlisle and Eden helped and supported over 2500 older people in the Carlisle and Eden area.

Home Support
Our 'Home Support' service offers much needed support to vulnerable people, helping them remain independent in their own homes. The service is delivered by a professional team of experienced and compassionate paid employees, there is a nominal charge to help recover any expenditure incurred.

Well@Home
Well@Home is a bespoke hospital discharge service funded by the North Cumbria NHS partnership. It includes assisted discharge from hospital with up to four weeks wrap around support in the individual's home to aid recovery and prevent readmission.

Retail / Shops
We have six shops across the Carlisle and Eden districts, at Denton Holme and two in Carlisle, Brampton, Alston, and Kirkby Stephen. The Income generated in our retail outlets contributes towards the core costs of delivering our diverse range of services.
A huge thank you must go to all the volunteers who help us to open each shop every day, their support is appreciated.

Campaigns / Fundraising
Gift Aid is our main fund raising activity with over £13,246 raised between 2022/2023.
Campaigns this year included the Winter Warmth campaign which was in collaboration with Cumbria Community Foundation and the Vulnerable Household fund which we distributed on behalf of Eden District Council.

Information and Advice Service
This service provides free, accessible information on a wide range of issues, including welfare benefits, income maximisation, housing, and health care. Welfare benefits information is the most sought-after advice. Financial Inclusion is an important element of addressing needs, as it increases opportunities in terms of social activities, transport, domestic support, and aids and adaptations. The additional income is an added benefit to the local economy.
Figures from April 2022 to March 2023:

- Total Enquiries 2,577
- The total amount of benefits and arrears secured in the period between April 2022 and March 2023 is £1,583,180. This is made up of £1,286,053 annual gain and £297,126 in back payments.
- Winter Warmth grants - £113,200. *Age UK Carlisle and Eden act as administrators for Cumbria Community Foundation in distributing grants to low-income households to help them pay for their fuel costs over the winter.

The Information and Advice Team continue to have a proactive presence within the community by delivering presentations, talks and attending network events.

3 Kirkstone
3 Kirkstone cottage is available for use by staff and volunteers of Age UK Carlisle and Eden. The property is managed by the resort.

Quality Standards
AQS
IAQPS
CQS
ISO27001
The organisation is registered with the Fundraising Regulator.

Financial review

Review of the financial position of the charity

The Incoming Resources for the year ended 31st March 2023 were £820,312. Outgoing Resources amounted to £793,712. The deficit for the period was £1,689 which included an unrealised loss on investments of £28,289. Donations of £13,206 were received during the year together with a legacy of £500. The donations include a generous donation of £4,300 from The David Snowdon Trust for which we are extremely grateful. Shop sales increased to £316,858.

The overall deficit of just £1,689 is as near to break even as we could hope to get and has been helped by the Well at Home service we entered into with the NHS via Cumbria Community Foundation and Cumbria Voluntary Service. This contract has been renewed for the current financial year helping to free up beds in the hospitals and ensure a smooth transition from hospital to home for the former patients. The last year has seen many changes in the organisation as we enter a cost-of-living crisis which resulted in an increase in demand for our financial inclusion services.

Reserves policy

In order to ensure continuity of service to our clients, the management committee hopes to have reserves equal to a year's expenditure (on continuing activities) for each service, currently £790,000 This should give sufficient time to make alternative arrangements for services in the event of discontinuation of funding. Staff who have been employed continuously for more than 2 years would require redundancy payments from reserves if the charity had to cease.

On 31st March 2023 total reserves were £1,442,899 of which £381,456 were restricted and £281,668 were held as investments for a Bequest, which leaves remaining reserves on 31 March 2023 of £779,775. These reserves are currently less than those required to be in line with the charity's reserve policy. The trustees felt that with the current unstable financial situation, such reserves should enable the charity to secure services for the future. The trustees are mindful of the large deficits that have occurred in past years and wish the charity to fulfil its mission statement for many years to come.

Included in the restricted reserves is £130,468 which can only be realised by disposing of tangible fixed assets and investment property.

Principal funding sources

The charity achieves its income from three main sources:

Direct fund-raising and income generation

From its six shops
From fund-raising events and collections
Age UK Income Generation Initiatives

Grants from other charities

The charity actively seeks grants from other charitable grant making bodies including the Big Lottery, Henry Lonsdale Trust and David Snowdon Trust. Grants are noted in the financial statements, (notes four & five).

Investment policy and objectives

To maximise income and preserve capital. The Board aims to maximise the total investment return within the objectives of maintaining income while continuing to preserve the real value of investments and to maximise income on invested restricted funds.

Major risks to which the charity is exposed

The trustees have examined the major strategic, business and operational risks to which the charity is exposed, in particular those related to operations and finance, and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

This work has identified that financial sustainability is the major financial risk for the Charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank and active management of trade debtors and creditors balances to ensure sufficient working capital by the Charity.

Attention has also been focussed on non-financial risks, arising from fire, health and safety of staff and clients, management of funding, infection control and food hygiene. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place and regular awareness training for staff and volunteers working in these operational areas.

We have engaged consultants, Watershed, a company which provides information and advice on Employment Law matters through its consultancy programme.
Kym Allen are engaged as consultants to provide Health and Safety advice and information.

Structure, governance and management

Governing document

Age UK Carlisle and Eden is a company limited by guarantee (Company Number 06785041) and is a registered charity no 1128565. It is governed by its constitution which is in its Memorandum of Articles of Association last amended 13 March 2009. Age UK Carlisle and Eden wholly own a separate Trading Company, which is Age UK Carlisle and Eden Enterprises Ltd, Company Number 5416847. There is a separate Board for this Company made up of 2 Directors, who are the Chairman of the Charity and the Chief Executive of the Charity. Due to the cessation of insurance services this company is now dormant.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs Brenda Hill
Mr Chris Fuller
Mr Jonty Hanlon
Mr Stuart Irving
Ms Alison Hampson
Ms Gillian Linton
Mr Andrew Shekell

Methods adopted for the recruitment and appointment of new trustees

Membership of the Board shall consist of:

(i) The Chair elected by members of the organisation
(ii) Such other number of persons elected by the members of the organisation as may from time to time be determined in regulations adopted and issued in accordance with Clause 25 of the Constitution.
(iii) Those persons co-opted by the Board of Trustees in accordance with Clause 27 of the Constitution.

All new and potential trustees are given a Trustee Induction Pack, which clearly explains their role, in terms of personal and legal duties. Trustees are also given the opportunity to access training, either locally or nationally to develop their skills and keep their knowledge current. Trustees are also invited to visit our services and activities and spend time with staff on their particular projects. An annual budget is allocated for Trustee training.

Organisational structure of the charity and how decisions are made

The Board of Trustees met five times during the year and were responsible for strategic direction, policy development and financial viability of the charity. The Chief Executive acts as Secretary to the Board and all operational matters are delegated to this post. The Trustees receive written reports from the Chief Executive, senior managers, project staff and other working groups on a regular basis.

Other matters

Charity as part of a wider network

Age UK Carlisle and Eden is a member of the national Age UK organisation. This is a federation of over 150 charities operating under the name of Age England Association. Quality standards, agreed by the Age UK, must be met to remain in membership. The Chairman and Chief Executive regularly attend the Age UK Northwest Regional meetings. The Chief Executive and Senior Managers sit on a number of interagency groups. They use these forums to ensure that the views of older people are sought and used in in the shaping and delivery of services and that policy and service development is non-discriminatory on the grounds of age.

Relationship between the charity and related parties

This is an ongoing process and every opportunity is taken to raise the profile of the organisation. We do this through the local media, giving talks and holding events throughout Carlisle and Eden Districts, as well as the distribution of leaflets and posters to a wide range of public access venues.

Pay Policy for Senior Staff

The Trustees consider that the Board and the Senior Management Team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses are disclosed in note 13 to the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees use the National Joint Council (NJC) salary scales as a benchmark. Levels of pay are subject to affordability, job evaluation and necessary market adjustment.

Statement of trustees' responsibilities

The trustees, who are also the directors of Age UK Carlisle & Eden for the purpose of company law, are responsible for preparing the Trustees' Report 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' report was approved by the Board of Trustees.

.....

Mr Chris Fuller

Date: 20.11.2023

AGE UK CARLISLE & EDEN

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF AGE UK CARLISLE & EDEN

Opinion

We have audited the financial statements of Age UK Carlisle & Eden (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as 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 charity'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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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.

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
  - performed analytical procedures to identify any unusual or unexpected relationships;
  - tested journal entries to identify unusual transactions;
  - assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
  - investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators (Charity Commission) and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF AGE UK CARLISLE & EDEN

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co

28.11.23

Saint & Co.

Chartered Accountants
Statutory Auditor

Sterling House
Wavell Drive
Rosehill
Carlisle
CA1 2SA

Saint & Co. is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

AGE UK CARLISLE & EDEN

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income and endowments from:							
Donations and legacies	4	24,456	293,861	318,317	42,398	150,737	193,135
Charitable activities	5	41,716	80,299	122,015	60,395	72,322	132,717
Other trading activities	6	316,858	-	316,858	267,897	-	267,897
Investments	7	16,771	-	16,771	10,465	-	10,465
Other income	8	46,351	-	46,351	25,519	-	25,519
Total income		446,152	374,160	820,312	406,674	223,059	629,733
Expenditure on:							
Raising funds	9	323,828	-	323,828	298,843	13,334	312,177
Charitable activities	10	111,749	356,645	468,394	197,910	153,909	351,819
Other	15	1,490	-	1,490	-	-	-
Total expenditure		437,067	356,645	793,712	496,753	167,243	663,996
Net gains/(losses) on investments	16	(28,289)	-	(28,289)	14,916	-	14,916
Net (outgoing)/incoming resources before transfers		(19,204)	17,515	(1,689)	(75,163)	55,816	(19,347)
Gross transfers between funds	18	2,831	(2,831)	-	-	-	-
Net movement in funds		(16,373)	14,684	(1,689)	(75,163)	55,816	(19,347)
Fund balances at 1 April 2022		1,077,816	366,772	1,444,588	1,152,979	310,956	1,463,935
Fund balances at 31 March 2023		1,061,443	381,456	1,442,899	1,077,816	366,772	1,444,588

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

AGE UK CARLISLE & EDEN

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	**19**		26,043		16,250
Investment property	**20**		121,197		121,197
Investments	**21**		312,978		344,402
			460,218		481,849
Current assets					
Stocks	**23**	1,736		1,990	
Debtors	**24**	65,227		19,564	
Cash at bank and in hand		1,162,211		1,016,430	
		1,229,174		1,037,984	
Creditors: amounts falling due within one year	**25**	(242,652)		(75,245)	
Net current assets			986,522		962,739
Total assets less current liabilities			1,446,740		1,444,588
Creditors: amounts falling due after more than one year	**26**		(3,841)		-
Net assets			1,442,899		1,444,588
The funds of the charity					
Restricted income funds	**29**		381,456		366,772
Unrestricted funds			1,061,443		1,077,816
			1,442,899		1,444,588

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the trustees on 20/11/2023

Mrs Brenda Hill
Trustee

Mr Chris Fuller
Trustee

Company registration number 06785041 (England and Wales)

AGE UK CARLISLE & EDEN

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 Restated £	2022 Restated £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	**36**		137,283		(48,352)
Investing activities					
Purchase of tangible fixed assets		(15,319)		(19,500)	
Proceeds from disposal of tangible fixed assets		549		4,500	
Purchase of investments		(9,185)		(53,791)	
Proceeds from disposal of investments		12,320		56,684	
Investment income received		16,771		10,465	
Net cash generated from/(used in) investing activities			5,136		(1,642)
Financing activities					
Payment of obligations under finance leases		3,362		(1,787)	
Net cash generated from/(used in) financing activities			3,362		(1,787)
Net increase/(decrease) in cash and cash equivalents			145,781		(51,781)
Cash and cash equivalents at beginning of year			1,016,430		1,068,211
Cash and cash equivalents at end of year			1,162,211		1,016,430

1 Accounting policies

Charity information

Age UK Carlisle & Eden is a private company limited by guarantee incorporated in England and Wales and is a registered charity in England and Wales. The registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

Consolidation

The entity has taken advantage of the exemption from preparing consolidated financial statements contained in Section 402 of the Companies Act 2006 on the basis that its subsidiary is excluded from consolidation on the grounds that its inclusion is not material for the purpose of giving a true and fair view.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds consist of donations and other income received or generated for use towards the objectives of the Charity without further specified purpose and are available for use as general funds.

The Trustees have the discretion to allocate sums to particular funds as they so wish. Such funds are known as designated funds and remain unrestricted.

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

1 Accounting policies **(Continued)**

1.4 Income

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. Grants received towards the core function of the Charity are recognised in full in the Statement of Financial Activities in the year in which they are entitled to be received. Grants received to fund the acquisition of fixed assets are allocated to designated funds held to meet depreciation costs charged in future years.

- where grants are received for specific purposes or services, these grants are shown within income from Charitable Activities. Where they relate to specific performance requirements, the income is deferred until these performance requirements are met.

- legacy income is recognised when receipt is probable and entitlement is established.

- items donated for resale are included in shop income when sold and no value is placed on stock at the year end. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

1.5 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Costs relating to redundancy or termination payments are recognised as a liability and expense only when the company is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or contract end date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

1 Accounting policies

(Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

The Charity capitalises assets with a value (either asset cost or, if donated, market worth) which exceeds £1,000. Assets with a value of less than £1,000 are written off in the Statement of Financial Activities as incurred.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	Straight line over 25 years
Computers	25% straight line
Motor vehicles	20% straight line

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

1.7 Investment property

Investment property, which is property held to earn rentals and/or for capital appreciation, is initially recognised at cost, which includes the purchase cost and any directly attributable expenditure. Subsequently it is measured at fair value at the reporting end date. The surplus or deficit on revaluation is recognised in profit or loss.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

A subsidiary is an entity controlled by the charity. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Stocks

The Charity holds stocks of donated goods in the shops. These stocks are gifted and are consequently not valued until sold. Goods purchased for resale are valued at the lower of cost and net realisable value.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.11 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

1 Accounting policies **(Continued)**

1.12 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.13 Employee benefits

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

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

1.14 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1 Accounting policies **(Continued)**

1.15 Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the assets fair value at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to net income/(expenditure) for the year so as to produce a constant periodic rate of interest on the remaining balance of the liability.

2 Critical accounting estimates and judgements

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

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

3 Limited by Guarantee

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.

4 Income from donations and legacies

	Unrestricted funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£	£	£	£
Donations and gifts	13,206	-	13,206	16,964	-	16,964
Legacies receivable	500	-	500	7,480	-	7,480
Grants	10,750	293,861	304,611	17,954	150,737	168,691
	24,456	293,861	318,317	42,398	150,737	193,135
Donations and gifts						
The David Snowdon Trust	4,300	-	4,300	-	-	-
Other	8,906	-	8,906	16,964	-	16,964
	13,206	-	13,206	16,964	-	16,964

4 Income from donations and legacies

(Continued)

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Grants receivable for core activities						
Age UK	10,750	-	10,750	15,710	22,500	38,210
NHS/CCF Well at Home	-	173,034	173,034	-	78,403	78,403
Cumbria Community Foundation	-	-	-	-	36,500	36,500
Government Grant Income	-	20,167	20,167	2,244	13,334	15,578
National Lottery funding	-	40,321	40,321	-	-	-
Henry Lonsdale Trust	-	29,920	29,920	-	-	-
Cumbria CVS	-	24,000	24,000	-	-	-
Other	-	6,419	6,419	-	-	-
	10,750	293,861	304,611	17,954	150,737	168,691

5 Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Core income						
Sale of goods	-	-	-	-	-	-
Other grant income	-	80,299	80,299	23,592	72,322	95,914
Service Income - Hire & Leisure income						
Other charitable income	5,000	-	5,000	4,333	-	4,333
Home Support Income						
Other charitable income	36,716	-	36,716	32,470	-	32,470
	41,716	80,299	122,015	60,395	72,322	132,717

6 Income from other trading activities

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Shop income	316,852	265,122
Third party sales commissions	6	2,775
Other trading activities	316,858	267,897

7 Income from investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Income from listed investments	8,271	7,936
Interest receivable	8,500	2,529
	16,771	10,465

8 Other income

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Net gain on disposal of tangible fixed assets	549	4,260
Gift Aid & Commission	13,246	11,059
Other income	32,556	10,200
	46,351	25,519

9 Expenditure on raising funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Trading costs						
Operating charity shops	107,541	-	107,541	81,790	13,334	95,124
Staff costs	155,293	-	155,293	165,807	-	165,807
Support costs	57,610	-	57,610	48,282	-	48,282
	320,444	-	320,444	295,879	13,334	309,213
Investment management	3,384	-	3,384	2,964	-	2,964
Total costs	323,828	-	323,828	298,843	13,334	312,177

10 Expenditure on charitable activities

	Information and Advice 2023 £	Home Support 2023 £	Total 2023 £	Information and Advice 2022 £	Home Support 2022 £	Total 2022 £
Direct costs						
Staff costs	178,402	138,977	317,379	159,658	68,172	227,830
Other direct costs	22,903	24,817	47,720	7,759	1,575	9,334
Other staff costs	3,297	8,046	11,343	540	384	924
Premises costs	1,499	458	1,957	-	341	341
Other office costs	247	763	1,010	-	-	-
Other office costs	-	-	-	3,940	4,137	8,077
Volunteer expenses	2,087	-	2,087	-	-	-
Vehicle costs	-	1,027	1,027	-	-	-
Advertising	-	274	274	-	-	-
	208,435	174,362	382,797	171,897	74,609	246,506
Share of support and governance costs (see note 11)						
Support	36,685	40,572	77,257	40,660	20,189	60,849
Governance	3,960	4,380	8,340	3,893	40,571	44,464
	249,080	219,314	468,394	216,450	135,369	351,819
Analysis by fund						
Unrestricted funds	38,048	73,701	111,749	89,831	108,079	197,910
Restricted funds	211,032	145,613	356,645	126,619	27,290	153,909
	249,080	219,314	468,394	216,450	135,369	351,819

11 Support costs allocated to activities

	2023	2022 Restated
	£	£
Staff costs	60,060	57,954
Depreciation	5,526	-
Other expenditure	5,158	23,431
Other staff expenditure	398	59
Premises cots	35,948	27,687
Office costs and supplies	9,118	-
Computer supplies	10,668	-
Volunteer and trustee expenses	290	-
Charges and fees	2,086	-
Governance costs	13,955	44,464
	143,207	153,595
Analysed between:		
Fundraising	57,610	48,282
Information and Advice	40,645	44,553
Home Support	44,952	60,760
	143,207	153,595

Support costs have been apportioned over the various activities of the charity including costs of generating funds as well as costs of charitable activities. The costs have been apportioned on the basis of the number of staff working within each activity the charity performs.

12 Net movement in funds

	2023	2022
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable for the audit of the charity's financial statements	9,975	9,500
Depreciation of owned tangible fixed assets	5,526	4,982
Profit on disposal of tangible fixed assets	(549)	(4,260)
Operating lease charges	64,572	65,997

13 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but trustees expenses totalling £40 were incurred in respect of two trustees (2022: no trustees' expenses were incurred).

14 Employees

The average head count of employees during the year was 29 (2022: 31). The average number of full-time equivalent employees was 22 (2022: 23). The average number of employees during the year is analysed as follows:

	2023 Number	2022 Number
Services staff	11	12
Fundraising and trading staff	14	16
Administrative and finance staff	3	2
Management staff	1	1
Total	29	31

Employment costs

	2023 £	2022 £
Wages and salaries	488,634	427,365
Social security costs	32,235	24,443
Other pension costs	11,863	10,343
	532,732	462,151

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £106,772 (2022: £95,063).

15 Other expenditure

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Loss on disposal of investments	1,490	-
	1,490	-

16 Gains and losses on investments

	Unrestricted funds 2023	Unrestricted funds 2022
	£	£
Gains/(losses) arising on:		
Revaluation of investments	(28,289)	9,294
Sale of investments	-	5,622
	(28,289)	14,916

17 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

18 Transfers

A transfer was made out of restricted funds in the year to the general fund for fees taken in relation to administering the funds and for admin expenses in the year.

19 Tangible fixed assets

	Leasehold land and buildings	Computers	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2022	378,000	72,522	19,500	470,022
Additions	-	4,824	10,495	15,319
Disposals	-	(8,376)	-	(8,376)
At 31 March 2023	378,000	68,970	29,995	476,965
Depreciation and impairment				
At 1 April 2022	378,000	72,522	3,250	453,772
Depreciation charged in the year	-	402	5,124	5,526
Eliminated in respect of disposals	-	(8,376)	-	(8,376)
At 31 March 2023	378,000	64,548	8,374	450,922
Carrying amount				
At 31 March 2023	-	4,422	21,621	26,043
At 31 March 2022	-	-	16,250	16,250

20 Investment property

	2023
Fair value	**£**
At 1 April 2022 and 31 March 2023	121,197

The trustees do not believe the value of the investment property addition has altered significantly since it was bought by the charity in 2016. The trustees believe that the existing investment property (transferred from tangible fixed assets on transition to FRS102) is equivalent to its carrying amount prior to transfer as the property is on a short lease and considering the state of repair the trustees believe the value of the property will only depreciate. The fair value is not based on a valuation by an independent valuer.

	2023	2022
	£	**£**
Short leasehold	121,197	121,197

21 Fixed asset investments

	Listed investments	Cash in portfolio	Other investments	Total
	£			**£**
Cost or valuation				
At 1 April 2022	334,806	9,594	2	344,402
Additions	9,185	-	-	9,185
Valuation changes	(28,289)	-	-	(28,289)
Other movements	-	1,227	-	1,227
Disposals	(13,546)	-	-	(13,546)
At 31 March 2023	302,156	10,821	2	312,979
Carrying amount				
At 31 March 2023	302,156	10,821	2	312,979
At 31 March 2022	334,806	9,594	2	344,402

The listed investments are valued at fair value being their market value at the Balance Sheet date. The remaining investments are valued at cost.

Other investments comprise:	Notes	2023	2022
		£	**£**
Investments in subsidiaries	**34**	2	2

22 Financial instruments

	2023	2022
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	302,156	334,806

23 Stocks

	2023	2022
	£	£
Raw materials and consumables	1,736	1,990

24 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	9,483	5,611
Other debtors	3,584	1,263
Prepayments and accrued income	52,160	12,690
	65,227	19,564

25 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Obligations under finance leases	27	799	1,278
Other taxation and social security		4,132	7,622
Deferred income	28	137,646	-
Trade creditors		46,520	16,445
Other creditors		20,120	16,822
Accruals and deferred income		33,435	33,078
		242,652	75,245

26 Creditors: amounts falling due after more than one year

	Notes	2023	2022
		£	£
Obligations under finance leases	27	3,841	-

27 Finance lease obligations

Future minimum lease payments due under finance leases:

	2023	2022
	£	£
Within one year	1,206	1,326
Within two and five years	4,523	-
	5,729	1,326
Less: future finance charges	(1,089)	(48)
	4,640	1,278

28 Deferred income

	2023	2022
	£	£
Other deferred income	137,646	-

Deferred income is included in the financial statements as follows:

	2023	2022
	£	£
Deferred income is included within:		
Current liabilities	137,646	-
Movements in the year:		
Deferred income at 1 April 2022	-	31,625
Released from previous periods	-	(31,625)
Resources deferred in the year	137,646	-
Deferred income at 31 March 2023	137,646	-

Deferred income relates to funding income received in advance of providing the services for which they have been paid.

29 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Terry Bequest - Cottage	121,197	-	-	-	121,197
Terry Bequest - reserve	163,937	-	-	-	163,937
CCF/NHS - Well at Home	58,561	179,694	(149,135)	-	89,120
Home support grants	-	9,928	(9,928)	-	-
City Centre Hub	-	7,508	(1,207)	-	6,301
CVS - Health and Welfare calls	-	24,000	(24,000)	-	-
Henry Lonsdale Charitable Trust	7,301	29,920	(37,221)	-	-
Age UK - Building Better Lives	-	37,500	(37,500)	-	-
Social Inclusion grants	11,376	14,342	(21,986)	(2,831)	901
National Lottery - Reconnecting	-	40,321	(40,321)	-	-
CCC - Carlisle Healthy Ageing City	4,400	-	(4,400)	-	-
Other I&A grants	-	30,947	(30,947)	-	-
	366,772	374,160	(356,645)	(2,831)	381,456

Previous year:	At 1 April 2021	Incoming resources	Resources expended	Transfers	At 31 March 2022
	£	£	£	£	£
CCF Pappagallino	-	30,000	(30,000)	-	-
Armed Forces Covenant	-	250	(250)	-	-
Cumbria Community Foundation	-	4,161	(4,161)	-	-
Terry Bequest - Cottage	121,197	-	-	-	121,197
Terry Bequest - reserve	169,509	-	(5,572)	-	163,937
Fall Prevention - Carlisle	20,250	-	(20,250)	-	-
People's Postcode Trust	-	1,625	(1,625)	-	-
Lottery - P.A.L.	-	1,875	(1,875)	-	-
CCF/NHS - Well at Home	-	78,403	(19,842)	-	58,561
CVS - Health and Welfare calls	-	15,000	(15,000)	-	-
Henry Lonsdale Charitable Trust	-	29,131	(21,830)	-	7,301
Age UK - Building Better Lives	-	22,500	(22,500)	-	-
Covid Restart Grants	-	13,334	(13,334)	-	-
Social Inclusion grants	-	22,380	(11,004)	-	11,376
CCC - Carlisle Healthy Ageing City	-	4,400	-	-	4,400
	310,956	223,059	(167,243)	-	366,772

29 Restricted funds **(Continued)**

The Terry Bequest has been used to purchase a property. Income from this property can be used for unrestricted purposes. The expenditure on these funds relates to impairment and repair work covered under the terms of the legacy. The Terry Bequest Reserve fund is held for a future property purchase and repairs.

The CVS Health and Welfare Calls, Home Support funds and Age UK Building Better Lives funding relate to monies received and expenses related to the services provided under the grant terms.

The City Centre Hub is a service being provided for an initial 3 month term spanning the year end.

Within the social inclusion grants is the HSBC G.R.O.W. Social inclusion funds which are held in relation to services not yet fully provided. Also included in the social inclusion grants in the year was Sport England funding for events ran during the year.

The funding for the National Lottery Social Engagement project (or Reconnecting Cumbria) is an ongoing 3 year project.

The funding from CCF/NHS for the Well at Home services are spent on services relating to support provided to those being discharged from hospital (both Wards and A&E).

The Henry Lonsdale Charitable Trust funds relate to the provision of information and advice to elderly people and runs to June 2023.

Carlisle Healthy Aging City Project Funds are to be spent compiling a bid for "Healthy Aging City" status.

In the prior year the CCF Pappagallino Fund, Armed Forces Covenant, CCF Winter Resilience, Fall Prevention, No Place Like Home, People's Postcode Trust, Lottery P.A.L., CVS Health and Welfare Calls and Age UK Building Better Lives funding relate to monies received and expenses related to the services provided under the grant terms.

In the prior year the Cumbria Community Foundation restricted fund relates to the Winter Warmth commission received for administering the grant on behalf of CCF.

In the prior year the Covid Restart grants were received for the various charity shops and have helped fund running costs.

30 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2022	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2023
	£	£	£	£	£	£
R&R fund	8,449	-	-	-	-	8,449
Computer equip fund	9,583	-	-	-	-	9,583
Little Bequest	308,137	1,094	(4,228)	-	(23,335)	281,668
General funds	751,647	445,058	(432,839)	2,831	(4,954)	761,743
	1,077,816	446,152	(437,067)	2,831	(28,289)	1,061,443

30 Unrestricted funds **(Continued)**

Previous year:	At 1 April 2021	Incoming resources	Resources expended	Transfers	Gains and losses	At 31 March 2022
	£	£	£	£	£	£
R&R Fund	8,449	-	-	-	-	8,449
Computer Equip fund	9,583	-	-	-	-	9,583
Little Bequest	293,374	71	(2,964)	-	17,657	308,138
General funds	841,573	406,603	(493,789)	-	(2,741)	751,646
	1,152,979	406,674	(496,753)	-	14,916	1,077,816

The Brewin Dolphin Investment Fund unrestricted fund records movements in the fair value of the investment portfolio held and the investment management fees.

The charity has two designated funds; the Repairs and Renewals Fund and the Computer Equipment Fund, the trustees did not wish to revise the amounts designated for future expenditure.

31 Analysis of net assets between funds

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible assets	16,772	9,271	26,043
Investment properties	-	121,197	121,197
Investments	312,978	-	312,978
Current assets/(liabilities)	735,534	250,988	986,522
Long term liabilities	(3,841)	-	(3,841)
	1,061,443	381,456	1,442,899

	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Tangible assets	16,250	-	16,250
Investment properties	-	121,197	121,197
Investments	344,402	-	344,402
Current assets/(liabilities)	717,164	245,575	962,739
	1,077,816	366,772	1,444,588

32 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023	2022
	£	£
Within one year	21,936	35,465
Between two and five years	24,733	10,736
In over five years	96,400	96,500
	143,069	142,701

33 Related party transactions

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

	Services received	
	2023	2022
	£	£
Other related parties	24,425	-

The following amounts were outstanding at the reporting end date:

	Amounts owed to related parties	
	2023	2022
	£	£
Other related parties	7,333	-

iCan Health & Fitness CIO has a trustee in common with the charity, whilst the trustee does not have majority control in either charity, the transactions between the two charities are disclosed above.

The Charity has a trading subsidiary company, Age UK Carlisle & Eden Enterprises Limited, company number 05416847, registered in England and Wales. The subsidiary is now dormant.

At the year end, the charity owed £nil to one trustee for bookkeeping and finance advice (2022: £400).

34 Subsidiaries

Details of the charity's subsidiaries at 31 March 2023 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held Direct	% Held Indirect
Age UK Carlisle & Eden Enterprises Limited	UK	Dormant	Ordinary Shares	100.00	

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/(Loss)	Capital and Reserves
	£	£
Age UK Carlisle & Eden Enterprises Limited	-	(3,687)

35 Contingencies

Contingent liabilities:
Prior to 1 April 2009 former employees of Age Concern Eden participated in a defined contributory pension scheme through the Pensions Trust, one part of which gives certain guarantees to members. The transfer of employees to Age UK Carlisle and Eden meant membership of the Pension Trust Scheme terminated and triggered a liability to the scheme equal to the full buy out cost for employees affected. Age Concern Eden paid £11,238 to cover the technical deficit. The residual liability, estimated by independent actuaries at £34,151 in September 2009, is guaranteed by Age UK Carlisle and Eden. The residual liability will vary according to the value of the Pension Trust fund assets and residual liabilities.

36 Cash generated from operations

	2023	2022 Restated
	£	£
Deficit for the year	(1,689)	(19,347)
Adjustments for:		
Investment income recognised in statement of financial activities	(16,771)	(10,465)
Gain on disposal of tangible fixed assets	(549)	(4,260)
Gain on disposal of investments	-	(5,622)
Fair value gains and losses on investments	28,289	(9,294)
Depreciation and impairment of tangible fixed assets	5,526	4,982
Movements in working capital:		
Decrease/(increase) in stocks	254	(947)
(Increase)/decrease in debtors	(45,663)	26,426
Increase/(decrease) in creditors	167,886	(29,825)
Cash generated from/(absorbed by) operations	137,283	(48,352)

37 Analysis of changes in net funds

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	1,016,430	145,781	1,162,211
Obligations under finance leases	(1,278)	(3,362)	(4,640)
	1,015,152	142,419	1,157,571

Age UK North Cumbria

England & Wales - Charity number 1128565

Accounts

COMPANY REGISTRATION NUMBER: 06785041
CHARITY REGISTRATION NUMBER: 1128565

Age UK Carlisle And Eden

Company Limited by Guarantee

Financial Statements

31 March 2022

SAINT & CO
Chartered Accountants & statutory auditor
Sterling House
Wavell Drive, Rosehill
Carlisle, Cumbria
CA1 2SA

Age UK Carlisle And Eden

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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Age UK Carlisle And Eden

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2022.

Chair's report

Age UK Carlisle and Eden are committed to offering help and support to older people living in the Carlisle and Eden area. We value the opinions and contributions older people make and actively promote their position in society.

The last 2 years we faced unprecedented challenges through the Covid-19 pandemic, however despite this setback Age UK Carlisle and Eden still delivered a comprehensive range of services to thousands of older people throughout Carlisle and Eden districts.
Services across all our departments are now operating as they were prior to COVID. As an organisation we continue to grow and strive to take things forward, constantly looking at new ways of working and improving how we help people to retain independence at home and promote physical and mental health and wellbeing.

We have created strong partnership links with other agencies and are a vital component of our local communities, including supporting statutory and NHS services.

Age UK Carlisle and Eden will continue to evolve and adapt to current trends and the ongoing commitment, dedication and compassion of all staff and volunteers ensures the continuing support and championing of Carlisle and Eden's older population'.

I would like to thank my fellow board members for their contribution and support in helping Age UK Carlisle and Eden fulfil their aims and objectives in making later life a more enjoyable experience for older people?

Chris Fuller
Chair

ACHIEVEMENTS AND PERFORMANCE

Review of achievements and performance

Age UK Carlisle and Eden are supported by the dedication and commitment of its strong team of 180+ volunteers to deliver the services and activities which are so vital to older people in Carlisle and Eden Districts. Volunteers are our most valuable and vital asset and bring a unique perspective to our work offering over two hundred hours per week of voluntary service. We are also indebted to the Chair and Board of Trustees for their leadership and direction.

Between 2021/22 Age UK Carlisle and Eden helped and supported over 2500 older people in the Carlisle and Eden area.

Home Support

Our 'Home Support' service offers much needed support to vulnerable people, helping them remain independent in their own homes. The service is delivered by a professional team of experienced and compassionate paid employees, there is a nominal charge to help recover any expenditure incurred.

Well@Home

Well@Home is a bespoke hospital discharge service funded by the North Cumbria NHS partnership. It includes assisted discharge from hospital with up to four weeks wrap around support in the individual’s home to aid recovery and prevent readmission.

Retail / Shops

We have six shops across the Carlisle and Eden districts, at Denton Holme and two in Carlisle, Brampton, Alston, and Kirkby Stephen. Shop sales and Gift Aid were hugely impacted by the two national lockdowns, however when open sales were buoyant. A huge thank you must go to all the volunteers who help us to open each shop every day, their support is appreciated.

Campaigns / Fundraising

Gift Aid is our main fund rising activity over £11,000 raised between 2021/2022.

Campaigns this year included the Winter Warmth campaign which was in collaboration with Cumbria Community Foundation and the Vulnerable Household fund which we distributed on behalf of Eden District Council.

Information and Advice Service

This service provides free, accessible information on a wide range of issues, including welfare benefits, income maximisation, housing and health care. Welfare benefits information is the most sought-after advice. Financial Inclusion is an important element of addressing needs, as it increases opportunities in terms of social activities, transport, domestic support, and aids and adaptations. The additional income is an added benefit to the local economy.

Figures from April 2021 to March 2022:

- Total enquiries - 2266
- The total amount of benefits and arrears secured in the period between April 2021 and March 2022 is £1,949,930 This is made up of £1,689,748 annual gain and £260,182 in back payments.
- Winter Warmth grants - £61,650 *Age UK Carlisle and Eden act as administrators for Cumbria Community Foundation in distributing grants to low-income households to help them pay for their fuel costs over the winter.

The Information Team give presentations, talks and attend joint events on a regular basis.

3 Kirkstone

3 Kirkstone cottage is available for use by staff and volunteers of Age UK Carlisle and Eden. The property is managed by the resort.

Quality Standards

AQS
IAQPS
CQS
ISO27001
The organisation is registered with the Fundraising Regulator.

FINANCIAL REVIEW

Review of the financial position of the charity

The Incoming Resources for the year ended 31st March 2022 were £629,734. Outgoing Resources amounted to £663,997. The deficit for the period was £19,347 which included an unrealised gain on investments of £14,916. Donations of £16,964 were received during the year together with a legacy of £7,480. Shop sales increased to £265,122 from a Covid 19 low of £79,839; not quite back to pre-Covid levels but heading in the right direction as public confidence grows.

The overall deficit of just £19,347 is as near to break even as we could hope to get and is a direct result of the Well at Home service we entered into with the NHS via Cumbria Community Foundation and Cumbria Voluntary Service. This contract has been renewed for the current financial year helping to free up beds in the hospitals and ensure a smooth transition from hospital to home for the former patients. The last year has seen many changes in the organisation as we emerge from Covid restrictions with an increased emphasis on social inclusion meanwhile the demand for our advice services remains high.

Reserves Policy

In order to ensure continuity of service to our clients, the management committee hopes to have reserves equal to a year's expenditure (on continuing activities) for each service, currently £663,997. This should give sufficient time to make alternative arrangements for services in the event of discontinuation of funding. Staff who have been employed continuously for more than 2 years would require redundancy payments from reserves if the charity had to cease.

On 31st March 2022 total reserves were £1,444,588 of which £366,772 were restricted and £308,137 were held as investments for a Bequest, which leaves remaining reserves on 31 March 2022 of £769,679. The reserves are greater than those required to be in line with the charity's reserve policy. The trustees felt that following an unprecedented pandemic and with the current unstable financial situation as a result of the war in Ukraine, such reserves would enable the charity to secure services in the future. The trustees are mindful of the large deficits that have occurred in past years and wish the charity to fulfil its mission statement for many years to come.

Included in the restricted reserves is £121,197 which can only be realised by disposing of tangible fixed assets and investment property.

Principal funding sources

The charity achieves its income from three main sources:

Direct fund-raising and income generation

From its six shops
From fund-raising events and collections
Age UK Income Generation Initiatives

Grants from other charities

The charity actively seeks grants from other charitable grant making bodies including the Big Lottery. Grants are noted in the financial statements, (notes five & six).

Investment policy and objectives
To maximise income and preserve capital. The Board aims to maximise the total investment return within the objectives of maintaining income while continuing to preserve the real value of investments and to maximise income on invested restricted funds.

OBJECTIVES AND ACTIVITIES

Summary of the objects of the charity
Age UK Carlisle and Eden seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Carlisle and Eden Districts or otherwise in the County of Cumbria (hereinafter called "the area of benefit")

Mission Statement
Age UK Carlisle and Eden seek to promote the contributions older people make to society and to promote their interests by working with and for them to help make older life a fulfilling and enjoyable experience.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Charity's aims and the changes it seeks to make through its activities

- To improve the quality of life of frail and elderly people
- To help towards the maintaining of independence
- To broaden interest and stimulate self-improvement
- To combat loneliness
- To promote health and a healthy lifestyle
- To provide advice and information
- To be alert for opportunities to influence and educate public opinion over issues which concern the wellbeing of the elderly population and to be ready if necessary to campaign on their behalf.
- To explore new opportunities and respond to them and to engage in research especially into areas of need within the district.
- To work with and look for ways of co-operating with statutory and other voluntary bodies and increase our ability to influence service provision with our key partners.
- To promote links with other Age UK organisations and to play an appropriate part in the Age UK structures at national, regional and county level.
- To ensure the highest standards in all our enterprises.
- To provide an appropriate structure of management, salaried workers and volunteers together with appropriate equipment to sustain and develop these areas.
- To raise and maintain the finance needed to achieve all these aims.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age UK Carlisle and Eden is a company limited by guarantee (Company Number 06785041) and is a registered charity no 1128565. It is governed by its constitution which is in its Memorandum of Articles of Association last amended 13 March 2009. Age UK Carlisle and Eden wholly own a separate Trading Company, which is Age UK Carlisle and Eden Enterprises Ltd, Company Number 5416847. There is a separate Board for this Company made up of 2 Directors, who are the Chairman of the Charity and the Chief Executive of the Charity. Due to the cessation of insurance services this company is now dormant.

Charitable objects

Age UK Carlisle and Eden seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Carlisle and Eden Districts or otherwise in the County of Cumbria (hereinafter called "the area of benefit").

Methods adopted for the recruitment and appointment of new trustees

Membership of the Board shall consist of:

(i) The Chair elected by members of the organisation

(ii) Such other number of persons elected by the members of the organisation as may from time to time be determined in regulations adopted and issued in accordance with Clause 25 of the Constitution.

(iii) Those persons co-opted by the Board of Trustees in accordance with Clause 27 of the Constitution.

All new and potential trustees are given a Trustee Induction Pack, which clearly explains their role, in terms of personal and legal duties. Trustees are also given the opportunity to access training, either locally or nationally to develop their skills and keep their knowledge current. Trustees are also invited to visit our services and activities and spend time with staff on their particular projects. An annual budget is allocated for Trustee training.

Organisational structure of the charity and how decisions are made

The Board of Trustees met five times during the year and were responsible for strategic direction, policy development and financial viability of the charity. The Chief Executive acts as Secretary to the Board and all operational matters are delegated to this post. The Trustees receive written reports from the Chief Executive, senior managers, project staff and other working groups on a regular basis.

Charity as part of a wider network

Age UK Carlisle and Eden is a member of the national Age UK organisation. This is a federation of over 150 charities operating under the name of Age England Association. Quality standards, agreed by the Age UK, must be met to remain in membership. The Chairman and Chief Executive regularly attend the Age UK Northwest Regional meetings. The Chief Executive and Senior Managers sit on a number of interagency groups. They use these forums to ensure that the views of older people are sought and used in in the shaping and delivery of services and that policy and service development is non-discriminatory on the grounds of age.

Relationship between the charity and related parties

This is an ongoing process and every opportunity is taken to raise the profile of the organisation. We do this through the local media, giving talks and holding events throughout Carlisle and Eden Districts, as well as the distribution of leaflets and posters to a wide range of public access venues.

Pay Policy for Senior Staff

The Trustees consider that the Board and the Senior Management Team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to

day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses are disclosed in note 20 to the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees use the National Joint Council (NJC) salary scales as a benchmark. Levels of pay are subject to affordability, job evaluation and necessary market adjustment.

Major risks to which the charity is exposed

The trustees have examined the major strategic, business and operational risks to which the charity is exposed, in particular those related to operations and finance, and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

This work has identified that financial sustainability is the major financial risk for the Charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank and active management of trade debtors and creditors balances to ensure sufficient working capital by the Charity.

Attention has also been focussed on non-financial risks, arising from fire, health and safety of staff and clients, management of funding, infection control and food hygiene. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place and regular awareness training for staff and volunteers working in these operational areas.

We have engaged consultants, Ellis Whittam, a company which provides information and advice on Employment Law matters through its consultancy programme.

Ellis Whittam are also engaged as consultants to provide Health and Safety advice and information.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity name	Age UK Carlisle And Eden
Charity registration number	1128565
Company registration number	06785041
Principal office and registered office	20 Spencer Street Carlisle Cumbria CA1 1BG

THE TRUSTEES

The trustees who served the company during the period were as follows:

Mr. Chris Fuller (Chair)
Mr. Jonty Hanlon
Mrs. Brenda Hill (Treasurer)
Mr. Stuart Irving
Ms. Alison Hampson
Ms. Gillian Linton
Mr. Andrew Shekell

Chief Executive	Mrs. Alison Ambrose
Other Senior Management	Ms. Rebecca Graham Mr. Paul Moffat
BANKERS	Lloyds Bank plc Lowther Street Carlisle, Cumbria, CA3 8DB
SOLICITORS	Bendles 22 Portland Square Carlisle, Cumbria, CA1 1PE
PERSONNEL CONSULTANTS	Ellis Whittam Ltd Woodhouse Church Lane Aldford, Chester, CA3 6JD
FINANCIAL ADVISORS	Brewin Dolphin Time Central Gallowgate Newcastle Upon Tyne, NE1 4SR
AUDITOR	Saint & Co Chartered Accountants & statutory auditor Sterling House Wavell Drive, Rosehill Carlisle, Cumbria CA1 2SA

EVENTS AFTER THE END OF THE REPORTING PERIOD

Particulars of events after the reporting date are detailed in note 37 to the financial statements.

TRUSTEES' RESPONSIBILITIES STATEMENT

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AUDITOR

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 24th October 2022 and signed on behalf of the board of trustees by:

Mr. Chris Fuller
Trustee

OPINION

We have audited the financial statements of Age UK Carlisle And Eden (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit;

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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.

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
  - performed analytical procedures to identify any unusual or unexpected relationships;
  - tested journal entries to identify unusual transactions;
  - assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
  - investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;

- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators (Charity Commission) and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Saint & Co is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

USE OF OUR REPORT

This report is made solely to the charity's members, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co
Chartered Accountants & statutory auditor

Sterling House
Wavell Drive, Rosehill
Carlisle, Cumbria
CA1 2SA

Date: 27th October 2022

Age UK Carlisle And Eden

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2022

	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 **Total funds £**	2021 Total funds £
Income and endowments					
Donations and legacies	**5**	42,398	150,737	**193,135**	459,010
Charitable activities	**6**	60,396	72,322	**132,718**	219,465
Other trading activities	**7**	267,897	–	**267,897**	80,051
Investment income	**8**	10,465	–	**10,465**	9,434
Other income	**9**	25,519	–	**25,519**	120
Total income		406,675	223,059	**629,734**	768,080
Expenditure					
Expenditure on raising funds:					
Costs of other trading activities	**10**	(247,598)	(13,334)	**(260,931)**	(214,253)
Costs of raising donations and legacies	**11**	(48,282)	–	**(48,282)**	(70,761)
Investment management costs	**12**	(2,964)	–	**(2,964)**	(2,498)
Expenditure on charitable activities	**13,14**	(197,910)	(153,909)	**(351,820)**	(299,454)
Total expenditure		(496,754)	(167,243)	**(663,997)**	(586,966)
Net gains on investments	**16**	14,916	–	**14,916**	61,513
Net (expenditure)/income and net movement in funds		(75,163)	55,816	**(19,347)**	242,627
Reconciliation of funds					
Total funds brought forward		1,152,979	310,956	**1,463,935**	1,221,308
Total funds carried forward		1,077,816	366,772	**1,444,588**	1,463,935

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 34 form part of these financial statements.

Age UK Carlisle And Eden

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2022

	Note	2022 £	£	2021 £
FIXED ASSETS				
Tangible fixed assets	**21**		**16,250**	1,972
Investments	**22**		**465,599**	453,576
			481,849	455,548
CURRENT ASSETS				
Stocks	**23**	**1,990**		1,043
Debtors	**24**	**19,564**		45,989
Cash at bank and in hand		**1,016,430**		1,068,211
		1,037,984		1,115,243
CREDITORS: amounts falling due within one year	**25**	**(75,245)**		(105,578)
NET CURRENT ASSETS			**962,739**	1,009,665
TOTAL ASSETS LESS CURRENT LIABILITIES			**1,444,588**	1,465,213
CREDITORS: amounts falling due after more than one year	**26**		**–**	(1,278)
NET ASSETS			**1,444,588**	1,463,935
FUNDS OF THE CHARITY				
Restricted funds			**366,772**	310,956
Unrestricted funds			**1,077,816**	1,152,979
Total charity funds	**31**		**1,444,588**	1,463,935

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under section 145 of the Charities Act 2011.

The trustees have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

These financial statements were approved by the board of trustees and authorised for issue on 24th October 2022, and are signed on behalf of the board by:

Mr. Chris Fuller
Trustee

Mrs. Brenda Hill
Trustee

Company Registration Number: 06785041

The notes on pages 17 to 34 form part of these financial statements.

Age UK Carlisle And Eden

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

	2022	2021
	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Net (expenditure)/income	**(19,347)**	242,627
Adjustments for:		
Depreciation of tangible fixed assets	**4,982**	4,242
Government grant income	**(15,578)**	(320,401)
Net (gains)/losses on investments	**(14,916)**	(61,513)
Dividends, interest and rents from investments	**(7,936)**	(6,299)
Other interest receivable and similar income	**(2,529)**	(3,135)
Interest payable and similar charges	**1,864**	1,016
Gains on disposal of tangible fixed assets	**(4,260)**	–
Changes in:		
Stocks	**(947)**	1,449
Trade and other debtors	**26,425**	(14,349)
Trade and other creditors	**(29,825)**	40,624
Cash generated from operations	**(62,067)**	(115,739)
Interest paid	**(1,864)**	(1,016)
Interest received	**2,529**	3,135
Net cash used in operating activities	**(61,402)**	(113,620)
CASH FLOWS FROM INVESTING ACTIVITIES		
Dividends, interest and rents from investments	**7,936**	6,299
Purchase of tangible assets	**(19,500)**	–
Proceeds from sale of tangible assets	**4,500**	–
Purchases of other investments	**(53,791)**	(30,679)
Proceeds from sale of other investments	**60,104**	34,459
Net cash (used in)/from investing activities	**(751)**	10,079
CASH FLOWS FROM FINANCING ACTIVITIES		
Government grant income	**15,578**	320,401
Payments of finance lease liabilities	**(1,787)**	(1,339)
Net cash from financing activities	**13,791**	319,062
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS	**(48,362)**	215,521
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	**1,074,386**	858,865
CASH AND CASH EQUIVALENTS AT END OF YEAR	**1,026,024**	1,074,386
RECONCILIATION WITH STATEMENT OF FINANCIAL POSITION		
CASH AT BANK AND IN HAND	**1,016,430**	1,068,211
CASH AND CASH EQUIVALENTS WITHIN FIXED ASSET INVESTMENTS	**9,594**	6,175
CASH AND CASH EQUIVALENTS AT END OF YEAR	**1,026,024**	1,074,386

The notes on pages 17 to 34 form part of these financial statements.

1. GENERAL INFORMATION

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

2. STATEMENT OF COMPLIANCE

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

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

Going concern

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

Consolidation

The entity has taken advantage of the exemption from preparing consolidated financial statements contained in Section 402 of the Companies Act 2006 on the basis that its subsidiary is excluded from consolidation on the grounds that its inclusion is not material for the purpose of giving a true and fair view.

Debtors

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

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 under the circumstances.

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. Management believe there are no key assumptions or other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities.

3. ACCOUNTING POLICIES *(continued)*

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account (other than those held for investment purposes).

Creditors and provisions

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

Fund accounting

Unrestricted funds consist of donations and other income received or generated for use towards the objectives of the Charity without further specified purpose and are available for use as general funds.

The Trustees have the discretion to allocate sums to particular funds as they so wish. Such funds are known as designated funds and remain unrestricted.

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. Grants received towards the core function of the Charity are recognised in full in the Statement of Financial Activities in the year in which they are entitled to be received. Grants received to fund the acquisition of fixed assets are allocated to designated funds held to meet depreciation costs charged in future years.

- where grants are received for specific purposes or services, these grants are shown within income from Charitable Activities. Where they relate to specific performance requirements, the income is deferred until these performance requirements are met.

- legacy income is recognised when receipt is probable and entitlement is established.

- items donated for resale are included in shop income when sold and no value is placed on stock at the year end. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

3. ACCOUNTING POLICIES ***(continued)***

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Costs relating to redundancy or termination payments are recognised as a liability and expense only when the company is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or contract end date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

The Charity capitalises assets with a value (either asset cost or, if donated, market worth) which exceeds £1,000. Assets with a value of less than £1,000 are written off in the Statement of Financial Activities as incurred.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold Property	-	Straight line over 25 years
Motor Vehicles	-	20% straight line
Computer and I.T Equipment	-	25% straight line

3. ACCOUNTING POLICIES *(continued)*

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Investments in subsidiaries are initially recorded at cost, and subsequently stated at cost less any accumulated impairment losses.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised in profit or loss.

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Stocks

The Charity holds stocks of donated goods in the shops. These stocks are gifted and are consequently not valued until sold. Goods purchased for resale are valued at the lower of cost and net realisable value.

Finance leases and hire purchase contracts

Assets held under finance leases and hire purchase contracts are recognised in the statement of financial position as assets and liabilities at the lower of the fair value of the assets and the present value of the minimum lease payments, which is determined at the inception of the lease term. Any initial direct costs of the lease are added to the amount recognised as an asset.

Lease payments are apportioned between the finance charges and reduction of the outstanding lease liability using the effective interest method. Finance charges are allocated to each period so as to produce a constant rate of interest on the remaining balance of the liability.

3. ACCOUNTING POLICIES *(continued)*

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

The charity operates a defined contribution pension scheme for employees. The assets of this scheme are held separately from those of the charity. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the charity in the year.

4. LIMITED BY GUARANTEE

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
DONATIONS			
Donations	16,964	–	**16,964**
LEGACIES			
Legacies	7,480	–	**7,480**
GRANTS			
Age UK	15,710	22,500	**38,210**
NHS	–	78,403	**78,403**
Cumbria Community Foundation	–	36,500	**36,500**
Government grant income	2,244	13,334	**15,578**
	42,398	150,737	**193,135**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
DONATIONS			
Donations	7,687	–	7,687
LEGACIES			
Legacies	30,025	–	30,025
GRANTS			
Age UK	56,492	–	56,492
NHS	–	–	–
Cumbria Community Foundation	44,405	–	44,405
Government grant income	320,401	–	320,401
	459,010	–	459,010

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Cumbria Community Foundation - Winter Warmth	–	4,161	**4,161**
Other Grant Income	23,593	68,161	**91,754**
Service Income - Day Care Charges	–	–	**–**
Service Income - Hire & Leisure Charges	4,333	–	**4,333**
Home Support Income	32,470	–	**32,470**
	60,396	72,322	**132,718**

6. CHARITABLE ACTIVITIES *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Cumbria Community Foundation - Winter Warmth	–	4,798	4,798
Other Grant Income	75,282	122,838	198,120
Service Income - Day Care Charges	88	–	88
Service Income - Hire & Leisure Charges	2,250	–	2,250
Home Support Income	14,209	–	14,209
	91,829	127,636	219,465

7. OTHER TRADING ACTIVITIES

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Shop income	265,122	**265,122**	79,839	79,839
Third party sales commission	2,775	**2,775**	212	212
	267,897	**267,897**	80,051	80,051

8. INVESTMENT INCOME

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Income from listed investments	7,936	**7,936**	6,299	6,299
Bank interest receivable	2,529	**2,529**	3,135	3,135
	10,465	**10,465**	9,434	9,434

9. OTHER INCOME

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Gain on disposal of tangible fixed assets held for charity's own use	4,260	**4,260**	–	–
Other income	10,200	**10,200**	–	–
Gift Aid Commission	11,059	**11,059**	120	120
	25,519	**25,519**	120	120

10. COSTS OF RAISING DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Costs of generating income - Shops	247,598	13,334	**260,931**

10. COSTS OF RAISING DONATIONS AND LEGACIES *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Costs of generating income - Shops	214,253	–	214,253

11. COSTS OF OTHER TRADING ACTIVITIES

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Costs of other trading activities - Fundraising	48,282	**48,282**	70,761	70,761

12. INVESTMENT MANAGEMENT COSTS

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Portfolio management	2,964	**2,964**	2,498	2,498

13. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Day Care & Related Activities	–	–	**–**
Advocacy, Advice and Information	49,436	122,459	**171,895**
Other Services (inc Home Support)	52,892	21,718	**74,610**
Support costs	95,582	9,732	**105,315**
	197,910	153,909	**351,820**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Day Care & Related Activities	672	–	672
Advocacy, Advice and Information	63,659	49,554	113,213
Other Services (inc Home Support)	5,990	34,375	40,365
Support costs	126,545	18,659	145,204
	196,866	102,588	299,454

14. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs £	**Total funds 2022 £**	Total fund 2021 £
Day Care & Related Activities	–	–	**–**	672
Advocacy, Advice and Information	171,894	40,659	**212,553**	172,802
Other Services (inc Home Support)	74,609	20,190	**94,799**	64,574
Governance costs	–	44,468	**44,468**	61,406
	246,503	105,317	**351,820**	299,454

15. ANALYSIS OF SUPPORT COSTS

	Advocacy, Advice and Information £	Shopmobility and Lowthwaite Lodge £	Other Activities including shops £	**Total 2022 £**	Total 2021 £
Staff costs	20,970	12,191	–	**33,161**	59,056
General office	19,689	7,999	–	**27,688**	24,742
Governance costs	3,894	3,009	37,565	**44,468**	61,406
	44,553	23,199	37,565	**105,317**	145,204

Support costs have been apportioned over the various activities of the charity including costs of generating funds as well as costs of charitable activities. The costs have been apportioned on the basis of the number of staff working within each activity the charity performs.

16. NET GAINS ON INVESTMENTS

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Gains/(losses) on investment assets - Realised	5,622	**5,622**	2,343	2,343
Gains/(losses) on investment assets - Unrealised	9,294	**9,294**	59,170	59,170
	14,916	**14,916**	61,513	61,513

17. NET (EXPENDITURE)/INCOME

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

	2022 £	2021 £
Depreciation of tangible fixed assets	**4,982**	4,242
Gains on disposal of tangible fixed assets	**(4,260)**	–
Fees payable for the audit of the financial statements	**9,500**	10,500
Operating lease payments recognised as an expense	**65,997**	55,667

18. STAFF COSTS

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	**427,365**	386,839
Social security costs	**24,443**	18,606
Employer contributions to pension plans	**10,343**	8,392
Other employee benefits	**1,966**	1,956
	464,117	415,793

During the year the charity paid out £nil (2021: £15,904) in redundancy payments.

The average head count of employees during the year was 31 (2021: 25). The average number of full-time equivalent employees was 23 (2021: 18). The average number of employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of services staff	**12**	12
Number of fundraising and trading staff	**16**	10
Administrative staff	**2**	2
Management staff	**1**	1
	31	25

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £95,063 (2021:£89,223).

19. TRUSTEE REMUNERATION AND EXPENSES

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

During the current and prior year no expenses were reimbursed to trustees.

20. TRANSFERS BETWEEN FUNDS

A transfer was made out of the Cumbria Community Foundation restricted fund in the prior year to the general fund for fees taken in relation to administering grants in the prior year.

21. TANGIBLE FIXED ASSETS

	Short leasehold property	Motor vehicles	Equipment	**Total**
	£	£	£	**£**
Cost				
At 1 April 2021	378,000	7,200	72,522	**457,722**
Additions	–	19,500	–	**19,500**
Disposals	–	(7,200)	–	**(7,200)**
At 31 March 2022	378,000	19,500	72,522	**470,022**
Depreciation				
At 1 April 2021	378,000	6,720	71,030	**455,750**
Charge for the year	–	3,490	1,492	**4,982**
Disposals	–	(6,960)	–	**(6,960)**
At 31 March 2022	378,000	3,250	72,522	**453,772**
Carrying amount				
At 31 March 2022	–	16,250	–	**16,250**
At 31 March 2021	–	480	1,492	1,972

22. INVESTMENTS

	Cash or cash equivalents	Listed investments	Investment properties	Shares in group undertakings	**Total**
	£	£	£	£	**£**
Cost or valuation					
At 1 April 2021	6,175	326,202	121,197	2	**453,576**
Additions	–	53,791	–	–	**53,791**
Disposals	–	(54,481)	–	–	**(54,481)**
Other movements	3,419	9,294	–	–	**12,713**
At 31 March 2022	9,594	334,806	121,197	2	**465,599**
Impairment					
At 1 April 2021 and 31 March 2022				–	**–**
Carrying amount					
At 31 March 2022	9,594	334,806	121,197	2	**465,599**
At 31 March 2021	6,175	326,202	121,197	2	453,576

All investments shown above are held at valuation.

22. INVESTMENTS ***(continued)***

Investment properties

The trustees do not believe the value of the investment property addition has altered significantly since it was bought by the charity in 2016. The trustees believe that the existing investment property (transferred from tangible fixed assets on transition to FRS102) is equivalent to its carrying amount prior to transfer as the property is on a short lease and considering the state of repair the trustees believe the value of the property will only depreciate. The fair value is not based on a valuation by an independent valuer.

Financial assets held at fair value

Listed investments are valued at fair value, being their market value at the balance sheet date. All remaining investments (excluding investment property) are held at cost.

Investments in group undertakings

The parent charity has an investment in Age UK Carlisle & Eden Enterprises Limited as the sole shareholder. In December 2017, Age UK Carlisle & Eden Enterprises Limited ceased to trade and has been a dormant company throughout the year to 31 March 2022. The company is limited by shares and incorporated in England & Wales, it's registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

	2022	2021
	£	£
Aggregate Capital & Reserves at 31st March	**(3,687)**	(3,687)
Liabilities at 31st March	**3,687**	3,687

23. STOCKS

	2022	2021
	£	£
Raw materials and consumables	**1,990**	1,043

24. DEBTORS

	2022	2021
	£	£
Trade debtors	**5,611**	17,313
Prepayments and accrued income	**12,690**	17,176
Other debtors	**1,263**	11,500
	19,564	45,989

25. CREDITORS: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	**16,445**	7,776
Accruals and deferred income	**33,078**	71,817
Obligations under finance leases and hire purchase contracts	**1,278**	1,787
Other creditors	**24,444**	24,198
	75,245	105,578

Included in accruals and deferred income as stated above are receipts in advance which are deferred and released in future periods.

26. CREDITORS: amounts falling due after more than one year

	2022	2021
	£	£
Obligations under finance leases and hire purchase contracts	**–**	1,278

27. FINANCE LEASES AND HIRE PURCHASE CONTRACTS

The total future minimum lease payments under finance leases and hire purchase contracts are as follows:

	2022	2021
	£	£
Not later than 1 year	**1,326**	1,990
Later than 1 year and not later than 5 years	**–**	1,326
	1,326	3,316
Less: future finance charges	**(48)**	(251)
Present value of minimum lease payments	**1,278**	3,065

28. DEFERRED INCOME

	2022	2021
	£	£
At 1 April 2021	**31,625**	25,750
Amount released to income	**(31,625)**	(24,125)
Amount deferred in year	**–**	30,000
At 31 March 2022	**–**	31,625

Deferred income relates to funding income received in advance of providing the services for which they have been paid.

29. PENSIONS AND OTHER POST RETIREMENT BENEFITS

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £10,343 (2021: £8,392).

30. GOVERNMENT GRANTS

The amounts recognised in the financial statements for government grants are as follows:

	2022	2021
	£	£
Recognised in income from donations and legacies:		
Government grants income	**15,578**	320,401

Government grants income above includes the following; £2,244 (2021: £120,887) relates to the coronavirus job retention scheme and £13,334 (2021: £199,514) relates to various local authority discretionary grants relating to Coronavirus for the charity's various premises.

31. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 Apr 2021	Income	Expenditure	Transfers	Gains and losses	**At 31 Mar 2022**
	£	£	£	£	£	**£**
General funds	841,574	406,604	(493,790)	–	(2,741)	**751,647**
Brewin Dolphin Investment Fund	293,373	71	(2,964)	–	17,657	**308,137**
Repairs and Renewals Fund	8,449	–	–	–	–	**8,449**
Computer Equipment Fund	9,583	–	–	–	–	**9,583**
	1,152,979	406,675	(496,754)	–	14,916	**1,077,816**

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
	£	£	£	£	£	£
General funds	678,325	638,256	(481,880)	4,923	1,950	841,574
Brewin Dolphin Investment Fund	234,120	2,188	(2,498)	–	59,563	293,373
Repairs and Renewals Fund	8,449	–	–	–	–	8,449
Computer Equipment Fund	9,583	–	–	–	–	9,583
	930,477	640,444	(484,378)	4,923	61,513	1,152,979

31. ANALYSIS OF CHARITABLE FUNDS (continued)

The Brewin Dolphin Investment Fund unrestricted fund records movements in the fair value of the investment portfolio held and the investment management fees.

The charity has two designated funds; the Repairs and Renewals Fund and the Computer Equipment Fund, the trustees did not wish to revise the amounts designated for future expenditure.

Restricted funds

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2022 £**
CCF Pappagallino fund	–	30,000	(30,000)	–	–	**–**
Armed Forces Covenant	–	250	(250)	–	–	**–**
Cumbria Community Foundation	–	4,161	(4,161)	–	–	**–**
Terry Bequest - Cottage purchase	121,197	–	–	–	–	**121,197**
Terry Bequest Reserve	169,509	–	(5,572)	–	–	**163,937**
Fall Prevention - Carlisle	20,250	–	(20,250)	–	–	**–**
People's Postcode Trust	–	1,625	(1,625)	–	–	**–**
Lottery - P.A.L	–	1,875	(1,875)	–	–	**–**
CCF/NHS - Well at Home	–	78,403	(19,842)	–	–	**58,561**
CC Fund - Friends Together	–	6,500	(3,250)	–	–	**3,250**
HSBC G.R.O.W. Social inclusion	–	7,780	(5,719)	–	–	**2,061**
CVS - Health and Welfare calls	–	15,000	(15,000)	–	–	**–**
Henry Lonsdale Charitable Trust	–	29,131	(21,830)	–	–	**7,301**
Age UK - Building Better Lives	–	22,500	(22,500)	–	–	**–**
Covid Restart Grants	–	13,334	(13,334)	–	–	**–**
Sports England	–	6,600	(2,000)	–	–	**4,600**
CCF - Tea in the park	–	1,500	(35)	–	–	**1,465**
CCC - Carlisle Healthy Ageing City Project	–	4,400	–	–	–	**4,400**
	310,956	223,059	(167,243)	–	–	**366,772**

31. ANALYSIS OF CHARITABLE FUNDS

	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2021 £
CCF Pappagallino fund	–	10,000	(10,000)	–	–	–
Armed Forces Covenant	–	9,753	(9,753)	–	–	–
Cumbria Community Foundation	125	4,798	–	(4,923)	–	–
Terry Bequest - Cottage purchase	121,197	–	–	–	–	121,197
Terry Bequest Reserve	169,509	–	–	–	–	169,509
CCF Winter Resilience	–	18,000	(18,000)	–	–	–
Fall Prevention - Carlisle	–	27,000	(6,750)	–	–	20,250
No Place Like Home - Carlisle	–	6,980	(6,980)	–	–	–
No Place Like Home - Penrith	–	6,980	(6,980)	–	–	–
People's Postcode Trust	–	9,750	(9,750)	–	–	–
Lottery - P.A.L	–	24,375	(24,375)	–	–	–
Home Support	–	10,000	(10,000)	–	–	–
	290,831	127,636	(102,588)	(4,923)	–	310,956

The Cumbria Community Foundation restricted fund relates to the Winter Warmth commission received for administering the grant on behalf of CCF.

The Terry Bequest has been used to purchase a property. Income from this property can be used for unrestricted purposes. The expenditure on these funds relates to impairment and repair work covered under the terms of the legacy. The Terry Bequest Reserve fund is held for a future property purchase and repairs.

The CCF Pappagallino Fund, Armed Forces Covenant, CCF Winter Resilience, Fall Prevention, No Place Like Home, People's Postcode Trust, Lottery P.A.L., CVS Health and Welface Calls, Age UK and Home Support funds relate to monies received and expenses related to the services provided under the grant terms.

The CCF/NHS Well at Home, CC Fund - Friends together, HSBC G.R.O.W. Social inclusion and CCF Tea in the Park funds are held in relation to services not yet fully provided.

The Henry Lonsdale Charitable Trust funds relate to the provision of information and advice to elderly people and runs to June 2022. Sports England funds are to be used to run 10 events by December 2022.

Carlisle Healthy Aging City Project Funds are to be spent compiling a bid for "Healthy Aging City" status.

The Covid Restart grants were received for the various charity shops and have helped fund running costs.

32. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Tangible fixed assets	16,250	–	**16,250**
Investments	344,402	121,197	**465,599**
Current assets	792,409	245,575	**1,037,984**
Creditors less than 1 year	(75,245)	–	**(75,245)**
Creditors greater than 1 year	–	–	**–**
Net assets	1,077,816	366,772	**1,444,588**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	1,972	–	1,972
Investments	332,379	121,197	453,576
Current assets	925,484	189,759	1,115,243
Creditors less than 1 year	(105,578)	–	(105,578)
Creditors greater than 1 year	(1,278)	–	(1,278)
Net assets	1,152,979	310,956	1,463,935

33. FINANCIAL INSTRUMENTS

The carrying amount for each category of financial instrument is as follows:

	2022 £	2021 £
Financial assets measured at fair value through income and expenditure		
Listed investments	**334,806**	326,202

34. ANALYSIS OF CHANGES IN NET DEBT

	At 1 Apr 2021 £	Cash flows £	**At 31 Mar 2022 £**
Cash at bank and in hand	1,068,211	(51,781)	**1,016,430**
Cash and cash equivalents with fixed asset investments	6,175	3,419	**9,594**
Debt due within one year	(1,787)	509	**(1,278)**
Debt due after one year	(1,278)	1,278	**–**
	1,071,321	(46,575)	**1,024,746**

35. OPERATING LEASE COMMITMENTS

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022	2021
	£	£
Not later than 1 year	**35,465**	47,132
Later than 1 year and not later than 5 years	**10,736**	35,101
Later than 5 years	**96,500**	97,700
	142,701	179,933

36. CONTINGENCIES

Contingent liabilities:
Prior to 1 April 2009 former employees of Age Concern Eden participated in a defined contributory pension scheme through the Pensions Trust, one part of which gives certain guarantees to members. The transfer of employees to Age UK Carlisle and Eden meant membership of the Pension Trust Scheme terminated and triggered a liability to the scheme equal to the full buy out cost for employees affected. Age Concern Eden paid £11,238 to cover the technical deficit. The residual liability, estimated by independent actuaries at £34,151 in September 2009, is guaranteed by Age UK Carlisle and Eden. The residual liability will vary according to the value of the Pension Trust fund assets and residual liabilities.

37. POST BALANCE SHEET EVENTS

The charity's investment portfolios have suffered large decreases in values. The latest available valuation showed the value had dropped to £308,000 down from £357,000 at the year end, this is a reduction of £49,000 since the year end. However the trustees believe further decreases will have occurred since the most recent valuation dates.

38. RELATED PARTIES

The Charity has a trading subsidiary company, Age UK Carlisle & Eden Enterprises Limited, company number 05416847, registered in England and Wales. The subsidiary is now dormant.

At the year end, the charity owed £400 to one trustee for bookkeeping and finance advice (2021: £nil)

Age UK North Cumbria

England & Wales - Charity number 1128565

Accounts

COMPANY REGISTRATION NUMBER: 06785041
CHARITY REGISTRATION NUMBER: 1128565

Age UK Carlisle And Eden

Company Limited by Guarantee

Financial Statements

31 March 2021

SAINT & CO
Chartered Accountants & statutory auditor
Sterling House
Wavell Drive, Rosehill
Carlisle, Cumbria
CA1 2SA

Age UK Carlisle And Eden

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

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Age UK Carlisle And Eden

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

Chair's report

Age UK Carlisle and Eden are committed to offering help and support to older people living in the Carlisle and Eden area. We value the opinions and contributions older people make and actively promote their position in society.

The last year we faced unprecedented challenges through the Covid-19 pandemic, as a direct result we had to close our day services and a staffing restructure was implemented, however despite this setback Age UK Carlisle and Eden still delivered a comprehensive range of services to thousands of older people throughout Carlisle and Eden districts. We provided emergency support to many, devised new ways of working and continued to help people to retain independence at home and promote physical and mental health and wellbeing.

Our adapted services delivered support on-line or via the telephone including Information and Advice, social inclusion, and volunteering opportunities. Partnerships with other agencies increased as we became a vital component of local community support. We continued to raise funds locally through our retail outlets albeit them being closed during national lockdowns.

Age UK Carlisle and Eden will continue to evolve and adapt to current trends and the ongoing commitment, dedication and compassion of all staff and volunteers ensures the continuing support and championing of Carlisle and Eden's older population'.

Can I thank my fellow board members for their contribution and support in helping Age UK Carlisle and Eden fulfil their aims and objectives in making later life a more enjoyable experience for older people?

Chris Fuller
Chair

STRATEGIC REPORT

The following sections for achievements and performance and financial review form the strategic report of the charity.

ACHIEVEMENTS AND PERFORMANCE

Review of achievements and performance

Age UK Carlisle and Eden are supported by the dedication and commitment of its strong team of some 180+ volunteers to deliver the services and activities which are so vital to older people in Carlisle and Eden Districts. Volunteers are our most valuable and vital asset to the organisation and bring a unique perspective to our work offering over three hundred hours per week of voluntary service. We are also indebted to the Chair and Board of Trustees for their leadership and direction.

Between 2020/21 and amid the greatest global crisis since WW2 Age UK Carlisle and Eden helped over two thousand older people in the Carlisle and Eden area. We delivered emergency shopping and medical supplies to vulnerable people shielding throughout lockdown and provided wellbeing phone calls to prevent social isolation.

Home Support

Our 'Home Support' service offers much needed support to vulnerable people, helping them remain independent in their own homes. This service is delivered by paid employees, there is a nominal charge to help recover any expenditure incurred.

Retail / Shops

We have six shops across the Carlisle and Eden districts, at Denton Holme and two in Carlisle, Brampton, Alston, and Kirkby Stephen. Shop sales and Gift Aid were hugely impacted by the two national lockdowns, however when open sales were buoyant. A huge thank you must go to all the volunteers who help us to open each shop every day, their support is appreciated.

Campaigns / Fundraising

Gift Aid is our main fund rising activity and this has been severely impacted by the COVID crisis with only £1,964 raised between 2020/2021 due to the extensive shop closures.

Campaigns this year included the Winter Warmth campaign which was in collaboration with Cumbria Community Foundation.

Information and Advice Service

This service provides free, accessible information on a wide range of issues, including welfare benefits, income maximisation, housing and health care. Welfare benefits information is the most sought after advice. Financial Inclusion is an important element of addressing needs, as it increases opportunities in terms of social activities, transport, domestic support, and aids and adaptations. The additional income is an added benefit to the local economy.

Figures from April 2020 to March 2021:

- Total enquiries - 1646
- The total amount of benefits and arrears secured in the period between April 2020 and March 2021 is £1,386,697. This is made up of £1,319,669 annual gain and £67,296 in back payments.
- Winter Warmth grants - £49,500. *Age UK Carlisle and Eden act as administrators for Cumbria Community Foundation in distributing grants to low-income households to help them pay for their fuel costs over the winter.

The Information Team give presentations, talks and attend joint events on a regular basis.

3 Kirkstone

3 Kirkstone cottage is available for use by staff and volunteers of Age UK Carlisle and Eden. The property is managed by the resort.

Quality Standards

AQS
IAQPS
CQS
ISO27001
The organisation is registered with the Fundraising Regulator.

FINANCIAL REVIEW

Review of the financial position of the charity

The Incoming Resources for the year ended 31st March 2021 were £768,080. Outgoing Resources amounted to £586,966. The surplus for the period was £242,627 which included an unrealised gain on investments of £61,513. This gain refunds the £27,551 loss on our investments which took place in the last week of March 2020 following lockdown and shows a further gain of £33,962 throughout the year. Donations of £7,687 were received during the year. Shop sales decreased from £328,333 in 2020 to £80,051 in 2021, a not unexpected result when trading only took place for 19 weeks due to Covid 19 lockdowns.

Given the circumstances the results for the year are a pleasant surprise, the charity has made a surplus of £242,627 against a deficit last year of £296,546. The furlough scheme, local authority shop grants, Covid grants from Age UK National and Cumbria Community Foundation have all helped to enable us to operate at full capacity for all but the initial lockdown when we ran on a skeleton staff. We took an early decision to cease day-care facilities which had been struggling for numbers and this resulted in 2 redundancies; other former day-care staff moved to home support for which demand has greatly increased.

Reserves Policy

In order to ensure continuity of service to our clients, the management committee hopes to have reserves equal to half a year's expenditure (on continuing activities) for each service, currently £293,484. This should give sufficient time to make alternative arrangements for services in the event of discontinuation of funding. Staff who have been employed continuously for more than 2 years would require redundancy payments from reserves if the charity had to cease.

On 31st March 2021 total reserves were £1,463,935 of which £310,956 were restricted, £18,032 were designated and £293,373 were held as investments for a Bequest, which leaves remaining reserves on 31 March 2021 of £841,574. The reserves are greater than those required to be in line with the charity's reserve policy. After due consideration the trustees felt that following an unprecedented pandemic and with major funding due to cease early in 2022, such reserves would enable the charity to secure services in the future. The trustees are mindful of the large deficits that have occurred in past years and wish the charity to fulfil its mission statement for many years to come.

Included in reserves is £123,169 which can only be realised by disposing of tangible fixed assets of £1,972 and investment property of £121,197. This leaves the charity with free reserves of £839,602.

Principal funding sources

The charity achieves its income from three main sources:

Direct fund-raising and income generation

From its six shops
From fund-raising events and collections
Age UK Income Generation Initiatives

Grants from other charities

The charity actively seeks grants from other charitable grant making bodies including the Big Lottery. Grants are noted in the financial statements, (notes five & six).

Investment policy and objectives

To maximise income and preserve capital. The Board aims to maximise the total investment return within the objectives of maintaining income while continuing to preserve the real value of investments and to maximise income on invested restricted funds.

OBJECTIVES AND ACTIVITIES

Summary of the objects of the charity
Age UK Carlisle and Eden seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Carlisle and Eden Districts or otherwise in the County of Cumbria (hereinafter called "the area of benefit")

Mission Statement
Age UK Carlisle and Eden seek to promote the contributions older people make to society and to promote their interests by working with and for them to help make older life a fulfilling and enjoyable experience.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Charity's aims and the changes it seeks to make through its activities

- To improve the quality of life of frail and elderly people
- To help towards the maintaining of independence
- To broaden interest and stimulate self-improvement
- To combat loneliness
- To promote health and a healthy lifestyle
- To provide advice and information
- To be alert for opportunities to influence and educate public opinion over issues which concern the wellbeing of the elderly population and to be ready if necessary to campaign on their behalf.
- To explore new opportunities and respond to them and to engage in research especially into areas of need within the district.
- To work with and look for ways of co-operating with statutory and other voluntary bodies and increase our ability to influence service provision with our key partners.
- To promote links with other Age UK organisations and to play an appropriate part in the Age UK structures at national, regional and county level.
- To ensure the highest standards in all our enterprises.
- To provide an appropriate structure of management, salaried workers and volunteers together with appropriate equipment to sustain and develop these areas.
- To raise and maintain the finance needed to achieve all these aims.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age UK Carlisle and Eden is a company limited by guarantee (Company Number 06785041) and is a registered charity no 1128565. It is governed by its constitution which is in its Memorandum of Articles of Association last amended 13 March 2009. Age UK Carlisle and Eden wholly own a separate Trading Company, which is Age UK Carlisle and Eden Enterprises Ltd, Company Number 5416847. There is a separate Board for this Company made up of 2 Directors, who are the Chairman of the Charity and the Chief Executive of the Charity. Due to the cessation of insurance services this company is now dormant.

Charitable objects

Age UK Carlisle and Eden seeks to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around Carlisle and Eden Districts or otherwise in the County of Cumbria (hereinafter called "the area of benefit").

Methods adopted for the recruitment and appointment of new trustees

Membership of the Board shall consist of:

(i) The Chair elected by members of the organisation

(ii) Such other number of persons elected by the members of the organisation as may from time to time be determined in regulations adopted and issued in accordance with Clause 25 of the Constitution.

(iii) Those persons co-opted by the Board of Trustees in accordance with Clause 27 of the Constitution.

All new and potential trustees are given a Trustee Induction Pack, which clearly explains their role, in terms of personal and legal duties. Trustees are also given the opportunity to access training, either locally or nationally to develop their skills and keep their knowledge current. Trustees are also invited to visit our services and activities and spend time with staff on their particular projects. An annual budget is allocated for Trustee training.

Organisational structure of the charity and how decisions are made

The Board of Trustees met five times during the year and were responsible for strategic direction, policy development and financial viability of the charity. The Chief Executive acts as Secretary to the Board and all operational matters are delegated to this post. The Trustees receive written reports from the Chief Executive, senior managers, project staff and other working groups on a regular basis.

Charity as part of a wider network

Age UK Carlisle and Eden is a member of the national Age UK organisation. This is a federation of over 150 charities operating under the name of Age England Association. Quality standards, agreed by the Age UK, must be met to remain in membership. The Chairman and Chief Executive regularly attend the Age UK Northwest Regional meetings. The Chief Executive and Senior Managers sit on a number of interagency groups. They use these forums to ensure that the views of older people are sought and used in in the shaping and delivery of services and that policy and service development is non-discriminatory on the grounds of age.

Relationship between the charity and related parties

This is an ongoing process and every opportunity is taken to raise the profile of the organisation. We do this through the local media, giving talks and holding events throughout Carlisle and Eden Districts, as well as the distribution of leaflets and posters to a wide range of public access venues.

Pay Policy for Senior Staff

The Trustees consider that the Board and the Senior Management Team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to

day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses are disclosed in note 20 to the accounts.

The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees use the National Joint Council (NJC) salary scales as a benchmark. Levels of pay are subject to affordability, job evaluation and necessary market adjustment.

Major risks to which the charity is exposed

The trustees have examined the major strategic, business and operational risks to which the charity is exposed, in particular those related to operations and finance, and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

This work has identified that financial sustainability is the major financial risk for the Charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank and active management of trade debtors and creditors balances to ensure sufficient working capital by the Charity.

Attention has also been focussed on non-financial risks, arising from fire, health and safety of staff and clients, management of funding, infection control and food hygiene. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place and regular awareness training for staff and volunteers working in these operational areas.

We have engaged consultants, Ellis Whittam, a company which provides information and advice on Employment Law matters through its consultancy programme.

Ellis Whittam are also engaged as consultants to provide Health and Safety advice and information.

PLANS FOR FUTURE PERIODS

The main activities for 2021/22 have been agreed as follows:

- To ensure that all older people have access to information, enabling them to have choice and control over how they live their lives.
- To ensure that older people will inform and have influence over local decision making, policy development and that their views shape current and future service delivery.
- To provide and support the development of outcomes focused services that promote independence, wellbeing and choice that meet the needs and aspirations of older people living in Carlisle and Eden.
- To be an effective partner within Age England Association, the local Voluntary and Community Sector and Statutory bodies to influence planning, promote good practice and challenge discrimination relating to older people.
- To deliver quality assured services across all areas of our work and to be the first choice provider within the Voluntary and Community Sector for the delivery of services for older people.
- To develop sustainability through an effective business structure that will support the work of the organisation and its impact on the local economy.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity name	Age UK Carlisle And Eden
Charity registration number	1128565
Company registration number	06785041
Principal office and registered office	20 Spencer Street Carlisle Cumbria CA1 1BG

THE TRUSTEES

The trustees who served the company during the period were as follows:

Mr. Chris Fuller (Chair)
Mr. Jonty Hanlon
Mrs. Brenda Hill (Treasurer)
Mr. Kevin Walsh (resigned Jan 2021)
Mr. Stuart Irving
Ms. Alison Hampson
Ms. Gillian Linton
Mr. Andrew Shekell (appointed Jan 2021)

Chief Executive	Mrs. Alison Ambrose
Other Senior Management	Ms. Rebecca Graham Mr. Paul Moffat
PERSONNEL CONSULTANTS	Ellis Whittam Ltd Woodhouse Church Lane Aldford, Chester, CA3 6JD
FINANCIAL ADVISORS	Brewin Dolphin Time Central Gallowgate Newcastle Upon Tyne, NE1 4SR
AUDITOR	Saint & Co Chartered Accountants & statutory auditor Sterling House Wavell Drive, Rosehill Carlisle, Cumbria CA1 2SA
BANKERS	Lloyds TSB Lowther Street Carlisle, CA3 8DB
SOLICITORS	Bendles Solicitors Portland Building Cooper Way, Kingstown Carlisle CA3 0JG

TRUSTEES' RESPONSIBILITIES STATEMENT

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AUDITOR

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report and the strategic report were approved on 08/10/2021 and signed on behalf of the board of trustees by:

Mr. Chris Fuller
Trustee

OPINION

We have audited the financial statements of Age UK Carlisle And Eden (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit;

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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.

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
    - performed analytical procedures to identify any unusual or unexpected relationships;
    - tested journal entries to identify unusual transactions;
    - assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
    - investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;

- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators (Charity Commission) and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

USE OF OUR REPORT

This report is made solely to the charity's members, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co
Chartered Accountants & statutory auditor

Sterling House
Wavell Drive, Rosehill
Carlisle, Cumbria
CA1 2SA

14th October 2021

Saint & Co is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Age UK Carlisle And Eden

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2021

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 **Total funds** £	2020 Total funds £
Income and endowments					
Donations and legacies	**5**	459,010	–	**459,010**	39,616
Charitable activities	**6**	91,829	127,636	**219,465**	188,638
Other trading activities	**7**	80,051	–	**80,051**	328,333
Investment income	**8**	9,434	–	**9,434**	15,108
Other income	**9**	120	–	**120**	10,300
Total income		640,444	127,636	**768,080**	581,995
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	**10**	(214,253)	–	**(214,253)**	(271,917)
Costs of other trading activities	**11**	(70,761)	–	**(70,761)**	(48,034)
Investment management costs	**12**	(2,498)	–	**(2,498)**	(2,647)
Expenditure on charitable activities	**13,14**	(196,866)	(102,588)	**(299,454)**	(528,239)
Other expenditure	**16**	–	–	**–**	(153)
Total expenditure		(484,378)	(102,588)	**(586,966)**	(850,990)
Net gains/(losses) on investments	**17**	61,513	–	**61,513**	(27,551)
Net income/(expenditure)		217,579	25,048	**242,627**	(296,546)
Transfers between funds		4,923	(4,923)	**–**	–
Net movement in funds		222,502	20,125	**242,627**	(296,546)
Reconciliation of funds					
Total funds brought forward		930,477	290,831	**1,221,308**	1,517,854
Total funds carried forward		1,152,979	310,956	**1,463,935**	1,221,308

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 18 to 35 form part of these financial statements.

Age UK Carlisle And Eden

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	2021 £	2020 £
FIXED ASSETS				
Tangible fixed assets	**22**		**1,972**	6,214
Investments	**23**		**453,576**	394,716
			455,548	400,930
CURRENT ASSETS				
Stocks	**24**	**1,043**		2,492
Debtors	**25**	**45,989**		31,640
Cash at bank and in hand		**1,068,211**		853,818
		1,115,243		887,950
CREDITORS: amounts falling due within one year	**26**	**(105,578)**		(65,083)
NET CURRENT ASSETS			**1,009,665**	822,867
TOTAL ASSETS LESS CURRENT LIABILITIES			**1,465,213**	1,223,797
CREDITORS: amounts falling due after more than one year	**27**		**(1,278)**	(2,489)
NET ASSETS			**1,463,935**	1,221,308
FUNDS OF THE CHARITY				
Restricted funds			**310,956**	290,831
Unrestricted funds			**1,152,979**	930,477
Total charity funds	**32**		**1,463,935**	1,221,308

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under section 145 of the Charities Act 2011.

The trustees have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The statement of financial position
continues on the following page.

The notes on pages 18 to 35 form part of these financial statements.

These financial statements were approved by the board of trustees and authorised for issue on 08/10/2021, and are signed on behalf of the board by:

Mr. Chris Fuller
Trustee

Mrs. Brenda Hill
Trustee

Company Registration Number: 06785041

Age UK Carlisle And Eden

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2021

	2021	2020
	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Net income/(expenditure)	**242,627**	(296,546)
Adjustments for:		
Depreciation of tangible fixed assets	**4,242**	20,375
Impairment of tangible fixed assets	**–**	158,760
Government grant income	**(320,401)**	–
Net (gains)/losses on investments	**(61,513)**	27,551
Dividends, interest and rents from investments	**(6,299)**	(8,247)
Other interest receivable and similar income	**(3,135)**	(6,861)
Interest payable and similar charges	**1,016**	2,264
Loss on disposal of tangible fixed assets	**–**	153
Changes in:		
Stocks	**1,449**	(169)
Trade and other debtors	**(14,349)**	61,676
Trade and other creditors	**40,624**	(35,449)
Cash generated from operations	**(115,739)**	(76,493)
Interest paid	**(1,016)**	(2,264)
Interest received	**3,135**	6,861
Net cash used in operating activities	**(113,620)**	(71,896)
CASH FLOWS FROM INVESTING ACTIVITIES		
Dividends, interest and rents from investments	**6,299**	8,247
Purchases of other investments	**(30,679)**	(45,360)
Proceeds from sale of other investments	**34,459**	77,973
Net cash from investing activities	**10,079**	40,860
CASH FLOWS FROM FINANCING ACTIVITIES		
Government grant income	**320,401**	–
Payments of finance lease liabilities	**(1,339)**	(1,766)
Net cash from/(used in) financing activities	**319,062**	(1,766)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	**215,521**	(32,802)
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	**858,865**	891,667
CASH AND CASH EQUIVALENTS AT END OF YEAR	**1,074,386**	858,865
RECONCILIATION WITH STATEMENT OF FINANCIAL POSITION		
Cash at Bank and In Hand	**1,068,211**	853,818
Cash and cash equivalents within Fixed Asset investments	**6,175**	5,047
CASH AND CASH EQUIVALENTS AT END OF YEAR	**1,074,386**	858,865

The notes on pages 18 to 35 form part of these financial statements.

1. GENERAL INFORMATION

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

2. STATEMENT OF COMPLIANCE

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

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

Going concern

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

Consolidation

The entity has taken advantage of the exemption from preparing consolidated financial statements contained in Section 402 of the Companies Act 2006 on the basis that its subsidiary is excluded from consolidation on the grounds that its inclusion is not material for the purpose of giving a true and fair view.

Debtors

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

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 under the circumstances.

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. Management believe there are no key assumptions or other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities.

3. ACCOUNTING POLICIES *(continued)*

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account (other than those held for investment purposes).

Creditors and provisions

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

Fund accounting

Unrestricted funds consist of donations and other income received or generated for use towards the objectives of the Charity without further specified purpose and are available for use as general funds.

The Trustees have the discretion to allocate sums to particular funds as they so wish. Such funds are known as designated funds and remain unrestricted.

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. Grants received towards the core function of the Charity are recognised in full in the Statement of Financial Activities in the year in which they are entitled to be received. Grants received to fund the acquisition of fixed assets are allocated to designated funds held to meet depreciation costs charged in future years.

- where grants are received for specific purposes or services, these grants are shown within income from Charitable Activities. Where they relate to specific performance requirements, the income is deferred until these performance requirements are met.

- legacy income is recognised when receipt is probable and entitlement is established.

- items donated for resale are included in shop income when sold and no value is placed on stock at the year end. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

3. ACCOUNTING POLICIES *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Costs relating to redundancy or termination payments are recognised as a liability and expense only when the company is demonstrably committed either to terminate the employment of an employee or group of employees before the normal retirement date or contract end date or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

The Charity capitalises assets with a value (either asset cost or, if donated, market worth) which exceeds £1,000. Assets with a value of less than £1,000 are written off in the Statement of Financial Activities as incurred.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold Property	-	Straight line over 25 years
Motor Vehicles	-	20% straight line
Computer and I.T Equipment	-	25% straight line

3. ACCOUNTING POLICIES *(continued)*

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Investments in subsidiaries are initially recorded at cost, and subsequently stated at cost less any accumulated impairment losses.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised in profit or loss.

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Stocks

The Charity holds stocks of donated goods in the shops. These stocks are gifted and are consequently not valued until sold. Goods purchased for resale are valued at the lower of cost and net realisable value.

Finance leases and hire purchase contracts

Assets held under finance leases and hire purchase contracts are recognised in the statement of financial position as assets and liabilities at the lower of the fair value of the assets and the present value of the minimum lease payments, which is determined at the inception of the lease term. Any initial direct costs of the lease are added to the amount recognised as an asset.

Lease payments are apportioned between the finance charges and reduction of the outstanding lease liability using the effective interest method. Finance charges are allocated to each period so as to produce a constant rate of interest on the remaining balance of the liability.

3. ACCOUNTING POLICIES *(continued)*

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

The charity operates a defined contribution pension scheme for employees. The assets of this scheme are held separately from those of the charity. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the charity in the year.

4. LIMITED BY GUARANTEE

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
DONATIONS				
Donations	7,687	**7,687**	9,495	9,495
LEGACIES				
Legacies	30,025	**30,025**	14,371	14,371
GRANTS				
Age UK	56,492	**56,492**	15,750	15,750
Cumbria Community Foundation	44,405	**44,405**	–	–
Government grant income	320,401	**320,401**	–	–
	459,010	**459,010**	39,616	39,616

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Cumbria Community Foundation - Winter Warmth	–	4,798	**4,798**
Other Grant Income	75,282	122,838	**198,120**
Service Income - Day Care Charges	88	–	**88**
Service Income - Dial-a-ride Fares	–	–	**–**
Service Income - Hire & Leisure Charges	2,250	–	**2,250**
Home Support Income	14,209	–	**14,209**
	91,829	127,636	**219,465**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Cumbria Community Foundation - Winter Warmth	–	2,550	2,550
Other Grant Income	43,921	56,211	100,132
Service Income - Day Care Charges	46,904	–	46,904
Service Income - Dial-a-ride Fares	253	–	253
Service Income - Hire & Leisure Charges	20,047	–	20,047
Home Support Income	18,752	–	18,752
	129,877	58,761	188,638

7. OTHER TRADING ACTIVITIES

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Shop income	79,839	**79,839**	328,333	328,333
Third party sales commission	212	**212**	–	–
	80,051	**80,051**	328,333	328,333

8. INVESTMENT INCOME

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Income from listed investments	6,299	**6,299**	8,247	8,247
Bank interest receivable	3,135	**3,135**	6,861	6,861
	9,434	**9,434**	15,108	15,108

9. OTHER INCOME

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Other income	–	**–**	264	264
Gift Aid Commission	120	**120**	10,036	10,036
	120	**120**	10,300	10,300

10. COSTS OF RAISING DONATIONS AND LEGACIES

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Costs of generating income - Shops	214,253	**214,253**	271,917	271,917

11. COSTS OF OTHER TRADING ACTIVITIES

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Costs of other trading activities - Fundraising	70,761	**70,761**	48,034	48,034

12. INVESTMENT MANAGEMENT COSTS

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Portfolio management	2,498	**2,498**	2,647	2,647

13. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Day Care & Related Activities	672	–	**672**
Advocacy, Advice and Information	63,659	49,554	**113,213**
Shopmobility and Lowthwaite Lodge	5,990	34,375	**40,365**
Support costs	126,545	18,659	**145,204**
	196,866	102,588	**299,454**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Day Care & Related Activities	70,241	20,000	90,241
Advocacy, Advice and Information	94,439	15,585	110,024
Shopmobility and Lowthwaite Lodge	31,644	24,244	55,888
Support costs	98,205	173,881	272,086
	294,529	233,710	528,239

14. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs £	**Total funds 2021 £**	Total fund 2020 £
Day Care & Related Activities	672	–	**672**	107,118
Advocacy, Advice and Information	113,213	59,589	**172,802**	137,286
Shopmobility and Lowthwaite Lodge	40,365	24,209	**64,574**	70,169
Governance costs	–	61,406	**61,406**	213,666
	154,250	145,204	**299,454**	528,239

15. ANALYSIS OF SUPPORT COSTS

	Advocacy, Advice and Information £	Shopmobility and Lowthwaite Lodge £	Other Activities including shops £	**Total 2021 £**	Total 2020 £
Staff costs	41,995	17,061	–	**59,056**	26,450
General office	17,594	7,148	–	**24,742**	31,970
Governance costs	5,434	2,208	53,764	**61,406**	213,666
	65,023	26,417	53,764	**145,204**	272,086

15. ANALYSIS OF SUPPORT COSTS *(continued)*

Support costs have been apportioned over the various activities of the charity including costs of generating funds as well as costs of charitable activities. The costs have been apportioned on the basis of the number of staff working within each activity the charity performs. Included within 2020 governance costs and apportioned between activities is the £158,760 impairment charge on short leasehold property.

16. OTHER EXPENDITURE

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Loss on disposal of tangible fixed assets held for charity's own use	–	**–**	153	153

17. NET GAINS/(LOSSES) ON INVESTMENTS

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Gains/(losses) on investment property	–	–	**–**
Gains/(losses) on investment assets - Realised	2,343	–	**2,343**
Gains/(losses) on investment assets - Unrealised	59,170	–	**59,170**
	61,513	–	**61,513**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Gains/(losses) on investment property	–	434	434
Gains/(losses) on investment assets - Realised	(1,654)	–	(1,654)
Gains/(losses) on investment assets - Unrealised	(26,331)	–	(26,331)
	(27,985)	434	(27,551)

18. NET INCOME/(EXPENDITURE)

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

	2021 £	2020 £
Depreciation of tangible fixed assets	**4,242**	20,375
Impairment of tangible fixed assets recognised in:		
Expenditure on charitable activities	**–**	158,760
Loss on disposal of tangible fixed assets	**–**	153
Finance Lease interest and charges	**409**	515
Fees payable for the audit of the financial statements	**10,500**	8,500
Operating lease payments recognised as an expense	**55,667**	66,475

19. STAFF COSTS

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	**386,839**	381,108
Social security costs	**18,606**	21,935
Employer contributions to pension plans	**8,392**	9,188
Other employee benefits	**1,956**	1,942
	415,793	414,173

During the year the charity paid out £15,904 in redundancy payments.

The average head count of employees during the year was 25 (2020: 29). The average number of Full Time Equivalent employees was 18 (2020: 20). The average number of employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of services staff	**12**	13
Number of fundraising and trading staff	**10**	12
Administrative staff	**2**	3
Management staff	**1**	1
	25	29

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £89,223 (2020:£89,060).

20. TRUSTEE REMUNERATION AND EXPENSES

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

During the year no expenses were reimbursed trustees (2020: £55 to 1 trustee for travel expenses incurred).

21. TRANSFERS BETWEEN FUNDS

A transfer was made out of the Cumbria Community Foundation restricted fund to the general fund for fees taken in relation to administering grants over the past year.

22. TANGIBLE FIXED ASSETS

	Short leasehold property	Motor vehicles	Equipment	**Total**
	£	£	£	**£**
Cost				
At 1 April 2020 and 31 March 2021	378,000	7,200	72,522	**457,722**
Depreciation				
At 1 April 2020	378,000	5,280	68,228	**451,508**
Charge for the year	–	1,440	2,802	**4,242**
At 31 March 2021	378,000	6,720	71,030	**455,750**
Carrying amount				
At 31 March 2021	–	480	1,492	**1,972**
At 31 March 2020	–	1,920	4,294	6,214

23. INVESTMENTS

	Cash or cash equivalents	Listed investments	Investment properties	Shares in group undertakings	**Total**
	£	£	£	£	**£**
Cost or valuation					
At 1 April 2020	5,047	268,470	121,197	2	**394,716**
Additions	–	30,679	–	–	**30,679**
Disposals	–	(32,116)	–	–	**(32,116)**
Other movements	1,128	59,169	–	–	**60,297**
At 31 March 2021	6,175	326,202	121,197	2	**453,576**
Impairment					
At 1 April 2020 and 31 March 2021				–	**–**
Carrying amount					
At 31 March 2021	6,175	326,202	121,197	2	**453,576**
At 31 March 2020	5,047	268,470	121,197	2	394,716

All investments shown above are held at valuation.

Investment properties

The trustees do not believe the value of the investment property addition has altered significantly since it was bought by the charity in 2016. The trustees believe that the existing investment property (transferred from tangible fixed assets on transition to FRS102) is equivalent to its carrying amount prior to transfer as the property is on a short lease and considering the state of repair the trustees believe the value of the property will only depreciate. The fair value is not based on a valuation by an independent valuer.

23. INVESTMENTS ***(continued)***

Financial assets held at fair value

Listed investments are valued at fair value, being their market value at the balance sheet date. All remaining investments (excluding investment property) are held at cost.

Investments in group undertakings

The parent charity has an investment in Age UK Carlisle & Eden Enterprises Limited as the sole shareholder. In December 2017, Age UK Carlisle & Eden Enterprises Limited ceased to trade and has been a dormant company throughout the year to 31 March 2021. The company is limited by shares and incorporated in England & Wales, it's registered office is 20 Spencer Street, Carlisle, Cumbria, CA1 1BG.

	2021	2020
	£	£
Aggregate Capital & Reserves at 31st March	**(3,687)**	(3,687)
Liabilities at 31st March	**3,687**	3,687

24. STOCKS

	2021	2020
	£	£
Raw materials and consumables	**1,043**	2,492

25. DEBTORS

	2021	2020
	£	£
Trade debtors	**17,313**	9,537
Prepayments and accrued income	**17,176**	19,845
Other debtors	**11,500**	2,258
	45,989	31,640

26. CREDITORS: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	**7,776**	6,122
Accruals and deferred income	**71,817**	47,109
Obligations under finance leases and hire purchase contracts	**1,787**	1,915
Other creditors	**24,198**	9,937
	105,578	65,083

Included in accruals and deferred income as stated above are receipts in advance which are deferred and released in future periods.

27. CREDITORS: amounts falling due after more than one year

	2021	2020
	£	£
Obligations under finance leases and hire purchase contracts	**1,278**	2,489

28. FINANCE LEASES AND HIRE PURCHASE CONTRACTS

The total future minimum lease payments under finance leases and hire purchase contracts are as follows:

	2021	2020
	£	£
Not later than 1 year	**1,990**	1,915
Later than 1 year and not later than 5 years	**1,326**	3,099
	3,316	5,014
Less: future finance charges	**(251)**	(610)
Present value of minimum lease payments	**3,065**	4,404

29. DEFERRED INCOME

	2021	2020
	£	£
At 1 April 2020	**25,750**	31,667
Amount released to income	**(24,125)**	(46,417)
Amount deferred in year	**30,000**	40,500
At 31 March 2021	**31,625**	25,750

Deferred income relates to funding income received in advance of providing the services for which they have been paid.

30. PENSIONS AND OTHER POST RETIREMENT BENEFITS

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,392 (2020: £9,188).

31. GOVERNMENT GRANTS

The amounts recognised in the financial statements for government grants are as follows:

	2021	2020
	£	£
Recognised in income from donations and legacies:		
Government grants income	**320,401**	–

Government grants income above includes the following; £120,887 relates to the coronavirus job retention scheme and £199,514 relates to various local authority discretionary grants relating to Coronavirus for the charity's various premises.

32. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	**At 31 Mar 2021**
	£	£	£	£	£	**£**
General funds	678,325	638,256	(481,880)	4,923	1,950	**841,574**
Brewin Dolphin Investment Fund	234,120	2,188	(2,498)	–	59,563	**293,373**
Repairs and Renewals Fund	8,449	–	–	–	–	**8,449**
Computer Equipment Fund	9,583	–	–	–	–	**9,583**
	930,477	640,444	(484,378)	4,923	61,513	**1,152,979**

	At 1 Apr 2019	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2020
	£	£	£	£	£	£
General funds	766,255	523,234	(614,407)	2,550	693	678,325
Brewin Dolphin Investment Fund	265,671	–	(2,873)	–	(28,678)	234,120
Repairs and Renewals Fund	8,449	–	–	–	–	8,449
Computer Equipment Fund	9,583	–	–	–	–	9,583
	1,049,958	523,234	(617,280)	2,550	(27,985)	930,477

The Brewin Dolphin Investment Fund unrestricted fund records movements in the fair value of the investment portfolio held and the investment management fees.

The charity has two designated funds; the Repairs and Renewals Fund and the Computer Equipment Fund, the trustees did not wish to revise the amounts designated for future expenditure.

32. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Restricted funds

	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2021 £**
CCF Pappagallino fund	–	10,000	(10,000)	–	–	**–**
Armed Forces Covenant	–	9,753	(9,753)	–	–	**–**
Cumbria Community Foundation	125	4,798	–	(4,923)	–	**–**
Terry Bequest - Lodge Lease	–	–	–	–	–	**–**
Terry Bequest - Cottage purchase	121,197	–	–	–	–	**121,197**
Terry Bequest Reserve	169,509	–	–	–	–	**169,509**
CCF Winter Resilience	–	18,000	(18,000)	–	–	**–**
Capital - Riverside	–	–	–	–	–	**–**
Fall Prevention - Carlisle	–	27,000	(6,750)	–	–	**20,250**
Fall Prevention - Eden	–	–	–	–	–	**–**
No Place Like Home - Carlisle	–	6,980	(6,980)	–	–	**–**
No Place Like Home - Penrith	–	6,980	(6,980)	–	–	**–**
People's Postcode Trust	–	9,750	(9,750)	–	–	**–**
Lottery - P.A.L	–	24,375	(24,375)	–	–	**–**
Home Support	–	10,000	(10,000)	–	–	**–**
	290,831	127,636	(102,588)	(4,923)	–	**310,956**

32. ANALYSIS OF CHARITABLE FUNDS *(continued)*

	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
CCF Pappagallino fund	–	–	–	–	–	–
Armed Forces Covenant	–	–	–	–	–	–
Cumbria Community Foundation	125	2,550	–	(2,550)	–	125
Terry Bequest - Lodge Lease	28,000	–	–	(28,434)	434	–
Terry Bequest - Cottage purchase	121,197	–	–	–	–	121,197
Terry Bequest Reserve	144,694	–	(3,619)	28,434	–	169,509
CCF Winter Resilience	–	–	–	–	–	–
Capital - Riverside	173,880	–	(173,880)	–	–	–
Fall Prevention - Carlisle	–	10,000	(10,000)	–	–	–
Fall Prevention - Eden	–	10,000	(10,000)	–	–	–
No Place Like Home - Carlisle	–	6,980	(6,980)	–	–	–
No Place Like Home - Penrith	–	6,981	(6,981)	–	–	–
People's Postcode Trust	–	1,625	(1,625)	–	–	–
Lottery - P.A.L	–	20,625	(20,625)	–	–	–
Home Support	–	–	–	–	–	–
	467,896	58,761	(233,710)	(2,550)	434	290,831

The Cumbria Community Foundation restricted fund relates to the Winter Warmth commission received for administering the grant on behalf of CCF. This amount has been transferred to unrestricted funds as agreed.

The Terry Bequest has been used to purchase two properties. Income from these properties can be used for unrestricted purposes. The expenditure on these funds relates to impairment and repair work covered under the terms of the legacy. Lowthwaite Lodge was sold during the year, so the balance on this fund has been transferred to the Terry Bequest Reserve fund.

32. ANALYSIS OF CHARITABLE FUNDS *(continued)*

The two capital restricted funds relate to funding provided to purchase two buildings. The expenditure on these funds relates to the depreciation of these properties.

The CCF Pappagallino Fund, Armed Forces Covenant, CCF Winter Resilience, Fall Prevention, No Place Like Home, People's Postcode Trust, Lottery P.A.L. and Home Support funds relate to monies received and expenses related to the services provided under the grant terms.

33. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	**Total Funds 2021**
	£	£	**£**
Tangible fixed assets	1,972	–	**1,972**
Investments	332,379	121,197	**453,576**
Current assets	925,484	189,759	**1,115,243**
Creditors less than 1 year	(105,578)	–	**(105,578)**
Creditors greater than 1 year	(1,278)	–	**(1,278)**
Net assets	1,152,979	310,956	**1,463,935**

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Tangible fixed assets	6,214	–	6,214
Investments	273,519	121,197	394,716
Current assets	718,316	169,634	887,950
Creditors less than 1 year	(65,083)	–	(65,083)
Creditors greater than 1 year	(2,489)	–	(2,489)
Net assets	930,477	290,831	1,221,308

34. FINANCIAL INSTRUMENTS

The carrying amount for each category of financial instrument is as follows:

	2021	2020
	£	£
Financial assets measured at fair value through income and expenditure		
Listed investments	**326,202**	268,470

35. ANALYSIS OF CHANGES IN NET DEBT

	At 1 Apr 2020	Cash flows	**At 31 Mar 2021**
	£	£	**£**
Cash at bank and in hand	853,818	214,393	**1,068,211**
Cash within Fixed Asset Investments	5,047	1,128	**6,175**
Debt due within one year	(1,915)	128	**(1,787)**
Debt due after one year	(2,489)	1,211	**(1,278)**
	854,461	216,860	**1,071,321**

36. OPERATING LEASE COMMITMENTS

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021	2020
	£	£
Not later than 1 year	**47,132**	39,882
Later than 1 year and not later than 5 years	**35,101**	55,253
Later than 5 years	**97,700**	97,800
	179,933	192,935

37. CONTINGENCIES

Contingent assets:
The charity was notified of entitlement to a legacy in September 2020. £7,480 was received in respect of this legacy in May 2021, but since the charity had no knowledge of the value of its share of the estate at 31 March 2021, the amount receivable could not be reliably estimated at this time and so has not been recognised in the financial statements.

Contingent liabilities:
Prior to 1 April 2009 former employees of Age Concern Eden participated in a defined contributory pension scheme through the Pensions Trust, one part of which gives certain guarantees to members. The transfer of employees to Age UK Carlisle and Eden meant membership of the Pension Trust Scheme terminated and triggered a liability to the scheme equal to the full buy out cost for employees affected. Age Concern Eden paid £11,238 to cover the technical deficit. The residual liability, estimated by independent actuaries at £34,151 in September 2009, is guaranteed by Age UK Carlisle and Eden. The residual liability will vary according to the value of the Pension Trust fund assets and residual liabilities.

38. RELATED PARTIES

The Charity has a trading subsidiary company, Age UK Carlisle & Eden Enterprises Limited, company number 05416847, registered in England and Wales. The subsidiary is now dormant.

Two of the trustees are Partners in a local firm of solicitors. During the year the charity paid the solicitors £nil for services provided (2020: £1,600).