AGE CONCERN EAST SUSSEX

England & Wales · Charity number 1139470

Details

Other names	AGE UK EAST SUSSEX
Status	Registered
Legal form	Charitable company
Company number	07216053
Registered	2010-12-22
Register	View on the Charity Commission register

Contact

Address	Age Concern 54 Cliffe High Street Lewes BN7 2AN
Phone	01273476704
Email	customerservices@ageukeastsussex.org.uk
Website	www.ageuk.org.uk/eastsussex

Activities

Objects: The charitable purposes of the Charity are to promote the relief of older people in any manner which is now or hereafter may be deemed to be charitable in and around the County of East Sussex (the 'Area of Benefit'), and at the discretion of the Trustees, to promote the relief of people in need by reason of ill-health, disability, financial hardship or other disadvantage where engagement in such activity is considered complementary to the Charity's primary purpose. To further or benefit the residents of the Area of Benefit, without distinction of sex, sexual orientation, race or of political, religious or other opinions by associating together the said residents and the local authorities, voluntary and other organisations in a common effort to advance education and to provide facilities in the interests of social welfare for recreation and leisure time occupation with the objective of improving the conditions of life for the residents .

Activities: Services to people in later life and influencing/representation to improve the quality of later life. Services include information and advice, community clubs, post-hospital discharge support, foot care and healthier lifestyles programmes.

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Classification

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

Geography

- **Area of benefit:** EAST SUSSEX.
- East Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,005,338	£3,021,690	£1,277,124	79
2024-03-31	£2,660,570	£2,821,717	£1,279,599	72
2023-03-31	£2,772,433	£2,680,935	£1,427,530	65
2022-03-31	£2,210,326	£1,961,824	£1,363,125	58
2021-03-31	£2,208,367	£1,902,438	£1,114,623	77

Trustees

Name	Role	Appointed
Carys Williams	Chair	2023-03-08
Benjamin Edwards		2026-02-10
Carla Hawkins		2026-03-11
Dr Omotayo Olusola		2026-02-13
JOHN MERCHANT		2013-01-09
Laura Mucha		2023-12-01
Martin Burke		2015-12-16
RALPH HENRY CHAPMAN		

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AGE CONCERN EAST SUSSEX

England & Wales - Charity number 1139470

Accounts

Charity Registration No. 1139470

Company Registration No. 07216053 (England and Wales)

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Martin Burke Ralph Chapman Laura Mucha Rebecca Haywood Paula Kirkland (Resigned 04 July 2025) John Merchant Russell Shingles (Resigned 10 January 2025) Carys Williams (Chair)
Patron	Baroness Cumberlege of Newick, CBE
Chief Executive & Secretary	Steve Hare
Charity number	1139470
Company number	07216053
Registered office & Principal address	54 Cliffe High Street Lewes East Sussex BN7 2AN
Auditors	TC Group The Courtyard Shoreham Road Upper Beeding Steyning West Sussex BN44 3TN
Main bankers	CafCash Limited Kings Hill West Malling Kent ME19 4TA
	National Westminster Bank plc PO Box 2421 11 High Street Lewes East Sussex BN7 2UJ

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

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AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees of Age Concern East Sussex present their report together with the audited consolidated financial statements for the year ended 31 March 2025.

The Charity.

The Charity's purpose as set out in its Articles of Association is to promote the relief of older people in any manner which is or hereafter may be deemed to be charitable in and around the county of East Sussex. Its Vision is that East Sussex is a great place to grow older. Its Mission is to enhance the quality of later life for people in East Sussex by:

- working with people in later life to identify and respond effectively to their expressed needs and aspirations.
- representing people in later life.
- promoting a positive image of later life.
- being a sustainable charity and social enterprise.
- collaborating with others.

Public benefit.

All charitable undertakings focus on enhancing the quality of later life in and around East Sussex and are solely to further the charitable purposes for public benefit. Trustees consider how planned activities will contribute to the aims and objectives they have set. The Charity Commission's general guidance on public benefit has been referred to when reviewing aims and objectives, and in planning future activity. The people the Charity is trying to help, and its main activities are described below.

Ensuring delivery.

The Charity's agreed Vision, Mission and Strategic Aim guided its objectives for the year. 2024/25 saw the Charity deliver the first year of its five-year strategy to 2029. This focused on strengthening the Charity's impact and resilience in face of on-going Cost-of-Living and Cost-of Care crises. The importance of this aim was heightened by increased demand and complexity of need amongst older people locally. There was also on-going uncertainty and risk in the Charity's operating environment. The Charity delivered several objectives based on its agreed Delivery Plans i.e., People; Infrastructure; Income Generation. It took a necessarily flexible approach in delivering these and maintained vigilance in relation to risk management. Risk was treated as a live issue i.e., it was under continual monitoring, evaluation and mitigation. Performance and delivery were reviewed in the Directorate team on a weekly basis. During the year the Charity's Directorate and Management Teams co-designed and agreed Key Performance Indicators. These were used to help drive operational planning and delivery.

Who benefited?

Charitable objects and funding limit the services and activities provided by the Charity to older people in and around East Sussex (with some flexibility regarding beneficiaries provided core purpose is achieved). Census data and Office for National Statistics population projections show that the proportion of the county's population over pensionable age is **26.5%** (142,453 people aged over 65 in 2021). This is substantially higher than the regional and national averages of 19.8% and 18.7% respectively.

The Charity's focus.

The main objectives for the year have been the promotion of independence, choice, and control for people in later life often within the context of the on-going Cost-of-Living and Cost-of-Care crises; the challenging of age discrimination, loneliness and poverty; and the promotion of healthier lifestyles.

The strategies the Charity used to meet these objectives included:

- providing a range of co-designed services which are accessible, person-centred and reflect relevant quality standards.
- exerting influence through partnership working and lobbying on issues that affect the quality of later life.
- representing people in later life at a variety of health, social care and economic committees, networks, and forums.

- developing effective partnerships with older people and organisations interested in improving their quality of life.

Services

In furtherance of its objects, "to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around the county of East Sussex", the main areas of charitable service delivered were:

- information and advice.
- reducing loneliness.
- preventative health projects and services.
- post-hospital discharge support.

During 2024/25 **23,850** older people were recorded as being directly supported through accessing these services. There were **62,924** recorded episodes of care. This continues the dramatic increase in demand and complexity of need the Charity has been responding to across all its services over the last three years of the Cost-of Living and Cost-of-Care crises. There has been a notable impact arising from the Charity's launching of services from the Isabel Blackman Centre and from effective triaging by the Charity's customer services team in face of growing numbers of older people reaching out to the Charity. Client numbers were 8,966 in 2022/23 and 15,513 in 2023/24 i.e., there has been a **266% increase in clients over three years**. Episodes of care were 51,806 in 2022/23 and 55,397 in 23/24 which equates to a **29%** increase over this period.

Information and advice.

The Charity's accredited Information and Advice service provides free, confidential, independent, and impartial support for people in later life across East Sussex, enabling choice and control. There were **8,963** clients and **11,979** episodes of support.

Amongst the service's achievements in the year were:

- **3022** clients triaged and immediately responded to requests for simple information and signposting by customer service colleagues
- **2462** clients triaged by customer service colleagues and referred to the service's advisors for advice, guidance and casework support.
- Supporting **3955** older people to obtain unclaimed benefits and achieving **£486,081.96** in successful new welfare benefit claims.
- Partnering with East Sussex County Council and distributing £125 Household Support Fund grants to **498** older people in severe financial hardship (**£62,250**) to support with the cost of energy, food, and other essentials.
- Delivering a Warm Homes programme in partnership with Age UK and Energise Sussex Coast targeting older people in or at risk of fuel poverty. Providing support such as benefits checks, smart meters, and access to grants for energy saving measures to **159** clients - delivering **326** episodes of support and achieving **£105,240** in financial savings.
- **85** scams prevention presentations and **1830** attending clients.
- Successfully recovering over **£130,000** in money scammed from **321** older people locally.
- Securing funding through Age UK's More Money for You programme, to support **690** clients with Benefit checks for the next 2 years.

Overall satisfaction was **100%.** Clients reported the service had enabled them to maintain or improve their: financial situation (100%), independence and control, and health (95%), and access to other services (73%).

1-2-3 Telephone Befriending.

The 1-2-3 telephone befriending service provides time-bound (typically 6-months) volunteer befriending support. Clients are supported to become more connected to local people, services and resources. The Charity's service coordinator recruits, trains and supports volunteers, overseeing and supporting befriending relationships in their progression and outcome achievement. The approach enables sustainability by allowing other, new, clients to be supported once an existing relationship is concluded. Sustainability can also be

achieved by the service having helped nurture genuine friendships which are then transitioned away from coordination by the Charity's service and sustain themselves independently.

A total of **56** clients were supported in 2024/25 and there were **1008** episodes of care. Satisfaction was **100%.** Clients reported maintained or improved outcomes including access to other services (100%), Social Relationships and independence & control (62%), and daily activities (50%).

Isabel Blackman Centre, Hastings.

2024/25 was the second full operating year of the Charity's management and delivery of services, events and activities from the Isabel Blackman Centre. This further strengthened its position as a vital community asset for older people and others in and around Hastings.

Overall IBC's activity and impact was enhanced during 2024/25. Client numbers increased to **8,730** (up from 5,012 in the previous year). Membership increased from 926 members in 2023/24 to **1,320** in 2024/25. There were **22,477** episodes of care compared to 18,358 previously. There were several developments and improvements during the year including:

- Partnering with Care for the Carers to establish an innovative exercise class targeted at carers.
- Working with NHS Sussex to promote its 2024/25 vaccination programme.
- Launching bookable one-to-one sessions with the Centre's gym instructor.
- Reduced activity session non-attendance rates and waiting list numbers through the introduction of reminder email/text messages.
- Enhanced opportunity to socialise at the weekend through the launching of a Sunday lunch service.
- Extensive building environmental improvement works including new heating and water systems, windows and solar panels significantly improving environmental impact and resulting in substantial savings on utilities.

Satisfaction was **98%.** Clients reported maintained or improved outcomes including social relationships, daily activities, mobility and wellbeing, independence and control (100%), financial situation (94%) and health (88%).

Social Prescribing.

The Charity's Social Prescribing Service supports patients from GP surgeries in the Lewes, Uckfield, Crowborough, and Havens localities, enabling them to navigate their way around local health, social care, and voluntary sector services. Its aims are to increase the wellbeing and confidence of patients (and their carers) who may have complex physical needs and who are isolated or at risk of social isolation. It targets those who are making heavier than expected demands on primary care services for non-clinical support, reducing demand on the time of GPs, other health professionals and out of hours services, for social and non-clinical matters.

2024/25 saw continued rising demand and complexity of need. A total of **1166** clients were supported, and there were **16,700** episodes of care. Satisfaction was **98.5%.** 96% of the clients felt they had been listened to and treated as an individual. 81% felt they had been fully involved in decisions about their care and support. Clients reported maintained or improved outcomes including access to other services (85%), health (64%), independence and control (57%), daily activities (56%), and social relationships (46%).

Age UK East Sussex and Macmillan Cancer Support.

The Cancer Support Service was first established in April 2015. It supports older people experiencing cancer and provides tailored practical and emotional support. It helps them to remain independent in their own homes after diagnosis and/or whilst going through their cancer journey. It also enables them to complete their cancer treatment. Macmillan's changing priorities and funding approach meant the Charity was required to undertake a managed closure of the service - whilst also working with Macmillan to develop a new cancer information hub support offer (detailed below). 2024/25 was therefore the service's final year, and it closed on 31st December 2024. Prior to this, **120** clients were supported and there were **1440** episodes of care. Satisfaction was **100%.** Clients reported maintained or improved outcomes including access to other services (100%), social relationships (84%) health (76%), independence and control (60%), and daily activities (53%).

Macmillan Cancer Information Hub.

The Charity's successful record of partnering with Macmillan led to it being asked in November 2024 to take over the Macmillan Cancer Information Hub project at short notice. Mobilisation included the Charity collaborating with its VCSE partners to co-locate the service within the town's Hastings Heart Community Information Hub. It also built a significant library of resources covering everything from living with cancer to how to access financial support. Delivery is via a drop in facility which commenced in April 2025 and runs three days a week.

Healthy Living Clubs.

The Charity provided on-going informal support and advice to Healthy Living Clubs in Hampden Park, Rye, Polegate, Sidley and Hastings, and to a Walking Football club. These had previously been set up by the Charity to provide a warm and welcoming setting for people aged 50+ where they can develop friendships and be more physically active. The aim is to improve health amongst those older people most at risk of leading unhealthy lifestyles and/or experiencing greatest health inequality. Over time the Charity trained-up volunteers from the group's membership so that each club is now largely run by their members. There was support to individual club leaders regarding their club's development and, where required, individual clubs' members were supported to re-engage with these. **140** members were provided with informal contact and advice, and there were **4500** support sessions. Satisfaction was **100%.**

Take Home and Settle.

The Take Home and Settle service enables safe and timely discharge where otherwise clients who are keen and fit to return home would be delayed. Clients are supported to ensure they are properly discharged from hospital e.g., with appropriate care plans in place. The service also enables much needed hospital beds to be freed up. The Charity delivered seven days a week support and worked with a total of **1,998** clients in 2024/25, with 1,998 episodes of care. Satisfaction was **100%.** Clients reported maintained or improved outcomes including independence and control (47%), access to other services (45%), health (39%). daily activities (39%) and social relationships (28%), Health partner's satisfaction was also 100%.

Bed Moving and Deep Cleaning.

Working in partnership with the NHS, Adult Social Care, and others to support older people returning home from hospital, the Charity continued its flexible and targeted delivery of bed moving and deep cleaning support, this support responds to referrals where clients are unable to be discharged from hospital due to the state of their house. A total of **134** clients were supported in 2024/25 and there were 134 episodes of care. Client satisfaction was 100% and 100% of clients reported maintained or improved independence and control.

House clearance.

The Charity's house clearance service supports older people, their family, carers and others. It creates space, disposes of unwanted items, recycles unwanted or unneeded pieces, and assists with down-sizing (i.e., by preparing a property for sale or clearing properties including garages and sheds). It operates from the Charity's Newhaven and Eastbourne Home stores/depots.

As well as providing practical and logistical support, evidence clearly demonstrates that donating items in support of the Charity's work helps people feel better. This can, for example, help alleviate a sense of loss, stress or discomfort when moving home or disposing of items with sentimental value following bereavement. Additional benefits of the service are that this created opportunities for volunteering, employment and skills training for local people. **2,543** clients/home collections were undertaken (1545 in Newhaven and 998 in Eastbourne), equating to **2,688** support sessions. Satisfaction was **99.7%.** Clients reported maintained or improved outcomes including independence and control (98.5%), daily activities (98%) and health (78%).

The Charity's structure.

Age Concern East Sussex is an independent and autonomous charity with unique charity and company numbers. It raises its own funds through social enterprise, trading, charity shops, grant applications, donations, legacies, and gift aid. The Charity also contracts with statutory agencies for specific service provision.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

Governance.

Founded in 1948 and a registered charity since 1973, the Charity incorporated as a Charitable Company Limited by Guarantee in April 2010. It retained the legal name Age Concern East Sussex, and its operating name is Age UK East Sussex. The Board consists of up to ten trustees/company directors who are individual members and not representatives from other organisations.

The Charity's Chair was recruited in December 2022 following a Board-led open recruitment campaign and took up office in March 2023. Trustees are recruited to the Charity for their specialist knowledge and/or their interest in improving later life. In accordance with its desire to be led by older people, the Charity specifies that at least 75% (rounded to the nearest whole number) of the total number of Trustees must be aged over fifty. The Trustees are the only full members i.e., with voting rights at General Meetings. There are named Board Champions for Safeguarding and Equality, Diversity and Inclusion (EDI).

New trustees receive an induction from the Chair and Chief Executive and have a comprehensive briefing regarding Charity Commission guidance on the responsibilities of trustees. There is an agreed Trustee Conflict of Interest and Loyalty policy and a Code of Conduct. These were refreshed during the year. Trustees are briefed annually as to the Charity Commission's general guidance on public benefit and complete an annual register of interests.

Key Governance tasks for the year included the development of the Charity's relationship with (the national charity) Age UK and the network of c115 independent local older people's charities each with a similar brand and network agreement with Age UK as the national charity. Further engagement with national Age UK officers and Chief Executives and trustees from other local Age UKs took place regarding a Shared Strategy and the terms of a new Network Agreement. The Charity's Board held an Extraordinary General Meeting in November 2024 to consider these in greater detail. In its December 2024 General Meeting trustees considered the Charity's Chief Executive's recommendation to formally sign up to these and this was approved.

The Charity's Vision states that 'East Sussex is a great place to grow older'. 2024/25 saw the first year of the Board's five-year strategy to 2029. The strategic aim is "We will strengthen our impact and resilience." The Board set the Charity's overall aims and objectives. It meets in General Meetings a minimum of six times a year. In November 2024 an Extraordinary General Meeting was held to give additional attention to the Charity's financial sustainability and to consider senior management proposals in support of this. Trustees agreed these.

Management is delegated to the Chief Executive, and Directorate and management teams. Each year the Chair of the Board conducts an Annual Appraisal of the Charity's Chief Executive. The Appraisal report is signed by the Chair of Trustees and Chief Executive and is countersigned by the Vice-Chair.

There is a Finance and Remuneration Committee whose responsibilities include the drafting of budgets and scrutiny of financial performance and control. Refreshed Terms of Reference were approved by the Board in 2024. The Committee played a key role in monitoring and mitigating the on-going financial risks the Charity faced during the year. Its activity included scrutiny of the Charity's cashflow position, bank accounts, income generation strategy delivery, commissioning opportunities and grant applications. Committee members led Financial and Risk Management development sessions for wider trustees in the Board's February 2025 Away Day, further strengthening their understanding and performance regarding their role on the Board. Other notable developments included the Board setting out its strategic decision-making approach regarding financial support to services and early development activity focused on succession planning.

On an annual basis, aligned to the budget-setting timetable, there is an extended meeting to make recommendations for salaries including senior management remuneration. This adheres to the Charity's Pay Policy and the five principles of good pay-setting described in the Association of Chief Executives of Voluntary Organisations' 'The Good Pay Guide for Charities and Social Enterprises Association' i.e.:

1. Transparency (over how pay is set).
2. Proportionality (so that pay is fair and consistent).
3. Performance (so that pay properly reflects the contributions that employees make to their organisation).
4. Recruitment and retention (pay is sufficient to keep valued staff within the organisation).
5. Process (pay is clearly set according to appropriate procedures and policies).

Risk

The trustees have examined the major risks to which the Charity is exposed, and systems have been established to manage those risks. A risk register is in place. This is a live document and is formally updated at least quarterly by the Directorate team and at least twice yearly by trustees. New areas of major risk and/or significant changes in risk are reported to trustees in Board meetings (and where necessary outside of these). Each area of risk has identified mitigating strategies, systems, procedures and named responsibilities as appropriate.

Major risk factors include:

1. Excessive and/or unmeetable demand - demographic trends/aging population, and the Cost-of-Living and Cost-of-Care crises leading to excessive demands on the Charity's services/activities. Mitigation actions for this include responsive delivery, fundraising, and collaboration with partners.
2. Financial Sustainability – Under-performance in Fundraising (e.g., Intense competition for grant funding, lower prevalence for public donations due to economic uncertainty). Mitigation actions for this include an agreed Income Generation strategy and taking a strengths-based approach to fundraising.
3. Financial Sustainability - Underperformance in trading and social enterprise (e.g., Cost-of-Living crisis, hesitant customer behaviour). Mitigation actions for this include Business and Operations Director leading delivery, sales and marketing activity, and Finance and Infrastructure Director scrutiny.

Financial review

During 2024/25 total incoming resources increased by 12.96% when compared to the previous year. The charity is reporting an increase in income from its charitable activities in the year by 3.13% (32.72% in 2024) and an increase in income from trading activities of 66.19%.

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful. These increased by 4.34% from the previous year.

With ongoing public spending austerity and rising demand for the charity's services from older people locally the Board of trustees continue to pursue its strategy for financial sustainability through investment in the diversification and growth in non-statutory income. Investment in social enterprise solutions and voluntary income continues and trustees ensure performance in terms of impact and return on investment is effective.

Total expenditure has increased by 7.09%.

Reserves

It is the policy of Age UK East Sussex to maintain unrestricted funds in reserves in order to take into account the unpredictability of future funding and income streams. The approach used to calculate the target level of reserves is based on risk assessment of future requirements.

As at March 2025 the total unrestricted reserves amounted to £1,233,078 (2024 £1,282,866).

The Board of trustees see it prudent to maintain an agreed level of reserves to ensure cashflow of the organisation and that the work of Age UK East Sussex continues into the future. Securing alternative funding and creating sustainability takes time and resources and it is important that these reserve levels are maintained.

The Board of trustees review the need for reserves through the budget setting and monitoring process to ensure that they meet that charity's changing needs and circumstances. From these free reserves, designated funds are set aside for the following:

- Providing contingency costs in the event of the charity being unable to operate.
- Funds set aside to meet future capital investments/commitments.

At the balance sheet date, the balance of designated funds for the contingency totalled £260,000 (2024 £260,000). Free reserves at 31 March 2025 £751,874(2024 £821,151). The organisation needs to build free reserves in order to ensure services are maintained in periods where funding is difficult.

The charity has a number of restricted funds which are to be used for specific purposes as set by the donor or funder. The total restricted funds at 31 March 2025 are £44,046 (2024 £10,610).

Management

A Chief Executive leads the strategic development and management of the Charity and represents the interests of older people in a variety of forums and networks. There are Directorate and Management teams. Following an earlier Board decision, some additional senior management capacity was added in 2024/25. This was particularly aimed at helping with further development at the Isabel Blackman Centre

Key Management achievements included:

1. CRM project progress including strengthened consent and impact reporting processes.
2. Environmental Action plan progress and a **33.75%** reduction total carbon footprint from 205.57 Tons of CO2 in 2023/24 to 135.81 Tons.
3. Strengthened Senior Management representation of older people in the planning, design, and delivery of health and care services, and on issues that affect later life.
4. East Sussex VCSE Alliance commissioning collaboration to achieve better outcomes for local people and communities and support sector sustainability.

The Charity continued to hold the ISO 9001, Positive about Disability and Charity Quality Standard accreditations. Quality is maintained through a range of methods e.g., customer feedback, control of policy documents, Internal Auditing and Management Meetings. Each accreditation held involves external assessment, validating the Charity's commitment to quality management and improvement.

The Charity's registered address is 54 Cliffe High Street, Lewes, a building which also accommodates the Charity's shop which raises funds through the sale of donated goods. There are four further shops (Battle, Hastings, Bexhill, and Brighton) and two furniture stores (Newhaven and Eastbourne). The Charity's retail continued its strong trading performance, despite the cost-of-living crisis and the generally challenging operating environment. Its Faraday House social enterprise, supported office and conference facility, also had strong trading performance during the year.

Age UK East Sussex Trading Ltd is the Charity's wholly owned subsidiary company. The primary activity is the supply of new goods to the Charity's retail activity. Profits are donated to the Charity by Gift Aid.

Volunteers.

Volunteers make an extraordinary contribution to the Charity and its impact. Those who give their time to the Charity's work bring a wealth of experience, professional skills, talent, and local knowledge and connectedness. The enthusiasm and commitment these bring is infectious and humbling.

Activity:

1. Volunteer-involvement increased from 232 in 2023/24 to **402** in 2024/25 (with typically 290 at any one time).
2. Estimated active volunteer hours increased from 57,875 hours in 2023/24 to **101,870** hours in 2024/25.
3. Focusing on reaching younger volunteers and those interested in volunteering in support of their studies or career development. Volunteers aged 16-24 were **3%** of all volunteers in 2023/24 and this rose to **12.54%** in 2024/25.
4. **10.42%** of the Charity's volunteers in 2024/25 were aged 65+ (8.39% in 2023/4). This in and of itself brings unique public benefit and added value in achieving the aim of being led by older people.
5. **92%** reported that they would recommend volunteering with the Charity to friends or family.

Taking a crude calculation based on the Government's 2024/25 National Living Wage rate of £11.44 per hour, this equates to **£1,265,392** which is not reflected in the accounts.

Future.

Coming years will continue to be difficult for many older people in East Sussex. The Cost-of-Living and Cost-of Care crises are on-going, they continue to be at risk of experiencing loneliness, and the services they rely on are increasingly financially challenged. The Charity's external environment remains uncertain, financially challenging and risky. Significant upheaval within its statutory partners is likely because of Devolution, Local Government Reform and changes to Sussex's Integrated Care Board.

The Charity's current Social Prescribing contract with NHS Sussex ends in March 2026. The specification for a competitive tender for this service will be published in July 2025 and a decision regarding the successful provider is expected mid-November 2025. The Charity has been preparing for this commissioning for some months. It is known that this tender will be highly competitive, involving providers from the VCSE and Independent sectors, and from NHS providers. The Charity also had related contracts with local Primary Care Networks, and it will seek to further develop these.

Building on its Board approval to sign up to the East Sussex VCSE Alliance's Equality Diversity and Inclusion (EDI) Charter, the Charity will take forward the development and implementation of its EDI Strategy. The Charity will also kick start its embracing investigating the potential benefits of Artificial Intelligence and Data Science on its work, initially working with specialist advisors on this. The Charity's work to improve its environmental impact will also continue.

The Charity's role in and engagement with the East Sussex VCSE Alliance will be further strengthened. Collaboration in relation to the Impact and Resilience of VCSE organisations and groups supporting older people in East Sussex have a particular resonance for the Charity. One form this can take is these formally coming together through merger. The Charity is progressing three such merger discussions and, in each case, it is the receiving Charity i.e., the other charities assets and liabilities will come into the Charity. If successfully completed, the coming together of these four local East Sussex charities will be greater than the sum of the parts. It will mean significant growth for the Charity. The Charity's Board and Management intend that these developments add to the aim of strengthening impact and resilience

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of Age UK East Sussex for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts 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 accounts, 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; and
- prepare the accounts 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 accounts 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 CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Opinion

We have audited the financial statements of Age Concern East Sussex ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, 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 group's and the parent 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, 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 trustee's 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 group'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 trustee's 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, including the trustees' 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.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report or the strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require(s) us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company 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.

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 auditors report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations (see below);
- We identified the following areas as those most likely to have such an effect: health and safety; General Data Protection Regulation (GDPR); fraud; bribery and corruption, and employment law. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any. The identified actual or suspected non-compliance was not sufficiently significant to our audit to result in our response being identified as a key audit matter.
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102, the Companies Act 2006 and the Charities Act 2011) and the relevant tax compliance regulations in the UK;
- We considered the nature of the group's operations, the control environment and financial performance.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the group has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those procedures and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Cummins FCCA (Senior Statutory Auditor)

for and on behalf of TC Group

Statutory Auditors

Dated: .....

Office: Steyning, West Sussex

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds £	Designated funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income from:						
Grants, donations and legacies	3	**177,519**	**-**	**375,287**	**552,806**	483,285
Activities for raising funds:						
Charity shop		**1,105,149**	**-**	**-**	**1,105,149**	991,788
Income from trading subsidiary	11	**88,051**	**-**	**-**	**88,051**	52,980
Other income	4	**334,272**	**-**	**-**	**334,272**	235,730
Investments - interest		**12,799**	**-**	**-**	**12,799**	12,243
Charitable activities	5					
Other charitable activities		**295,934**	**-**	**616,327**	**912,261**	884,544
Total income		**2,013,724**	**-**	**991,614**	**3,005,338**	2,660,570
Expenditure on:	6					
Costs of raising funds						
Fundraising		**1,428,381**	**-**	**343,158**	**1,771,539**	1,635,790
Expenditure for trading subsidiary		**55,261**	**-**	**-**	**55,261**	39,103
Charitable activities						
Activities undertaken		**579,870**	**-**	**615,020**	**1,194,890**	1,146,824
Total expenditure		**2,063,512**	**-**	**958,178**	**3,021,690**	2,821,717
Net income/(expenditure)		**(49,788)**	**-**	**33,436**	**(16,352)**	(161,147)
Net movement in funds		**(49,788)**	**-**	**33,436**	**(16,352)**	(161,147)
Fund balances at 1 April 2024		**1,022,866**	**260,000**	**10,610**	**1,293,476**	1,454,623
Fund balances at 31 March 2025	19	**973,078**	**260,000**	**44,046**	**1,277,124**	1,293,476

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	**10**		**221,204**		201,715
Current assets					
Stock		**19,107**		4,393	
Debtors	**12**	**436,473**		411,437	
Cash at bank and in hand		**884,246**		946,652	
		1,339,826		1,362,482	
Creditors: amounts falling due within one year	**13**	**(276,845)**		(219,340)	
Net current assets			**1,062,981**		1,143,142
Total assets less current liabilities			**1,284,185**		1,344,857
Creditors: amounts falling due after more than one year	**14**		**(7,061)**		(51,381)
Net assets			**1,277,124**		1,293,476
Income funds					
Restricted funds	**17**		**44,046**		10,610
Unrestricted funds:					
General funds			**973,078**		1,022,866
Designated funds	**18**		**260,000**		260,000
			1,277,124		1,293,476

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on 19/9/25

Carys Williams
Chair

Company Registration No. 07216053
Charity Registration No. 1139470

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CHARITY BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	10		**221,204**		201,715
Investments	11		**100**		100
			221,304		201,815
Current assets					
Debtors	12	**420,991**		431,752	
Cash at bank and in hand		**883,545**		914,353	
		1,304,536		1,346,105	
Creditors: amounts falling due within one year	13	**(274,545)**		(219,940)	
Net current assets			**1,029,991**		1,129,165
Total assets less current liabilities			**1,251,195**		1,330,980
Creditors: amounts falling due after more than one year	14		**(7,061)**		(51,381)
Net assets			**1,244,134**		1,279,599
Income funds					
Restricted funds	17		**44,046**		10,610
Unrestricted funds:					
General funds			**940,088**		1,008,989
Designated funds	18		**260,000**		260,000
			1,244,134		1,279,599

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on . 19/9/25

.....

Carys Williams
Chair

Company Registration No. 07216053
Charity Registration No. 1139470

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Net income		**(16,352)**		(161,147)	
Depreciation charge	**10**	**29,035**		27,829	
Investment interest		**(12,799)**		(12,243)	
Decrease in creditors	**13**	**(25,036)**		(37,362)	
Increase in debtors	**12**	**51,527**		102,035	
Increase in stock		**(14,714)**		(770)	
Net cash provided by/(used in) operating activities			**11,661**		(81,658)
Cash flows from investing activities					
Purchase of Tangible fixed assets	**10**	**(48,524)**		(45,559)	
Investment interest		**12,799**		12,243	
Cash used in investing activities			**(35,725)**		(33,316)
Cash flows from financing activities					
Capital repayments in the year	**13/14**	**(38,342)**		**(35,667)**	
Cash used in financing activities			**(38,342)**		(35,667)
Change in cash and cash equivalents in the reporting period			**(62,406)**		(150,641)
Cash and cash equivalents at the beginning of the year			**946,652**		1,097,293
Cash and cash equivalents at the end of the year			**884,246**		946,652

Net cash	**1 April 2024 £**	**Cash flow £**	**31 March 2025 £**
Cash			
Cash at bank and in hand	946,652	(62,406)	**884,246**
Debt			
Debts falling due within 1 year	(38,565)	(5,978)	**(44,543)**
Debts falling due after 1 year	(51,381)	44,320	**(7,061)**
	(89,946)	38,342	**(51,604)**
Total net cash	856,706	(24,063)	**832,643**

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Statutory information

Age Concern East Sussex is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with 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 (FRS102) (effective 1 January 2019) – Charities SORP (FRS102) and the Companies Act 2006.

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 £.

Age Concern East Sussex meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). There are no material uncertainties about Age Concern East Sussex's ability to continue as a going concern.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age UK East Sussex Trading Limited. A separate Statement of Financial Activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.3 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Grant income is recognised over the period for which it is granted.

Contract income is recognised when the charity gains entitlement to the income.

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

Trading income is recognised at the fair value of the consideration received or receivable for goods and services provided in the normal course of business and is shown net of VAT and other sales related taxes. The fair value of consideration takes into account trade discounts, settlement discounts and volume rebates.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer (usually on dispatch of the goods), the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the transaction will flow to the entity and the costs incurred or to be incurred in respect of the transaction can be measured reliably.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

2 Accounting Policies (continued)

2.4 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

The costs of raising funds consists of trading subsidiary costs, depreciation, costs relating to shops, and certain staff costs.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2.5 Tangible fixed assets and depreciation

Assets costing less than £1,000 are written off to the Statement of Financial Activities. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided in the year after purchase at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Office and gym equipment	20% straight line
Motor vehicles	33% straight line
Leasehold improvements	Over the terms of the lease

2.6 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.

2.7 Cash at bank and in hand

Cash at bank and in hand are basic financial instruments and include cash and short term highly liquid investments. The Trustees seek to use short and medium term deposits where possible to maximise the return on monies held at the bank and to manage cash flow. Bank overdrafts are shown within borrowings in current liabilities.

2.8 Stock

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition.

Stocks held for distribution at no or nominal consideration are measured at the lower of replacement cost and cost, adjusted where applicable for any loss of service potential.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

2.9 Creditors and provisions

Creditors and provisions are recognised where there is 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.

2 Accounting Policies (continued)

2.10 Investments
Investments in joint ventures are recognised at cost in the balance sheet.
Other fixed asset investments are stated at fair value.
Realised and unrealised gains and losses are dealt with in the Statement of Financial Activities.

2.11 Pensions
The charity operates a defined contribution pension scheme with TPT. Contributions payable to the charity's pension schemes are charged to the SOFA in the period to which they relate.

2.12 Accumulated funds
Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

Designated funds comprise general funds set aside by trustees for specific purposes.

2.13 Taxation
The parent company is a registered charity (number: 1139470). All of the charity's income falls within the exemptions set out in part 11 of the Corporation Tax Act 2010.

2.14 Employee benefits
The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

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 company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

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

2.16 Critical accounting estimates and judgements
In the application of the group'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.

The trustees do not consider that there are any critical estimates or areas of judgement that need to be brought to the attention of the readers of the financial statements.

3 Grants, donations and legacies

	Unrestricted funds	Restricted funds	Total 2025	Total 2024
	£	£	£	£
Grants	13,847	375,287	389,134	326,423
Donations	149,735	-	149,735	113,729
Legacies	13,937	-	13,937	43,133
	177,519	375,287	552,806	483,285

4 Other income

	Unrestricted funds	Restricted funds	Total 2025	Total 2024
	£	£	£	£
Faraday rentals and service charge	189,782	-	189,782	159,651
Other	144,490	-	144,490	76,079
	334,272	-	334,272	235,730

5 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2025	Total 2024
	£	£	£	£
Contract funding	35,532	616,327	651,859	652,726
Deep clean and declutter	260,402	-	260,402	231,818
	295,934	616,327	912,261	884,544

6 Expenditure

	Staff costs	Depreciation	Other costs	Total 2025	Total 2024
	£	£	£	£	£
Costs of raising funds					
Trading subsidiary	-	-	55,261	55,261	39,103
Other fundraising costs	832,377	29,035	910,127	1,771,539	1,635,790
Total	832,377	29,035	965,388	1,826,800	1,674,893
Charitable activities					
Activities undertaken directly	1,079,804	-	115,086	1,194,890	1,146,824
Total expenditure	1,912,181	29,035	1,080,474	3,021,690	2,821,717

Other fundraising costs include significant expenditure in relation to an income generation strategy with the majority associated to retail operations.

7 Governance costs

	2025	2024
	£	£
Auditor's remuneration	**16,250**	13,250
Staff costs	**26,649**	25,096
	42,899	38,346

8 Consolidated statement of financial activities comparative funds – 31 March 2024

	Unrestricted funds	Designated funds	Restricted funds	Total 2024
	£	£	£	£
Income from:				
Grants, donations and legacies	246,703	-	236,582	483,285
Activities for raising funds:				
Charity shop	991,788	-	-	991,788
Income from trading subsidiary	52,980	-	-	52,980
Other income	235,730	-	-	235,730
Investment income	12,243	-	-	12,243
Charitable activities	781,781	-	102,763	884,544
Total income	2,321,225	-	339,345	2,660,570
Expenditure on:				
Costs of raising funds				
Fundraising	1,635,790	-	-	1,635,790
Trading subsidiary	39,103	-	-	39,103
Charitable activities:				
Activities undertaken	780,711	-	366,133	1,146,824
Total expenditure	2,455,604	-	366,133	2,821,717
Net movement in funds	(134,379)	-	(26,768)	(161,147)
Fund balances at 1 April 2023	1,141,081	260,000	53,542	1,454,623
Fund balances at 31 March 2024	1,022,866	260,000	10,610	1,293,476

9 Employees

Employment costs	**2025**	2024
	£	£
Wages and salaries	**1,713,079**	1,549,998
Social security costs	**137,584**	121,035
Other pension costs	**61,518**	54,334
	1,912,181	1,725,367

The average number of employees employed by the charity during the year was 79 (2024: 72).

During the period the charity incurred staff redundancy costs of £5,732 (2024 £:nil).

The number of employees whose annual emoluments were £60,000 or more were:

	2025	2024
£60,001 - £70,000	**-**	-
£70,001 - £80,000	**1**	1
£80,001 - £90,000	**-**	-

The key management personnel of the charity consist of the directorate team (detailed in the Trustees' Report) whose total remuneration for the year was £286,518 (2024: £219,199).

10 Tangible fixed assets

Group and charity

	Leasehold improvements	**Computer equipment**	**Office equipment**	**Gym Equipment**	**Motor vehicles**	**Total**
	£	**£**	**£**	**£**	**£**	**£**
Cost						
At 1 April 2024	513,774	30,776	68,647	19,663	37,430	670,290
Additions	45,698	2,826	-	-	-	48,524
Disposals	(49,838)	-	-	-	-	(49,838)
At 31 March 2025	**509,634**	**33,602**	**68,647**	**19,663**	**37,430**	**668,976**
Depreciation						
At 1 April 2024	324,824	29,495	68,421	8,405	37,430	468,575
Charge for the year	22,836	1,281	226	4,692	-	29,035
Eliminated on disposal	(49,838)	-	-	-	-	(49,838)
At 31 March 2025	**2,97,822**	**30,776**	**68,647**	**13,097**	**37,430**	**447,772**
Net book value						
At 31 March 2025	**211,812**	**2,826**	**-**	**6,556**	**-**	**221,204**
At 31 March 2024	188,950	1,281	226	11,258	-	201,715

11 Fixed asset investments

Investment in subsidiary:

	Charity
	£
Investment in Age UK East Sussex Trading Limited	**100**

Holdings of more than 20%

The charity holds more than 20% of the share capital of the following companies:

Company	Country of registration or incorporation	Shares held	
		Class	%
Subsidiary undertakings			
Age UK East Sussex Trading Limited	UK	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

		Capital and reserves	Profit/(loss) for the year before charitable donation
	Principal Activities	£	£
Age UK East Sussex Trading Limited	Supply of retail goods	**32,890**	**32,790**

Age UK East Sussex Trading Limited

Age UK East Sussex Trading Limited is a wholly-owned trading company, company number 03552792 is incorporated in England & Wales and supplies retail goods. During the year Age UK East Sussex Trading Limited made sales of £88,051 (2024: £52,980) and incurred expenditure of £69,138 (2024: £65,351) which are shown in the Statement of Financial Activities. A summary of the trading results of the subsidiary is shown below. Also during the year donations were made from Age UK East Sussex Trading Limited to the charity of £13,877 (2024: £27,093).

Summary profit and loss account

	2025	2024
	£	£
Turnover	**88,051**	52,980
Cost of sales	**(52,827)**	(35,307)
Administrative expenses	**(2,434)**	(3,796)
Distribution of prior year profit	**(13,877)**	(27,093)
Net profit/(loss) after donation of prior year profit	**18,913**	(13,216)

Summary balance sheet

	2025	2024
The assets and liabilities of the subsidiary were:	**£**	£
Current assets	**35,290**	36,692
Creditors: amounts falling due within one year	**(2,400)**	(22,715)
Total net assets	**32,890**	13,977

12 Debtors

	Group		Charity	
	2025	2024	**2025**	2024
	£	£	**£**	£
Trade debtors	**205,661**	188,849	**205,661**	188,849
Amounts owed by group undertakings	**-**	-	**-**	20,315
Prepayments and accrued income	**159,813**	158,693	**159,813**	158,693
Other debtors (including VAT)	**70,999**	63,985	**55,517**	63,895
	436,473	411,437	**420,991**	431,752

13 Creditors: amounts falling due within one year

	Group		Charity	
	2025	2024	**2025**	2024
	£	£	**£**	£
Trade creditors	**52,027**	64,216	**52,027**	64,216
Other taxation and social security	**34,380**	27,709	**34,380**	27,709
Other creditors	**21,472**	15,271	**21,572**	15,271
Accruals and deferred income	**124,423**	73,579	**122,023**	71,179
Bank loans	**44,543**	38,565	**44,543**	38,565
	276,845	219,340	**274,545**	216,940

The bank loan relates to a loan taken out through the government Coronavirus Business Interruption Loan Scheme.

14 Creditors: amounts falling due after more than one year

	Group		Charity	
	2025	2024	**2025**	2024
	£	£	**£**	£
Bank loans (see note 13)	**7,061**	51,381	**7,061**	51,381

15 Controlling party

The charity is a company limited by guarantee and therefore without share capital. No one member has overall control of the charity. The liability of each member is limited to £1, being the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up.

16 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the current or prior year.

During the year, two trustees were reimbursed for expenses totalling £597 (2024: £826).

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2024	Movement in funds Income	Expenditure	Balance at 31 March 2025
	£	£	£	£
Additional measures	-	35,392	(35,392)	-
Ashdown Forest Health Care	-	115,960	(113,499)	**2,461**
Befriending	-	67,000	(27,915)	**39,085**
Community Navigator	-	184,327	(184,327)	-
IBC Grant for defibrillator	-	2,000	(2,000)	-
ESCC emergency food provision	610	-	(610)	-
ESCC HSF	-	90,648	(88,148)	**2,500**
Foreshore Trust	-	1,895	(1,895)	-
Macmillan	-	49,368	(49,368)	-
More Money for You	-	30,115	(30,115)	-
National Lottery Grant – IBC	-	86,823	(86,823)	-
Peter Harrison Foundation	-	2,000	(2,000)	-
Scams prevention	10,000	40,600	(50,600)	-
Spring Vaccination Awareness Programme	-	3,663	(3,663)	-
The Lawson Trust Fund	-	3,500	(3,500)	-
THS Pembury	-	234,048	(234,048)	-
Warm Homes	-	15,975	(15,975)	-
Wolfson	-	28,300	(28,300)	-
	10,610	991,614	(958,178)	**44,046**

17 Restricted funds (continued)

Ashdown Forest Health Care – Funding to cover costs of duties as a social prescriber

Befriending – Telephone befriending service to provide social interaction to isolated older people.

Community Navigator – Social prescriber funding from Sussex Community NHS Foundation Trust.

IBC Defibrillator grant – Grant funding to cover the costs of a defibrillator

ESCC emergency food provision – £110 grants distributable to vulnerable older people to support with fuel and food poverty.

ESCC HSF – Grant provided to assist the charity towards activities that provide advice and information on all aspects relating to finances, including income maximisation, benefit eligibility and help to apply, employment rights, dealing with debt emergencies and budgeting.

Foreshore Trust – Funding towards face-to-face and over-the-phone information and advice service.

Macmillan – Contract funding towards Macmillan's Home from Hospital service which provides two weeks of home care and assistance for cancer patients following hospital discharge.

More Money For You – Grant funding for check of benefits and calls for information and advice.

National Lottery grant – IBC – Funding for running of the Isabel Blackman Centre, a leisure centre and community space for over 50s.

Peter Harrison Foundation – Grant funding for the integrated care board.

Scams preventions – Funding towards a scams prevention service which delivers talks and provides assistance in recovering client money lost through scams.

Spring Vaccination Awareness Programme – Grant funding for COVID awareness NHS project.

The Lawson Trust Fund – Grant funding for information and advice on scams.

THS Pembury – Take home and settle contract income.

Warm Homes – Grant funding for low income pensioners intended for winter bills.

Wolfson – Refurbishment grant utilised for solar panel installation and heating upgrades.

18 Designated funds

	Balance at 1 April 2024	Movement in funds: Income	Expenditure	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Contingency reserve	260,000	-	-	-	**260,000**
	260,000	-	-	-	**260,000**

Contingency reserve – The Board of Trustees set aside funds in order to provide for contingency costs in the event of the charity being unable to continue to operate, working capital to support the day-to-day operation of the charity, and to meet future capital investments/commitments.

19 Analysis of net assets between funds – consolidated

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2025 are represented by:				
Tangible fixed assets	**221,204**	**-**	**-**	**221,204**
Current assets	**1,035,780**	**260,000**	**44,046**	**1,339,826**
Creditors: amounts falling due within one year	**(276,845)**	**-**	**-**	**(276,845)**
Creditors: amounts falling due after one year	**(7,061)**	**-**	**-**	**(7,061)**
	973,078	**260,000**	**44,046**	**1,277,124**
Fund balances at 31 March 2024 are represented by:				
Tangible fixed assets	201,715	-	-	201,715
Current assets	1,091,872	260,000	10,610	1,362,482
Creditors: amounts falling due within one year	(219,340)	-	-	(219,340)
Creditors: amounts falling due after one year	(51,381)	-	-	(51,381)
	1,022,866	260,000	10,610	1,293,476

20 Commitments under operating leases

At 31 March 2025 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings	
	2025	2024
	£	£
Within one year	**244,051**	241,801
Between one and five years	**399,614**	558,102
More than five years	**130,000**	195,000
	773,665	994,903

The amount expensed in respect of operating leases in the year totalled £308,589 (2024: £301,996)

21 Related party transactions

Transactions with Trustees have been detailed in note 16 of the financial statements. There were no further transactions with related parties during the year.

In 2022, the Charity entered into an agreement with a newly establish charity, IBC – In Perpetuity (Charity Number 12649941; Company Number 1191368), of which it is a co-founder, in relation to its financial and management support for the creation and delivery of The Isabel Blackman Centre in Hastings as a community venue promoting the health and wellbeing of older people. Steve Hare, the Charity's Chief Executive, was appointed to the Board of IBC – In Perpetuity as a representative on the new charity's Board.

At the year-end IBC – In Perpetuity owed the Charity £54,435 (2024: £54,294).

AGE CONCERN EAST SUSSEX

England & Wales - Charity number 1139470

Accounts

Charity Registration No. 1139470

Company Registration No. 07216053 (England and Wales)

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Martin Burke Ralph Chapman Nina Crump (Resigned 31 July 2023) Susan Hayward (Resigned 23 October 2024) Rebecca Haywood Paula Kirkland (Appointed 1 December 2023) John Merchant Laura Mucha (Appointed 1 December 2023) Russell Shingles (Appointed 1 December 2023) Ian Slater (Resigned 31 July 2023) Carys Williams (Chair)
Patron	Baroness Cumberlege of Newick, CBE
Chief Executive & Secretary	Steve Hare
Charity number	1139470
Company number	07216053
Registered office & Principal address	54 Cliffe High Street Lewes East Sussex BN7 2AN
Auditors	TC Group The Courtyard Shoreham Road Upper Beeding Steyning West Sussex BN44 3TN
Main bankers	CafCash Limited Kings Hill West Malling Kent ME19 4TA
	National Westminster Bank plc PO Box 2421 11 High Street Lewes East Sussex BN7 2UJ

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

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AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees of Age Concern East Sussex present their report together with the audited consolidated financial statements for the year ended 31 March 2024.

The Charity.
The Charity's purpose as set out in its Articles of Association is to promote the relief of older people in any manner which is or hereafter may be deemed to be charitable in and around the county of East Sussex. Its Vision is that East Sussex is a great place to grow older. Its Mission is to enhance the quality of later life for people in East Sussex by:

- working with people in later life to identify and respond effectively to their expressed needs and aspirations.
- representing people in later life.
- promoting a positive image of later life.
- being a sustainable charity and social enterprise.
- collaborating with others.

Public benefit.
All charitable undertakings focus on enhancing the quality of later life in and around East Sussex and are solely to further the charitable purposes for public benefit. Trustees consider how planned activities will contribute to the aims and objectives they have set. The Charity Commission's general guidance on public benefit has been referred to when reviewing aims and objectives, and in planning future activity. The people the Charity is trying to help, and its main activities are described below.

Ensuring delivery.
The Charity's agreed Vision, Mission and Strategic Aim guided its objectives for the year. 2023/24 saw the Charity deliver the third and final year of its existing business plan. This was focused on recovering the Charity's impact and financial sustainability after the damaging effects of the Covid pandemic. The importance of this aim was heightened by the continued Cost-of-Living crisis. On-going uncertainty and risk in its operating environment led the Charity to ensure it was taking a highly flexible approach to its delivery and maintained its vigilance in relation to risk management. Risk was treated a 'live' issue i.e., under continual monitoring and evaluation. Performance and delivery were reviewed in the Directorate team on a weekly basis. This helped ensure that the focus was on meeting the needs of older people and ensuring sufficient financial resource to sustain the Charity's activity.

Who benefited?
Charitable objects and funding limit the services and activities provided by the Charity to older people in and around East Sussex. Census data show that the proportion of the county's population over pensionable age is **26.1%** of the total population (population aged over 65 in 2021 is 142,453). This is substantially higher than the regional and national averages of 17.8% and 17% respectively.

The relative size of East Sussex's population aged over 75 years is higher than in any other county in England and Wales. East Sussex's population growth between 2011 and 2021 was concentrated in the 70-79 age group, which grew 37.7%. People in their 70s now account for approximately one in eight (12.3%) of all residents of East Sussex, up from around one in eleven (9.3%) in 2011. By contrast, the growth in the number of over 85s was relatively small at just 4.7%. While growth in the over-85s population in East Sussex was comparatively low, this should not detract from the fact that at county/unitary authority level, East Sussex continues to have the second-highest proportion of over-85s in the country.

Evidence from the area's Joint Strategic Needs Analysis suggests that the local population is relatively healthy, and most people can expect to live a long life. However, across the county there are significant health and wellbeing issues. Currently there are around 13,000 people living with dementia (including those who are not yet diagnosed). Census data from 2021 shows 33% of those aged 65 years have a disability and, while rates of increase from 65 years of age are relatively level, these began to rise sharply after the age of 73 years. Given that the last of the postwar baby boomer generation (born 1946–1954) is due to turn 70 in 2024, this will likely put increased pressure on health services over the next few years.

There are some substantial inequalities between groups of people and localities. Average life expectancy in some wards in Hastings, for example, is up to 15 years lower than in other parts of East Sussex. 19,500 or 11% of older people are affected by income deprivation in the county; this is higher than the regional average of 10%, but lower

than the average for England as a whole (14%). However, there is much variation within the county. 1 in 5 older people in Hastings are affected by income deprivation compared to fewer than 1 in 10 in Wealden.

All the Charity's services are free at the point of use or are provided at affordable rates to ensure accessibility. Equality is an important issue for the Charity. It is believed that genuine and demonstrable equality of access is essential to the Charity's success, and that positive outcomes must be shared by all communities that use its services or engage in its activities. Further information about who benefits directly from the Charity's work is explained in the analysis of performance and achievements below.

The Charity's focus.
The main objectives for the year have been the promotion of independence, choice, and control for people in later life often within the context of the on-going Cost-of-Living crisis; the challenging of age discrimination, loneliness and poverty; and the promotion of healthier lifestyles.

The strategies the Charity used to meet these objectives included:

- providing a range of services which are accessible, person-centred and reflect relevant quality standards.
- exerting influence through partnership working and lobbying on issues that affect the quality of later life.
- representing people in later life at a variety of health, social care and economic committees, networks, and forums.
- developing effective partnerships with older people and organisations interested in improving their quality of life.

Services

In furtherance of its objects, "to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around the county of East Sussex", the main areas of charitable service delivered were:

- information and advice.
- reducing loneliness.
- preventative health projects and services.
- post-hospital discharge support.

During 2023/24 **15,513** older people were recorded as being directly supported through accessing these services. There were **55,397** recorded episodes of care. This compares with 8,966 people and 51,806 episodes of care in 2022/23. The principal reason for the increased activity was 2023/24 being the first full operating year of the Charity's delivery of services and support at the Isabel Blackman Centre (IBC), however, there has been increased demand for support and rising complexity of need across all services. Details of the services delivered are described below.

Information and advice.
The Charity's accredited Information and Advice service provides free, confidential, independent, and impartial support for people in later life across East Sussex, enabling choice and control. It gives signposting and assistance on accessing services and support including those relating to health, housing, wellbeing and social opportunities, and voluntary and statutory services. The largest proportion of enquiries concern claiming age related social welfare benefits.

During the year, the outcomes the service focused on delivering were:

- Increasing access to eligible benefits and financial assistance to improve financial health and reduce poverty.
- Supporting access to appropriate housing and accommodation.
- Providing signposting to voluntary and statutory services.
- Supporting access to Age UK East Sussex and Age UK services.
- Supporting carers/families of local older people in East Sussex accessing a broad range of information about health, wellbeing, financial assistance, and positive living opportunities.
- Increasing awareness of scams and reduced risk of being scammed.

Throughout 2023/24 the service responded to the increase in demand and complexity of need resulting from the on-going Cost-of-Living Crisis, especially rising energy and food costs. Severe financial hardship brought many more new clients who were previously 'just about managing' and who were not claiming the benefits they were entitled to. There was significant demand for support with benefits checks and applications, and clients were frequently experiencing high levels of stress and anxiety.

The issue of Scammers targeting older people also remained as a significant risk, and the Charity continued its focus on this. The service's scam prevention activity delivered information and advice, scams awareness raising (radio, social media, and poster) campaigns and presentations. It also offered practical support such as fitting call blockers. The aim was to equip people with the ability to spot scams and protect themselves. Presentations were made to the Community Supermarkets in Peacehaven and Newhaven, Carillon Cottage (Wadhurst) the Village Hall Cuppa Club (Staplecross), Memorial Hall (Lower Dicker), Seaford Library, St Georges Hall (Polegate) and many other local community groups and venues across the County.

The service's focus is on preventing scams taking place. In addition to its awareness-raising activity, the Charity attended key crime reduction and other networking events and worked closely with partners such as Sussex Police and Trading Standards. Unfortunately, many older people were targeted by scams criminals during 2023/24 and this fraud can often mean people losing their life savings. Victims of scams tend to be reluctant to report the crime because they feel ashamed or embarrassed. Others may be unaware that the crime has taken place. The Charity's service offered one-to-one casework, helping people to get back money taken from them through scams. It was successful in recovering over **£112,000** during the year.

The increasing complexity of cases across the information and advice service's casework had several implications. Clients stress and anxiety meant that they needed more time to talk through their concerns and that there was an increased number of contacts with the service's advisors. Casework was more complex and required additional resources to achieve an outcome and maintain client and service records. There was increased pressure on team members in terms of overall demand and the emotional impact of working with distressed clients in difficult circumstances.

The Charity has been working hard to respond to these and other pressures, whilst maintaining quality standards and accreditation. A new management structure was introduced to support this and add capacity to frontline delivery. Other developments included the relocation of the service to the Charity's Isabel Blackman Centre. Amongst other benefits this has increased the visibility of the service and strengthened its joint working with other support.

The Charity consolidated its partnership-working with statutory partners such as the County Council's Adult Social Care and Trading Standards to address the Cost-of-Living Crisis and the increasing risk of scams. Particular attention was given to further strengthening collaboration with other local VCSE advice providers. Operationally, these services have effective signposting and referral processes to ensure their clients access the right support. The Chief Executive and service management have also retained the Charity's position as an active member of an Alliance of Voluntary Community Social Enterprise (VCSE) sector advice providers. Together these share service demand and issues insights, and report into county-wide planning and development activity with local authority partners.

Amongst the service's achievements in the year were:

- Partnering with East Sussex County Council and distributing **£72,560** as targeted Household Support Fund Cost-of-Living crisis grants to support older people in severe financial hardship with the cost of energy, food, and other essentials in specific periods. Between April and September 2023 £37,400 was given as £110 grants to 340 clients, and then £36,300 in grants of £110 were allocated to 330 clients between October and March 2024.
- **£180,000** in successful new welfare benefit claims.
- **1,100** triaged and immediately responded to requests for simple information and signposting by customer service colleagues).
- Delivering a Warms Homes programme in partnership with Age UK, EoN and Energise Sussex Coast targeting older people in or at risk of fuel poverty. Providing support such as benefits checks, smart

meters, and access to grants for energy saving measures to **196** clients - delivering 394 episodes of support and achieving **£365,036.37** in financial savings.

- **Ninety-eight** scams prevention presentations and **1941** attending clients.
- Targeted one-to-one scams support with **321** clients (321 support sessions) including the fitting of telephone call blockers, support to recover savings etc.
- Recovering over **£112,000 in** money scammed from older people locally.

There were **5,273** clients and **10,769** episodes of support. Overall satisfaction was 100%**.** 100% of clients reported the service had enabled them to maintain or improve their financial situation, independence, and control, and access to other services. Other maintained or improved outcomes cited include social relations (70%), health (70%), and daily activities (65%).

Telephone Befriending.
The Charity's telephone service was originally established as part its Covid emergency response. It continued post-Covid to support recovery. Its focus is on helping tackle the chronic loneliness many older people access locally. Volunteers make weekly befriending telephone calls to older people they have been matched with. The service approach provides some flexibility for face-to-face befriending to take place (e.g., for occasional escorted walks or to support initial attendance a social groups), however delivery is primarily telephone based. Evidence of this as a preference comes from the service's client and volunteer engagement highlighting the convenience, timeliness, effectiveness, and efficiency of this. Clients feel there is less pressure with telephone calls. They like that they could relax at home, not worry about receiving visitors, travelling or the weather. Volunteers report that telephone befriending allows them to balance volunteering with their other commitments and time constraints. This approach also supports volunteer recruitment and retention, offers value for money (e.g., reducing travel costs).

2023/24 was a year of transition for the service as the Charity's Management was carrying out development activity to achieve sustainability in its delivery of this support, while continuing to oversee and support existing befriending relationships via its Customer Relationship staff. By January 2024 the Charity had successfully secured funding for a new approach to telephone befriending- the 1-2-3 telephone befriending (described below). By year-end this new service had been mobilised and it had either appropriately incorporated existing befriending or enabled these to move away from operating under its coordination.

A total of **44** clients were supported in 2023/24 and there were **2059** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including Social Relationships (96%), independence and control (68%), health (62%), access to other services (53%) and daily activities (48%).

1-2-3 Telephone Befriending.
The 1-2-3 service was developed during 2023/4 as part of the Charity's broader work on tackling loneliness and its collaboration with partners on a county-wide Connected Communities programme. Recognising the chronic nature of the loneliness which many older people experience, the Charity was able to shape a service-offer which both addressed this and supported improved mental health. Funding was secured via the Local Authority's Public Health Department and accessed via new VCSE Alliance-based commissioning arrangements.

The 1-2-3 telephone befriending approach provides a time-bound (typically 6-months) service during which time the telephone volunteer befriender has supported their client to be more connected to local people, services and resource locally. The Charity's service coordinator recruits, trains and supports volunteers, overseeing and supporting befriending relationships in their progression and outcome achievement. The approach enables sustainability by allowing other, new, clients to be supported once an existing relationship is concluded. Sustainability can also be achieved by the service having helped nurture genuine friendships which are then transitioned away from the coordination by the Charity's service and sustain themselves independently.

Mobilisation began in February 2024, therefore for 2023/34 there was a total of **16** clients and **62** episodes of support.

Isabel Blackman Centre.
The Isabel Blackman Centre (IBC) in Hastings is a former local authority older people day centre that had been closed, left abandoned, and finally put on the market for disposal to developers. The Charity and its local partners successfully raised the £650,000 capital funding required for the centre's purchase and renovation on behalf of the local community. Purchase was completed in August 2021 and ownership of IBC as a community asset sits with IBC- In Perpetuity (a new charity co-founded by the Charity and with the Charity's CEO as a Board member). The Charity led the renovation during 2022/23, transforming this into a fit-for-purpose community venue. It has since led the management and delivery of services and activities from this.

The charity records its IBC membership (926 in 2023/24) and client numbers for IBC's fitness sessions, events, and activities etc (5,012 in 2023/24). There are though notable levels of under-reporting of the centre's impact. Café customers, for example, are not recorded, therefore benefits in terms of older people and others having access to affordable and nutritious food, and warm and social space is not captured. Similarly, there were 68 third-party/partner events hosted, and 59 (86%) of these events were with the Charity's Voluntary Community and Social Enterprise partners and their beneficiaries (demonstrating real value to an under-resourced group of hirers). These beneficiaries were not recorded by the Charity, however, are noted as added value because of the centre's return to the community.

2023/24 was IBC's first full operating year and it has played a significant role in increasing the Charity's impact in relation to its direct work with older people locally. Overall, where in 2022/23 the charity's services supported 8,966 clients (51,806 episode of care), with IBC fully operational in 2023/24 this rose to 15,513 clients (55,397 episodes of care).

A total of **5012** clients were supported in 2023/24 and there were **18,358** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including social relationships, health, mobility, and wellbeing (100%), financial situation (98%) and independence and control (65%).

Social Prescribing.
The Charity's Social Prescribing Service supports patients from GP surgeries in the Lewes, Uckfield, Crowborough, and Havens localities, enabling them to navigate their way around local health, social care, and voluntary sector services. This is funded by a core contract commissioned via an alliance of agencies (led by Sussex Community NHS Trust) delivering community services across the area. There are additional roles that are funded through local Primary Care Networks.

Launched in February 2016, the service's aims are to increase the wellbeing and confidence of patients (and their carers) who may have complex physical needs and who are isolated or at risk of social isolation. It targets those who are making heavier than expected demands on primary care services for non-clinical support. The aim is also to reduce demand on the time of GPs, other health professionals and out of hours services, for social and non-clinical matters.

Amongst other support, the service seeks to involve clients in their care planning and assist the coordination of this. They inform, signpost, and proactively support clients to navigate their way around the county's health, social care, and voluntary sector services. A key purpose is to ensure the client's experience is seamless. This is achieved by the service working alongside GPs to deliver joined up care and support following their attendance at the surgery.

2023/24 saw continued rising demand and complexity of need. Referrals to the service are clients experiencing a range of issues such as loneliness and carer stress. They frequently also have concerns about issues such as financial hardship, and housing, independent living or social care needs. Many also have Long Term Conditions and/or or a high level of frailty. Despite these pressures, the Charity's service performance was strong and exceeded contractual targets.

The Charity's Chief Executive and service manager continued to engage with NHS and Local Authority partners, Voluntary, Community and Social Enterprise (VCSE) Social Prescribing providers and others in an informal information sharing network to take forward development activity. The Charity's Chief Executive also acted as the East Sussex VCSE Representative for the development of Sussex Integrated Care System's Social Prescribing Strategy. This 'Social Prescribing Works' strategy document went through the various Governance sign-off

processes within NHS Sussex and Local Authorities across Sussex and was subsequently published in March 2024.

A total of **918** clients were supported in 2022/23 and there were **15,428** episodes of care. Satisfaction was 94.5%. 92% of the clients felt they had been listened to and treated as an individual. 81% felt they had been fully involved in decisions about their care and support. Clients reported maintained or improved outcomes including access to other services (86%), health (61%), daily activities (61%), independence and control (56%), and social relationships (48%).

Age UK East Sussex and Macmillan Cancer Support.
The Cancer Support Service was first established in April 2015 to support older people experiencing cancer. This provides tailored practical and emotional support, enabling them to complete their cancer treatment. It also helps them to remain independent in their own homes after diagnosis and/or whilst going through cancer their cancer journey.

2023/24 was a busy year. A total of **187** clients were supported (**1,683** episodes of care) exceeding the target of 112. The Charity also worked closely with its funder to continue to develop the service's impact. There was an agreed refinement to the services' eligibility criteria so that although it is targeting people aged 50+ who are living with cancer, it can support can be provided to those aged 30+.

Satisfaction was 100%. Clients reported maintained or improved outcomes including daily activities (93%), access to other services (84%), social relationships (82%), health (76%), and independence and control (53%).

Healthy Living Clubs.
The Charity provided on-going informal support and advice to Healthy Living Clubs in Hampden Park, Rye, Polegate, Sidley and Hastings, and to a Walking Football club. These had previously been set up by the Charity to provide a warm and welcoming setting for people aged 50+ where they can develop friendships and be more physically active. The aim is to improve health amongst those older people most at risk of leading unhealthy lifestyles and/or experiencing greatest health inequality. Over time the Charity trained-up volunteers from the group's membership so that each club is now largely run by their members. There was support to individual club leaders regarding their club's development and, where required, individual clubs' members were supported to re-engage with these.

140 members were provided with informal contact and advice, and there were **4,500** support sessions. Satisfaction was 100%.

Take Home and Settle.
The Take Home and Settle service enables safe and timely discharge where otherwise this might be delayed. It targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties. Clients are supported to ensure they are properly discharged from hospital, and safely taken and settled in their home. The team ensure that appropriate medication and care plans are in place at the point of discharge. Staff drive clients home, and typically support involves staying for a few hours to reassure them, ensure the home is safe and undertake any practical tasks (making beds, dealing with urgent correspondence, shopping for milk etc.) that may be needed. The focus is on maintaining independence, reducing social isolation, and setting up informal support networks through family and friends. There is also an objective of freeing up much needed hospital beds and preventing hospital re-admission. Support largely focuses on enabling self-care and building confidence.

The Charity delivered seven days a week support and worked with a total of **1,769** clients in 2023/24, with **1,769** episodes of care. The service successfully responded to winter pressures by doubling the number of shifts delivered on key days throughout the winter. The result was a 25% increase in client numbers from the 1100 supported in the previous year. The Charity noted that there were often delays when a patient is ready to come home but the medication is not yet available, and it worked with the hospitals to improve that situation.

Satisfaction was 100%. Clients reported maintained or improved outcomes including daily activities (74.50%), social relationships (51.34%), independence and control (50%), access to other services (45%), and health (30%). Health colleagues' satisfaction was also 100%.

Bed Moving and Deep Cleaning.
The Charity continued its flexible and targeted delivery of bed moving and deep cleaning support, working in partnership with the NHS, Adult Social Care, and others to support older people returning home from hospital. This support responds to referrals where clients are unable to be discharged from hospital due to the state of their house. Typically, this involves the Charity's house clearance team assisting clients by repositioning their bed to a more accessible part of their home (e.g., moving from first to ground floor rooms) and arranging deep cleaning support to reduce health risk.

A total of **83** clients were supported in 2023/24 and there were **83** episodes of care. Customer satisfaction was 100% and 100% of clients reported maintained or improved independence and control.

House clearance.
The Charity's house clearance service supports older people, their family, carers and others. It creates space, disposes of unwanted items, recycles unwanted or unneeded pieces, and assists with down-sizing (i.e., by preparing a property for sale or clearing properties including garages and sheds). It operates from the Charity's Newhaven and Eastbourne Home stores/depots. This is a professional service, and, for example, there are strict policies and procedures that ensure that all items clearly have the permission of the owner/executor prior to any booking being made. House clearances can often involve additional labour and waste costs (tip runs and skip costs etc.). The Charity has a clear pricing structure to balance sustainability and affordability. Where possible items of furniture, household goods and electrical equipment are recycled and/or refurbished to avoid these going to landfill or being fly tipped. These are normally sold through the Charity's retail outlets, on-line or through local auctions in support of the Charity's work.

As well as providing practical and logistical support, evidence clearly demonstrates that donating items in support of the Charity's work helps people feel better. This can, for example, help alleviate a sense of loss, stress or discomfort when moving home or disposing of items with sentimental value following bereavement. Additional benefits of the service are that this created opportunities for volunteering, employment and skills training opportunities for local people.

2,083 clients/home collections were undertaken (1,389 in Newhaven and 702 in Eastbourne), equating to **2,303** support sessions. Satisfaction was 99.4%. Clients reported maintained or improved outcomes including independence and control 98.5%, daily activities 98% and health 78%.

Improving later life through representation, influencing and through partnership working.
The Charity continued to recognise the importance of its representation, influencing and partnership working and has prioritised the policy areas of highest impact for improving later life.

Loneliness.
There was further collaboration regarding the Connected Communities programme - a cross-sector approach to tackling loneliness. This treated East Sussex as a system in which numerous factors are seen to have a bearing on people's sense of loneliness and connection to their community e.g., statutory and VCSE services and support, transport policy, housing development, access to green and blue spaces, community venues etc. The Charity with some key East Sussex VCSE Alliance and County Council partners are members of a steering group overseeing the establishment of, and participating in, a wider loneliness 'stewardship group' focused on reducing loneliness locally.

Cost-Of Living Crisis.
The Charity's response to the Cost-of Living Crisis has taken several forms. A major concern has been the financial hardship this has caused, especially those who are most isolated and vulnerable. It shared its insights and experiences of the issues faced by older people, alongside evidence from its Information and Advice service delivery, with a range of East Sussex VCSE Advice Partners. It also regularly contributed to a quarterly money advice insights paper, highlighting trends and escalating issues on a whole population basis.

The Charity's position in the East Sussex VCSE Alliance enabled it to engage with a cross-sector, Multi-Agency Financial Inclusion group. This collaboration with VCSE, Local Authorities, the NHS and others ensured effective coordination in the delivery of support to individuals and communities (e.g., welfare benefit and debt advice, food partnerships, Government financial support programmes etc.). The Charity also participated in an extensive

strategic review into the Advice Sector in East Sussex, laying the foundations for future development and commissioning activity to increase the impact and sustainability of this support.

Health and Care.
The Charity continued its engagement with the on-going structural changes to health and social care services. This took place in the context of these becoming increasingly integrated. There were severe funding reductions across Sussex's Integrated Care System (ICS) and the Charity's engagement was aimed at mitigation the effect of these on older people and others locally. Engagement activity also prioritised influencing the development of the ICS's Shared Delivery Plan for its 5-year (Improving Lives Together) strategy was a significant priority. The Charity's Chief Executive acted as the East Sussex VCSE sector representative on the Sussex Assembly, and East Sussex's Health and Care System Partnership and Community Oversight Boards. Wherever possible, the Charity sought to influence to strengthen the way local Health and Care partners work together. The purpose of this was to improve population health and wellbeing and reduce health inequalities. The Charity brought a particular emphasis on ensuring equality of access for older people and others. It also focused on in ensuring the VCSE was recognised as both a key strategic partner and service provider. Increasingly this has involved collaborating with partners at an East Sussex system level, combined with ensuring effective links with a wider Sussex ICS geography. In relation to Social Prescribing the Chief Executive was a member of Social Prescribing Strategy Steering Group in, and participated in several co-design activities for, the development of Sussex-wide strategy (Social Prescribing Works, published in March 2024.

In Lewes District, the Chief Executive continue the Charity's collaboration General Practitioners, medical staff, VCSE Partners and Local Authority Public Health and Adult Social Care officers. This built on a Population Health Management approach taken in the previous year and focused on a cohort of 314 older people registered with the Lewes Foundry Primary Care Network's surgeries. It targeted those most at risk due to frailty, dementia, social isolation, and falls locally. Partners co-designed a business case for some targeted support for this group to reduce unplanned and unnecessary hospital admissions.

Partnerships with older people and organisations interested in improving their quality of life.

East Sussex VCSE Alliance
The Charity continued to play a leading role in the East Sussex VCSE Alliance. The purpose is to ensure the sector is positioned as a strategic partner and trusted service provider. The Charity's Chief Executive acts as the Alliance's Vice Chair. Amongst other activity the Charity co-authored a series of position papers regarding money advice and presented the Alliance's priorities and facilitated workshops at its major cross-sector conference in November 2023.

Sussex VCSE Leaders Alliance.
The Charity has played a key role in developing appropriate infrastructure and relationships for connecting the VCSE sector across Sussex. This was specifically in the context of engaging the integrated Health and Care System (ICS) and representation of the diverse c10,500 VCSE organisations and groups within and across East Sussex, West Sussex, and Brighton & Hove and the communities they support. Amongst other leadership and engagement activity, the Charity's Chief Executive co-designed recruitment processes for key Shared Delivery Boards and was active in the recruitment and selection to these roles.

IBC- In Perpetuity.
IBC- In Perpetuity is the owner of the Isabel Blackman Centre in Hastings and acts as the custodian of this as a community asset for older people locally. The Charity is IBC- In Perpetuity's strategic partner and the two charities have common purpose. The Chief Executive represents the Charity on IBC- In Perpetuity's Board. The Charity is also IBC – In Perpetuity's service provider. Formal leasing and reporting agreements are in place regarding the arrangements for the Charity's management and delivery. Outside of these, the respective Boards have a formal agreement regarding outstanding monies owed to the Charity in relation to the centre's renovation project. Rental income from a flat over the centre (owned by IBC- In Perpetuity and managed by the Charity) is being used to repay this debt.

Age UK Network.
There was a continuing focus on developing the Charity's relationship with (the national charity) Age UK and the network of c120 independent local older people's charities each with a similar brand partnership with Age UK as the charity. A previous extension to existing arrangements enabled the Charity and others in the network to consider future relationships – specifically the development of a Shared Strategy and a Network Agreement. The Charity participated in two formal consultation rounds regarding these during the year (November 2023 and March 2024), and it is anticipated that the Charity's Board will be considering final proposals for future network arrangements during 2024/25.

The Charity's structure.

Age Concern East Sussex is an independent and autonomous charity with unique charity and company numbers. It raises its own funds through social enterprise, trading, charity shops, grant applications, donations, legacies, and gift aid. The Charity also contracts with statutory agencies for specific service provision.

Governance.
Founded in 1948 and a registered charity since 1973, the Charity incorporated as a Charitable Company Limited by Guarantee in April 2010. It retained the legal name Age Concern East Sussex, and its operating name is Age UK East Sussex. The Board consists of up to ten Trustees/company directors who are individual members and not representatives from other organisations.

Trustees are recruited to the Charity for their specialist knowledge and/or their interest in the welfare of people in later life locally. In accordance with its desire to be led by older people, the Charity specifies that at least 75% (rounded to the nearest whole number) of the total number of Trustees must be over the age of 50 years. The Trustees are the only full members i.e., with voting rights at General Meetings.

The Charity's Chair was recruited in December 2022 following a Board-led open recruitment campaign and took up office in March 2023 when the then incumbent retired. Key Governance tasks for 2023/24 were the strengthening of the Board's membership, and the development of a new Strategy for the period from 1st April 2024. A Board skills and experience analysis and other development activity informed the work of a task and finish Nominations Committee. Membership consisted of the Chair, Vice Chair and Chief Executive. Supported by the Charity's HR and Social Media colleagues, this ran a successful recruitment campaign, and three new Board member were recruited in October 2023.

New Trustees receive an induction from the Chair and Chief Executive and have a comprehensive briefing regarding Charity Commission guidance on the responsibilities of Trustees. There is an agreed Trustee Conflict of Interest and Loyalty policy and a Code of Conduct, and these were refreshed during the year. Trustees are briefed annually as to the Charity Commission's general guidance on public benefit and complete an annual register of interests.

The Charity undertook a significant and intensive process of planning and engagement in relation to its Strategy for 2024-29. This included the use of external evidence of need and outcomes for positive later life from national Age UK research. Further insight came from the Charity's own data and knowledge regarding the needs and aspirations of older people and its engagement with older people and stakeholders. The Charity's Board and Management Team jointly developed and agreed SWOT and PESTLE exercise documents as background to the development of the strategy. Staff and volunteer engagement included active participation via a series of workshops undertaken as part of the Charity's Staff and Volunteer Conference in October 2023. Trustees and management prioritised ensuring that the voice of the Charity's beneficiaries was at the heart of its strategy development. Numerous Directorate workshops were held to work up and revise the draft Strategy and the details of three Delivery Plans (People; Infrastructure; Income Generation) which were presented to and scrutinised at the Board's Away Day in February 2024. The final Strategy and Delivery Plans were approved in the Board's March 2024 General Meeting.

The Board set the Charity's overall aims and objectives. It meets in General Meetings a minimum of six times a year. In November 2023 an Extraordinary General Meeting was held to give additional attention to the proposals relating to the Age UK Network Agreement consultation, and to Directorate recommendations relating to the Charity's strategy development.

Management is delegated to the Chief Executive, and Directorate and management teams. 2023/24 saw the Charity delivering the final year of its 2021-24 strategic plan aimed at recovering its impact and financial sustainability following the damaging effect of the Covid pandemic.

Each year the Chair of the Board conducts an Annual Appraisal of the Charity's Chief Executive. The Appraisal report is signed by the Chair of Trustees and Chief Executive and is countersigned by the Vice-Chair.

There is a Finance and Remuneration Committee whose responsibilities include the drafting of budgets and scrutiny of financial performance and control. Refreshed Terms of Reference were approved by the Board. The Committee played a key role in monitoring and mitigating the on-going financial risks the Charity faced due to the Cost-of-Living Crisis. Its activity included scrutiny of the Charity's cashflow position, bank accounts, grant applications and proposals for activity in support of the Charity's financial recovery. In February 2024 the Committee and full Board received a Serious Incident Report in respect of an attempted cyber fraud. The perpetrator hacked the Charity's CEO email and attempted to secure payment of a false invoice for several thousands of pounds. This was a sophisticated attempted fraud. Fortunately the Charity's robust internal Financial Controls and vigilant Finance & Infrastructure Director prevented any loss of funds. The Serious Incident was additionally reported to Action Fraud, the Charity Commission and Age UK (the Charity's national partner). Details and learnings from the Incident were also shared with wider Age UK Network Partners to support wider resilience and prevention.

On an annual basis, aligned to the budget-setting timetable, there is an extended meeting to make recommendations for salaries including senior management remuneration. This adheres to the five principles of good pay-setting described in the Association of Chief Executives of Voluntary Organisations' 'The Good Pay Guide for Charities and Social Enterprises Association' i.e.:

1. Transparency (over how pay is set).
2. Proportionality (so that pay is fair and consistent).
3. Performance (so that pay properly reflects the contributions that employees make to their organisation).
4. Recruitment and retention (pay is sufficient to keep valued staff within the organisation).
5. Process (pay is clearly set according to appropriate procedures and policies).

The Charity's Vision states that '**East Sussex is a great place to grow older'**.

The strategic aim for 2029 is that "**We will strengthen our impact and resilience."**

Risk

The Trustees have examined the major risks to which the Charity is exposed, and systems have been established to manage those risks. A risk register is in place. This is a live document and is formally updated at least quarterly by the Directorate team and at least twice yearly by Trustees. New areas of major risk and/or significant changes in risk are reported to Trustees in Board meetings (and where necessary outside of these). Each area of risk has identified mitigating strategies, systems, procedures and named responsibilities as appropriate.

Major risk factors include:

1. Excessive and/or unmeetable demand - demographic trends/aging population, and Cost-of-Living crisis leading to excessive demands on the Charity's services/activities. Mitigation actions for this include responsive delivery, fundraising, and collaboration with partners.
2. Financial Recovery – Under-performance in Fundraising (e.g., Intense competition for grant funding, lower prevalence for public donations due to economic uncertainty). Mitigation actions for this include an agreed Income Generation strategy and taking a strengths-based approach to fundraising.
3. Financial Recovery - Underperformance in trading and social enterprise (e.g., Cost-of-Living crisis, hesitant customer behaviour). Mitigation actions for this include Business and Operations Director leading delivery, enhanced sales and marketing capacity, and Finance and Infrastructure Director scrutiny.

Financial review

During 2023/24 total incoming resources decreased by 4.03% when compared to the previous year. The charity is reporting an increase in income from its charitable activities in the year by 32.72% (14.56% in 2023) and a decrease in income from trading activities of 23.99% (95.90% increase in 2023).

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful. These decreased by 16.84% from the previous year.

With ongoing public spending austerity and rising demand for the charity's services from older people locally the Board of trustees continue to pursue its strategy for financial sustainability through investment in the diversification and growth in non-statutory income. Investment in social enterprise solutions and voluntary income continues and trustees ensure performance in terms of impact and return on investment is effective.

Total expenditure has increased by 5.25%.

Reserves

It is the policy of Age UK East Sussex to maintain unrestricted funds in reserves in order to take into account the unpredictability of future funding and income streams. The approach used to calculate the target level of reserves is based on risk assessment of future requirements.

As at March 2024 the total unrestricted reserves amounted to £1,282.866 (2023 £1,401,081).

The Board of trustees see it prudent to maintain an agreed level of reserves to ensure cashflow of the organisation and that the work of Age UK East Sussex continues into the future. Securing alternative funding and creating sustainability takes time and resources and it is important that these reserve levels are maintained.

The Board of trustees review the need for reserves through the budget setting and monitoring process to ensure that they meet that charity's changing needs and circumstances. From these free reserves, designated funds are set aside for the following:

Providing contingency costs in the event of the charity being unable to operate.

Working capital to support the day-to-day operation of the charity.

Funds set aside to meet future capital investments/commitments.

At the balance sheet date, the balance of designated funds for the contingency totalled £260,000 (2023 £260,000). Free reserves at 31 March 2024 £821,151 (2023 £957,096). The organisation needs to build free reserves in order to ensure services are maintained in periods where funding is difficult.

The charity has a number of restricted funds which are to be used for specific purposes as set by the donor or funder. The total restricted funds at 31 March 2024 are £10,610 (2023 £53,542).

Management

A Chief Executive leads the strategic development and management of the Charity and represents the interests of older people in a variety of forums and networks. There are Directorate and Management teams which had both previously experienced significant reduction and a reshaping of responsibilities and personnel because of the financial challenges of the Covid pandemic. The Charity has taken steps to return some of this capacity. In December 2023 the Board approved a Business Case for creating and recruiting to a new Head of Service role. Its purpose was to increase senior management support to the Charity's services and help further drive performance at the Isabel Blackman Centre. This additional capacity and associated refinement in roles and responsibilities within existing Directorate positions also added resilience to the Charity's Income Generation and strategic positioning activity.

The Charity's operational experiences and planning highlighted the benefits to be achieved from strengthening its Customer Relationship Management (CRM) processes and capacities. In advance of activity being described in relation to its future strategy and delivery plan development, the Charity created a project group led by the Business and Operations Director. Its membership also consists of key management and staff and has a Board representative with CRM experience. Several linked workstreams under this project were developed and leads

for each of these were identified. Considering capacity constraints there has been good progress over the year, and this work has provided the Charity with a sound platform for its future work in this area.

The Charity's strategy and planning activity quickly identified a desire to further strengthen its evidencing of impact and the internal and external communication of this. Alongside a primary focus on demonstrating impact in terms of improving later life locally, management were interested in recognising impact in terms the Charity's role as an employer. A range of objectives to better understand and support staff performance and wellbeing were undertaken. This was linked to the Charity's working towards the Bronze Wellbeing Award (successfully achieved in May 2024). Amongst other evidence, results from staff wellbeing surveys concluded that:

- 100% said they were proud to be part of the Charity and to be helping make East Sussex a great place to grow older.
- 94% felt the Charity recognises the difference between physical and mental health (a significant increase from 54% back in 2022).
- 88% believed there is a positive workplace culture within the Charity, however, some people felt that either they or others are under pressure due to the nature of their work.
- 78% stated they have a healthy work life balance.

The Charity's Job Evaluation project group, led by HR and with representative staff members from across the Charity, continued its work initiated in 2022/23. This was a major piece of work involving member training and development, wholesale review and appropriate refreshing of Job Descriptions and Person Specifications, Job Analysis and grouping against defined objective criteria. The project group completed its work in January 2024. The results confirmed the Charity's reward structure as being in reasonable shape and learnings will appropriately support the Charity's Finance and Renumeration Committee's future deliberations.

Another area of interest lay in better understanding the Charity's environmental impact. This was clearly understood in context of the climate crisis and the effects of this on later life now and in the future. The Charity was also keen to explore whether reducing its impact in this area could support its sustainability by, for example, making more efficient use of resources and/or reducing expenditure. Led by the Charity's Facilities Manager, a comprehensive Environmental Audit was conducted. The results of this were presented to the Charity's Directorate and Board in May 2024, and the Charity intends to use these to inform the development of its Environmental Action plan.

Management collaboration with Local Authority, NHS and VCSE sector partners to tackle shared priorities continued. The Cost-of-Living crisis, loneliness, and health inequalities remained as key priorities here. On-going changes to East Sussex's health and social care services continued to be an issue of major concern for older people within the county during 2023/24. Ensuring effective representation of older people in the planning, design, and delivery of services under the developing Integrated Care System (ICS) across Sussex was a significant challenge. The Charity's Chief Executive acted as the East Sussex Voluntary, Community and Social Enterprise (VCSE) Sector Representative, overseeing the implementation of Shared Delivery Plans for Health and Care across Sussex and addressing system level challenges. The Charity additionally ensured it continued its representation at strategic Boards, collaborating with other VCSE partners, chiefly through its membership of the East Sussex VCSE Alliance. The aim was to ensure on-going formal recognition of the strategic importance of the VCSE in delivering health and wellbeing outcomes for local people.

Along with its VCSE Alliance partners the Charity took proactive engagement to improve commissioning processes and relationships with NHS and Local Authority officers and commissioners. The purpose of this was to achieve better outcomes for local people and communities and support sector sustainability. New collaborative approaches to commissioning were developed and, as in the case of the Charity's new 1-2-3 telephone befriending service, this has reduced transaction costs and ensured a timelier delivery of service and support to people locally.

The Charity continued to hold the ISO 9001, Positive about Disability and Charity Quality Standard accreditations. Quality is maintained through a range of methods e.g., customer feedback, control of policy documents, Internal Auditing and Management Meetings. Each accreditation held involves external assessment, validating the Charity's commitment to quality management and improvement.

The Charity's registered address is 54 Cliffe High Street, Lewes, a building which also accommodates the Charity's shop which raises funds through the sale of donated goods. There are four further shops (Battle,

Hastings, Bexhill, and Brighton) and two furniture stores (Newhaven and Eastbourne). The Charity's retail continued its strong trading performance, despite the cost-of-living crisis and the generally challenging operating environment. Its Faraday House social enterprise, supported office and conference facility, also had strong trading performance during the year.

Age UK East Sussex Trading Ltd is the Charity's wholly owned subsidiary company. The primary activity is the supply of new goods to the Charity's retail activity. Profits are donated to the Charity by Gift Aid.

Volunteers.

2023/24 saw the Charity further strengthen its support to volunteering, building on the work of its previous post-Covid volunteering development plan. Staffing arrangements to support the coordination of volunteers were consolidated. The Charity also developed its use of Assemble as its volunteers CRM system. This has helped streamline areas such as recruitment so, for example, volunteers can easily see the various volunteer role profiles and if interested make an easy on-line application. This goes directly to the relevant manager who then calls them to discuss/meets with them. If the volunteer takes up the opportunity, referencing and other on-boarding activity is then automated. The Charity's central team oversee this and have been freed up to focus on tasks such as enhancing volunteer support and experience. The Charity has been able to better understand individual volunteer motivation. If, for example, the volunteer highlights involvement as a route to meet people and feel more connected, the Charity can use this to ensure social opportunities are planned. Likewise, if volunteering is a path to skills or career development, the Charity can target professional development activity within the volunteer's work with it.

Volunteers make an extraordinary contribution to the Charity and its impact. Those who give their time to the Charity's work bring a wealth of experience, talent and local knowledge and connectedness. The enthusiasm and commitment these bring is infectious and humbling. The majority of the Charity's volunteers are themselves retired. This in and of itself brings unique public benefit and added value in achieving the aim of being led by older people. Other positive impacts include lived experience of health and care services, of later life issues, and a wider range of life experience. These also strengthened the Charity's service co-design and accessibility. They serve as constant inspiration to the Charity's younger staff and volunteers.

Overall, in 2023/24 there were **232** active volunteers supporting the Charity's services and activities for older people in East Sussex. In total volunteers gave an estimated **57,875 hours** "service in kind". Taking a crude calculation based on the Government's 2023/24 National Living Wage rate of £10.42 per hour, this equates to **£603,056** which is not reflected in the accounts.

Future.

Extensive 2023/24 research, insight gathering and engagement activity, strategy development and planning provided an excellent basis for future activity. First and foremost, this has enabled the Charity to robustly understand the priority needs and desired outcomes of older people locally and assure that their voice is central to future work. It also saw the Charity recognising and building on its skills, experience and capacities. This will ensure that it is focused on where it can make the biggest impact i.e., tacking loneliness, the on-going Cost-of-Living crisis, and enabling access to care and support.

This approach will also be reflected in the Charity's income generation priorities, for example, in its grant fundraising for services such as the IBC and Information and Advice. An important lesson from the engagement with staff, volunteers and stakeholders was that messaging about the Charity's work and impact, and ways to support this, should be stronger. The Charity will therefore be taking forward a programme of campaigns to address this.

The Charity's strategic aim for 2029 is that "We will strengthen our impact and resilience."

To achieve this there are four strategic goals:

1. Customer relationship management and engagement insight will drive our work.
2. We will measure, evaluate, and communicate the difference we make.
3. Local older people and our Charity will be more resilient in the present and the future.
4. We will cover the costs of our work by investing in income generation.

The Charity's commitment to collaboration, alliance-based working, and engaging in system level approaches has demonstrably improved later life and supported its sustainability. This way of working will continue to be a key part of the Charity's strategic influencing and service delivery. Tackling issues such as loneliness, poverty and health inequalities requires the Charity to recognise and deliver on its strengths, while encouraging and supporting others to perform and improve. In a health and care context, in the face of East Sussex's rising demand, increasing complexity of need, and severe and on-going financial challenge and risk, this collaboration has arguably never been so urgent.

The Charity's Chief Executive and Chair will continue to lead proactive engagement in the Age UK Network Agreement and Shared Strategy consultation process. It is anticipated that 2024/25 will see the Charity's Chief Executive, Directorate Team and Board scrutinising final proposals and that, with advice from senior management, Trustees will make a decision regarding future partnership.

The creation of five Integrated Care Teams within East Sussex, based on District and Borough boundaries, represents a major reorganisation of the way health and care services are planned and delivered. The Charity has played a leading role in co-designing the way the county's c3.500-strong VCSE sector engages with this. Its continuing role in the East Sussex VCSE Alliance will enable it to represent older people and the wider population. The intention will be to help ensure the planning, design and delivery of services is as effective as possible. Its developing role in the emerging Sussex VCSE Leaders Alliance will further strengthen the Charity's impact where services are organised on a Sussex-wide ICS level.

The Charity will also continue its engagement with statutory partner officers and commissioners to improve local commissioning in a way that delivers better outcomes for local people and communities and supports VCSE sustainability. The Charity is mindful that retaining and developing commissioned services, such as its Social Prescribing and Befriending, plays an important role in continuing to meet need locally. It will engage with these whenever it believes this is right for the Charity and older people.

The 2024-29 Strategy is rightly ambitious. Its People, Infrastructure and Income Generation Delivery Plans set out the objectives, innovations and investments the Charity intends to make. Individually and together these will strengthen the Charity. There is tangible collective ownership of this across the Charity and an appetite for success in making East Sussex a great place to grow older.

The Trustees' Report and Financial Statements were approved by the Board of Trustees on… 5/12/24

Signed on their behalf by:



Carys Williams, Chair

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are also the directors of Age UK East Sussex for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts 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 accounts, 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; and
- prepare the accounts 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 accounts 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 CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Opinion

We have audited the financial statements of Age Concern East Sussex ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, 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 group's and the parent 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, 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 trustee's 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 group'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 trustee's 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, including the trustees' 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report or the strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require(s) us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

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.

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 auditors report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations (see below);
- We identified the following areas as those most likely to have such an effect: health and safety; General Data Protection Regulation (GDPR); fraud; bribery and corruption, and employment law. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any. The identified actual or suspected non-compliance was not sufficiently significant to our audit to result in our response being identified as a key audit matter.
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102, the Companies Act 2006 and the Charities Act 2011) and the relevant tax compliance regulations in the UK;
- We considered the nature of the group's operations, the control environment and financial performance.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the group has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

TC Group

Mark Cummins FCCA (Senior Statutory Auditor)

for and on behalf of TC Group

Statutory Auditors

Dated: 19 December 2024

Office: Steyning, West Sussex

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds £	Designated funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from:						
Grants, donations and legacies	3	**246,703**	**-**	**236,582**	**483,285**	726,562
Activities for raising funds:						
Charity shop		**991,788**	**-**	**-**	**991,788**	960,459
Income from trading subsidiary	11	**52,980**	**-**	**-**	**52,980**	69,698
Other income	4	**235,730**	**-**	**-**	**235,730**	344,660
Investments - interest		**12,243**	**-**	**-**	**12,243**	4,591
Charitable activities	5					
Other charitable activities		**781,781**	**-**	**102,763**	**884,544**	666,463
Total income		**2,321,225**	**-**	**339,345**	**2,660,570**	2,772,433
Expenditure on:	6					
Costs of raising funds						
Fundraising		**1,635,790**	**-**	**-**	**1,635,790**	1,173,600
Expenditure for trading subsidiary		**39,103**	**-**	**-**	**39,103**	41,442
Charitable activities						
Activities undertaken		**780,711**	**-**	**366,113**	**1,146,824**	1,465,893
Total expenditure		**2,455,604**	**-**	**366,113**	**2,821,717**	2,680,935
Net income/(expenditure)		**(134,379)**	**-**	**(26,768)**	**(161,147)**	91,498
Transfer between funds	17	**16,164**	**-**	**(16,164)**	**-**	-
Net movement in funds		**(118,215)**	**-**	**(42,932)**	**(161,147)**	91,498
Fund balances at 1 April 2023		**1,141,081**	**260,000**	**53,542**	**1,454,623**	1,363,125
Fund balances at 31 March 2024	19	**1,022,866**	**260,000**	**10,610**	**1,293,476**	1,454,623

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	**10**		**201,715**		183,985
Current assets					
Stock		**4,393**		3,623	
Debtors	**12**	**411,437**		513,472	
Cash at bank and in hand		**946,652**		1,097,293	
		1,362,482		1,614,388	
Creditors: amounts falling due within one year	**13**	**(219,340)**		(254,317)	
Net current assets			**1,143,142**		1,360,071
Total assets less current liabilities			**1,344,857**		1,544,056
Creditors: amounts falling due after more than one year	**14**		**(51,381)**		(89,433)
Net assets			**1,293,476**		1,454,623
Income funds					
Restricted funds	**17**		**10,610**		53,542
Unrestricted funds:					
General funds			**1,022,866**		1,141,081
Designated funds	**18**		**260,000**		260,000
			1,293,476		1,454,623

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on 6.12.24

Carys Williams

Carys Williams
Chair

Company Registration No. 07216053
Charity Registration No. 1139470

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CHARITY BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	**10**		**201,715**		183,985
Investments	**11**		**100**		100
			201,815		184,085
Current assets					
Stock		**-**		3,561	
Debtors	**12**	**431,752**		513,472	
Cash at bank and in hand		**914,353**		1,071,684	
		1,346,105		1,588,717	
Creditors: amounts falling due within one year	**13**	**(216,940)**		(255,839)	
Net current assets			**1,129,165**		1,332,878
Total assets less current liabilities			**1,330,980**		1,516,963
Creditors: amounts falling due after more than one year	**14**		**(51,381)**		(89,433)
Net assets			**1,279,599**		1,427,530
Income funds					
Restricted funds	**17**		**10,610**		53,542
Unrestricted funds:					
General funds			**1,008,989**		1,113,988
Designated funds	**18**		**260,000**		260,000
			1,279,599		1,427,530

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on . 6.12.24

Carys Williams

Carys Williams
Chair

Company Registration No. 07216053
Charity Registration No. 1139470

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024		2023	
		£	£	£	£
Cash flows from operating activities					
Net income		**(161,147)**		91,498	
Depreciation charge	**10**	**27,829**		36,228	
Investment interest		**(12,243)**		(4,591)	
Decrease in creditors	**13/14**	**(73,029)**		(89,476)	
Decrease in debtors	**12**	**102,035**		43,287	
Increase in stock		**(770)**		(1,464)	
Net cash provided by/(used in) operating activities			**(117,325)**		75,482
Cash flows from investing activities					
Purchase of Tangible fixed assets	**10**	**(45,559)**		-	
Investment interest		**12,243**		4,591	
Cash used in investing activities			**(33,316)**		4,591
Change in cash and cash equivalents in the reporting period			**(150,641)**		80,073
Cash and cash equivalents at the beginning of the year			**1,097,293**		1,017,220
Cash and cash equivalents at the end of the year			**946,652**		1,097,293

Net cash	**1 April 2023**	**Cash flow**	**31 March 2024**
	£	**£**	**£**
Cash			
Cash at bank and in hand	1,097,293	(150,641)	**946,652**
Debt			
Debts falling due within 1 year	(36,180)	(2,385)	**(38,565)**
Debts falling due after 1 year	(89,433)	38,052	**(51,381)**
	(125,613)	35,667	**(89,946)**
Total net cash	971,680	(114,974)	**856,706**

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Statutory information

Age Concern East Sussex is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with 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 (FRS102) (effective 1 January 2019) – Charities SORP (FRS102) and the Companies Act 2006.

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 £.

Age Concern East Sussex meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). There are no material uncertainties about Age Concern East Sussex's ability to continue as a going concern.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age UK East Sussex Trading Limited. A separate Statement of Financial Activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.3 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Grant income is recognised over the period for which it is granted.

Contract income is recognised when the charity gains entitlement to the income.

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

Trading income is recognised at the fair value of the consideration received or receivable for goods and services provided in the normal course of business and is shown net of VAT and other sales related taxes. The fair value of consideration takes into account trade discounts, settlement discounts and volume rebates.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer (usually on dispatch of the goods), the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the transaction will flow to the entity and the costs incurred or to be incurred in respect of the transaction can be measured reliably.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

2 Accounting Policies (continued)

2.4 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

The costs of raising funds consists of trading subsidiary costs, depreciation, costs relating to shops, and certain staff costs.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2.5 Tangible fixed assets and depreciation

Assets costing less than £1,000 are written off to the Statement of Financial Activities. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided in the year after purchase at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Office and gym equipment	20% straight line
Motor vehicles	33% straight line
Leasehold improvements	Over the terms of the lease

2.6 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.

2.7 Cash at bank and in hand

Cash at bank and in hand are basic financial instruments and include cash and short term highly liquid investments. The Trustees seek to use short and medium term deposits where possible to maximise the return on monies held at the bank and to manage cash flow. Bank overdrafts are shown within borrowings in current liabilities.

2.8 Stock

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition.

Stocks held for distribution at no or nominal consideration are measured at the lower of replacement cost and cost, adjusted where applicable for any loss of service potential.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

2.9 Creditors and provisions

Creditors and provisions are recognised where there is 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.

2 Accounting Policies (continued)

2.10 Investments

Investments in joint ventures are recognised at cost in the balance sheet.
Other fixed asset investments are stated at fair value.
Realised and unrealised gains and losses are dealt with in the Statement of Financial Activities.

2.11 Pensions

The charity operates a defined contribution pension scheme with The Pensions Trust. Contributions payable to the charity's pension schemes are charged to the SOFA in the period to which they relate.

2.12 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

Designated funds comprise general funds set aside by trustees for specific purposes.

2.13 Taxation

The parent company is a registered charity (number: 1139470). All of the charity's income falls within the exemptions set out in part 11 of the Corporation Tax Act 2010.

2.14 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

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 company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2.15 Retirement benefits

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

2.16 Critical accounting estimates and judgements

In the application of the group'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.

The trustees do not consider that there are any critical estimates or areas of judgement that need to be brought to the attention of the readers of the financial statements.

3 Grants, donations and legacies

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
	£	£	£	£
Grants	**89,841**	**236,582**	**326,423**	537,938
Donations	**113,729**	**-**	**113,729**	76,286
Legacies	**43,133**	**-**	**43,133**	112,338
	246,703	**236,582**	**483,285**	726,562

4 Other income

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
	£	£	£	£
Faraday rentals and service charge	**159,651**	**-**	**159,651**	117,222
Other	**76,079**	**-**	**76,079**	227,438
	235,730	**-**	**235,730**	344,660

5 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
	£	£	£	£
Contract funding	**549,963**	**102,763**	**652,726**	527,040
Deep clean and declutter	**231,818**	**-**	**231,818**	139,423
	781,781	**102,763**	**884,544**	666,463

6 Expenditure

	Staff costs	Depreciation	Other costs	Total 2024	Total 2023
	£	£	£	£	£
Costs of raising funds					
Trading subsidiary	**1,258**	**-**	**37,845**	**39,103**	41,442
Other fundraising costs	**766,090**	**27,829**	**841,871**	**1,635,790**	1,173,600
Total	**767,348**	**27,829**	**879,716**	**1,674,893**	1,215,042
Charitable activities					
Activities undertaken directly	**938,219**	**-**	**208,605**	**1,146,824**	1,465,893
Total expenditure	**1,705,567**	**27,829**	**1,088,321**	**2,821,717**	2,680,935

Other fundraising costs includes significant expenditure in relation to a fundraising programme to diversify income for future sustainability.

7 Governance costs

	2024	2023
	£	£
Auditor's remuneration	**13,250**	12,250
Staff costs	**25,096**	23,475
	38,346	35,725

8 Consolidated statement of financial activities comparative funds – 31 March 2023

	Unrestricted funds	**Designated funds**	**Restricted funds**	**Total 2023**
	£	**£**	**£**	**£**
Income from:				
Grants, donations and legacies	602,847	-	123,715	726,562
Activities for raising funds:				
Charity shop	960,459	-	-	960,459
Income from trading subsidiary	69,698	-	-	69,698
Other income	344,660	-	-	344,660
Investment income	4,591	-	-	4,591
Charitable activities	666,463	-	-	666,463
Total income	2,648,718	-	123,715	2,772,433
Expenditure on:				
Costs of raising funds				
Fundraising	1,173,600	-	-	1,173,600
Trading subsidiary	41,442	-	-	41,442
Charitable activities:				
Activities undertaken	1,294,104	-	171,789	1,465,893
Total expenditure	2,509,146	-	171,789	2,680,935
Net movement in funds	139,572	-	(48,074)	91,498
Fund balances at 1 April 2022	1,001,509	260,000	101,616	1,363,125
Fund balances at 31 March 2023	1,141,081	260,000	53,542	1,454,623

9 Employees

Employment costs	**2024**	2023
	£	£
Wages and salaries	**1,549,998**	1,314,190
Social security costs	**121,035**	103,100
Other pension costs	**54,334**	44,701
	1,725,367	1,461,991

The average number of employees employed by the charity during the year was 72 (2023: 65).

The number of employees whose annual emoluments were £60,000 or more were:

	2024	2023
£60,001 - £70,000	**-**	1
£70,001 - £80,000	**1**	-

The key management personnel of the charity consist of the directorate team (detailed in the Trustees' Report) whose total remuneration for the year was £219,199 (2023: £199,856).

10 Tangible fixed assets

Group and charity

	Leasehold improvements	**Computer equipment**	**Office equipment**	**Gym Equipment**	**Motor vehicles**	**Total**
	£	**£**	**£**	**£**	**£**	**£**
Cost						
At 1 April 2023	478,696	28,926	70,497	19,663	37,430	635,212
Additions	45,559	-	-	-	-	45,559
Disposals	(10,481)	-	-	-	-	(10,481)
Transfers	-	1,850	(1,850)	-	-	-
At 31 March 2024	**513,774**	**30,776**	**68,647**	**19,663**	**37,430**	**670,290**
Depreciation						
At 1 April 2023	313,616	25,432	70,271	4,478	37,430	451,227
Charge for the year	21,689	2,213	-	3,927	-	27,829
Eliminated on disposal	(10,481)	-	-	-	-	(10,481)
Transfer	-	1,850	(1,850)	-	-	-
At 31 March 2024	**324,824**	**29,495**	**68,421**	**8,405**	**37,430**	**468,575**
Net book value						
At 31 March 2024	**188,950**	**1,281**	**226**	**11,258**	**-**	**201,715**
At 31 March 2023	165,080	3,494	226	15,185	-	183,985

11 Fixed asset investments

Investment in subsidiary:

	Charity
	£
Investment in Age UK East Sussex Trading Limited	**100**

Holdings of more than 20%

The charity holds more than 20% of the share capital of the following companies:

Company	Country of registration or incorporation	Shares held	
		Class	%
Subsidiary undertakings			
Age UK East Sussex Trading Limited	UK	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

		Capital and reserves	Profit/(loss) for the year before charitable donation
	Principal Activities	£	£
Age UK East Sussex Trading Limited	Supply of retail goods	**13,977**	**13,877**

Age UK East Sussex Trading Limited

Age UK East Sussex Trading Limited is a wholly-owned trading company, company number 03552792 is incorporated in England & Wales and supplies retail goods. During the year Age UK East Sussex Trading Limited made sales of £52,980 (2023: £69,698) and incurred expenditure of £65,351 (2023: £45,643) which are shown in the Statement of Financial Activities. A summary of the trading results of the subsidiary is shown below. Also during the year donations were made from Age UK East Sussex Trading Limited to the charity of £27,093 (2023: £3,038).

Summary profit and loss account

	2024	2023
	£	£
Turnover	**52,980**	69,698
Cost of sales	**(35,307)**	(37,733)
Administrative expenses	**(3,796)**	(4,872)
Distribution of prior year profit	**(27,093)**	(3,038)
Net profit/(loss) after donation of prior year profit	**(13,216)**	24,055

Summary balance sheet

	2024	2023
The assets and liabilities of the subsidiary were:	**£**	£
Current assets	**36,692**	29,593
Creditors: amounts falling due within one year	**(22,715)**	(2,400)
Total net assets	**13,977**	27,193

12 Debtors

	Group		Charity	
	2024	2023	**2024**	2023
	£	£	**£**	£
Trade debtors	**188,849**	295,825	**188,849**	295,825
Amounts owed by group undertakings	**-**	-	**20,315**	-
Prepayments and accrued income	**158,693**	143,371	**158,693**	143,371
Other debtors (including VAT)	**63,895**	74,276	**63,895**	74,276
	411,437	513,472	**431,752**	513,472

13 Creditors: amounts falling due within one year

	Group		Charity	
	2024	2023	**2024**	2023
	£	£	**£**	£
Trade creditors	**64,216**	78,167	**64,216**	78,167
Amounts owed from group undertakings	**-**	-	**-**	3,922
Other taxation and social security	**27,709**	30,121	**27,709**	30,121
Other creditors	**15,271**	25,550	**15,271**	25,550
Accruals and deferred income	**73,579**	84,299	**71,179**	81,899
Bank loans	**38,565**	36,180	**38,565**	36,180
	219,340	254,317	**216,940**	255,839

The bank loan relates to a loan taken out through the government Coronavirus Business Interruption Loan Scheme.

14 Creditors: amounts falling due after more than one year

	Group		Charity	
	2024	2023	**2024**	2023
	£	£	**£**	£
Bank loans (see note 13)	**51,381**	89,433	**51,381**	89,433

15 Controlling party

The charity is a company limited by guarantee and therefore without share capital. No one member has overall control of the charity. The liability of each member is limited to £1, being the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up.

16 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the current or prior year.

During the year, two trustees had travel expenses reimbursed totalling £826 (2023: none).

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			
	Balance at 1 April 2023	**Income**	**Expenditure**	**Transfers**	**Balance at 31 March 2024**
	£	**£**	**£**	**£**	**£**
National Lottery Grant – IBC	-	144,862	(144,862)	-	**-**
Foreshore Trust	-	3,790	(3,790)	-	**-**
Warm Homes	-	16,549	(16,549)	-	**-**
Macmillan	-	58,299	(58,299)	-	**-**
Scams prevention	-	44,198	(34,198)	-	**10,000**
Befriending	-	27,915	(27,915)	-	**-**
ESCC HSF	9,810	-	(7,700)	(2,110)	**-**
ESCC emergency food provision	43,732	43,732	(72,800)	(14,054)	**610**
	53,542	339,345	(366,113)	(16,164)	**10,610**

Transfers out of restricted funds represents administrations fees of grants.

National Lottery grant – IBC – Funding for running of the Isabel Blackman Centre, a leisure centre and community space for over 50s.

Foreshore Trust – Funding towards face-to-face and over-the-phone information and advice service.

Warm Homes – Grant funding for low income pensioners intended for winter bills.

Macmillan – Contract funding towards Macmillan's Home from Hospital service which provides two weeks of home care and assistance for cancer patients following hospital discharge.

Scams preventions – Funding towards a scams prevention service which delivers talks and provides assistance in recovering client money lost through scams.

Befriending – Telephone befriending service to provide social interaction to isolated older people.

ESCC HSF – Grant provided to assist the charity towards activities that provide advice and information on all aspects relating to finances, including income maximisation, benefit eligibility and help to apply, employment rights, dealing with debt emergencies and budgeting.

ESCC emergency food provision – £110 grants distributable to vulnerable older people to support with fuel and food poverty.

18 Designated funds

		Movement in funds			
	Balance at 1 April 2023	**Income**	**Expenditure**	**Transfers**	**Balance at 31 March 2024**
	£	**£**	**£**	**£**	**£**
Contingency reserve	260,000	**-**	**-**	**-**	**260,000**
	260,000	**-**	**-**	**-**	**260,000**

Contingency reserve – The Board of Trustees set aside funds in order to provide for contingency costs in the event of the charity being unable to continue to operate, working capital to support the day-to-day operation of the charity, and to meet future capital investments/commitments.

19 Analysis of net assets between funds – consolidated

	Unrestricted funds	**Designated funds**	**Restricted funds**	**Total**
	£	**£**	**£**	**£**
Fund balances at 31 March 2024 are represented by:				
Tangible fixed assets	**201,715**	**-**	**-**	**201,715**
Current assets	**1,091,872**	**260,000**	**10,610**	**1,362,482**
Creditors: amounts falling due within one year	**(219,340)**	**-**	**-**	**(219,340)**
Creditors: amounts falling due after one year	**(51,381)**	**-**	**-**	**(51,381)**
	1,022,866	**260,000**	**10,610**	**1,293,476**

Fund balances at 31 March 2023 are represented by:				
Tangible fixed assets	183,985	-	-	183,985
Current assets	1,300,846	260,000	53,542	1,614,388
Creditors: amounts falling due within one year	(254,317)	-	-	(254,317)
Creditors: amounts falling due after one year	(89,433)	-	-	(89,433)
	1,141,081	260,000	53,542	1,454,623

20 Commitments under operating leases

At 31 March 2024 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings	
	2024	2023
	£	£
Within one year	**186,525**	107,526
Between one and five years	**414,051**	176,327
More than five years	**195,000**	5,000
	795,576	288,853

The amount expensed in respect of operating leases in the year totalled £301,996 (2023: £283,659)

21 Related party transactions

Transactions with Trustees have been detailed in note 16 of the financial statements. There were no further transactions with related parties during the year.

In 2022, the Charity entered into an agreement with a newly establish charity, IBC – In Perpetuity (Charity Number 12649941; Company Number 1191368), of which it is a co-founder, in relation to its financial and management support for the creation and delivery of The Isabel Blackman Centre in Hastings as a community venue promoting the health and wellbeing of older people. Steve Hare, the Charity's Chief Executive, was appointed to the Board of IBC – In Perpetuity as a representative on the new charity's Board.

At the year-end IBC – In Perpetuity owed the Charity £54,294 (2023: £57,006).

Document Activity Report

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AGE CONCERN EAST SUSSEX

England & Wales - Charity number 1139470

Accounts

Charity Registration No. 1139470

Company Registration No. 07216053 (England and Wales)

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2023

Trustees	Martin Burke Ralph Chapman John Merchant Roger Howarth (Resigned 8 March 2023) Rebecca Haywood Susan Hayward Ian Slater (Resigned 31 July 2023) Sally Ireland (Resigned 8 March 2023) Nina Crump (Resigned 31 July 2023) Carys Williams (Appointed 8 March 2023) (Chair)
Patron	Baroness Cumberlege of Newick, CBE
Chief Executive & Secretary	Steve Hare
Charity number	1139470
Company number	07216053
Registered office & Principal address	54 Cliffe High Street Lewes East Sussex BN7 2AN
Auditors	TC Group The Courtyard Shoreham Road Upper Beeding Steyning West Sussex BN44 3TN
Main bankers	CafCash Limited Kings Hill West Malling Kent ME19 4TA National Westminster Bank plc PO Box 2421 11 High Street Lewes East Sussex BN7 2UJ

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

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AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees of Age Concern East Sussex present their report together with the audited consolidated financial statements for the year ended 31 March 2023.

The Charity

The Charity's purpose as set out in its Articles of Association is to promote the relief of older people in any manner which is or hereafter may be deemed to be charitable in and around the county of East Sussex. Its Vision is that East Sussex is a great place to grow older. Its Mission is to enhance the quality of later life for people in East Sussex by:

- working with people in later life to identify and respond effectively to their expressed needs and aspirations.
- representing people in later life.
- promoting a positive image of later life.
- being a sustainable charity and social enterprise.
- collaborating with others.

Public benefit

All charitable undertakings focus on enhancing the quality of later life in and around East Sussex and are solely to further the charitable purposes for public benefit. Trustees consider how planned activities will contribute to the aims and objectives they have set. The Charity Commission's general guidance on public benefit has been referred to when reviewing aims and objectives, and in planning future activity. The people the Charity is trying to help and its main activities and are described below.

Who benefited?

Charitable objects and funding limit the services and activities provided by the Charity to older people in and around East Sussex. Census data and projections show that the proportion of the county's population over pensionable age is 25.4% of the total population (population aged over 65 in 2021 is 149,223 rising to 157,560 by 2024). This is substantially higher than the regional and national averages of 17.8% and 17% respectively. Moreover, the relative size of the population aged over 75 years is higher than in any other county in England and Wales. Nearly one-in-eight residents are aged 75 and over.

Evidence from the area's Joint Strategic Needs Analysis suggests that the local population is relatively healthy, and most people can expect to live a long life. However, across the county there are significant health and wellbeing issues. Currently there are around 13,000 people living with dementia (including those who are not yet diagnosed). Projections are that by 2024 63,000 people aged 65 years or older will be identified as having a disability. 73,000 will be identified as living with one or more limiting long-term condition.

There are also some substantial inequalities between groups of people and localities. Average life expectancy in some wards in Hastings, for example, is up to 15 years lower than in other parts of East Sussex. The county's population is expected to age considerably over the next twenty years as those born during the baby boom after the Second World War reach retirement.

All services are free at the point of use or are provided at affordable rates to ensure accessibility. Equality is an important issue for the Charity. It is believed that genuine and demonstrable equality of access is essential to the Charity's success, and that positive outcomes must be shared by all communities that use its services or engage in its activities. Further information about who benefits directly from the Charity's work is explained in the analysis of performance and achievements below.

Ensuring delivery

The Charity's agreed Vision, Mission and Strategic Aim guided its objectives for the year. Continuing uncertainty and risk in its operating environment led the Charity to ensure it was taking a highly flexible approach to its delivery and maintained its vigilance in relation to risk management. Progress was reviewed monthly (rather than the

typical quarterly basis). This helped ensure that the focus was on meeting the needs of older people and ensuring sufficient financial resource to sustain the Charity's activity.

The Charity's focus

The main objectives for the year have been the promotion of independence, choice, and control for people in later life often within the context of the on-going Cost-of-Living crisis; the challenging of age discrimination, poverty, and loneliness; and the promotion of healthier lifestyles. The strategies the Charity used to meet these objectives included:

- providing a range of services which are accessible, person-centred and reflect relevant quality standards.
- exerting influence through partnership working and lobbying on issues that affect the quality of later life.
- representing people in later life at a variety of health, social care and economic committees, networks, and forums.
- developing effective partnerships with older people and organisations interested in improving their quality of life.

Services

In furtherance of its objects, "to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around the county of East Sussex", the main areas of charitable service delivered were:

- information and advice
- preventative health projects and services
- post-hospital discharge support.

During 2022/23 8,966 older people were recorded as being directly supported through accessing these services. There were 51,806 recorded episodes of care. This compares with 9,170 people and 48,417 episodes of care in 2021/22. Details of the services delivered are described below.

Information and advice

The Charity's accredited Information and Advice service provides a free, confidential, independent, and impartial support for people in later life across East Sussex, enabling choice and control. It gives signposting and assistance on accessing services and support including those relating to health, housing, wellbeing and social opportunities, and voluntary and statutory services. The largest proportion of enquiries concern claiming age related social welfare benefits.

During the year, the outcomes the service focused on delivering were:

- Increasing access to eligible benefits and financial assistance to improve financial health and reduce poverty.
- Supporting access to appropriate housing and accommodation.
- Providing signposting to voluntary and statutory services.
- Supporting access to Age UK East Sussex and Age UK services.
- Supporting carers/families of local older people in East Sussex accessing a broad range of information about health, wellbeing, financial assistance, and positive living opportunities.
- Increasing awareness of scams and reduced risk of being scammed.

Throughout 2022/23 the service responded to a significant increase in demand and complexity of need resulting from the Cost-of-Living Crisis, especially rising energy, and food costs. There was notable impact from the on-going effect of prolonged isolation and limited access to wider preventative services and support because of the Covid pandemic. The Charity also identified in increasing risk and targeting of older people locally with scams.

Severe financial hardship brought many more new clients who were previously 'just about managing' and who were not claiming the benefits they were entitled to. There was significant demand for support with benefits checks and benefit applications.

Rising risk and incidents of scams targeting older people, especially those who are more isolated and vulnerable, was apparent. The Charity's scam prevention activity supports clients who are either at risk of being scammed or who have been scammed. It delivers information and advice, scams awareness raising (radio, social media, and poster) campaigns and presentations. It also offers practical support such as fitting call blockers. The aim is to equip people with the ability to spot scams and protect themselves. Presentations were made to local Councils for Voluntary Action, the Women's Institute, Frant and Stonegate village halls, Eastbourne lunch club, St Wilfrid's Hospice, Crowborough and Lewes libraires, and many other local community groups and venues across the County.

The service's focus is on preventing scams taking place. In addition to its awareness-raising activity, the Charity attended key crime reduction and other networking events and worked closely with partners such as Sussex Police and Trading Standards. Unfortunately, many older people were targeted by scams criminals during 2022/23 and this fraud can often mean people losing their life savings. Victims of scams tend to be reluctant to report the crime because they feel ashamed or embarrassed. Others may be unaware that the crime has taken place. The Charity's service offered One-to-one casework, helping people to get back money taken from them through scams. It was successful in recovering £221,000 during the year.

The increasing complexity of information and advice cases and the number of clients presenting with, and/or experiencing, more than one issue had several impacts on the service. Clients were more stressed and anxious. This meant that they needed more time to talk through their concerns and that there was an increased number of contacts with the service's advisors. Casework was more complex and required additional resources to achieve an outcome and maintain client and service records. There was increased pressure on team members in terms of overall demand and the emotional impact of working with distressed clients in difficult circumstances.

The Charity has been working hard to respond to these and other pressures. The service is delivered with a hybrid of remote and face-to-face support, and team members mix working from the Charity's office and from home and this has worked well. Management support, supervision, team meetings etc. ensure that wellbeing is being maintained. Training and development is on-going and recorded, and there is regular engagement regarding any service developments, legislative changes etc.

The Charity consolidated its partnership-working with statutory partners such as the County Council's Adult Social Care and Trading Standards to address the Cost-of-Living Crisis and the increasing risk of scams. Particular attention was given to strengthening the Charity's collaboration with other local VCSE advice providers. Operationally, these services have effective signposting and referral processes to ensure their clients access the right support. The Charity's Chief Executive and service manager are also active members of an Alliance of Voluntary Community Social Enterprise (VCSE) sector advice providers. Together these share service demand and issues insights, and report into county-wide planning and development activity with local authority partners.

Amongst the service's achievements in the year were:

- Partnering with East Sussex County Council and distributing £72,560 as targeted Household Support Fund Cost-of-Living crisis grants to support older people in severe financial hardship with the cost of energy, food, and other essentials in specific periods. Between April and September 2022 £28,560 was given as £70 grants to 408 clients, and then £44,000 in grants of £110 were allocated to 400 clients between September 2022 and March 2023.
- Securing £30,000 from the Francis Winham Foundation and distributing this as targeted £100 emergency financial hardship grants to 300 clients.
- £209,121.23 in successful new welfare benefit claims.
- Securing Cost-of-Living grant funding from Age UK to deliver a programme of benefits checks at the Isabel Blackman Centre, targeting 400 clients and providing 720 support sessions.

- Partnering with Age UK and distributing £845 in targeted £65 extreme weather grants to 13 older people affected by the storms of February 2022, enabling them address damage to property, aerials etc.
- 1,100 triaged immediately responded to requests for simple information and signposting by customer service colleagues (though there is some underreporting of this as not all cases were logged due to operational pressures).
- Delivering a Warms Homes programme in partnership with Age UK, EoN and Energise Sussex Coast. Providing support such as benefits checks, smart meters, and access to grants for energy saving measures to 350 clients.
- 99 scams prevention presentations and 1479 attending clients.
- Targeted one-to-one scams support with 226 clients (272 support sessions) including the fitting of telephone call blockers, support to recover savings etc.
- Recovering more than £221,000 in money scammed from older people locally.

There were 5,346 clients and 10,806 episodes of support. Overall satisfaction was 100%. 100% of clients reported the service had enabled them to maintain or improve their financial situation, independence, and control, and access to other services. Other maintained or improved outcomes cited include social relations (77%), health (60%), and daily activities (60%).

Healthy living clubs

The Charity provided on-going informal support and advice to Healthy Living Clubs in Hampden Park, Rye, Polegate, Sidley and Hastings, and to a Walking Football club. These had previously been set up by the Charity to provide a warm and welcoming setting for people aged 50+ where they can develop friendships and be more physically active. The aim is to improve health amongst those older people most at risk of leading unhealthy lifestyles and/or experiencing greatest health inequality. Over time the Charity trained-up volunteers from the group's membership so that each club is now largely run by their members. There was support to individual club leaders regarding their club's development and, where required, individual clubs' members were supported to re-engage with these.

120 members were provided with informal contact and advice, and there were 2978 support sessions. Satisfaction was 100%.

House clearance

The Charity's house clearance service supports older people, their family, carers, and others. It creates space, disposes of unwanted items, recycles unwanted or unneeded pieces, and assists with down-sizing (i.e., by preparing a property for sale or clearing properties including garages and sheds). It operates from the Charity's Newhaven and Eastbourne Home stores/depots, however there was disruption to the latter when the lease of this ended in November 2022 (the Charity re-located to a new outlet in Eastbourne). This is a professional service, and, for example, there are strict policies and procedures that ensure that all items clearly have the permission of the owner/executor prior to any booking being made. House clearances can often involve additional labour and waste costs (tip runs and skip costs etc.). The Charity has a clear pricing structure to balance sustainability and affordability. Where possible items of furniture, household goods and electrical equipment are recycled and/or refurbished to avoid these going to landfill or being fly-tipped. These are normally sold through the Charity's retail outlets, on-line or through local auctions in support of the Charity's work.

As well as providing practical and logistical support, evidence clearly demonstrates that donating items in support of the Charity's work helps people feel better. This can, for example, help alleviate a sense of loss, stress or discomfort when moving home or disposing of items with sentimental value following bereavement. Additional benefits of the service are that this created opportunities for volunteering, employment and skills training opportunities for local people.

Satisfaction was 98.9%. Clients reported maintained or improved outcomes including independence and control (98%).

Bed moving and deep cleaning

The Charity continued its flexible and targeted delivery of bed moving and deep cleaning support, working in partnership with the NHS, Adult Social Care, and others to support older people returning home from hospital. This support responds to referrals where clients are unable to be discharged from hospital due to the state of their house. Typically, this involves the Charity's house clearance team assisting clients by repositioning their bed to a more accessible part of their home (e.g., moving from first to ground floor rooms) and arranging deep cleaning support to reduce health risk.

A total of 66 clients were supported in 2021/22 and there were 66 episodes of care. Customer satisfaction was 100% and 100% of clients reported maintained or improved independence and control.

Age UK East Sussex and Macmillan Cancer Support

The Cancer Support Service was established in April 2015 to support older people experiencing cancer. This provides tailored practical and emotional support, enabling them to complete their cancer treatment. It also helps them to remain independent in their own homes after diagnosis and/or whilst going through cancer treatment.

2022/23 was a busy year for the team. A total of 150 clients were supported (1880 episodes of care) exceeding the target of 116. Satisfaction was 100%. Clients reported maintained or improved outcomes including access to other services (100%), daily activities (91%), social relationships (82%) independence and control (77%) and health (70%). The Charity worked closely with the service's funder to agree a contract extension.

Social prescribing

The Charity's Social Prescribing Service supports patients from GP surgeries in the Lewes, Uckfield, Crowborough, and Havens localities, enabling them to navigate their way around local health, social care, and voluntary sector services. This is funded by a core contract commissioned via an alliance of agencies (led by Sussex Community NHS Trust) delivering community services across the area. There are additional roles that are funded through local Primary Care Networks.

Launched in February 2016, the service's aims are to increase the wellbeing and confidence of patients (and their carers) who may have complex physical needs and who are isolated or at risk of social isolation. It targets those who are making heavier than expected demands on primary care services for non-clinical support. The aim is also to reduce demand on the time of GPs, other health professionals and out of hours services, for social and non-clinical matters.

Amongst other support, the service seeks to involve clients in their care planning and assist the coordination of this. They inform, signpost, and proactively support clients to navigate their way around the county's health, social care, and voluntary sectors services. A key purpose is to ensure the client's experience is seamless. This is achieved by the service working alongside GPs to deliver joined up care and support following their attendance at the surgery.

The Charity's Chief Executive and service manager have continued to engage with NHS and Local Authority partners, VCSE Social Prescribing providers and others in an informal information sharing network to take forward development activity. The Charity's Chief Executive also led the drafting and publication of a Social Prescribing positioning paper on behalf of the East Sussex VCSE Alliance. This raised key issues and concerns about social prescribing and kept this on the policy agenda locally.

The Charity's service performance was strong. It exceeded contractual targets to meet the rising demand and increased complexity of need amongst older people. Local Primary Care Networks and GPs working with the Charity made an approach regarding this and, as a result, the service expanded by two further team members. The Charity's core contract was also extended.

Other changes included the recruitment of a new service Team Leader, the restructuring of team training to meet the requirements of new guidance from NHS England, and innovative approaches to professional development and mutual support via group and one-to-one peer support.

A total of 838 clients were supported in 2022/23 and there were 14,266 episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including access to other services (86%), independence and control (58%), health (53%), daily activities (43%), and Social Relationships (40%).

Veterans support

The Charity's previous targeting of older veterans, tackling their isolation and addressing barriers to re-connecting with their local community continued up to January 2023, using some extension funding from the Armed Forces Covenant Fund's Sustaining Support programme. Evidence from the Charity's 2022 engagement demonstrated 80% of respondents citing that low confidence was the major barrier. Support involved volunteer telephone befriending, and informal advice and signposting to local services.

During the period 417 clients were supported and there were 10,478 episodes of support. The project end date directed activity. By October 2022 98% of the project's clients confirmed a successful outcome of increased confidence, reconnection with their community, and reduced loneliness. These successfully transitioned away from this support. The remaining clients were incorporated into the Charity's general befriending service. Satisfaction was 99.2% and clients reported maintained or improved outcomes including social relationships (99%), confidence (97%) and independence and control (42%),

Telephone befriending

The Charity's service recruits, trains, and supports volunteers to make weekly befriending telephone calls with the older people they have been matched with. It was initially established as part of its emergency response to the Covid Pandemic. As Covid's impact reduced the Charity retained befriending, seeing this as an important service in tackling chronic loneliness amongst older people. The original assumption was that as Covid-risk reduced and befriending relationships became established, there would be more face-to-face sessions. Albeit that both clients and volunteers liked having the option to meet face-to-face, this was only 9% of the befriending sessions that took place, and these were used for a specific purpose/impact.

2022/23 engagement with the service's clients and volunteers highlighted the convenience, timeliness, effectiveness, and efficiency of telephone befriending. Clients felt there was less pressure with telephone calls. They liked that they could relax at home, not worry about receiving visitors, travelling or the weather. Volunteers reported that telephone befriending allowed them to balance volunteering with their other commitments and time constraints. The Charity learned that this approach supported volunteer recruitment and retention, offered value for money (e.g., reducing travel costs) and had volunteer training and development implications (e.g., telephone listening skills training). During the year the service's coordination was re-structured. Previously separate and targeted befriending support to older veterans was incorporated. Insight from the service has linked into some broader strategic development work undertaken by the Charity's Chief Executive in relation to social isolation and loneliness within the county.

A total of 48 clients were supported in 2022/23 and there were 2,256 episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including Social Relationships (98 %), independence and control (75%), health (69%), access to other services (61%) and daily activities (42%).

Isabel Blackman Centre.

The Isabel Blackman Centre (IBC) in Hastings was a former local authority older people day centre that had been closed, left abandoned, and finally put on the market for disposal to developers. The Charity and its local partners had successfully led a £650,000 capital fundraising campaign for the centre's purchase and renovation on behalf of the local community. During the year the Charity transformed the IBC into a fit-for-purpose community venue. It also led the management and delivery of services and activities from this.

IBC is an accessible, safe, and affordable fitness, and wellbeing centre targeted at people aged 50+, but which is accessible to all ages. Key elements of the centre's offer are a gym and fitness studio, treatment rooms, a café, and an events and activities programme including some targeted work with those from marginalised communities. A membership model has been established and space is available for hire for community and private use.

The charity records its membership and direct participants in its fitness sessions, events, and activities etc. There are notable levels of under-reporting of the centre's impact. Café customers, for example, are not recorded, therefore benefits in terms of older people and others having an accessible, warm, and social space to go is not captured. Similarly, there were 56 of the Charity's Voluntary Community and Social Enterprise partners and other third parties who used the centre for their beneficiaries. One example of this is Care for the Carers, who provide advice and support to informal carers locally. These beneficiaries were not recorded by the Charity, however, are noted as added value because of the centre's return to the community.

A total of 1,681 clients were supported in 2022/23 and there were 7,576 episodes of care. Satisfaction was 98%. Clients reported maintained or improved outcomes including social relationships (100%), health, mobility, and wellbeing (100%), and access to other services (86%).

Take home and settle

The Take Home and Settle service enables safe and timely discharge where otherwise this might be delayed. It targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties. Clients are supported to ensure they are properly discharged from hospital, and safely taken and settled in their home. The team ensure that appropriate medication and care plans are in place at the point of discharge. Staff drive clients home, and typically support involves staying for a few hours to reassure them, ensure the home is safe and undertake any practical tasks (making beds, dealing with urgent correspondence, shopping for milk etc.) that may be needed. The focus is on maintaining independence, reducing social isolation, and setting up informal support networks through family and friends. There is also an objective of freeing up much needed hospital beds and preventing hospital re-admission. Support largely focuses on enabling self-care and building confidence.

The Charity delivered seven day a week support and worked with a total of 1,383 clients in 2022/23, with 1,383 episodes of care. The service responded to winter pressures by doubling the number of shifts delivered on key days through the winter. The result was a 25% increase in client numbers from the 1100 supported in the previous year.

Satisfaction was 100%. Clients reported maintained or improved outcomes including access to other services (80%), independence and control (45%), social relationships (41%), and daily activities (38%). Health colleague's satisfaction was also 100%.

Representation and influencing through partnership working and lobbying on later life issues.

2022/23 saw the charity deliver the second year of its 2022-2024 business plan, aimed at recovering its impact and financial sustainability after the damaging effects of the Covid pandemic. The importance of this aim was amplified in face of the Cost-of-Living crisis.

Cost-of living crisis.

The Charity's response to the Cost-of Living Crisis has taken several forms. In relation to its impact on older people locally, a major concern has been the financial hardship this has caused, especially those who are most isolated and vulnerable. The Charity's position in the East Sussex VCSE Alliance enabled it to engage with a cross-sector, multi-agency Financial Inclusion group. This facilitated collaboration and coordination in the delivery of support to individuals and communities (e.g., welfare benefit and debt advice, food partnerships, Government financial support programmes etc.) and signposting people to this.

Health and care

The Charity continued to prioritise its engagement regarding the integration between health and social care services locally. On-going structural change, in particular the establishment of the Integrated Care System (ICS), and the development of an agreed Health and Care Strategy and Shared Delivery Plan, had several implications for older people, and for the way Health and Care services are planned and delivered. The Charity's Chief Executive acted as the East Sussex VCSE sector's representative on the Sussex Assembly and the East Sussex Health and Care System Partnership Board. Wherever possible, the Charity sought to influence to strengthen the way local Health and Care partners work together to improve population health and wellbeing and reduce health inequalities. Increasingly this has involved collaborating with partners at an East Sussex system level, combined with ensuring effective links with a wider Sussex ICS geography.

Within East Sussex the Chief Executive was a member of a steering group overseeing and supporting the County Council's development of its Adult Social Care Strategy and engagement with local people regarding this. One challenge made by the Charity was the lack of engagement with several 'seldom heard' communities including frailer older people, people with Learning Difficulties and Autism, and Informal Carers. This was accepted and bespoke new engagement opportunities were commissioned with a range of VCSE organisations and groups with specialist knowledge and reach with these. The Charity itself was commissioned to organise and facilitate a focus group.

Within Lewes District, the Charity participated in a Population Health Management action learning set and pilot project funded by the ICS. This involved working with Local Authority Public Health and Adult Social Care officers, NHS Policy officers and Commissioners, GPs and Practitioners from the local Primary Care Network, and VCSE Partners. Analysing population health and GP practice data and records, this programme identified a priority population cohort to work with, based on risk and demand on services and resources. 314 older people at risk due to frailty, dementia, social isolation, and falls were highlighted. Partners worked together to look at the effectiveness of existing services and support, potential gaps, innovations etc. that could be made to improve the lives of the identified people and, for example, reduced unplanned and unnecessary admissions. The pilot has led to further development activity which the Charity is engaged with. This focused both on supporting the specific cohort of older people, and the general approach of using Population Health Management to undertake health and care planning.

Loneliness

There was continued engagement in a cross-sector programme aimed at understanding loneliness in East Sussex, identifying those most affected by it, and tackling this. The approach taken was to see the county as a 'system', examining the positive and negative role of a range of factors (e.g., statutory and VoluntVCSE services and support, transport policy, housing development, access to green and blue spaces, community venues etc.) on people's experiences of loneliness. This was a major piece of work which had several key findings and recommendations. It identified older people, new parents and children and young people as being particularly at risk of loneliness. An important distinction was highlighted regarding older people which is that their loneliness is termed as Chronic i.e., it is consistent and over a prolonged period. The Charity continued its pressing to ensure that a recommendation for the establishment of a loneliness 'stewardship group' be taken up. The County Council subsequently agreed this recommendation, and similarly the Charity's contention that any stewardship group should be commissioned from partners within the East Sussex Voluntary Community and Social Enterprise (VCSE) sector Alliance.

Partnerships with older people and organisations interested in improving their quality of Life.

East Sussex VCSE Alliance

The Charity continued to play a leading role in an East Sussex VCSE Alliance. The purpose is to ensure the sector is positioned as a strategic partner and trusted service provider. The Charity's Chief Executive acts as the Alliance's Vice Chair. Amongst other activity they led the drafting of a social prescribing VCSE positioning paper

and contributed to other papers on subjects such as Neighbourhood and Locality working, and Financial Inclusion, to influence public policy and service planning, design, and delivery.

Sussex VCSE Leaders Alliance

Health and Care reorganisation at a Sussex-wide level via the establishment of an Integrated Care System (ICS) has led the Charity and its VCSE partners in East Sussex to engage with similar organisations and groups working in and across Brighton & Hove and/or West Sussex. The purpose of this has been to design appropriate Alliances and networks for collaboration and representation on this wider geographical basis.

IBC- In Perpetuity

The Charity's role on the Board of the new charity (IBC- In Perpetuity), established to act as the owner/custodian of the Isabel Blackman Centre in Hastings as a community asset for older people, brought several complexities and challenges. The Charity, for example, was contracted to project-manage the major renovation of the centre, which it completed on-time and on-budget. There were however some delays in IBC-In Perpetuity's capital fundraising which, on one occasion required a pause in renovation activity, and more generally led to the Charity providing cashflow support to the project. Formal agreements regarding these arrangements were agreed between the respective Boards. Outside of this the Boards have agreed a Strategic Partnership Memorandum of Understanding, and there are leases and reporting arrangements regarding the Charity's role in managing and delivering activity from the centre.

Age UK Network

There was a continuing focus on developing the Charity's brand partnership with (the national charity) Age UK and with the Age England Association (the network of c120 independent local older people's charities each with a brand partnership with Age UK). An extension to existing arrangements was agreed while the Charity's Chief Executive and Board worked with national and local partners in the development of a shared strategy. This process is informing what, ultimately, will be the Charity's future partnership agreement with Age UK and the network.

The Charity's structure.

Age Concern East Sussex is an independent and autonomous charity with unique charity and company numbers. It raises its own funds through social enterprise, trading, charity shops, grant applications, donations, legacies, and gift aid. The Charity also contracts with statutory agencies for specific service provision.

Governance

Founded in 1948 and a registered charity since 1973, the Charity incorporated as a Charitable Company Limited by Guarantee in April 2010. It retained the legal name Age Concern East Sussex, and its operating name is Age UK East Sussex. The Board consists of up to ten Trustees/company directors who are individual members and not representatives from other organisations.

During 2021/22 the Charity's Chair of Trustees indicated his intention to retire from the Board in March 2023. The Board refreshed the existing Role Description, Trustee Code of Conduct, and other materials for this in July 2022. It then ran a successful open recruitment campaign which resulted in a Chair-elect being appointed by December 2022, and who then took up the role proper from 31st March 2023. Further changes of Board members took place when two trustees stepped down in March and April 2023 respectively.

Trustees are recruited to the Charity for their specialist knowledge and/or their interest in the welfare of people in later life locally. In accordance with its desire to be led by older people, the Charity specifies that at least 75% (rounded to the nearest whole number) of the total number of Trustees must be over the age of 50 years.

The Trustees are the only full members i.e., with voting rights at general meetings. There is a broader associate membership which can include any organisation working for the benefit of older people, other voluntary organisations, representatives from local councils, the local NHS, independent bodies etc.

New Trustees receive an induction from the Chair and Chief Executive and have a comprehensive briefing regarding Charity Commission guidance on the responsibilities of Trustees. There is an agreed Trustee Conflict of interest and loyalty policy and Code of Conduct. Trustees are briefed annually as to the Charity Commission's general guidance on public benefit and complete an annual register of interests.

The Board set the Charity's overall aims and objectives and meet a minimum of six times a year. Management is delegated to the Chief Executive, Directorate and management teams. 2022/23 saw the Charity delivering the second year of its new strategic plan aimed at recovering its impact and financial sustainability following the damaging effect of the Covid pandemic.

Delivery of the objectives were affected by a range of factors. The Cost-of-Living crisis presented a particular challenge and directly affected many older people and others. The Charity's response to this is reflected in its service delivery, influencing and representation activity, and its partnership working.

Trustees and Management also addressed the impact on organisational overheads and operating costs, and the direct impact on the Charity's staff. A range of financial and non-financial mitigations were implemented to support these. Financial measures included forensic attention on utility costs, mobile phone contracts etc. In relation to staff welfare and retention pressures, the Board agreed a pro-rata one-off Cost-of-Living award of £400 per Full Time Equivalent (FTE) employee. Non-financial measures included strengthened promotion of existing flexible working and employee support arrangements.

The Board's July 2022 meeting included a closed session describing current management capacity challenges and the impacts of these. Trustees were in full recognition of the issues and indicated its willingness to receive and consider specific proposals for investing in the rebuilding of management capacity.

In December 2022 the Charity was successfully reaccredited in relation to the Charity Quality Standard (CQS). Development activity in respect of this included the Board agreeing a refreshed Succession Planning document and a new Scheme of Delegation. This rigorous external auditing of governance and management processes is mapped to the Charity Governance Code and ISO9001 standard. It demonstrates the Charity meets these requirements. The process also required that the Charity demonstrated its engagement with older people and the impact and effectiveness of this.

Each year the Chair of the Board conducts an Annual Appraisal of the Charity's Chief Executive. During 2022/23 this process included the newly-appointed Chair-elect. The Appraisal report is signed by the Chair of Trustees and Chief Executive, and is countersigned by the Vice-Chair.

There is a Finance and Remuneration Committee whose responsibilities include the drafting of budgets and scrutiny of financial performance and control. The Committee played a key role monitoring and mitigating the on-going financial risks the Charity faced due to the Cost-of-Living Crisis including, for example, scrutiny of cashflow position, grant applications and proposals for activity in support of the Charity's financial recovery.

On an annual basis, aligned to the budget-setting timetable, there is an extended meeting to make recommendations for salaries including senior management remuneration. This adheres to the five principles of good pay-setting described in the Association of Chief Executives of Voluntary Organisations' 'The Good Pay Guide for Charities and Social Enterprises Association' i.e.:

1. Transparency (over how pay is set).
2. Proportionality (so that pay is fair and consistent).
3. Performance (so that pay properly reflects the contributions that employees make to their organisation).
4. Recruitment and retention (pay is sufficient to keep valued staff within the organisation).
5. Process (pay is clearly set according to appropriate procedures and policies).

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

The Charity's Vision states that 'East Sussex is a great place to grow older'.

The strategic aim for 2024 is that "We will recover and grow our financial sustainability and impact".

To achieve this there are four strategic goals:

1. Customer Relationship Management will drive the planning, co-design, and delivery of actions for meeting customer priorities of tackling social isolation, supporting COVID-19 recovery, and enabling access to Information and Advice.
2. We will proactively seek and be agile in response to collaboration opportunities where these best meet the needs of older people and/or support our financial sustainability.
3. We will return retail and social enterprises to a position where these are covering our overhead expenses and supporting sustainability.
4. We will mitigate financial risks, build resilience, and promote long-term delivery of support to older people by restoring Unrestricted Reserves and making targeted investment for growth and impact.

Risk

The Trustees have examined the major risks to which the Charity is exposed, and systems have been established to manage those risks. A risk register is in place and updated at least quarterly by the Directorate team and at least twice yearly by Trustees. New areas of major risk and/or significant changes in risk are reported to Trustees in Board meetings (and where necessary outside of these). Each area of risk has identified mitigating strategies, systems, procedures and named responsibilities as appropriate.

Major risk factors include:

1. Excessive and/or unmeetable demand - demographic trends/aging population, and Cost-of-Living crisis leading to excessive demands on the Charity's services/activities. Mitigation actions for this include responsive delivery, fundraising, and collaboration with partners.
2. Financial Recovery – Under-performance in Fundraising (e.g., Intense competition for grant funding, lower prevalence for public donations due to economic uncertainty). Mitigation actions for this include Chief Executive leading Fundraising strategy development and directly delivering fundraising activity, taking a strengths-based approach to fundraising and ensuring/supporting performance by the Charity's Trust and Fundraising Manager.
3. Financial Recovery - Underperformance in trading and social enterprise (e.g., Cost-of-Living crisis, hesitant customer behaviour). Mitigation actions for this include Commercial Manager appointment, Business and Operations Director leading delivery strategy, Finance and Infrastructure Director scrutiny, social media promotion and Investment in a new Eastbourne store.
4. Senior Management and Management capacity constraints – Stream-lined structures and capacities arising from financially driven restructures mean existing capacity is under pressure and would be challenged in the event of demand increase and other issues. Mitigation actions include realism around project timescales and development planning, and flexibility and strengths-based working between members.

Financial review

During 2022/23 total incoming resources increased by 25.43% when compared to the previous year. The charity is reporting an increase in income from its charitable activities and trading activities in the year increasing by 14.56% (21% increase 2022) and 95.90% (4.91% increase 2022) respectively.

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful. These decreased by 14% from the previous year.

With ongoing public spending austerity and rising demand for the charity's services from older people locally the Board of Trustees continue to pursue its strategy for financial sustainability through investment in the diversification and growth in non-statutory income. Investment in social enterprise solutions and voluntary income continues and trustees ensure performance in terms of impact and return on investment is effective.

Total expenditure increased by 37%

As a result, a surplus for the year of £91,498 arose compared to a surplus of £248,502 in 2022. This surplus position was achieved through the charity's crisis management and action including significant restructuring, reductions in key management and staffing capacities and the closure of some services. Having stabilised, the charity's agreed strategy implementation will begin the process of rebuilding essential capacity in order to recover its impact and financial sustainability over coming years. Due regard is made to the risks and uncertainties that the charity is likely to experience as it begins this recovery process

Reserves

It is the policy of Age UK East Sussex to maintain unrestricted funds in reserves in order to take into account the unpredictability of future funding and income streams. The approach used to calculate the target level of reserves is based on risk assessment of future requirements.

As at 31st March 2023 the total of unrestricted reserves amounted to £1,401,081 (2022 £1,261,509)

The Board of trustees see it prudent to maintain the level of reserves to ensure cashflow of the organisation and that the work of Age UK East Sussex continues into the future. Securing alternative funding and creating sustainability takes time and resources and it is important that these reserves levels are maintained.

The Board of Trustees review the need for reserves through the budget setting and monitoring process to ensure that they meet the charity's changing needs and circumstances. From these free reserves, designated funds are set aside for the following:

Providing contingency costs in the event of the charity being unable to operate

Working capital to support the day-to-day operation of the charity

Funds set aside to meet future capital investments/commitments

At the balance sheet date, the balance of designated funds for the contingency totaled £260,000 (2022 £260,000). Free reserves at 31 March 2023 £957,096 (2022 £821,296). The organisation needs to build free reserves in order to ensure services are maintained in periods where funding is difficult.

The charity has a number of restricted funds which are to be used for specific purposes as set by the donor or funder. The total restricted funds at 31 March 2023 of £53,542 (2022 £101,616).

Management

A Chief Executive leads the strategic development and management of the Charity and represents the interests of older people in a variety of forums and networks. There are Directorate and Management teams which had both previously experienced significant reduction and a reshaping of responsibilities and personnel because of the financial challenges of the Covid pandemic. The Charity's management has demonstrably performed throughout 2022/23. There were however some notable capacity challenges which constrained operational delivery and strategic development. The July 2022 resignation of the Trust and Fundraising Manager, for example, meant there was no dedicated staff resource for this activity (pre-Covid there had been a fundraising team consisting of 2.8 FTE members). As a result, responsibility for the work of this 0.8FTE role went principally to the Charity's Chief Executive, with support from Directorate and Management colleagues. Challenges in recruiting to this vacancy delayed the appointment of a successor until November 2022.

Management delivered a range of objectives to support staff performance and wellbeing. February 2022 to March 2022 appraisal interviews in respect of 2021/22 performance and objective setting for 2022/23, for example, initiated the use of a new approach that had been co-designed with staff earlier that year. Improvements to the process included simpler paperwork and a recognition of the way staff demonstrate the values of the Charity in their work. Appraisal interviews subsequently held between February and March 2023 were therefore the first full year in which the appraisal cycle under the new approach was completed. Staff feedback regarding this was positive.

Collaboration with local authority, NHS and VCSE sector partners to tackle shared priorities continued. The Cost-of-Living crisis, loneliness, and health inequalities were key priorities here. On-going changes to East Sussex's health and social care services remained as an issue of concern for older people within the county during 2022/23. Ensuring effective representation of older people in the planning, design, and delivery of services under a new Health and Care Partnership for East Sussex, and within the context of a new Integrated Care System (ICS) across Sussex was a significant challenge. The Charity continued its representation at strategic Boards, collaborating with other VCSE partners, chiefly through its membership of the East Sussex VCSE Alliance. The aim was to ensure on-going formal recognition of the strategic importance of the VCSE in delivering health and wellbeing outcomes for local people.

The Charity continued to hold the ISO 9001, Positive about Disability and Charity Quality Standard accreditations. Quality is maintained through a range of methods e.g., customer feedback, control of policy documents and internal auditing. Each accreditation held involves external assessment, validating the Charity's commitment to quality management and improvement.

The Charity's registered address is 54 Cliffe High Street, Lewes, a building which also accommodates the Charity's shop which raises funds through the sale of donated goods. There are four further shops (Battle, Hastings, Bexhill, and Brighton) and two furniture stores (Newhaven and Eastbourne). The Charity's retail continued its strong post-Covid trading performance. Its Faraday House social enterprise, supported office and conference facility, also had strong trading performance during the year.

Age UK East Sussex Trading Ltd is the Charity's wholly owned subsidiary company. The primary activity is the supply of new goods to the Charity's retail activity. Profits are donated to the Charity by Gift Aid.

Volunteers

2022/23 saw the Charity focus on implementing its volunteering development plan. A 12-month volunteer development project manager was recruited to lead this. Working with teams from across the Charity this identified need and undertook targeted recruitment campaigns. This successfully increased volunteer numbers in a timely and effective way. There was a related work programme for the introduction of a new Volunteer Database and Management System. This supported the on-going process of strengthening the coordination of volunteering and improving volunteer engagement and experience.

Volunteers make an extraordinary contribution to the Charity and its work, offering great enthusiasm and commitment, local knowledge, and talents. The majority of the Charity's volunteers are themselves retired. This in and of itself brings unique public benefit and added value in achieving the aim of being led by older people. Other positive impacts include lived experience of health and care services, and of later life issues, a wider range of life experience. These also strengthened the Charity's service co-design and accessibility and serve as constant inspiration to the Charity's younger staff and volunteers.

Overall, in 2022/23 there were 219 active volunteers supporting the Charity's services and activities for older people in East Sussex. In total volunteers gave an estimated 72,062 hours "service in kind". Taking a crude calculation based on the Government's 2022/23 National Living Wage rate of £9.51 per hour, this equates to £685,309 which is not reflected in the accounts.

Future

The Charity's agreed strategic plan for 2021-24 aims to recover its impact and financial sustainability in the aftermath of the Covid pandemic, and in the face of the Cost-of Living crisis. The latter will continue to cause severe financial hardship for many older people locally. It will continue to challenge the Health and Care services these rely on. It will likewise continue to challenge the Charity's own resilience and capacity to represent and support older people locally.

Collaboration, Alliance-based working, and 'system' level approaches are an increasingly essential part of the Charity's work to make East Sussex a great place to grow older. Tackling issues such as the loneliness, poverty and health inequalities that most severely affect the quality of later life locally, requires the Charity to double down on its commitment to working with others. This includes appropriate influencing activity and partnership development with VCSE Sector Partners and others on a wider geographical level. This is especially relevant, in relation to the Sussex-wide Integrated Care System (ICS) and opportunities and risks for older people and the Charity arising from its Health and Care Strategy and Shared Delivery Plan.

The Charity's influencing and collaboration with VCSE Partners locally via its membership of the East Sussex VCSE Alliance, and Sussex-wide via its membership of the Sussex VCSE Leaders Alliance has been impactful. Within East Sussex it is involved with a cross-sector VCSE Commissioning Excellence programme aimed at improving the effectiveness, efficiency, and impact of future investment into the VCSE Sector. There is similar activity taking place at a Sussex-wide level with the development of a VCSE Commissioning Framework. The Charity will continue to focus attention on these.

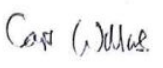
The Board and Management have agreed clear objectives for the third and final year of this plan. Major tasks include the successful establishment of the IBC as a financially sustainable service, influencing the future direction of social prescribing services, and strengthening the Charity's collaboration with VCSE Advice sector partners. These have important implications both for the Charity during 2023/24 and its planning assumptions for 2024/27.

The Board's 2023 Away Day, supported by the Charity's senior managers, included significant discussion and planning regarding development activity, timescales, and responsibilities in relation to the development of the Charity's 2024/27 Strategic Plan. Objectives for the timely and effective production of this plan have been agreed with the Chief Executive and Directorate team and this activity has progressed during 2022/23.

A clear lesson from the severe challenges faced in recent years is that the Charity is at its best when it is truly guided by its Vision, Mission, and Values. As it faces a fluid, uncertain and challenging future its appreciation of this is its real strength.

The Trustees' Report and Financial Statements were approved by the Board of Trustees on 3 November 2023.

Signed on their behalf by:



Carys Williams, Chair

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are also the directors of Age UK East Sussex for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts 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 accounts, 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; and
- prepare the accounts 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 accounts 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 CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Opinion

We have audited the financial statements of Age Concern East Sussex ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, 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 group's and the parent 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, 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 trustee's 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 group'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 trustee's 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, including the trustees' 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report or the strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require(s) us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company 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.

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 auditors report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations (see below);
- We identified the following areas as those most likely to have such an effect: health and safety; General Data Protection Regulation (GDPR); fraud; bribery and corruption, and employment law. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any. The identified actual or suspected non-compliance was not sufficiently significant to our audit to result in our response being identified as a key audit matter.
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102, the Companies Act 2006 and the Charities Act 2011) and the relevant tax compliance regulations in the UK;
- We considered the nature of the group's operations, the control environment and financial performance.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the group has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

TC Group

Mr Mark Cummins FCCA (Senior Statutory Auditor)

for and on behalf of TC Group

Statutory Auditor

Dated: 20 November 2023

Office: Steyning, West Sussex

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds £	Designated funds	Restricted Funds £	Total 2023 £	Total 2022 £
Income from:						
Grants, donations and legacies	3	**602,847**	**-**	**123,715**	**726,562**	469,458
Activities for raising funds:						
Charity shop		**960,459**	**-**	**-**	**960,459**	936,548
Income from trading subsidiary	11	**69,698**	**-**	**-**	**69,698**	35,579
Other income	4	**344,660**	**-**	**-**	**344,660**	186,911
Investments - interest		**4,591**	**-**	**-**	**4,591**	96
Charitable activities	5					
Other charitable activities		**666,463**	**-**	**-**	**666,463**	581,734
Total income		**2,648,718**	**-**	**123,715**	**2,772,433**	2,210,326
Expenditure on:	6					
Costs of raising funds						
Fundraising		**1,173,600**	**-**	**-**	**1,173,600**	1,041,966
Expenditure for trading subsidiary		**41,442**	**-**	**-**	**41,442**	32,541
Charitable activities						
Activities undertaken		**1,294,104**		**171,789**	**1,465,893**	887,317
Total expenditure		**2,509,146**	**-**	**171,789**	**2,680,935**	1,961,824
Net income/(expenditure)		**139,572**	**-**	**(48,074)**	**91,498**	248,502
Transfer between funds		**-**	**-**	**-**	**-**	-
Net movement in funds		**139,572**	**-**	**(48,074)**	**91,498**	248,502
Fund balances at 1 April 2022		**1,001,509**	**260,000**	**101,616**	**1,363,125**	1,114,623
Fund balances at 31 March 2023		**1,141,081**	**260,000**	**53,542**	**1,454,623**	1,363,125

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	**10**		**183,985**		220,213
Current assets					
Stock		**3,623**		2,160	
Debtors	**12**	**513,472**		556,758	
Cash at bank and in hand		**1,097,293**		1,017.220	
		1,614,388		1,576,138	
Creditors: amounts falling due within one year	**13**	**(254,317)**		(308,332)	
Net current assets			**1,360,071**		1,267,806
Total assets less current liabilities			**1,544,056**		1,448,019
Creditors: amounts falling due after more than one year	**14**		**(89,433)**		(124,894)
Net assets			**1,454,623**		1,363,125
Income funds					
Restricted funds	**17**		**53,542**		101,616
Unrestricted funds:					
General funds			**1,141,081**		1,001,509
Designated funds	**18**		**260,000**		260,000
			1,454,623		1,363,125

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on 3 November 2023.

Carys Williams

Carys Williams
Chair

Company Registration No. 07216053

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CHARITY BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	**10**		**183,985**		220,213
Investments	**11**		**100**		100
			184,085		220,313
Current assets					
Stock		**3,561**		2,100	
Debtors	**12**	**513,472**		601,833	
Cash at bank and in hand		**1,071,684**		966,667	
		1,588,717		1,570,600	
Creditors: amounts falling due within one year	**13**	**(255,839)**		(305,931)	
Net current assets			**1,332,878**		1,264,669
Total assets less current liabilities			**1,516,963**		1,484,982
Creditors: amounts falling due after more than one year	**14**		**(89,433)**		(124,894)
Net assets			**1,427,530**		1,360,088
Income funds					
Restricted funds	**17**		**53,542**		101,616
Unrestricted funds:					
General funds			**1,113,988**		998,472
Designated funds	**18**		**260,000**		260,000
			1,427,530		1,360,088

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on .

.....
Carys Williams
Chair

Company Registration No. 07216053

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023		2022	
		£	£	£	£
Cash flows from operating activities					
Net income		**91,498**		248,502	
Depreciation charge	**10**	**36,228**		39,753	
Investment interest		**(4,591)**		(96)	
Increase/(decrease) in creditors	**13/14**	**(89,476)**		255,939	
Increase in debtors	**12**	**43,287**		(179,252)	
Increase/(decrease) in stock		**(1,464)**		2,504	
Net cash provided by/(used in) operating activities			**75,482**		367,350
Cash flows from investing activities					
Purchase of Tangible fixed assets	**10**	**-**		(38,123)	
Investment interest		**4,591**		96	
Cash used in investing activities			**4,591**		(38,027)
Change in cash and cash equivalents in the reporting period			**80,073**		329,323
Cash and cash equivalents at the beginning of the year			**1,017,220**		687,897
Cash and cash equivalents at the end of the year			**1,097,293**		1,017,220

	1 April 2022	Cash flow	31 March 2023
	£	£	£
Cash at bank and in hand	**1,017,220**	80,073	**1,097,293**

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Statutory information

Age Concern East Sussex is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with 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 (FRS102) (effective 1 January 2015) – Charities SORP (FRS102) and the Companies Act 2006.

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 £.

Age Concern East Sussex meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). There are no material uncertainties about Age Concern East Sussex's ability to continue as a going concern. This conclusion takes into account any known financial impact of the Covid-19 pandemic.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age UK East Sussex Trading Limited. A separate Statement of Financial Activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.3 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Grant income is recognised over the period for which it is granted.

Contract income is recognised when the charity gains entitlement to the income.

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

Trading income is recognised at the fair value of the consideration received or receivable for goods and services provided in the normal course of business and is shown net of VAT and other sales related taxes. The fair value of consideration takes into account trade discounts, settlement discounts and volume rebates.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer (usually on dispatch of the goods), the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the transaction will flow to the entity and the costs incurred or to be incurred in respect of the transaction can be measured reliably.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

2 Accounting Policies (continued)

2.4 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

The costs of raising funds consists of trading subsidiary costs, depreciation, costs relating to shops, and certain staff costs.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2.5 Tangible fixed assets and depreciation

Assets costing less than £1,000 are written off to the Statement of Financial Activities. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided in the year after purchase at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Office and gym equipment	20% straight line
Motor vehicles	33% straight line
Leasehold improvements	Over the terms of the lease

2.6 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.

2.7 Cash at bank and in hand

Cash at bank and in hand are basic financial instruments and include cash and short term highly liquid investments. The Trustees seek to use short and medium term deposits where possible to maximise the return on monies held at the bank and to manage cash flow. Bank overdrafts are shown within borrowings in current liabilities.

2.8 Stock

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition.

Stocks held for distribution at no or nominal consideration are measured at the lower of replacement cost and cost, adjusted where applicable for any loss of service potential.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

2.9 Creditors and provisions

Creditors and provisions are recognised where there is 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.

2 Accounting Policies (continued)

2.10 Investments
Investments in joint ventures are recognised at cost in the balance sheet.
Other fixed asset investments are stated at fair value.
Realised and unrealised gains and losses are dealt with in the Statement of Financial Activities.

2.11 Pensions
The charity operates a defined contribution pension scheme with The Pensions Trust. Contributions payable to the charity's pension schemes are charged to the SOFA in the period to which they relate.

2.12 Accumulated funds
Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

Designated funds comprise general funds set aside by trustees for specific purposes.

2.13 Taxation
The parent company is a registered charity (number: 1139470). All of the charity's income falls within the exemptions set out in part 11 of the Corporation Tax Act 2010.

2.14 Employee benefits
The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

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 company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

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

2.16 Critical accounting estimates and judgements
In the application of the group'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.

The trustees do not consider that there are any critical estimates or areas of judgement that need to be brought to the attention of the readers of the financial statements.

3 Grants, donations and legacies

	Unrestricted Funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Grants	**414,223**	**123,715**	**537,938**	249,083
Donations	**76,286**	**-**	**76,286**	81,103
Legacies	**112,338**	**-**	**112,338**	139,272
	602,847	**123,715**	**726,562**	469,458

4 Other income

	Unrestricted Funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Faraday rentals and service charge	**117,222**	**-**	**117,222**	107,827
Other	**227,438**	**-**	**227,438**	79,084
	344,660	**-**	**344,660**	186,911

5 Income from Charitable activities

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Contract funding	**527,040**	**-**	**527,040**	466,212
Delivery charges and house clearance income	**139,423**	**-**	**139,423**	115,522
	666,463	**-**	**666,463**	581,734

6 Expenditure

	Staff costs	Depreciation	Other costs	Total 2023	Total 2022
	£	£	£	£	£
Costs of raising funds					
Trading subsidiary	**1,176**	**-**	**40,266**	**41,442**	32,541
Other fundraising costs	**504,406**	**25,775**	**643,419**	**1,173,600**	1,041,966
Total	**505,582**	**25,775**	**683,685**	**1,215,042**	1,074,507
Charitable activities					
Activities undertaken directly	**956,409**	**10,453**	**499,031**	**1,465,893**	887,317
Total expenditure	**1,461,991**	**36,228**	**1,182,716**	**2,680,935**	1,961,824

Other fundraising costs includes significant expenditure in relation to a fundraising programme to diversify income for future sustainability.

7 Governance costs

	2023	2022
	£	£
Auditor's remuneration	**8,000**	10,700
Staff costs	**23,475**	22,801
	31,475	33,501

8 Consolidated statement of financial activities comparative funds – 31 March 2022

	Unrestricted funds	**Designated funds**	**Restricted funds**	**Total 2022**
	£	**£**	**£**	**£**
Income from:				
Grants, donations and legacies	315,584	-	153,874	469,458
Activities for raising funds:				
Charity shop	936,548	-	-	936,548
Income from trading subsidiary	35,579	-	-	35,579
Other income	186,911	-	-	186,911
Investment income	96	-	-	96
Charitable activities	581,734	-	-	581,734
Total income	2,056,452	-	153,874	2,210,326
Expenditure on:				
Costs of raising funds				
Fundraising	1,041,966	-	-	1,041,966
Trading subsidiary	32,541	-	-	32,541
Charitable activities:				
Activities undertaken	823,295	-	64,022	887,317
Total expenditure	1,897,802	-	64,022	1,961,824
Net income/(expenditure) for the	158,650	-	89,852	248.502
Gross transfers between funds	(40,000)	40,000	-	-
Net movement in funds	118,650	40,000	89,852	248,502
Fund balances at 1 April 2021	882,859	220,000	11,764	1,114,623
Fund balances at 31 March 2022	1,001,509	260,000	101,616	1,363,125

9 Employees

Employment costs	**2023**	2022
	£	£
Wages and salaries	**1,314,190**	1,070,549
Social security costs	**103,100**	73,049
Other pension costs	**44,701**	34,143
	1,461,991	1,177,741

The average number of employees employed by the charity during the year was 65 (2022: 58).

The number of employees whose annual emoluments were £60,000 or more were:

	2023	2022
£60,001 - £70,000	**1**	1

The key management personnel of the charity consist of the directorate team (detailed in the Trustees' Report) whose total remuneration for the year was £199,856 (2022: £192,044).

10 Tangible fixed assets

Group and charity

	Leasehold improvements	**Computer equipment**	**Office equipment**	**Gym Equipment**	**Motor vehicles**	**Total**
	£	**£**	**£**	**£**	**£**	**£**
Cost						
At 1 April 2022 and 31 March 2023	**478,696**	**28,926**	**70,497**	**19,663**	**37,430**	**632,212**
Depreciation						
At 1 April 2022	294,604	22,837	70,035	546	26,977	414,999
Charge for the year	19,012	2,595	236	3,932	10,453	36,228
At 31 March 2023	**313,616**	**25,432**	**70,271**	**4,478**	**37,430**	**451,227**
Net book value						
At 31 March 2023	**165,080**	**3,494**	**226**	**15,185**	**-**	**183,985**
At 31 March 2022	184,092	6,089	462	19,117	10,453	220,213

11 Fixed asset investments

Investment in subsidiary:

	Charity
	£
Investment in Age UK East Sussex Trading Limited	**100**

Holdings of more than 20%

The charity holds more than 20% of the share capital of the following companies:

Company	Country of registration or incorporation	Shares held	
		Class	%
Subsidiary undertakings			
Age UK East Sussex Trading Limited	UK	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

		Capital and reserves	Profit/(loss) for the year before charitable donation
	Principal Activities	£	£
Age UK East Sussex Trading Limited	Resale of finished furniture products	**27,193**	**24,055**

Age UK East Sussex Trading Limited

Age UK East Sussex Trading Limited is a wholly-owned trading company, company number 03552792 is incorporated in England & Wales and sells finished furniture products. During the year Age UK East Sussex Trading Limited made sales of £69,698 (2022: £35,579) and incurred expenditure of £45,643 (2022: £32,541) which are shown in the Statement of Financial Activities. A summary of the trading results of the subsidiary is shown below. Also during the year donations were made from Age UK East Sussex Trading Limited to the charity of £3,038 (2022: £15,525).

Summary profit and loss account

	2023	2022
	£	£
Turnover	**69,698**	35,579
Cost of Sales	**(37,733)**	(28,734)
Administrative Expenses	**(4,872)**	(3,807)
Distribution of prior year profit	**(3,038)**	(15,525)
Net profit/(loss) after donation of prior year profit	**24,055**	(12,487)

Summary balance sheet

	2023	2022
The assets and liabilities of the subsidiary were:	**£**	£
Current assets	**29,593**	50,613
Creditors: amounts falling due within one year	**(2,400)**	(47,475)
Total net assets	**27,193**	3,138

12 Debtors

	Group		Charity	
	2023	2022	**2023**	2022
	£	£	**£**	£
Trade debtors	**295,825**	366,157	**295,825**	366,157
Amounts owed by group undertakings	**-**	-	**-**	45,075
Prepayments and accrued income	**143,371**	130,888	**143,371**	130,888
Other debtors (including VAT)	**74,276**	59,713	**74,276**	59,713
	513,472	556,758	**513,472**	601,833

13 Creditors: amounts falling due within one year

	Group		Charity	
	2023	2022	**2023**	2022
	£	£	**£**	£
Trade creditors	**78,167**	85,162	**78,167**	85,162
Amounts owed from group undertakings	**-**	-	**3,922**	-
Other taxation and social security	**30,121**	19,190	**30,121**	19,190
Other creditors	**25,550**	11,326	**25,550**	11,326
Accruals and deferred income	**84,299**	167,548	**81,899**	165,147
Bank loans	**36,180**	25,106	**36,180**	25,106
	254,317	308,332	**255,839**	305,931

The bank loan relates to a loan taken out in the year through the government Coronavirus Business Interruption Loan Scheme.

14 Creditors: amounts falling due after more than one year

	Group		Charity	
	2023	2022	**2023**	2022
	£	£	**£**	£
Bank loans (see note 13)	**89,433**	124,894	**89,433**	124,894

15 Controlling party

The charity is a company limited by guarantee and therefore without share capital. No one member has overall control of the charity. The liability of each member is limited to £1, being the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up.

16 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the current or prior year.

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds		
	Balance at 1 April 2022	**Income**	**Expenditure**	**Balance at 31 March 2023**
	£	**£**	**£**	**£**
SIB Grant	30,000	-	(30,000)	**-**
ESCC additional measures	39,000	-	(39,000)	**-**
Armed forces	32,616	-	(32,616)	**-**
W G Edwards	-	1,500	(1,500)	**-**
Francis Winham Foundation	-	30,000	(30,000)	**-**
ESCC HSF	-	48,483	(38,673)	**9,810**
ESCC Emergency food provision	-	43,732	-	**43,732**
	101,616	123,715	(171,789)	**53,542**

SIB Grant – Monies relating to SIB loan payment towards staff salaries.

Armed Forces – Force For Change and Sustaining Support fund programmes to provide practical and befriending support to vulnerable older veterans to address isolation and improve wellbeing.

W G Edwards – Grant to fund exercise bike.

Francis Winham – Funds provided to be distributed to older people suffering food and fuel poverty.

ESCC HSF - Grant provided to assist the charity towards activities that provide advice and information on all aspects relating to finances, including income maximisation, benefit eligibility and help to apply, employment rights, dealing with debt emergencies and budgeting.

ESCC Emergency food provision - £110 grants distributed to vulnerable older people to support with fuel and food poverty.

18 Designated funds

		Movement in funds			
	Balance at 1 April 2022	**Income**	**Expenditure**	**Transfers**	**Balance at 31 March 2023**
	£	**£**	**£**	**£**	**£**
Contingency reserve	260,000	**-**	**-**	**-**	**260,000**
	260,000	**-**	**-**	**-**	**260,000**

Contingency reserve – The Board of Trustees set aside funds in order to provide for contingency costs in the event of the charity being unable to continue to operate, working capital to support the day-to-day operation of the charity and to meet future capital investments/commitments.

19 Analysis of net assets between funds – consolidated

	Unrestricted funds	**Designated funds**	**Restricted funds**	**Total**
	£	**£**	**£**	**£**
Fund balances at 31 March 2023 are represented by:				
Tangible fixed assets	**183,985**	**-**	**-**	**183,985**
Current assets	**1,300,846**	**260,000**	**53,542**	**1,614,388**
Creditors: amounts falling due within one year	**(254,317)**	**-**	**-**	**(254,317)**
Creditors: amounts falling due after one year	**(89,433)**	**-**	**-**	**(89,433)**
	1,141,081	**260,000**	**53,542**	**1,454,623**

Fund balances at 31 March 2022 are represented by:				
Tangible fixed assets	220,213	-	-	220,213
Current assets	1,214,522	260,000	101,616	1,576,138
Creditors: amounts falling due within one year	(124,894)	-	-	(124,894)
	1,001,509	260,000	101,616	1,363,125

20 Commitments under operating leases

At 31 March 2023 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings	
	2023	2022
	£	£
Within one year	**107,526**	107,526
Between one and five years	**176,327**	245,102
More than five years	**5,000**	25,000
	288,853	377,628

The amount expensed in respect of operating leases in the year totalled £283,659 (2022:£254,277)

21 Related party transactions

Transactions with Trustees have been detailed in note 15 of the financial statements. There were no further transactions with related parties during the year.

In 2022, the Charity entered into an agreement with a newly establish charity, of which it is a co-founder, IBC - In Perpetuity (Charity Number 12649941; Company Number 1191368) in relation to its financial and management support for the creation and delivery of The Isabel Blackman Centre in Hastings as a community venue promoting the health and wellbeing of older people. Steve Hare, the Charity's Chief Executive, was appointed to the Board of IBC-In Perpetuity as a representative on the new charity's Board.

At the year end IBC – In Perpetuity owed the Charity £57,006.

AGE CONCERN EAST SUSSEX

England & Wales - Charity number 1139470

Accounts

Charity Registration No. 1139470

Company Registration No. 07216053 (England and Wales)

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

tc accounts · tax · legal · financial planning

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2022

Trustees	Martin Burke Ralph Chapman Joan Fraser (Resigned 8 December 2021) John Merchant Roger Howarth (Chair) Rebecca Haywood Susan Hayward Pauline Jackson (Resigned 8 December 2021) Eric Mayne (Resigned 8 December 2021) Ian Slater (Appointed 8 December 2021) Sally Ireland (Appointed 8 December 2021) Nina Crump (Appointed 8 December 2021)
Patron	Baroness Cumberlege of Newick, CBE
Chief Executive & Secretary	Steve Hare
Charity number	1139470
Company number	07216053
Registered office & Principal address	54 Cliffe High Street Lewes East Sussex BN7 2AN
Auditors	TC Group The Courtyard Shoreham Road Upper Beeding Steyning West Sussex BN44 3TN
Main bankers	CafCash Limited Kings Hill West Malling Kent ME19 4TA
	National Westminster Bank plc PO Box 2421 11 High Street Lewes East Sussex BN7 2UJ

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
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AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees of Age Concern East Sussex present their report together with the audited consolidated financial statements for the year ended 31 March 2022.

The Charity

The Charity's purpose as set out in its Articles of Association is to promote the relief of older people in any manner which is or hereafter may be deemed to be charitable in and around the county of East Sussex. Its Vision is that East Sussex is a great place to grow older. Its Mission is to enhance the quality of later life for people in East Sussex by:

- working with people in later life to identify and respond effectively to their expressed needs and aspirations.
- representing people in later life.
- promoting a positive image of later life.
- being a sustainable charity and social enterprise.
- collaborating with others.

The Charity's focus

The main objectives for the year have been the promotion of independence, choice, and control for people in later life often within the context of on-going Covid-19 conditions and/or Covid Recovery; the challenging of age discrimination, poverty, and social isolation; and the promotion of healthier lifestyles. The strategies the Charity used to meet these objectives included:

- providing a range of services which are accessible, person-centred and reflect relevant quality standards.
- exerting influence through partnership working and lobbying on issues that affect the quality of later life.
- representing people in later life at a variety of health, social care and economic committees, networks, and forums.
- developing effective partnerships with older people and organisations interested in improving their quality of life.

2021/22 saw the charity deliver the first year of its new business plan, aimed at recovering its impact and financial sustainability. The previous year involved delivering intensive Covid-19 emergency support to 9,297 older people, with 41,878 recorded support episodes. This was achieved whilst simultaneously responding to a financial crisis arising from lockdown and other restrictions preventing the charity carrying out its usual social enterprise, retail and fundraising activity that generates the funding for its work. Together, these challenges represented the biggest shock to the Charity in its 73-year history. It was only through taking bold and decisive measures (such as a significant organisational restructuring, cost-cutting, and service re-design) and launching emergency fundraising campaigns that the Charity continued to meet local need and deliver its work. 2021/22 saw the Charity gradually begin returning from the suspension of face-to-face service delivery and transitioning services from the 'emergency' offer towards 'new normal' support in the context of life re-opening in relation to Covid-19 conditions. **9,170** clients were directly supported and there were **48,647** recorded episodes of support. In the context of the prior year's risk and challenges the trustees feel this is a notable performance and demonstration of Charity's enduring commitment to its Mission.

Collaboration in relation to Covid-19 response and recovery remained a priority focus in the Charity's engagement with the County, District and Borough Local Authorities, and NHS and Voluntary sector partners. Local emergency support, planned at a District and Borough level through 'Community Hubs' gradually abated, however the Charity remained an active partner within the County's Oversight Group as these strategic relationships and networks began to consider the potential for collaboration regarding Covid-19 recovery and shared priorities such as tackling health inequalities, loneliness, and social isolation.

The Charity continued to prioritise its engagement regarding the integration between health and social care services locally. On-going structural change, in particular the creation of an Integrated Care System (ICS) from July 2022 had several implications for older people, and for the way Health and Care services are planned and delivered. The Charity's CEO acted as a Voluntary, Community and Social Enterprise (VCSE) sector representative on the East Sussex Health and Care System Partnership Board. Wherever possible, the Charity sought to influence to strengthen the way local Health and Care partners work together to improve population health and wellbeing and reduce health inequalities. Increasingly this has involved collaborating with partners at an East Sussex system level combined with ensuring effective links with a wider Sussex ICS geography.

Collaboration with both VCSE and statutory agencies has taken place. The Charity's CEO acts as Vice Chair to the East Sussex VCSE Alliance, working alongside partner agencies to identify community insight and help create solutions to local need. The Charity has continued to play a leading role in the on-going development of Social Prescribing in East Sussex. It has also collaborated on and co-authored several VCSE positioning papers on subjects such as commissioning, and the role of local buildings as Community Anchors that promote health and wellbeing.

Within Hastings, the Charity's work in relation to the retention of the Isabel Blackman Centre as a community asset for older people, took a significant step forward when in August 2021 the Charity and its partners completed the purchase of this building. Ownership was transferred into IBC- In Perpetuity, a new charity co-founded by the Charity and whose purpose is to hold this as a community asset. The Charity's CEO acts as its representative on the Board of IBC- In Perpetuity. The intention is that the Charity will lead and coordinate a community-led programme to create the Isabel Blackman Centre as a vibrant and sustainable community space, delivering a range of services to those in need, and used by older people and the broader community in Hastings & St Leonards.

There was a sustained focus on the Charity's brand partnership with (the national charity) Age UK and with the Age England Association (the network of c120 independent local older people's charities each with a brand partnership with Age UK). During the year there was on-going engagement with a Network Development Programme to consider the next period of Brand Partnership. This involved the Charity's CEO, Chair, and Board engaging in consultation processes and feeding back on key areas of interest and concern.

Ensuring delivery

The Charity's agreed Vision, Mission and Strategic Aim guided its objectives for the year. Continuing uncertainty and risk in its operating environment led the Charity to ensure it was taking a highly flexible approach to its delivery and maintained its vigilance in relation to risk management. Progress was reviewed weekly (rather than the typical quarterly basis). This helped ensure that the focus was on meeting the Covid-19 emergency and recovery needs of older people and ensuring sufficient financial resource to sustain the Charity's activity.

The Charity Commission's general guidance on public benefit has been referred to when reviewing aims and objectives, and in planning future activity. Trustees consider how planned activities will contribute to the aims and objectives they have set.

How the Charity delivers public benefit

All charitable undertakings focus on enhancing the quality of later life in and around East Sussex and are solely to further the charitable purposes for public benefit. The main activities and the people the Charity is trying to help are described below.

Who benefited?

Charitable objects and funding limit the services and activities provided by the Charity to older people in and around East Sussex. Census data and projections show that the proportion of the county's population over pensionable age is 25.4% of the total population (population aged over 65 in 2021 is 149,223 rising to 157,560 by 2024). This is substantially higher than the regional and national averages of 17.8% and 17% respectively. Moreover, the relative size of the population aged over 75 years is higher than in any other county in England and Wales. Nearly one-in-eight residents are aged 75 and over.

Evidence from the area's Joint Strategic Needs Analysis suggests that the local population is relatively healthy, and most people can expect to live a long life. However, across the county there are significant health and wellbeing issues. Currently there are around 13,000 people living with dementia (including those who are not yet diagnosed). Projections are that by 2024 63,000 people aged 65 years or older will be identified as having a disability and 73,000 will be identified as living with one or more limiting long-term condition.

There are also some substantial inequalities between groups of people and localities. Average life expectancy in some wards in Hastings, for example, is up to 15 years lower than in other parts of East Sussex. The county's population is expected to age considerably over the next twenty years as those born during the baby boom after the Second World War reach retirement.

All services are free at the point of use or are provided at affordable rates to ensure accessibility. Equality is an important issue for the Charity. It is believed that genuine and demonstrable equality of access is essential to the Charity's success, and that positive outcomes must be shared by all communities that use its services or engage in its activities. Further information about who benefits directly from the Charity's work is explained in the analysis of performance and achievements below.

Activities and review

In furtherance of its objects, "to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around the county of East Sussex" the main areas of charitable service delivered were:

- information and advice
- preventative health projects and services
- Covid-19 emergency and recovery support
- post-hospital discharge support.

During 2021/22 **9,170** older people were recorded as being directly supported through accessing these services. There were **48,417** recorded episodes of care. This compares with 9,297 people and 41,878 episodes of care in 2020/21.

The Charity represents older people and their interests by:

- influencing and lobbying policy and decision makers.
- actively participating in a range of committees and networks.
- joint working with voluntary sector agencies.
- collaborating with the wider voluntary and community sector.
- providing advice and support to a network of local Age Concerns and older people's charities (some of whom are 'Friends of Age UK East Sussex') and with seniors' forums across East Sussex.

Information and advice

The information and Advice service provides a free, confidential, independent, and impartial information and advice resource for people in later life across East Sussex, enabling choice and control. It gives signposting and assistance on accessing services and support including those relating to health, housing, wellbeing and social opportunities, and voluntary and statutory services. The largest proportion of enquiries concern claiming age related social welfare benefits. Continuing Covid-19 restrictions and caution amongst older people locally prevented face-to-face service access either from the service's office or its outreach for much of the year. The service consolidated its operations to ensure continued delivery, responding to changing client need in face of increasing complexity resulting from prolonged isolation and limited access to wider preventative services and support locally. The Charity's additional focus on scams coincided with increased risk of scams due to rising and/or exacerbated isolation and Covid-related scams.

During the year, the outcomes the service focused on delivering were:

- Increasing awareness and control regarding Covid-19 adaption/recovery, and access to support services.
- Increasing access to eligible benefits and financial assistance to improve financial health and reduce poverty.
- Increasing awareness of scams and reduced risk of being scammed.
- Supporting access to appropriate housing and accommodation.
- Providing signposting to voluntary and statutory services.
- Supporting access to Age UK East Sussex and Age UK services.
- Supporting carers/families of local older people in East Sussex accessing a broad range of information about health, wellbeing, financial assistance, and positive living opportunities.

The Charity consolidated prior year service re-modelling that created a core Information and Advice offer incorporating other more focused activities. Development and fundraising activity was undertaken to address increased risk of scamming amongst older people locally. A complementary Scam Prevention project within the Charity's core service was successfully launched in January 2022. The team partnered with Trading Standards, local Councils for Voluntary Action, the Women's Institute, and numerous local groups to deliver 23 presentations to 300 people in community centres across the County. The I&A service also worked with a broad range of Statutory, Voluntary and Community Sector partners to provide targeted grants and other support in relation to several concerns.

Amongst the service's achievements in the year were:

- Partnering with East Sussex County Council and distributing £28,560 in Household Support grants as targeted £70 grants to 408 to clients to assist with meeting the emergency costs of energy, food, and other essentials.
- Partnering with Age UK and distributing £845 in targeted £65 extreme weather grants to 13 older people affected by the storms of February 2022 enabling them address damage to property, aerials etc.
- 300 clients attending 21 scams prevention presentations.
- Targeted one-to-one scams support with 63 clients (189 support sessions) including the fitting of a telephone call blockers, support to recover savings etc.)
- £185,112 in successful new welfare benefit claims.

There were **2,909** clients and **7,612** episodes of support. Staff identified a notable increase in the complexity of issues being presented. There was also continuing Covid-19 related anxiety which meant that clients needed longer to talk through their concerns and achieve an outcome. The team liaised closely with the Charity's Community Response Team regarding clients who needed shopping, medication collection and befriending support.

Overall satisfaction was 100%. 100% of clients reported the service had enabled them to maintain or improve their financial situation, independence, and control. Other maintained or improved outcomes cited include access to other services (77%) and health (77%).

Healthy Living Clubs

The Charity provided on-going informal support and advice to Healthy Living Clubs in Hampden Park, Rye, Polegate, Sidley and Hastings, and to a Walking Football club. These had previously been set up by the Charity to provide a warm and welcoming setting for people aged 50+ where they can develop friendships and be more physically active. The aim is to improve health amongst those older people most at risk of leading unhealthy lifestyles and/or experiencing greatest health inequality. Over time the Charity trained-up volunteers from the group's membership so that each club is now largely run by their members. 2021/22 saw an easing of the disruption of activity experienced in the previous year due to Covid. There was support to individual club leaders regarding their club's return as an active group and, where required, individual clubs' members were supported to re-engage with these.

120 members were provided with informal contact and advice, and there were **2880** support sessions. Satisfaction was 100%.

House decluttering and clearance service

The Charity's house decluttering and clearance service supports older people, their family, carers, and others. It creates space, disposes of unwanted items, recycles unwanted or unneeded pieces, and assists with down-sizing (i.e., by preparing a property for sale or clearing properties including garages and sheds). It operates from the Charity's Newhaven and Eastbourne Home stores/depots. Items of furniture, household goods and electrical equipment can be collected free of charge. These are recycled and/or refurbished, and are normally sold through the Charity's retail outlets, on-line or through local auctions. This is a professional service, and, for example, there are strict policies and procedures that ensure that all items clearly have the permission of the owner/executor prior to any collection booking being made.

As well as providing practical and logistical support, evidence clearly demonstrates that donating items in support of the Charity's work helps people feel better. This can, for example, help alleviate a sense of loss, stress or discomfort when moving home or disposing of items with sentimental value following bereavement. Additional benefits of the service include the avoidance of landfill waste, opportunities for volunteering, employability skills training, and job opportunities for local unemployed people.

Additional lockdown periods and other restrictions in the first 6-month period adversely affected activity levels, however there was an increasingly strong performance as the latter half of the year progressed. **2,745** clients/home collections were undertaken (1,583 in Newhaven and 1,162 in Eastbourne), equating to **2,745** support sessions. This contrasts with the 8,802 clients (20,244 support sessions) in the pre-Covid 2019/20 period.

Satisfaction was 99.7%. Clients reported maintained or improved outcomes including independence and control 98%, daily activities 97% and health 83%.

Deep clean and bed moving service.

The Charity's declutter and house clearance service continued its flexible delivery of deep cleaning, working in partnership with the NHS, Adult Social Care, and others to support older people returning home from hospital. This targeted support responds to referrals where clients are unable to be discharged from hospital due to the state of their house. Typically, this involves the Charity undertaking house clearances, singular item disposals and deep cleaning tasks. Previous insight from the service's operation however identified a cohort of clients who may have been able to safely return home sooner had their bed been repositioned to a more accessible part of their home (e.g., moving from first to ground floor rooms) and this type of support is now integrated into the offer. A total of **31** clients were supported in 2021/22 and there were **31** episodes of care. Customer satisfaction was 100% and 100% of clients reported maintained or improved Health.

Age UK East Sussex and Macmillan Cancer Support Service

The Cancer Support Service was established in April 2015 to support older people experiencing cancer. This provides tailored practical and emotional support, enabling them to complete their cancer treatment. It also helps them to remain independent in their own homes after diagnosis and/or whilst going through cancer treatment.

As with the previous year, 2021/22 was a challenge due to Covid and the increased health vulnerability amongst the service's clients. The service's targeted risk assessment and adaptive practice has however ensured a successful return to face-to-face working with clients and home visiting.

A total of **115** clients were supported in 2020/21 and there were **1,889** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including health (100%), access to other services (100%), daily activities (90%) and social relationships (83%) and independence and control (77%)

Community Navigator Service

The Community Navigator Service supports patients from GP surgeries in the Lewes, Uckfield, Crowborough, and Havens localities, enabling them to navigate their way around local health, social care, and voluntary sector services. The Charity directly provides this support and works within an alliance of agencies (led by Sussex Community NHS Trust) delivering community services across the area. Launched in February 2016, the service's aims are to increase the wellbeing and confidence of patients (and their carers) who may have complex physical needs and who are isolated or at risk of social isolation. It targets those who are making heavier than expected demands on primary care services for non-clinical support. The aims are also to reduce demand on the time of

GPs, other health professionals and out of hours services, for social and non-clinical matters. Amongst other support, the service seeks to involve clients in their care planning and assist the coordination of this. They inform, signpost, and proactively support clients to navigate their way around the county's health, social care, and voluntary sectors services. A key purpose is to ensure the client's experience is seamless. This is achieved by the service working alongside GPs to deliver joined up care and support following their attendance at the surgery.

The service's prior year expansion helped ensure a strong performance with all contractual targets met or exceeded and coverage supporting all the GP surgeries in the area. One of the key changes being managed by the Charity is the establishment of Social Prescribing as a core NHS programme and increasing formalisation and centralised structuring of activity by NHS England. This, for example, has resulted in an increased level of mandatory training and standardised minimum service standards across all providers.

As with 2020/21 Covid had a damaging influence on many of the local services and community activities the Community Navigator service normally refers its clients onto. This meant these were either closed or were running a limited service. Similarly, access to GP surgeries was very limited so communication with them could be an issue. As 2021/22 progressed, Covid restrictions eased, and community life re-opened the service found it increasingly easier to operate.

The Charity worked with its commissioners and partners to respond to local need. There was continued engagement with the on-going re-organisation of health and care services, especially in the context of the establishment of an Integrated Care System across Sussex by July 2022. The service's manager and the Charity's Chief Executive were key representatives in an informal Social Prescribing Information Group, working with East Sussex providers, commissioners, and policy officers to share insight and address issues during the interim period.

A total of **771** clients were supported in 2021/22 and there were **13,791** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including daily activities (82%), independence and control (82%), access to other services (62%), health (60%).

Community Response Team.

The Community Response Team evolved out of the Charity's previous Community Emergency Response Team. Previously emergency shopping, medication and telephone befriending support was provided to meet immediate need for practical support and tackle isolation due to lockdown and other restrictions. As 2021/22 progressed and Covid's impact lessened, the charity was able to move away from direct emergency provision of shopping and medication collection services. Its work with clients transitioned into either helping them establish sustainable alternative support (e.g., supermarket deliveries) or build confidence in returning to doing these tasks themselves.

The Charity recognised the on-going social isolation and loneliness of many older people locally and need for befriending. It therefore continued its weekly telephone befriending and wherever possible sought to enable the option of this to include face-to-face befriending support as appropriate. On-going lockdown conditions and other restrictions significantly limited the level of face-to-face delivery in the period. Overall, there were **335** Clients and **2,557** episodes of support. This involved:

- Shopping and medication transition support to 297 clients, with 614 episodes of support
- Befriending 31 clients, with 1,943 episodes of support.

Satisfaction was 100%. Clients reported maintained or improved outcomes including social relationships (100%), independence and control (93%), access to other services (85%), daily activities (81%): Health (80%).

Veterans Support.

The Charity's previous, Covid-19 related, Community Emergency Response included directly targeting older veterans and their spouses. During 2021/22 this targeting of veterans continued with support from the Armed Forces Covenant Fund's Force for Change (to December 2021) and Sustaining Support programmes (from January 2022). These projects respectively continued with engaging and supporting volunteers to tackle isolation and helped address barriers to people re-connecting with their local community as part of their post-Covid recovery. Evidence from the Charity's development work demonstrated 100% of older veterans wanted help to feel less isolated, and to connect or re-connect with the community. 98% of these respondents said they agreed or strongly agreed that having a volunteer-support was their preference.

The key feature of the Force for Change project was the development of trusting relationships that built confidence and encouraged and supported re-connection with the local community. The expectation was that as Covid rates and Government restrictions reduced the Charity's volunteers could strengthen the impact of their support by blending telephone befriending with and/or becoming face-to-face delivery. It was anticipated that this could then, for example, incorporate walks in the local area and/or escorting to local events/activities. Unfortunately, the project's January 2021 launch coincided with the Government's unanticipated re-imposition of lockdown restrictions, and these extended to 19th July 2021. The Charity's priority was to continue to provide continuity of practical/informal emotional support the service's clients needed while supporting these to become more confident about the 'return to normal'.

During 2021/22 this project supported **414** clients and there were **15,269** episodes of support. Satisfaction was 99.2% and clients reported maintained or improved outcomes including social relationships (99%), confidence 97%, independence and control (42%), Health (89%).

Take Home and Settle

The Take Home and Settle service enables safe and timely discharge where otherwise this might be delayed. It targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties. Clients are supported to ensure they are properly discharged from hospital, and safely taken and settled in their home. The team ensure that appropriate medication and care plans are in place at the point of discharge. Staff drive clients home, and typically support involves staying for a few hours to reassure them, ensure the home is safe and undertake any practical tasks (making beds, dealing with urgent correspondence, shopping for milk etc.) that may be needed. The focus is on maintaining independence, reducing social isolation, and setting up informal support networks through family and friends. There is also an objective of preventing hospital re-admission. Support largely focuses on enabling self-care and building confidence.

The service continued to deliver the Covid-adapted service operations and risk assessment and service established in the previous year. Though fortunately it became easier to access Personal Protective Equipment, staff were required to work with extreme Covid caution because their clients have a higher risk in the event of contracting this. The Charity delivered seven day a week support from the Pembury and Maidstone Hospitals and worked with a total of **1,100** clients in 2021/22, with **1,100** episodes of care. Satisfaction was 100%.

Clients reported maintained or improved outcomes including social relationships (97%), independence and control (95%), access to other services (92%), health (70%) and daily activities (70%). Health colleague's satisfaction was also 100%.

The Charity's structure

Age Concern East Sussex is an independent and autonomous charity with unique charity and company numbers. It raises its own funds through social enterprise, trading, charity shops, grant applications, donations, legacies, and gift aid. The Charity also contracts with statutory agencies for specific service provision.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Governance

Founded in 1948 and a registered charity since 1973, the Charity incorporated as a Charitable Company Limited by Guarantee in April 2010. It retained the legal name Age Concern East Sussex, and its operating name is Age UK East Sussex. The Board consists of up to ten Trustees/company directors who are individual members and not representatives from other organisations.

Two new Board members were elected in December 2021, following an open recruitment and pre-induction process. Trustees are recruited to the Charity for their specialist knowledge and/or their interest in the welfare of people in later life locally. In accordance with its desire to be led by older people, the Charity specifies that at least 75% (rounded to the nearest whole number) of the total number of Trustees must be over the age of 50 years.

The Trustees are the only full members i.e., with voting rights at general meetings. There is a broader associate membership which can include any organisation working for the benefit of older people, other voluntary organisations, representatives from local councils, the local NHS, independent bodies etc.

New Trustees receive an induction from the Chair and Chief Executive and have a copy of the Charity Commission Document CC3 setting out the responsibilities of Trustees. Trustees complete an annual register of interests. All Trustees are briefed annually as to the Charity Commission's general guidance on public benefit and are briefed about and asked to agree to the charity's Trustee Conflict of interest and loyalty policy and Code of Conduct.

The Board of Trustees set the Charity's overall aims and objectives and meets a minimum of six times a year. Management is delegated to the Chief Executive and management team. 2021/22 saw the Charity delivering the first year of its new strategic plan aimed at recovering its impact and financial sustainability following the major disruption and contraction arising from the emergency need of older people, and a financial crisis faced by the Charity because of the Covid pandemic.

At the Board's March 2022 Away Day members continued their active commitment to developing effective Governance, guided by benchmarking against the Charity Governance Code. Operational and financial performance for 2021/22 and forward plans and objectives were scrutinised. Particular attention was given to the future shape of the Charity's involvement with developing the Isabel Blackman Centre as a community asset for older people in Hastings. The Board also refreshed its Finance and Renumeration Committee's Terms of Reference.

Each year the Chair of the Board conducts an Annual Appraisal of the Charity's Chief Executive. The Appraisal report is signed by the Chair of Trustees and Chief Executive and is countersigned by the Vice-Chair. There is a Finance and Remuneration Committee whose responsibilities include the drafting of budgets and scrutiny of financial performance and control. The Committee played a key role monitoring and mitigating the on-going financial risks the Charity faced due to Covid-19 including, for example, scrutiny of cashflow position, grant applications and proposals for activity in support of the Charity's financial recovery.

On an annual basis, aligned to the budget-setting timetable, there is an extended meeting to make recommendations for salaries including senior management remuneration. This adheres to the five principles of good pay-setting described in the Association of Chief Executives of Voluntary Organisations' 'The Good Pay Guide for Charities and Social Enterprises Association' i.e.:

1. Transparency (over how pay is set).
2. Proportionality (so that pay is fair and consistent).
3. Performance (so that pay properly reflects the contributions that employees make to their organisation).
4. Recruitment and retention (pay is sufficient to keep valued staff within the organisation).
5. Process (pay is clearly set according to appropriate procedures and policies).

Regarding its budget-setting for 2021/22, in October 2020 the Committee, considering the financial uncertainty and risk faced by the Charity deferred remuneration decisions, other than those in respect of National Minimum Wage, until September 2021. At this point the committee assessed that the Charity's financial position had stabilised and subsequently agreed an average 2% salary rise that was then backdated to April 2021.

There is a sub-committee to address volunteer recognition. Where required, the Board can establish additional sub-committees and working groups. Between August and December 2021 an officer-led Task and Finish Group, supported the Chief Executive, was established to lead Board recruitment activity in respect of two new members.

The Charity's Vision states that 'East Sussex is a great place to grow older'. The strategic aim for 2024 is that **"We will recover and grow our financial sustainability and impact".**

To achieve this there are four strategic goals:

1. Customer Relationship Management will drive the planning, co-design, and delivery of actions for meeting customer priorities of tackling social isolation, supporting COVID-19 recovery, and enabling access to Information and Advice.
2. We will proactively seek and be agile in response to collaboration opportunities where these best meet the needs of older people and/or support our financial sustainability.
3. We will return retail and social enterprises to a position where these are covering our overhead expenses and supporting sustainability.
4. We will mitigate financial risks, build resilience, and promote long-term delivery of support to older people by restoring Unrestricted Reserves and making targeted investment for growth and impact.

Risk

The Trustees have examined the major risks to which the Charity is exposed, and systems have been established to manage those risks. A risk register is in place and updated at least quarterly by the Directorate team and at least twice yearly by Trustees. New areas of major risk and/or significant changes in risk are reported to Trustees in Board meetings (and where necessary outside of these). Each area of risk has identified mitigating strategies, systems, procedures and named responsibilities as appropriate.

Major risk factors include:

1. Excessive and/or unmeetable demand - demographic trends/aging population, COVID-19 risk and recovery risk and cost of living crisis leading to excessive demands on the Charity's services/activities. Mitigation actions for this include responsive delivery, fundraising, and collaboration with partners.
2. Financial Recovery – Under-performance in Fundraising (e.g., Intense competition for grant funding, lower prevalence for public donations due to economic uncertainty). Mitigation actions for this include CEO leading Fundraising strategy development and directly delivering fundraising activity, taking a strengths-based approach to fundraising and ensuring/supporting performance by the Charity's Trust and Fundraising Manager.
3. Financial Recovery - Underperformance in trading and social enterprise (e.g., further Covid-19 restrictions, hesitant customer behaviour). Mitigation actions for this include Business and Operations Director leading delivery strategy, Finance and Infrastructure Director scrutiny and effective/visible Covid-19 risk management.
4. Senior Management and Management capacity constraints – Stream-lined structures and capacities arising from financially driven restructures mean existing capacity is under pressure and would be challenged in the event of demand increase and other issues. Mitigation actions include realism around project timescales and development planning, and flexibility and strengths-based working between members.

Management

A Chief Executive leads the strategic development and management of the Charity and represents the interests of older people in a variety of forums and networks. There are Directorate and Management teams which, though experiencing significant reduction and a reshaping of responsibilities and personnel during 2020/21, have consolidated during 2021/22. Some initial 1-year additional management capacity has been added during the year to support volunteer-involvement.

A key management focus has been on the welfare of staff and the development of the Charity's Human Resource Management processes in the context of Covid-recovery. Staff surveys and listen events have been conducted to help understand the views of the Charity's diverse workforce and inform the development of work patterns and policy. Amongst other developments, a new Welfare policy was agreed, and a regular internal newsletter has been established.

Collaboration with local authority, NHS and Voluntary, Community and Social Enterprise (VCSE) sector partners to coordinate continuing Covid-19 response and recovery, and to address social isolation, loneliness and health inequalities was a key priority. On-going changes to East Sussex's health and social care services remained as an issue of concern for older people within the county during 2021/22. Ensuring effective representation of older people in the planning, design, and delivery of services under a new Health and Care Partnership for East Sussex, and within the context of a new Integrated Care System (ICS) across Sussex from 1st July 2022 has been a priority. The Charity continued its representation at strategic Boards, collaborating with other VCSE partners, chiefly through its membership of the East Sussex VCSE Alliance. The aim was to ensure on-going formal recognition of the strategic importance of the VCSE in delivering health and wellbeing outcomes for local people.

The Charity continued to hold the ISO 9001, Positive about Disability and Age UK Organisational Quality Standard accreditations. Quality is maintained through a range of methods e.g., customer feedback, control of policy documents and internal auditing. Each accreditation held involves external assessment, validating the Charity's commitment to quality management and improvement.

The Charity's registered address is 54 Cliffe High Street, Lewes, a building which also accommodates the Charity's shop which raises funds through the sale of donated goods. There are four further shops (Battle, Hastings, Bexhill, and Brighton) and two furniture stores (Newhaven and Eastbourne). The Charity's retail was severely affected by Covid-19 Lockdowns and other restrictions during 2020/21. Its recovery in the latter half of 2021/22 was notable and largely due to the hard work of its staff in delivering excellent customer service and promoting on-going and visible Covid-safer practice. The Charity's retail recovery process however included the closure of one of its two Brighton shops. The Charity's Faraday House social enterprise, supported office and conference facility, also saw a positive return to trading during the year.

Age UK East Sussex Trading Ltd is the Charity's wholly owned subsidiary company. The primary activity is the supply of new goods to the Charity's retail activity. Profits are donated to the Charity by Gift Aid.

Partnership and Co-operation

The Charity continued to play a leading role in working with local Voluntary, Community and Social Enterprise sector (VCSE) partners in an East Sussex VCSE Alliance. The Alliance continued its development as a strategic and collaborative sector voice and service provider. The Charity's Chief Executive acts as the Alliance's Vice Chair and amongst other activity the CEO co-authored strategic positioning papers to influence public policy and planning.

In Hastings, the Charity continued its work to have World Health Organisation Age Friendly Community status conferred, formally working with Hastings Voluntary Action, Hastings Borough Council, and others in this. The Charity and its local partners successfully led a £650,000 capital fundraising campaign to purchase and renovate the Isabel Blackman Centre, Hastings, on behalf of the local community. This building, a former East Sussex County Council Day Centre, is an important local community asset and its disposal by the local authority threatened its availability to local people. The successful purchase of this preserved a vital accessible building for older people and others in Hastings. Its transfer into IBC- In Perpetuity (the new charity co-founded by the Charity as a vehicle to hold the asset) is an important achievement. The Charity is now taking forward its plan to play a leading role in providing services and support from the centre.

Nationally the Charity continued its engagement with the Age UK network with particular focus on consultation regarding the Network Development Programme. This process is informing what, ultimately, will represent a partnership agreement as to the next period of Brand Partnership with Age UK, and the Board's decision regarding this in 2024.

Volunteers

2021/22 continued as a highly unusual year for volunteer involvement due to Covid-19. The previous year's suspension and in some cases closure of the Charity's services and activities prevented many volunteers from undertaking their usual roles. The majority of the Charity's volunteers are themselves retired, and in normal times this brings unique public benefit. In relation to Covid-19 however, its impact was that many of these volunteers had themselves been self-isolating/shielding and were cautious about returning to their former role with the Charity.

In contrast, the Charity's Community Responses Team service and its targeted work with older veterans opened new opportunities to get involved. These have played a vital role in addressing the social isolation and loneliness many older people experience, through the befriending relationships these services facilitate. Overall, in 2020/21 there were **188** active volunteers supporting the Charity's services and activities for older people in East Sussex. In total volunteers gave an estimated 61,235 hours "service in kind". Taking a crude calculation based on the Government's 2021/22 National Living Wage rate of £8.91 per hour, this equates to **£545,603** which is not reflected in the accounts.

Volunteers make an extraordinary contribution to the Charity and its work, offering great enthusiasm and commitment and a huge range of experience, local knowledge, and talents. The Charity is committed to ensuring volunteers have rewarding and enjoyable experiences, and that its volunteering support structures are effective. The Charity's appointment of one-year Volunteer Programme Project Manager in February 2022 is intended to increase the impact of volunteering and enhance their experience in working with the Charity.

Financial review

During 2021/22 total incoming resources increased by 0.09% when compared to the previous year . The charity Is reporting an increase in income from its charitable activities and trading activities in the year increasing by 21% (38% decrease 2021) and 4.91% (57.5% decrease 2021) respectively.

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful. These increased by 147% from the previous year.

With ongoing public spending austerity and rising demand for the charity's services from older people locally the Board of Trustees continue to pursue its strategy for financial sustainability through investment in the diversification and growth in non-statutory income. Investment in social enterprise solutions and voluntary income continues and trustees ensure performance in terms of impact and return on investment is effective

Charitable expenditure increased by 3.12%.

As a result, a surplus for the year of £248,502 arose compared to a surplus of £305,929 in 2021. This surplus position was achieved through the charity's crisis management and action including significant restructuring, reductions in key management and staffing capacities and the closure of some services. Having stabilised, the charity's agreed strategy implementation will begin the process of rebuilding essential capacity in order to recover its impact and financial sustainability over coming years. Due regard is made to the risks and uncertainties that the charity is likely to experience as it begins this recovery process.

2021 was a unique year because of the exceptional consequences of the Covid-19 epidemic. Meaningful comparisons with that year are therefore not possible.

Reserves

It is the policy of Age UK East Sussex to maintain unrestricted funds in reserves in order to take into account the unpredictability of future funding and income streams. The approach used to calculate the target level of reserves is based on a risk assessment of future requirements.

As at 31st March 2022 the total of unrestricted reserves amounted to £1,261,509 (2021 £1,102,859).

The Board of trustees see it as prudent to maintain the level of reserves to ensure a sound cashflow in the organisation and that the work of Age UK East Sussex continues into the future. Securing alternative funding and creating sustainability takes time and resources and it is important that these reserves levels are maintained.

The Board of Trustees review the need for reserves through the budget setting and monitoring process to ensure that they meet the charity's changing needs and circumstances. From these free reserves, designated funds are set aside for the following:

- Providing contingency costs in the event of the charity being unable to operate
- Working capital to support the day-to-day operation of the charity
- Funds set aside to meet future capital investments/commitments.

At the balance sheet date, the balance of designated funds for the contingency totaled £260,000 (2021 £220,000). Free reserves at 31 March 2022 were £781,296 (2021 £661,017). The organisation needs to build free reserves in order to ensure services are maintained in periods where funding is difficult.

The charity has a number of restricted funds which are to be used for specific purposes as set by the donor or funder. The total restricted funds at 31 March 2021 of £101,616 (2020 £11,764).

Future

The Charity's agreed strategic plan for 2021-24 aims to recover its impact and financial sustainability. This work takes place in a post-Covid pandemic, Covid-adapted/recovery environment and in face of a cost-of-living crisis. Its focus in 2021/22, the first year of this plan, was to stabilise operations, embed newly created organisational structures and ways of working, and intelligently increase capacity. 2022/23 sees the Charity looking to build its resilience (e.g., strengthening its volunteer-involvement and submitting new multi-year funding proposals), strengthen its operations (e.g., embedding its Remote Working Development Programme and advancing its Customer Relationship Management) and taking forward important strategic and collaborative activity (e.gs., the Isabel Blackman Centre and engaging with Sussex Integrated Care System).

Based on the Charity's 2021/22 Appraisal Project group and the Directorate team's commitment to this work, 2022/23 will see the Charity more explicitly building the demonstration of its values into its staff performance appraisal process. Objectives setting for individual staff roles for the year included the identification of how these values will be expressed through the behaviours of people in the different roles throughout the Charity. When 2022/23 performance gets reviewed in February and March 2023 this will strengthen the Charity's understanding not only of what it has achieved, but of the way it has achieved it. This will be a true measure of its impact.

A clear lesson from the, at times, existential threat brought by Covid-19 over the previous two years was that the Charity is at its best when it is truly guided by its Vision, Mission, and Values. The Charity's response to this crisis understood that it was simultaneously addressing two unprecedented and competing challenges:

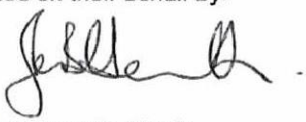
1. Hugely increased demand for help and support from isolated and vulnerable older people locally affected by Covid-19 and a need to respond to this
2. The financial crisis being faced.

These (seemingly irreconcilable) tensions were successfully addressed because of the numerous bold decisions and actions taken by the Charity's Board, Management, and staff. The Charity was not working for survival because of a spurious sense of self-preservation, but for the thousands of older people who needed its help and support. The Charity was also able to tell its story well and people responded to this by giving their support.

These values and approaches will continue as the Charity faces the future. 2023/24 will see the Charity undertaking development work in relation to its next 3-year Business Plan. Ahead of this it intends to run a recruitment campaign in relation to a new Chair of Trustees in time for March 2023 when the current one retires from this role.

The Trustees' Report and Financial Statements were approved by the Board of Trustees on...26/10/22

Signed on their behalf by:



Roger Howarth, Chair

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also the directors of Age UK East Sussex for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts 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 accounts, 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; and

- prepare the accounts 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 accounts 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 CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Opinion

We have audited the financial statements of Age Concern East Sussex ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, 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 group's and the parent charitable company's affairs as at 31 March 2022 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, 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 trustee's 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 group'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 trustee's 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, including the trustees' 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report or the strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require(s) us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company 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.

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 auditors report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations (see below);
- We identified the following areas as those most likely to have such an effect: health and safety; General Data Protection Regulation (GDPR); fraud; bribery and corruption, and employment law. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any. The identified actual or suspected non-compliance was not sufficiently significant to our audit to result in our response being identified as a key audit matter.
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102, the Companies Act 2006 and the Charities Act 2011) and the relevant tax compliance regulations in the UK;
- We considered the nature of the group's operations, the control environment and financial performance.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the group has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

TC Group

Mr Mark Cummins FCCA (Senior Statutory Auditor)

for and on behalf of TC Group

Statutory Auditor

Dated: 8.12.22

Office: Steyning, West Sussex

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds £	Designated funds	Restricted Funds £	Total 2022 £	Total 2021 £
Income from:						
Grants, donations and legacies	3	**315,584**	**-**	**153,874**	**469,458**	1,276,840
Activities for raising funds:						
Charity shop		**936,548**	**-**	**-**	**936,548**	292,216
Income from trading subsidiary	11	**35,579**	**-**	**-**	**35,579**	33,913
Other income	4	**186,911**	**-**	**-**	**186,911**	124,625
Investments		**96**	**-**	**-**	**96**	1,371
Charitable activities	5					
Other charitable activities		**581,734**	**-**	**-**	**581,734**	479,402
Total income		**2,056,452**	**-**	**153,874**	**2,210,326**	2,208,367
Expenditure on:	6					
Costs of raising funds						
Fundraising		**1,041,966**	**-**	**-**	**1,041,966**	827,871
Expenditure for trading subsidiary		**32,541**	**-**	**-**	**32,541**	18,389
Charitable activities						
Activities undertaken		**823,295**	**-**	**64,022**	**887,317**	1,056,178
Total expenditure		**1,897,802**	**-**	**64,022**	**1,961,824**	1,902,438
Net income/(expenditure)		**158,650**	**-**	**89,852**	**248,502**	305,929
Transfer between funds		**(40,000)**	**40,000**	**-**	**-**	-
Net movement in funds		**118,650**	**40,000**	**-**	**-**	-
Fund balances at 1 April 2021		**882,859**	**220,000**	**11,764**	**1,114,623**	808,694
Fund balances at 31 March 2022		**1,001,509**	**260,000**	**101,616**	**1,363,125**	1,114,623

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

2021 was a unique year because of the exceptional consequences of the Covid-19 epidemic. Meaningful ccomparisons with that year are therefore not possible.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	10		**220,213**		221,842
Current assets					
Stock		**2,160**		4,664	
Debtors	12	**556,758**		377,507	
Cash at bank and in hand		**1,017,220**		687,897	
		1,576,138		1,070,068	
Creditors: amounts falling due within one year	13	**(308,332)**		(177,287)	
Net current assets			**1,267,806**		892,781
Total assets less current liabilities			**1,488,019**		1,114,623
Creditors: amounts falling due after more than one year	14		**(124,894)**		-
Net assets			**1,363,125**		1,114,623
Income funds					
Restricted funds	17		**101,616**		11,764
Unrestricted funds:					
General funds			**1,001,509**		882,859
Designated funds	18		**260,000**		220,000
			1,363,125		1,114,623

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on 26.10.22

Roger Howarth
Trustee

Company Registration No. 07216053

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CHARITY BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	10		**220,213**		221,842
Investments	11		**100**		100
			220,313		221,942
Current assets					
Stock		**2,100**		979	
Debtors	12	**601,833**		395,965	
Cash at bank and in hand		**966,667**		657,500	
		1,570,600		1,054,444	
Creditors: amounts falling due within one year	13	**(305,931)**		(177,287)	
Net current assets			**1,264,669**		877,157
Total assets less current liabilities			**1,484,982**		1,099,099
Creditors: amounts falling due after more than one year	14		**(124,894)**		-
Net assets			**1,360,088**		1,099,099
Income funds					
Restricted funds	17		**101,616**		11,764
Unrestricted funds:					
General funds			**998,472**		867,335
Designated funds	18		**260,000**		220,000
			1,360,088		1,099,099

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on . 26.10.22

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Roger Howarth
Trustee

Company Registration No. 07216053

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Net income		**248,502**		305,929	
Depreciation charge	**10**	**39,753**		83,303	
Investment interest		**(96)**		(1,371)	
Profit on disposal of fixed assets		**-**		(10,306)	
Increase/(decrease) in creditors	**13/14**	**255,939**		49,790	
Increase in debtors	**12**	**(179,252)**		(33,176)	
Decrease in stock		**2,504**		10,838	
Net cash provided by/(used in) operating activities			**367,350**		405,007
Cash flows from investing activities					
Purchase of Tangible fixed assets	**10**	**(38,123)**		-	
Disposal proceeds from sale of fixed assets		**-**		21,600	
Investment interest		**96**		1,371	
Cash used in investing activities			**(38,027)**		22,971
Change in cash and cash equivalents in the reporting period			**329,323**		427,978
Cash and cash equivalents at the beginning of the year			**687,897**		259,919
Cash and cash equivalents at the end of the year			**1,017,220**		687,897

	1 April 2021 £	Cash flow £	31 March 2022 £
Cash at bank and in hand	**687,897**	329,323	**1,017,220**

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Statutory information

Age Concern East Sussex is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with 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 (FRS102) (effective 1 January 2015) – Charities SORP (FRS102) and the Companies Act 2006.

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 £.

Age Concern East Sussex meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). There are no material uncertainties about Age Concern East Sussex's ability to continue as a going concern. This conclusion takes into account any known financial impact of the Covid-19 pandemic.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age UK East Sussex Trading Limited. A separate Statement of Financial Activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.3 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Grant income is recognised over the period for which it is granted.

Contract income is recognised when the charity gains entitlement to the income.

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

Trading income is recognised at the fair value of the consideration received or receivable for goods and services provided in the normal course of business and is shown net of VAT and other sales related taxes. The fair value of consideration takes into account trade discounts, settlement discounts and volume rebates.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer (usually on dispatch of the goods), the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the transaction will flow to the entity and the costs incurred or to be incurred in respect of the transaction can be measured reliably.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

2 Accounting Policies (continued)

2.4 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

The costs of raising funds consists of trading subsidiary costs, depreciation, costs relating to shops, and certain staff costs.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2.5 Tangible fixed assets and depreciation

Assets costing less than £1,000 are written off to the Statement of Financial Activities. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided in the year after purchase at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Office equipment	20% straight line
Motor vehicles	33% straight line
Leasehold improvements	Over the terms of the lease

2.6 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.

2.7 Cash at bank and in hand

Cash at bank and in hand are basic financial instruments and include cash and short term highly liquid investments. The Trustees seek to use short and medium term deposits where possible to maximise the return on monies held at the bank and to manage cash flow. Bank overdrafts are shown within borrowings in current liabilities.

2.8 Stock

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition.

Stocks held for distribution at no or nominal consideration are measured at the lower of replacement cost and cost, adjusted where applicable for any loss of service potential.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

2.9 Creditors and provisions

Creditors and provisions are recognised where there is 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.

2 Accounting Policies (continued)

2.10 Investments
Investments in joint ventures are recognised at cost in the balance sheet.
Other fixed asset investments are stated at fair value.
Realised and unrealised gains and losses are dealt with in the Statement of Financial Activities.

2.11 Pensions
The charity operates a defined contribution pension scheme with The Pensions Trust. Contributions payable to the charity's pension schemes are charged to the SOFA in the period to which they relate.

2.12 Accumulated funds
Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

Designated funds comprise general funds set aside by trustees for specific purposes.

2.13 Taxation
The parent company is a registered charity (number: 1139470). All of the charity's income falls within the exemptions set out in part 11 of the Corporation Tax Act 2010.

2.14 Employee benefits
The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

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 company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

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

2.16 Critical accounting estimates and judgements
In the application of the group'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.

The trustees do not consider that there are any critical estimates or areas of judgement that need to be brought to the attention of the readers of the financial statements.

3 Grants, donations and legacies

	Unrestricted Funds £	Restricted funds £	Total 2022 £	Total 2021 £
Grants	95,209	153,874	249,083	1,187,803
Donations	81,103	-	81,103	32,433
Legacies	139,272	-	139,272	56,604
	315,584	196,616	469,458	1,276,840

4 Other income

	Unrestricted Funds £	Restricted funds £	Total 2022 £	Total 2021 £
Faraday rentals and service charge	107,827	-	107,827	69,187
Other	79,084	-	79,084	55,438
	186,911	-	186,911	124,625

5 Income from Charitable activities

	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Contract funding	466,212	-	466,212	443,885
Delivery charges and house clearance income	115,522	-	115,522	35,182
Footcare sessions	-	-	-	335
	581,734	-	581,734	479,402

6 Expenditure

	Staff costs £	Depreciation £	Other costs £	Total 2022 £	Total 2021 £
Costs of raising funds					
Trading subsidiary	1,124	-	31,417	32,541	18,389
Other fundraising costs	500,722	27,257	513,987	1,041,966	827,871
Total	501,846	27,257	545,404	1,074,507	846,260
Charitable activities					
Activities undertaken directly	675,895	12,495	198,927	887,317	1,056,178
Total expenditure	1,177,741	39,752	744,331	1,961,824	1,902,438

Other fundraising costs includes significant expenditure in relation to a fundraising programme to diversify income for future sustainability.

7 Governance costs

	2022	2021
	£	£
Auditor's remuneration	10,700	9,960
Staff costs	22,801	19,613
	33,501	29,573

8 Consolidated statement of financial activities comparative funds – 31 March 2021

	Unrestricted funds	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Income from:				
Grants, donations and legacies	1,173,340	-	103,500	1,276,840
Activities for raising funds:				
Charity shop	292,216	-	-	292,216
Income from trading subsidiary	33,913	-	-	33,913
Other income	124,625	-	-	124,625
Investment income	1,371	-	-	1,371
Charitable activities	479,402	-	-	479,402
Total income	2,104,867	-	103,500	-
Expenditure on:				
Costs of raising funds				
Fundraising	827,871	-	-	827,871
Trading subsidiary	18,389	-	-	18,389
Charitable activities:				
Activities undertaken	962,258	-	-	1,056,178
Total expenditure	1,808,518	-	93,650	1,902,438
Net income/(expenditure) for the	296,079	-	9,850	-
Gross transfers between funds	1,316	(1,316)	-	-
Net movement in funds	297,395	(1,316)	9,850	305,929
Fund balances at 1 April 2020	585,464	221,316	1,914	808,694
Fund balances at 31 March 2021	882,859	220,000	11,764	220,000

9 Employees

Employment costs	**2022**	2021
	£	£
Wages and salaries	**1,070,549**	1,077,456
Social security costs	**73,049**	73,546
Other pension costs	**34,143**	38,285
	1,177,741	1,189,287

The average number of employees employed by the charity during the year was 58 (2021: 77).

The number of employees whose annual emoluments were £60,000 or more were:

	2022	2021
£60,001 - £70,000	**1**	-

The key management personnel of the charity consist of the directorate team (detailed in the Trustees' Report) whose total remuneration for the year was £192,044 (2021: £160,116).

10 Tangible fixed assets

Group and charity

	Leasehold improvements	**Computer equipment**	**Office equipmen**	**Gym Equipment**	**Motor vehicles**	**Total**
	£	**£**	**£**	**£**	**£**	**£**
Cost						
At 1 April 2021	466,878	78,106	70,497	-	37,430	652,911
Additions	11,818	6,642	-	19,663	-	38,123
Disposals	-	(55,822)	-	-	-	(55,822)
At 31 March 2022	**478,696**	**28,926**	**70,497**	**19,663**	**37,430**	**632,212**
Depreciation						
At 1 April 2021	269,833	78,106	68,647	-	14,483	431,069
Charge for the year	24,771	553	1,388	546	12,495	39,753
Eliminated on disposal	-	(55,822)	-	-	-	(55,822)
At 31 March 2022	**294,604**	**22,837**	**70,035**	**546**	**26,977**	**414,999**
Net book value						
At 31 March 2022	**184,092**	**6,089**	**462**	**19,117**	**10,453**	**220,213**
At 31 March 2021	197,045	-	1,850	-	22,947	221,842

11 Fixed asset investments

Investment in subsidiary:

	Charity £
Investment in Age UK East Sussex Trading Limited	100

Holdings of more than 20%

The charity holds more than 20% of the share capital of the following companies:

Company	Country of registration or incorporation	Shares held	
		Class	%
Subsidiary undertakings			
Age UK East Sussex Trading Limited	UK	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

	Principal Activities	Capital and reserves	Profit/(loss) for the year before charitable donation
		£	£
Age UK East Sussex Trading Limited	Resale of finished furniture products	3,138	3,038

Age UK East Sussex Trading Limited

Age UK East Sussex Trading Limited is a wholly-owned trading company, company number 03552792 is incorporated in England & Wales and sells finished furniture products. During the year Age UK East Sussex Trading Limited made sales of £35,579 (2021: £33,914) and incurred expenditure of £32,541 (2021: £18,389) which are shown in the Statement of Financial Activities. A summary of the trading results of the subsidiary is shown below. Also during the year donations were made from Age UK East Sussex Trading Limited to the charity of £15,525 (2021: £35,729).

Summary profit and loss account

	2022	2021
	£	£
Turnover	35,579	33,913
Cost of Sales	(28,734)	(17,154)
Administrative Expenses	(3,807)	(1,235)
Distribution of prior year profit	(15,525)	(35,729)
Net profit/(loss) after donation of prior year profit	(12,487)	(20,204)

Summary balance sheet

	2022	2021
The assets and liabilities of the subsidiary were:	£	£
Current assets	50,613	34,082
Creditors: amounts falling due within one year	(47,475)	(18,457)
Total net assets	3,138	15,625

12 Debtors

	Group		Charity	
	2022	2021	**2022**	2021
	£	£	**£**	£
Trade debtors	**366,157**	192,534	366,157	192,534
Amounts owed by group undertakings	**-**	-	45,075	18,458
Prepayments and accrued income	**130,888**	127,073	130,888	127,073
Other debtors (including VAT)	**59,713**	57,900	59,713	57,900
	556,758	377,507	**601,833**	395,965

13 Creditors: amounts falling due within one year

	Group		Charity	
	2022	2021	**2022**	2021
	£	£	**£**	£
Trade creditors	**85,162**	65,606	85,162	65,606
Other taxation and social security	**19,190**	17,320	19,190	17,320
Other creditors	**11,326**	12,248	11,326	12,248
Accruals and deferred income	**167,548**	82,113	165,147	82,113
Bank loans	**25,106**	-	25,106	-
	308,332	177,287	**305,931**	177,287

The bank loan relates to a loan taken out in the year through the government Coronavirus Business Interruption Loan Scheme.

14 Creditors: amounts falling due within one year

	Group		Charity	
	2022	2021	**2022**	2021
	£	£	**£**	£
Bank loans (see note 13)	**124,894**	-	**124,894**	-

15 Controlling party

The charity is a company limited by guarantee and therefore without share capital. No one member has overall control of the charity. The liability of each member is limited to £1, being the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up.

16 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel costs on behalf of 3 trustees totalling £803 in 2020 (2021:£nil).

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2021	Movement in funds Income	Expenditure	Balance at 31 March 2022
	£	£	£	£
Sport England	10,000	-	(10,000)	-
SIB Grant	-	50,000	(20,000)	**30,000**
IBC Grant	-	32,258	(32,258)	-
ESCC additional measures	-	39,000	-	**39,000**
Groundwork	1,764	-	(1,764)	-
Armed forces	-	32,616	-	**32,616**
	11,764	153,874	(64,022)	**101,616**

Sport England – To engage with inactive people over 50 to improve health, activity and social interaction.

SIB Grant – Monies relating to SIB loan payment towards staff salaries.

IBC Grant – Grant received from IBC In Perpetuity regarding the renovation of the Isabel Blackman Centre.

ESCC - Grant provided to assist the charity towards activities that provide advice and information on all aspects relating to finances, including income maximisation, benefit eligibility and help to apply, employment rights, dealing with debt emergencies and budgeting.

Groundwork – For rental of space for Walking Cricket & Polegate Heathy living Club running costs.

Armed Forces – Force For Change and Sustaining Support fund programmes to provide practical and befriending support to vulnerable older veterans to address isolation and improve wellbeing.

18 Designated funds

	Balance at 1 April 2021	Movement in funds: Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Contingency reserve	220,000	-	-	**40,000**	**260,000**
	220,000	-	-	**40,000**	**260,000**

Contingency reserve – The Board of Trustees set aside funds in order to provide for contingency costs in the event of the charity being unable to continue to operate, working capital to support the day-to-day operation of the charity and to meet future capital investments/commitments.

During the year, a transfer of £40,000 was made to the Contingency reserve from General reserves.

19 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2022 are represented by:				
Tangible fixed assets	**220,213**	-	-	**220,213**
Current assets	**1,214,522**	**260,000**	**101,616**	**1,576,138**
Creditors: amounts falling due within one year	**(308,332)**	-	-	**(308,332)**
Creditors: amounts falling due after one year	**(124,894)**			**(124,894)**
	1,001,509	**260,000**	**101,616**	**1,363,125**
Fund balances at 31 March 2021 are represented by:				
Tangible fixed assets	221,842	-	-	221,842
Current assets	838,304	220,000	11,764	1,070,068
Creditors: amounts falling due within one year	(177,287)	-	-	(177,287)
	882,859	220,000	11,764	1,114,623

20 Commitments under operating leases

At 31 March 2022 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings	
	2022	2021
	£	£
Within one year	**107,526**	117,897
Between one and five years	**245,102**	170,000
More than five years	**25,000**	45,000
	377,628	332,897

The amount expensed in respect of operating leases in the year totalled £254,277 (2021:£257,837)

21 Related party transactions

Transactions with Trustees have been detailed in note 15 of the financial statements. There were no further transactions with related parties during the year.

During the year, the Charity entered into an agreement with the newly establish charity, of which it is a co-founder, IBC- In Perpetuity (Charity Number 12649941; Company Number 1191368) in relation to its financial and management support for the creation and delivery of The Isabel Blackman Centre in Hastings as a community venue promoting the health and wellbeing of older people. Steve Hare, the Charity's Chief Executive, was appointed to the Board of IBC-In Perpetuity as a representative on the new charity's Board.

AGE CONCERN EAST SUSSEX

England & Wales - Charity number 1139470

Accounts

Charity Registration No. 1139470

Company Registration No. 07216053 (England and Wales)

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Martin Burke Ralph Chapman Nina Crump Joan Fraser Susan Hayward Rebecca Haywood Roger Howarth (Chair) Pauline Jackson Eric Mayne John Merchant
President	Peter Field Lord Lieutenant of East Sussex
Patron	Baroness Cumberlege of Newick, CBE
Chief Executive & Secretary	Steve Hare
Charity number	1139470
Company number	07216053
Registered office & Principal address	54 Cliffe High Street Lewes East Sussex BN7 2AN
Auditors	TC Group The Courtyard Shoreham Road Upper Beeding Steyning West Sussex BN44 3TN
Main bankers	CafCash Limited Kings Hill West Malling Kent ME19 4TA
	National Westminster Bank plc PO Box 2421 11 High Street Lewes East Sussex BN7 2UJ

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)

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AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees of Age Concern East Sussex present their report together with the audited consolidated financial statements for the year ended 31 March 2021.

The charity

The charity's purpose as set out in its Articles of Association is to promote the relief of older people in any manner which is or hereafter may be deemed to be charitable in and around the county of East Sussex. Its Vision is that East Sussex is a great place to grow older. Its Mission is to enhance the quality of later life for people in East Sussex by:

- working with people in later life to identify and respond effectively to their expressed needs and aspirations;
- representing people in later life;
- promoting a positive image of later life;
- being a sustainable charity and social enterprise;
- collaborating with others.

The charity's focus

The main objectives for the year have been the promotion of independence, choice, and control for people in later life often within the context of the Covid-19 pandemic; the challenging of age discrimination, poverty, and social isolation; and the promotion of healthier lifestyles. The strategies the Charity used to meet these objectives included:

- providing a range of services which are accessible, person-centred and reflect relevant quality standards.
- exerting influence through partnership working and lobbying on issues that affect the quality of later life.
- representing people in later life at a variety of health, social care and economic committees, networks and forums.
- developing effective partnerships with older people and organisations interested in improving their quality of life.

2020/21 saw the Charity suspend delivery of year 2 of its existing business plan. Its priorities instead were to respond to the emergency needs of older people across the county and address a severe financial challenge in the context of the Covid-19 pandemic and Government Lockdown restrictions from 23rd March 2020. Covid-19 affected many aspects of people's lives locally and globally. For older people in East Sussex, Covid-19 restrictions meant the sudden denial of access to family, friends, community connections and resources. It also cut off access to preventative health and care services and for many, even the basics of food and other essential shopping and medication. Self-isolation and shielding requirements compounded the loneliness many already experienced in daily life. The suspension of access to services and support brought deterioration in physical and mental wellbeing. The Charity responded by launching its Community Emergency Response Team to directly provide shopping, medication collection and telephone befriending. Wherever possible it adapted its existing services to Covid-safer ways of working. The Charity was required to suspend its service delivery within clients' homes and its foot care.

Covid-19 dominated much of the Charity's 2020/21 activity. It was an extraordinarily challenging year for older people locally, and one which brought severe financial challenge and risk to the Charity. Despite the turbulence and uncertainty **9,297** older people were directly supported by the Charity's services, and there were **41,878** recorded support episodes. Through timely and significant restructuring, extensive grant and business support funding applications, use of furloughing, voluntary salary deductions and a range of other mitigations the charity was able to successfully address the severe financial challenge it faced due to Covid restrictions causing the suspension of its normal income generation activity.

Covid-19 response was a priority focus in the Charity's engagement and collaboration with County, District and Borough Local Authorities, and NHS and Voluntary sector partners. Local emergency support was planned at a District and Borough level through 'Community Hubs'. The Charity was an active partner in each of the 5 of these across East Sussex. The Charity was also consistently represented at the County's Oversight Group for Community Hubs, through which support and services to local people were strategically planned, designed and developed.

The Charity continued to prioritise its engagement regarding the integration between health and social care services locally. From the beginning of the year, the county's three Clinical Commissioning Groups (CCGs) – High Weald Lewes Havens; Eastbourne, Hailsham and Seaford; and Hastings and Rother- had formally merged to create a single East Sussex CCG. The Charity's CEO acted as a Voluntary and Community Sector (VCS) representative on East Sussex Health and Care System Partnership Board. Wherever possible the Charity sought to influence East Sussex's response to the Government's Integration White Paper, strengthening the way local Health and Care partners work together to improve population health and wellbeing, and reduce health inequalities.

Collaboration with both voluntary and community sector and statutory agencies has taken place. The Charity's CEO acts as Vice Chair to the East Sussex VCS Alliance, working alongside partner agencies to identify community insight and help create solutions to local need. The Charity has continued to play a leading role in the on-going development of an East Sussex Social Prescribing Pathway. Within Hastings, the Charity's work in relation to the retention of the Isabel Blackman Centre as a community asset for older people, has been a comprehensive piece of collaborative development activity.

There was a sustained focus on the Charity's brand partnership with (the national charity) Age UK and with the Age England Association (the network of c130 independent local older people's charities each with a brand partnership with Age UK). A Network Development Programme to consider the next period of Brand Partnership involved the Charity's CEO, Chair and Board engaging in consultation processes and feeding back on key areas of interest and concern.

Ensuring delivery

The Charity's agreed Vision and Covid-19 emergency response planning guided its aims and objectives for the year. Progress was reviewed weekly (rather than the typical quarterly basis). This helped ensure that the focus was on meeting the emergency needs of older people and ensuring sufficient financial resource to sustain activity.

The Charity Commission's general guidance on public benefit has been referred to when reviewing aims and objectives, and in planning future activity. Trustees consider how planned activities will contribute to the aims and objectives they have set.

How the charity delivers public benefit

All charitable undertakings focus on enhancing the quality of later life in and around East Sussex and are solely to further the charitable purposes for public benefit. The main activities and the people the Charity is trying to help are described below.

Who benefited

Charitable objects and funding limit the services and activities provided by the Charity to older people in and around East Sussex. Census data and projections show that the proportion of the county's population over pensionable age is 25.4% of the total population (population aged over 65 in 2020 is 146,305 rising to 157,560 by 2024). This is substantially higher than the regional and national averages of 17.8% and 17% respectively. Moreover, the relative size of the population aged over 75 years is higher than in any other county in England and Wales. Nearly one-in-eight residents are aged 75 and over.

Evidence from the area's Joint Strategic Needs Analysis suggests that the local population is relatively healthy, and most people can expect to live a long life. However, across the county there are significant health and wellbeing issues. Currently there are around 13,000 people living with dementia (including those who are not yet diagnosed). Projections are that by 2024 63,000 people aged 65 years or older will be identified as having a disability and 73,000 will be identified as living with one or more limiting long-term condition.

There are also some substantial inequalities between groups of people and localities. Average life expectancy, for example, is up to 15 years lower in some wards in Hastings than in other parts of East Sussex. The county's population is expected to age considerably over the next twenty years as those born during the baby boom after the Second World War reach retirement.

All services are free at the point of use or are provided at affordable rates to ensure accessibility. Equality is an important issue for the Charity. It is believed that genuine and demonstrable equality of access is essential to the Charity's success, and that positive outcomes must be shared by all communities that use its services or engage in its activities. Further information about who benefits directly from the Charity's work is explained in the analysis of performance and achievements below.

Activities and review

In furtherance of its objects, "to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable in and around the county of East Sussex" the main areas of charitable service delivered are:

- information and advice
- preventative health projects and services
- Covid-19 emergency support
- post-hospital discharge support

During 2020/21 **9,297** older people were recorded as being directly supported through accessing these services. There were **41,878** recorded episodes of care. This compares with 17,940 people and 38,647 episodes of care in 2019/20.

The charity represents older people and their interests by:

- influencing and lobbying policy and decision makers;
- actively participating in a range of committees and networks;
- joint working with voluntary sector agencies;
- collaborating with the wider voluntary and community sector;
- providing advice and support to a network of local Age Concerns and older people's charities (some of whom are 'Friends of Age UK East Sussex') and with seniors' forums across East Sussex.

Information and advice

The information and Advice service provides a free, confidential, independent and impartial information and advice resource for people in later life across East Sussex, enabling choice and control. It gives signposting and assistance on accessing services and support including those relating to health, housing, wellbeing and social opportunities, and voluntary and statutory services. The largest proportion of enquiries concern claiming age related social welfare benefits. Covid-19 during the year prevented face-to-face service access either from the service's office or its outreach. The service restructured and adapted its operations to ensure continued delivery. Staff remotely accessed files and client data, working from home through telephone, email and teleconference communication, and using on-line resources.

During the year, the outcomes the service focused on delivering were:

- Increased awareness and control regarding Covid-19 self-isolation and shielding, and access to support services.
- Increase access to eligible benefits and financial assistance to improve financial health and reduce poverty.
- Support access to appropriate housing and accommodation.
- Provide signposting to voluntary and statutory services.
- Support access to Age UK East Sussex and Age UK services.
- Supporting carers/families of local older people in East Sussex accessing a broad range of information about health, wellbeing, financial assistance, and positive living opportunities.

Financial and operational challenges saw the Charity remodel the service, to focus on a core offer with less focus on community-based outreach and standalone Scam prevention activity. The service played a key role in delivering the Charity's emergency response, directly working with **5,059** clients. There were **8,994** episodes of support. Staff identified a notable increase in the complexity of issues being presented. There was also Covid-19 related anxiety which meant that clients needed longer to talk through their concerns and achieve an outcome. The team liaised closely with the Charity's Community Emergency Response Team regarding clients who needed shopping, medication collection and befriending support.

Amongst the service's achievements in the year there were:

- £372,251 in successful benefit claims.
- Partnering with East Sussex County Council and distributing £23,700 in targeted £50 Covid-19 emergency winter grants to 474 clients.

- An information campaign, partnering with Smart Energy, reaching 2600 older people. This involved one to one interviews and resource giving, focused on enabling informed choice regarding smart metering and financial savings.
- 367 older people receiving fuel poverty checks with advice and referrals to financial support when appropriate.

Alongside its Covid-19 secure delivery to clients, the service worked alongside the Charity's Management to strengthen collaboration with other local Advice Sector providers, and to develop future joint projects and funding applications. The Charity will be partnering with Brighton Housing Trust and Hastings Advice & Representation Centre to deliver targeted support in Hastings in 2021/22. Countywide, it will also be collaborating with these and several other Advice Sector partners to give targeted support to those who have been financially affected by the Covid-19 crisis. This latter project will begin from April 2021 with the charity focusing its support on older people.

Overall satisfaction was 100%. 100% of clients reported the service had enabled them to maintain or improve independence and control. Other maintained or improved outcomes cited include improved financial situation (85%), access to other services (77%) and health (59%).

Healthy Living Clubs

The Charity's Healthy Living Clubs provide a warm and welcoming setting for people aged 50+ where they can develop friendships and be more physically active. These also enable access to services, information, advice and guidance on health and healthy activities in their local area. These clubs also seek to enable members to join other groups and clubs locally.

The aim is to improve health amongst those older people most at risk of leading unhealthy lifestyles and/or experiencing greatest health inequality. The Charity sets up and facilitates clubs by, for example, arranging for external speakers to provide information and advice. Over time the Charity trains up volunteers from the group's membership so that each club eventually becomes run by their members. The intention is to have health-improvement related clubs, run by members building on individual/local resources, which are sustainable when the Charity is no longer financially supporting them directly. There are clubs in Hampden Park, Rye, Polegate, Sidley and Hastings, and there is a Walking Football club.

As with many services, Covid-19 severely affected the Charity's ability to operate and support the Healthy Living Clubs. No clubs were able to take place during the year. Planned development work to establish new clubs in Peacehaven and Camber was also suspended. The **140** members were supported with informal contact and advice, and there was on-going engagement in relation to their future re-establishment once safe to do so. There were **420** support episodes. Satisfaction was 100%. The Charity has maintained contact with the service's current funder regarding the impact of Covid-19, and the potential rolling forward of funded activity to an appropriate post-Covid-19 timeframe.

Home Support

Home Support helps clients remain independent within their homes by, for example, offering support with shopping, cleaning, dog walking, transport/escorting to appointments and by providing companionship. This is a social enterprise service which was launched by the Charity in 2016. 2020/21's Covid-19 pandemic restrictions meant the Charity had to put Home Support delivery on hold. Only 45 clients were directly supported during the very brief periods when lockdown and restrictions were eased. There were **197** support sessions and satisfaction was 100%. Support offered related to the emergency needs of clients such as shopping, medication collection and telephone-based befriending. This was provided until delivery could be transferred to the Charity's Community Emergency Response Team (CERT) service. Whilst Home Support service delivery was suspended, the Charity in August 2020 incorporated this into a new Independent Living Service (ILS), along with its Gardening and Foot care. On-going Lockdown conditions led the Charity to make the difficult decision to discontinue the service in December 2020.

Gardening Support

The gardening support service aims to enable people to remain independent at home by providing practical help with a wide range of garden related tasks such as grass cutting, pruning and essential clearance work. The service was launched by the Charity in September 2019. Due to the Covid-19 pandemic this service was unable to operate during 2020 and no clients were supported. As part of the strategic review into the Charity's Independent Living Services it was closed in December 2020.

Foot Care service

The foot care service aims to maintain or improve mobility, independence and control. It also seeks to reduce social isolation and the risk of falls. It delivers affordable foot care, ranging from basic toenail cutting through to more complex needs. The service targets those who are unable to self-care, who may be dependent on untrained carers or who might otherwise have had to pay higher rates with private practitioners.

During 2020 the Covid-19 pandemic meant Foot Care was put on hold, albeit the service's Hastings clinic resumed for a short time following the summer easing before further lockdowns. This meant that only **22** clients were seen, and **22** sessions were delivered. Satisfaction was 100%. The service closed in December 2020 as part of the Charity's review of its Independent Living Service

House decluttering and clearance service

The Charity's house decluttering and clearance service supports older people, their family, carers, and others. It creates space, disposes of unwanted items, recycles unwanted or unneeded pieces and assists with down-sizing (i.e., by preparing a property for sale or clearing properties including garages and sheds). It operates from the Charity's Newhaven and Eastbourne Home stores/depots. Items of furniture, household goods and electrical equipment can be collected free of charge. These are recycled and/or refurbished, and are normally sold through the Charity's retail outlets, on-line or through local auctions. This is a professional service, and, for example, there are strict policies and procedures that ensure that all items clearly have the permission of the owner/executor prior to any collection booking being made.

As well as providing practical and logistical support, evidence clearly demonstrates that donating items in support of the Charity's work helps people feel better. This can, for example, help alleviate a sense of loss, stress or discomfort when moving home or disposing of items with sentimental value following bereavement. Additional benefits of the service include the avoidance of landfill waste, opportunities for volunteering, employability skills training, and job opportunities for local unemployed people.

Covid-19 severely limited the number of declutters/clearances the Charity could provide during 2020/21. **1,183** clients/home collections were undertaken (712 in Newhaven and 471 in Eastbourne), equating to **1,638** support sessions. This contrasts with the 8,802 clients (20,244 support sessions) in 2019/20. This is an 86% decrease on the previous year. Collections undertaken followed strict Covid-19 guidelines and operating procedures based on Government/scientific advice and the Charity's risk assessment and management.

Satisfaction was 99.7%. Clients reported maintained or improved outcomes including independence and control 99%, daily activities 97% and health 79.5%.

Deep clean and bed moving service

The Charity's declutter and house clearance service continued its flexible delivery of deep cleaning, working in partnership with the NHS, Adult Social Care and others to support older people returning home from hospital. This targeted support responds to referrals where clients are unable to be discharged from hospital due to the state of their house. Typically, this involves the Charity undertaking house clearances, singular item disposals and deep cleaning tasks. Previous insight from the service's operation however identified a cohort of clients who may have been able to safely return home sooner had their bed been repositioned to a more accessible part of their home (e.g., moving from first to ground floor rooms) and this type of support is now integrated into the offer. Service delivery during the year was informed by Government/scientific guidance, and the Charity's risk assessment and management. A total of **26** clients were supported in 2020/21 and there were **26** episodes of care. Customer satisfaction was 100% and 100% of clients reported maintained or improved independence and control.

Age UK East Sussex and Macmillan Cancer Support Service

The Age UK East Sussex and Macmillan Cancer Support Service was established in April 2015 to support older people experiencing cancer. This provides tailored practical and emotional support, enabling them to complete their cancer treatment. It also helps them to remain independent in their own homes after diagnosis and/or whilst going through cancer treatment.

Covid-19 restrictions meant the service needed to be remodelled in order to continue its support to clients through non-face-to-face methods e.g., phone contact and garden visits when it was safe to do so. Further Covid-19 challenge came from the NHS's re-deployment of specialist cancer clinicians from their normal roles to Covid-19 wards. Despite this the service ensured it had a strong focus on maintaining its profile with NHS staff, keeping referral sources open and ensuring the service provided essential support to clients.

A total of **99** clients were supported in 2020/21 and there were **594** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including health (100%), access to other services (100%), daily activities (95%) and social relationships (85%).

Community Navigator Service

The community navigator service supports patients from GP surgeries in the Lewes, Uckfield, Crowborough, and Havens localities, enabling them to navigate their way around local health, social care, and voluntary sector services. The Charity directly provides this support and works within an alliance of agencies (led by Sussex Community NHS Trust) delivering community services across the area. Launched in February 2016, the service's aims are to increase the wellbeing and confidence of patients (and their carers) who may have complex physical needs and who are isolated or at risk of social isolation. It targets those who are making heavier than expected demands on primary care services for non-clinical support. The aims are also to reduce demand on the time of GPs, other health professionals and out of hours services, for social and non-clinical matters. Amongst other support, the service seeks to involve clients in their care planning and assist the coordination of this. They inform, signpost, and proactively support clients to navigate their way around the county's health, social care, and voluntary sectors services. A key purpose is to ensure the client's experience is seamless. This is achieved by the service working alongside GPs to deliver joined up care and support following their attendance at the surgery.

As with many others, the service had to adapt its support in order to continue delivering whilst meeting the Government's Covid-19 guidance. The result was the service was phone-based, with staff working from home and using teleconferencing for care coordination and team liaison.

The Charity worked with its commissioners and partners to respond to local need, expanding the service and extending the contract for a further two years. There was continued engagement with the Social Prescribing Pathway project, working with NHS and Public Health colleagues and Voluntary Sector partners to support service planning and delivery. During the year there was a particular challenge in communicating and involving Clinical Directors and staff from the County's 11 newly establish Primary Care Networks (PCNs). Despite some difficulties engaging with these, the Charity was able to collaborate with the Greater Wealden PCN. This led to some additional funding in order to further expand activity.

A total of **500** clients were supported in 2020/21 and there were **10,223** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including daily activities (82%), independence and control (82%), access to other services (62%), health (60%).

Community Emergency Response Team

Covid-19's outbreak saw an immediate and unprecedented demand for support from older people locally. As one of the population groups most at risk to the Coronavirus, self-isolation and shielding in accordance with Government guidance meant a sudden cutting of from local services and support. For many older people this compounded the sense of isolation and loneliness, and the restricted access to preventative services and community amenities, they already experienced. The Charity's response was the creation and launch of its Community Emergency Response Team (CERT) service.

CERT was set up to provide access to food, medication and essential items through a free shopping and prescription collection service. This was especially focused on supporting those in emergency need or who had little or no alternative ways of getting these e.g., carers, family and friends, or access to home delivery services. It also tackled social isolation and loneliness through weekly coordinated volunteer-based telephone befriending support.

From its launch in April 2020, CERT was immediately busy due to the scale of emergency demand and the concerns older people had about Covid-19. The combination of practical and emotional support was

vital in meeting the needs being presented. Often, for example, the simple act of phoning through a shopping list took 30 minutes because of the client's need to talk. In these cases, staff asked whether they would be interested in having a volunteer contact them on a weekly basis for a chat, i.e., they were referred to the befriending service.

Although the service's volunteer capacity was good, there were times when it needed to call on support from the Charity's other staff for assistance. The Charity also collaborated strategically with partners through, for example, signposting and referring clients, or accessing additional volunteers through secondment arrangements. Demand was sustained as several periods of lockdown took place and/or restrictions continued. The Charity however successfully managed demand by, for example, working with regular shopping clients to move away from 'emergency' shopping through setting up supermarket home delivery processes.

There were **631** Clients (526 shopping/medication collection visits and 105 befriending) and **11,714** episodes of support. Satisfaction was 100%. Clients reported maintained or improved outcomes including independence and control (96%), Health (89%) and access to other services (73%).

Veterans Support

The Charity Covid-19 response included directly targeting older veterans, a group whom it had not specifically focused on previously. Aligned with its Community Emergency Response Team service, this development identified the needs of the estimated 825 older veterans supported by the Charity each year. As part of its research the Charity surveyed 50 randomly sampled clients, and this highlighted that 7 had themselves served, and 9 had spouses who had. With support from the Armed Forces Covenant Fund's Veterans Should Not Be Forgotten programme, the Charity launched its CERT Veterans delivery in June 2020, and this ran for 6 months to December. This provided shopping and medication collection support, telephone befriending and specialist Information and Advice. There were **530** clients and **5,977** episodes of support. Satisfaction was 98.2% and clients reported maintained or improved outcomes including independence and control (96%), social relationships (89%), Health (80%) and access to other services (73%).

Whilst delivery was taking place, the Charity continued its research and development work with older veterans and the veteran community. This highlighted that Coronavirus-related anxiety continued, and that self-isolation meant that access food and medication remained as a key issue/need. Older veterans reported that they experienced isolation/loneliness 'most days' or 'always'. Barriers to being more connected to the local community included:

- Low confidence (re Coronavirus risk): 89%
- Low Confidence (not been out for a while/general isolation): 86%
- Lack of information re opportunities/local facilities: 77%
- Need someone to go with: 49%

To address this, need the charity sought funding to engage volunteers to help tackle these barriers to older veterans becoming more locally active and adapting to the 'new normal'. It described its approach for using its existing activity as the launch-pad to these being supported by volunteers to re-connect with their community. The Charity was successful through 12-months funding via the Armed Forces Covenant's Force For Change Programme. Launched in January 2021, by March the programme had supported **133** clients and provided **1,264** support episodes. Satisfaction was 99% and clients reported maintained or improved

outcomes including social relationships (99%), independence and control (92%), Health (86%) and access to other services (67%).

Take Home and Settle

The Take Home and Settle service enables safe and timely discharge where otherwise this might be delayed. It targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties. Clients are supported to ensure they are properly discharged from hospital, and safely taken and settled in their home. The team ensure that appropriate medication and care plans are in place at the point of discharge. Staff drive clients home, and typically support involves staying for a few hours to reassure them, ensure the home is safe and undertake any practical tasks (making beds, dealing with urgent correspondence, shopping for milk etc.) that may be needed. The focus is on maintaining independence, reducing social isolation, and setting up informal support networks through family and friends. There is also an objective of preventing hospital re-admission. Support largely focuses on enabling self-care and building confidence.

The service undertook rapid and comprehensive risk assessment and service operations re-modelling in light of Covid-19. This enabled it to continue its seven day a week delivery. Mitigation measures included the roll out and consistent application of PPE, vehicle cleansing and non-entry into client's homes.

The charity delivered support from the Pembury and Maidstone Hospitals, and a total of **929** clients were supported in 2020/21 with **929** episodes of care. Satisfaction was 100%. Clients reported maintained or improved outcomes including social relationships (96%), independence and control (96%), access to other services (77%), health (68%) and daily activities (60%). Health colleague's satisfaction was also 100%.

The charity's structure

Age Concern East Sussex is an independent and autonomous charity with unique charity and company numbers. It raises its own funds through social enterprise, trading, charity shops, grant applications, donations, legacies, and gift aid. The charity also contracts with statutory agencies for specific service provision.

Governance

The Charity incorporated as a Charitable Company Limited by Guarantee in April 2010, retaining the legal name Age Concern East Sussex. Its operating name is Age UK East Sussex. The Board consists of up to ten Trustees/company directors who are individual members and not representatives from other organisations. The current Chair formally took up duties in September 2016. At the Board's January 2020 Away Day the results of its Skills and Experience Audit were discussed. Further development activity guided by benchmarking against the Charity Governance Code was undertaken. The Board refreshed its Vice Chair role description, and a new Vice Chair was elected.

Trustees are recruited to the charity for their specialist knowledge and/or their interest in the welfare of people in later life locally. In accordance with its desire to be led by older people, the charity specifies that at least 75% (rounded to the nearest whole number) of the total number of Trustees must be over the age of 50 years.

The Board of Trustees set the Charity's overall aims and objectives and meets a minimum of six times a year. Management is delegated to the Chief Executive and management team. During 2020/21 the Board undertook numerous urgent actions in respect of the Covid-19 pandemic and its effects both on older people locally and the Charity itself. Between April and August 2020 there were weekly/fortnightly Emergency General Meetings using Zoom teleconferencing. The Charity's Covid-19 emergency response in support of older people and its response to severe financial risk were addressed as on-going urgent matters. The Charity's existing Strategic Plan 2019-2023 was suspended. The Board subsequently developed and agreed a new Strategic Plan for the period 2021-2024 in recognition of the significant changes within the charity and its operating environment as a result of the Covid-19 pandemic, and the needs of older people considering this.

The Trustees are the only full members i.e., with voting rights at general meetings. There is a broader associate membership which can include any organisation working for the benefit of older people, other voluntary organisations, representatives from local councils, the local NHS, independent bodies etc.

New Trustees receive an induction from the Chair and Chief Executive and have a copy of the Charity Commission Document CC3 setting out the responsibilities of Trustees. Trustees complete an annual register of interests. All Trustees are briefed annually as to the Charity Commission's general guidance on public benefit and are briefed about and asked to agree to the charity's Trustee Conflict of interest and loyalty policy and Code of Conduct.

Each year the Chair of the Board conducts an Annual Appraisal of the charity's Chief Executive. The Appraisal report is signed by the Chair of Trustees and Chief Executive and is countersigned by the Vice-Chair. There is a Finance and Remuneration Committee whose responsibilities include the drafting of budgets and scrutiny of financial performance and control. Terms of Reference for this were refreshed during 2019/20. The Committee played a key role monitoring and mitigating the financial risks the charity faced due to Covid-19 including, for example, scrutiny of cashflow position, grant applications and proposals for organisational restructuring.

On an annual basis, aligned to the budget-setting timetable, there is an extended meeting to make recommendations for salaries including senior management remuneration. This adheres to the five principles of good pay-setting described in the Association of Chief Executives of Voluntary Organisations' 'The Good Pay Guide for Charities and Social Enterprises Association' i.e.:

1. Transparency (over how pay is set).
2. Proportionality (so that pay is fair and consistent).
3. Performance (so that pay properly reflects the contributions that employees make to their organisation).
4. Recruitment and retention (pay is sufficient to keep valued staff within the organisation).
5. Process (pay is clearly set according to appropriate procedures and policies).

In its consideration for the Charity's 2021/22 budget development, the Committee agreed to defer remuneration decisions, other than those in respect of National Minimum Wage, until September 2021.

There is a sub-committee to address volunteer recognition. Where required, the Board can establish additional sub-committees and working groups. No such additional committees were set up in 2020/21.

The Charity's Vision states that 'East Sussex is a great place to grow older'. The strategic aim for 2024 is that **"We will recover and grow our financial sustainability and impact".**

To achieve this there are four strategic goals:

1. Customer Relationship Management will drive the planning, co-design and delivery of actions for meeting customer priorities of tackling social isolation, supporting COVID-19 recovery, and enabling access to Information and Advice.
2. We will proactively seek and be agile in response to collaboration opportunities where these best meet the needs of older people and/or support our financial sustainability.
3. We will return retail and social enterprises to a position where these are covering our overhead expenses and supporting sustainability.
4. We will mitigate financial risks, build resilience, and promote long-term delivery of support to older people by restoring Unrestricted Reserves and making targeted investment for growth and impact.

Risk

The Trustees have examined the major risks to which the Charity is exposed, and systems have been established to manage those risks. A risk register is in place and updated at least quarterly by the Directorate team and at least twice yearly by Trustees. New areas of major risk and/or significant changes in risk are reported to Trustees in Board meetings (and where necessary outside of these). Each area of risk has identified mitigating strategies, systems, procedures and named responsibilities as appropriate.

Major risk factors include:

1. Demographic trends/aging population and high COVID-19 risk leading to excessive demands on the Charity's services/activities. Mitigation actions for this include emergency response focused delivery and fundraising, and collaboration with partners.
2. Financial Recovery – Under-performance in Fundraising (e.g., Intense competition for grant funding, lower prevalence for public donations due to economic uncertainty). Mitigation actions for this include CEO leading Fundraising strategy development and directly delivering fundraising activity, and the appointment of a Trust and Fundraising Manager in June 2021.
3. Financial Recovery - Underperformance in trading and social enterprise (e.g., further Covid-19 restrictions, hesitant customer behaviour). Mitigation actions for this include Business and Operations Director leading delivery strategy, Finance and Infrastructure Director scrutiny and effective/visible Covid-19 risk management.

Financial review

During 2020/21 total incoming resources increased by 2% when compared to the previous year. The charity is reporting a decrease in income from its charitable activities and trading activities in the year decreasing by 38.2% (5.3% 2020) and 57.5% (13.7% 2020) respectively.

The charity continues to receive voluntary income by way of donations and legacies for which we are extremely grateful. These decreased by 55.7% from the previous year.

With ongoing public spending austerity and rising demand for the charity's services from older people locally the Board of Trustees continue to pursue its strategy for financial sustainability through investment

in the diversification and growth in non-statutory income. Investment in social enterprise solutions and voluntary income continues and trustees ensure performance in terms of impact and return on investment is effective.

Charitable expenditure decreased by 25.5%.

As a result a surplus for the year of £305,929 arose compared to a deficit of £386,561 in 2020. This surplus position was achieved through the charity's crisis management and action including significant restructuring, reductions in key management and staffing capacities and the closure of some services. Having stabilised, the charity will begin the process of recovering and has agree a strategic plan to increase its impact and financial sustainability over coming years. Due regard is made to the risks and uncertainties that the charity is likely to experience as it begins this recovery process

Reserves

It is the policy of Age UK East Sussex to maintain unrestricted funds in reserves in order to take into account the unpredictability of future funding and income streams The approach used to calculate the target level of reserves is based on risk assessment of future requirements.

As at 31st March 2021 the total of unrestricted reserves amounted to £1,102,859(2020 £806,780).

The Board of trustees see it prudent to maintain the level of reserves to ensure cashflow of the organisation and that the work of Age UK East Sussex continues into the future. Securing alternative funding and creating sustainability takes time and resources and it is important that these reserves levels are maintained.

The Board of Trustees review the need for reserves through the budget setting and monitoring process to ensure that they meet the charity's changing needs and circumstances. From these free reserves, designated funds are set aside for the following:

- Providing contingency costs in the event of the charity being unable to operate
- Working capital to support the day-to-day operation of the charity
- Funds set aside to meet future capital investments/commitments

At the balance sheet date, the balance of designated funds for the contingency totalled £221,316 (2020: £221,316). Free reserves at 31 March 2021 were £659,701 (2020: £269,025). The organisation needs to build free reserves in order to ensure services are maintained in periods where funding is difficult.

The charity has a number of restricted funds which are to be used for specific purposes as set by the donor or funder. The total restricted funds at 31 March 2021 of £11,764 (2020 £1,914).

Management

A Chief Executive leads the strategic development and management of the Charity and represents the interests of older people in a variety of forums and networks. There are Directorate and Management teams which, due to Covid-19 pandemic financial challenges, underwent significant reduction and a reshaping of responsibilities and personnel over the course of the year. The Service Director; Heads of Fundraising & Marketing People & Development; and Retail & Trading roles were discontinued. Likewise,

the Charity's Business Services Manager, Income Generation and Communication Team Leader, Income Generation and Events Coordinator, Finance Officer and several service delivery and operational posts. There were several changes to other staffing roles and working arrangements driven by financial pressures and a desire to achieve best possible service. The CEO took on direct responsibility for Fundraising and Services Management. A Business & Operations Director and a People & Development Manager post were created and appointed to.

Collaboration with local authority, NHS and Voluntary and Community Sector partners to coordinate an emergency response in face of the Covid Pandemic was a primary focus across the year. Early priorities were ensuring emergency access to food, medication and other essential items. Support to address the social isolation and loneliness which was compounded by, rather than resulting from, Covid-19 shielding requirements was an immediate and enduring priority. Problems associated with limited access to preventative services, such as podiatry and opticians, emerged as key concerns. The Charity escalated these with relevant partners. Later in the year, the Charity supported local planning of Covid-19 vaccination roll out.

On-going changes to East Sussex's health and social care services remained as an issue of concern for older people within the county during 2020/21. The clustering of GP practices into 11 Primary Care Networks, further complicated local health and care planning, and in particular the Charity's collaborative work in developing an East Sussex Social Prescription Care Pathway. The Charity continued its representation at strategic planning, design and delivery Boards, collaborating with other Voluntary and Community Sector Partners, chiefly through its membership of the East Sussex VCS Alliance. The aim was to ensure change took place at an East Sussex 'system' level and on a whole-population basis where appropriate.

The Charity continued to hold the ISO 9001, Investing in Volunteers, Positive of Disability and Age UK Organisational Quality Standard accreditations. Quality is maintained through a range of methods e.g., customer feedback, control of policy documents and internal auditing. Each accreditation held involves external assessment, validating the Charity's commitment to quality management and improvement..

The Charity's registered address is 54 Cliffe High Street, Lewes, a building which also accommodates the Charity's shop which raises funds through the sale of donated goods. In July 2017, the Charity had relocated its key management and administrative functions to its Faraday House office accommodation in Eastbourne. During the year, this decision was reversed in order to both reduce costs and in recognition of Covid-19 restrictions and subsequent flexible working arrangements. The Charity returned to its Lewes office in April 2021. There are five further shops (Battle, Hastings, Bexhill and two in Brighton) and two furniture stores (Newhaven and Eastbourne). All trading was severely affected by Covid-19 Lockdowns and other restrictions.

Age UK East Sussex Trading Ltd is the Charity's wholly owned subsidiary company. The primary activity is the supply of new good to the Charity's retail activity. Profits are donated to the Charity by Gift Aid. This activity was similarly affected by the Covid-19 pandemic.

Partnership and Co-operation

The Charity continued to play a leading role in working with local voluntary and community sector (VCS) partners in an East Sussex VCS Alliance. The Alliance continued its development as a strategic and collaborative sector voice and service provider. The Charity's CEO acts as the Alliance's Vice Chair and, amongst other activity authored reports to East Sussex's Health and Care Partnership Board, collaborated

on a strategic direction paper in respect of local Community Hubs, and co-designed an East Sussex County Council grants programme to support VCS social enterprises affected by the Covid-19 pandemic.

In Hastings, the Charity continued its work to have World Health Organisation Age Friendly Community status conferred, formally working with Hastings Voluntary Action, Hastings Borough Council and others in this. The Charity was a co-founder of a newly registered Charity (IBC- In Perpetuity) as a vehicle to hold the Isabel Blackman Centre. This is the site of a former East Sussex County Council day centre. The Charity and its partners are seeking to purchase this on behalf of older people in Hastings. The intention is to create a vibrant and sustainable community centre. Contracts for this purchase were exchanged and an extended period for completion by August 2021 was agreed.

Nationally the Charity continued its engagement with the Age UK network with particular focus on consultation regarding the Network Development Programme. This process is informing what, ultimately, will represent a partnership agreement as to the next period of Brand Partnership with Age UK, and the Board's decision regarding this in 2021/22.

Volunteers

2020/21 was a highly unusual year for volunteer involvement. The suspension and in some cases closure of the Charity's services and activities prevented many volunteers from undertaking their usual roles. The majority of the Charity's volunteers are themselves retired. In normal times this brings unique public benefit in terms of services to older people, the health and well-being of volunteers, to community cohesion and the development of social capital. In relation to Covid-19 however, its impact was that these volunteers were themselves self-isolating/shielding.

In contrast, the Charity's Community Emergency Responses Team service and targeted work with older veterans created new opportunities to get involved. Significant levels of East Sussex employees being Furloughed by their employer generated very high interest in volunteering in many forms. At times, the charity struggled to respond to the numerous enquiries received daily. Overall, in 2020/21 there were 219 active volunteers supporting the Charity's services and activities for older people in East Sussex. In total volunteers gave an estimated 60,894 hours "service in kind". Taking a crude calculation based on the Government's 2020/21 National Living Wage rate of £8.72 per hour, this equates to £530,996 which is not reflected in the accounts.

Volunteers make an extraordinary contribution to the Charity and its work, offering great enthusiasm and commitment and a huge range of experience, local knowledge, and talents. The Charity is committed to ensuring volunteers have rewarding and enjoyable experiences, and that its volunteering support structures are effective. On-going Investing in Volunteers accreditation provides external validation of its commitment to meeting very clear standards for good practice. This accreditation also recognises the value and importance the Charity places on including volunteers, and in having the right approaches and systems in place so that these feel welcome, included and involved.

Future

The Charity's agreed strategic plan for 2021-24 fully recognises the damaging impact Covid-19 has had on its management capacity, organisational structure, services and capacity to raise funds. Radical, necessary and sometimes painful decisions taken over 2020/21 ensured the Charity was able to respond to the emergency needs of older people across the county and mitigate the financial risks it faced. At times, this risk threatened its viability. The Charity however demonstrated its resilience and its ability to

address immediate challenges while focusing on development activity. This sought to understand local need, create solutions and open up new opportunities. Having survived this challenge in 2020/21, the Charity is reduced but is looking to the future and is in position to begin the process of recovery.

Early 2022/22 sees the successful return of the Charity's existing retail and social enterprises. Customers are both positive about the excellent value and service the Charity is delivering, and confident about the on-going focus on Covid-19 safer practice. Internal innovations in retail operations are already making a difference to efficiency and profitability, and further developments are planned to help strengthen performance.

Remote working practice and infrastructure, which was quickly created in response to Covid-19 and consolidated as 2020/21 unfolded, has produced several operational and financial benefits to the Charity, and work-life balance improvements to staff. The Charity has bought into and now launched a comprehensive Remote Working Development Programme, with a project team leading staff engagement and training to co-design and resource its long-term use of flexible working to promote excellence in performance and quality of work-life balance.

The Charity has formally agreed a Service Level Agreement with IBC- In Perpetuity in respect of it taking a leading role in the renovation, management and delivery of the Isabel Blackman Centre (Hastings) as a vibrant and sustainable community asset for older people. Capital and Revenue funding under this arrangement will support the Charity's own recovery, and the project delivery will create future opportunities for services locally

In May 2021, the Charity secured Government backed affordable financing. This will help smooth cashflow as the Charity begins to move towards recovery and considers investment opportunities. True to its values, this recovery will be driven by the Charity's commitment to its Vision rather than a desire simply for organisational self-preservation. Its Strategic Aim is "We will recover and grow our financial sustainability and impact".

The Trustees' Report and Financial Statements were approved by the Board of Trustees on 15th Sept 2021

Signed on their behalf by:

Roger Howarth, Chair

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also the directors of Age UK East Sussex for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts 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 accounts, 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; and

- prepare the accounts 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 accounts 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 CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Opinion

We have audited the financial statements of Age Concern East Sussex ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, 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 group's and the parent charitable company's affairs as at 31 March 2021 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, 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 trustee's 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 group'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 trustee's 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, including the trustees' 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report or the strategic report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require(s) us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

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.

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 auditors report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general sector experience, and through discussion with the trustees and other management (as required by auditing standards), and discussed with the trustees and other management the policies and procedures regarding compliance with laws and regulations (see below);
- We identified the following areas as those most likely to have such an effect: health and safety; General Data Protection Regulation (GDPR); fraud; bribery and corruption, and employment law. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any. The identified actual or suspected non-compliance was not sufficiently significant to our audit to result in our response being identified as a key audit matter.
- We considered the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102, the Companies Act 2006 and the Charities Act 2011) and the relevant tax compliance regulations in the UK;
- We considered the nature of the group's operations, the control environment and financial performance.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit;
- We considered the procedures and controls that the group has established to address risks identified, or that otherwise prevent, deter and detect fraud; and how senior management monitors those programmes and controls.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Where the risk was considered to be higher, we performed audit procedures to address each identified fraud risk. These procedures included: testing manual journals; reviewing the financial statement disclosures and testing to supporting documentation; performing analytical procedures; and enquiring of management, and were designed to provide reasonable assurance that the financial statements were free from fraud or error.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
REPORT OF THE INDEPENDENT AUDITORS

TO THE MEMBERS OF AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

TC Group

Mr Mark Cummins FCCA (Senior Statutory Auditor)

for and on behalf of TC Group

Statutory Auditor

Dated: 20 September 2021

Office: Steyning, West Sussex

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds £	Designated funds	Restricted Funds £	Total 2021 £	Total 2020 £
Income from:						
Grants, donations and legacies	3	1,173,340	-	103,500	1,276,840	287,449
Activities for raising funds:						
Charity shop		292,216	-	-	292,216	860,936
Income from trading subsidiary	11	33,913	-	-	33,913	79,889
Other income	4	124,625	-	-	124,625	159,516
Investments		1,371	-	-	1,371	2,530
Charitable activities	5					
Other charitable activities		479,402	-	-	479,402	775,762
Total income		2,104,867	-	103,500	2,208,367	2,166,082
Expenditure on:	6					
Costs of raising funds						
Fundraising		827,871	-	-	827,871	1,196,562
Expenditure for trading subsidiary		18,389	-	-	18,389	44,160
Charitable activities						
Activities undertaken		962,528	-	93,650	1,056,178	1,311,921
Total expenditure		1,808,788	-	93,650	1,902,438	2,552,643
Net income/(expenditure) and net movement in funds		296,079	-	9,850	305,929	(386,561)
Gross transfers between funds	17	1,316	(1,316)	-	-	-
Net movement in funds		297,395	(1,316)	9,850	305,929	(386,561)
Fund balances at 1 April 2020		585,464	221,316	1,914	808,694	1,195,255
Fund balances at 31 March 2021		882,859	220,000	11,764	1,114,623	808,694

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	10		221,842		316,439
Current assets					
Stock		4,664		15,502	
Debtors	12	377,507		344,331	
Cash at bank and in hand		687,897		259,919	
		1,070,068		619,752	
Creditors: amounts falling due within one year	13	(177,287)		(127,497)	
Net current assets			892,781		492,255
Net assets			1,114,623		808,694
Income funds					
Restricted funds	16		11,764		1,914
Unrestricted funds:					
General funds			882,859		585,464
Designated funds	17		220,000		221,316
			1,114,623		808,694

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on 15th September 2021

.....
Roger Howarth
Trustee

Company Registration No. 07216053

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CHARITY BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	10		221,842		316,439
Investments	11		100		100
			221,942		316,539
Current assets					
Stock		979		979	
Debtors	12	395,965		344,331	
Cash at bank and in hand		657,500		259,938	
		1,054,444		605,238	
Creditors: amounts falling due within one year	13	(177,287)		(148,812)	
Net current assets			877,157		456,426
Net assets			1,099,099		772,965
Income funds					
Restricted funds	16		11,764		1,914
Unrestricted funds:					
General funds			867,335		549,735
Designated funds	17		220,000		221,316
			1,099,099		772,965

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The accounts were approved by the Board on . 15th September 2021

.....
Roger Howarth
Trustee

Company Registration No. 07216053

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Net income		305,929		(386,561)	
Depreciation charge	10	83,303		82,103	
Investment interest		(1,371)		(2,530)	
Profit on disposal of fixed assets		(10,306)		-	
Increase/(decrease) in creditors	13	49,790		(22,675)	
Increase in debtors	12	(33,176)		(25,470)	
Decrease in stock		10,838		5,122	
Net cash provided by/(used in) operating activities			405,007		(350,012)
Cash flows from investing activities					
Purchase of Tangible fixed assets	10	-		(71,787)	
Disposal proceeds from sale of fixed assets		21,600		-	
Investment interest		1,371		2,530	
Cash used in investing activities			22,971		(69,257)
Change in cash and cash equivalents in the reporting period			427,978		(419,269)
Cash and cash equivalents at the beginning of the year			259,919		679,188
Cash and cash equivalents at the end of the year			687,897		259,919

	1 April 2020 £	Cash flow £	31 March 2021 £
Cash at bank and in hand	259,919	427,978	687,897

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Statutory information

Age Concern East Sussex is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with 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 (FRS102) (effective 1 January 2015) – Charities SORP (FRS102) and the Companies Act 2006.

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 £.

Age Concern East Sussex meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). There are no material uncertainties about Age Concern East Sussex's ability to continue as a going concern. This conclusion takes into account any known financial impact of the Covid-19 pandemic.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age UK East Sussex Trading Limited. A separate Statement of Financial Activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.3 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Grant income is recognised over the period for which it is granted.

Contract income is recognised when the charity gains entitlement to the income.

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

Trading income is recognised at the fair value of the consideration received or receivable for goods and services provided in the normal course of business and is shown net of VAT and other sales related taxes. The fair value of consideration takes into account trade discounts, settlement discounts and volume rebates.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer (usually on dispatch of the goods), the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the transaction will flow to the entity and the costs incurred or to be incurred in respect of the transaction can be measured reliably.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

2 Accounting Policies (continued)

2.4 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

The costs of raising funds consists of trading subsidiary costs, depreciation, costs relating to shops, and certain staff costs.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2.5 Tangible fixed assets and depreciation

Assets costing less than £1,000 are written off to the Statement of Financial Activities. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided in the year after purchase at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Office equipment	20% straight line
Motor vehicles	33% straight line
Leasehold improvements	Over the terms of the lease

2.6 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.

2.7 Cash at bank and in hand

Cash at bank and in hand are basic financial instruments and include cash and short term highly liquid investments. The Trustees seek to use short and medium term deposits where possible to maximise the return on monies held at the bank and to manage cash flow. Bank overdrafts are shown within borrowings in current liabilities.

2.8 Stock

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition.

Stocks held for distribution at no or nominal consideration are measured at the lower of replacement cost and cost, adjusted where applicable for any loss of service potential.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

2.9 Creditors and provisions

Creditors and provisions are recognised where there is 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.

2 Accounting Policies (continued)

2.10 Investments
Investments in joint ventures are recognised at cost in the balance sheet.
Other fixed asset investments are stated at fair value.
Realised and unrealised gains and losses are dealt with in the Statement of Financial Activities.

2.11 Pensions
The charity operates a defined contribution pension scheme with The Pensions Trust. Contributions payable to the charity's pension schemes are charged to the SOFA in the period to which they relate.

2.12 Accumulated funds
Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

Designated funds comprise general funds set aside by trustees for specific purposes.

2.13 Taxation
The parent company is a registered charity (number: 1139470). All of the charity's income falls within the exemptions set out in part 11 of the Corporation Tax Act 2010.

2.14 Employee benefits
The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

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 company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

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

2.16 Critical accounting estimates and judgements
In the application of the group'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.

The trustees do not consider that there are any critical estimates or areas of judgement that need to be brought to the attention of the readers of the financial statements.

3 Grants, donations and legacies

	Unrestricted Funds £	Restricted funds £	Total 2021 £	Total 2020 £
Grants	1,084,303	103,500	1,187,803	86,045
Donations	32,433	-	32,433	69,900
Legacies	56,604	-	56,604	131,304
	1,173,340	103,500	1,276,840	287,449

4 Other income

	Unrestricted Funds £	Restricted funds £	Total 2021 £	Total 2020 £
Faraday rentals and service charge	69,187	-	69,187	110,167
Other	55,438	-	55,438	49,349
	124,625	-	124,625	159,516

5 Income from Charitable activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Other charitable activities	479,402	-	479,402	775,762

6 Expenditure

	Staff costs £	Depreciation £	Other costs £	Total 2021 £	Total 2020 £
Costs of raising funds					
Trading subsidiary	983	-	17,406	18,389	44,160
Other fundraising costs	304,053	43,703	480,115	827,871	1,196,562
Total	305,036	43,703	497,521	846,260	1,240,722
Charitable activities					
Activities undertaken directly	884,251	39,600	132,327	1,056,178	1,311,921
Total expenditure	1,189,287	83,303	629,848	1,902,438	2,552,643

7 Governance costs

	2021	2020
	£	£
Auditor's remuneration	9,960	9,750
Trustees' expenses	-	803
Staff costs	19,613	21,844
	29,573	32,397

8 Consolidated statement of financial activities comparative funds – 31 March 2020

	Unrestricted funds	Designated funds	Restricted funds	Total 2020
	£	£	£	£
Income from:				
Grants, donations and legacies	254,404	-	33,045	287,449
Activities for raising funds:				
Charity shop	860,936	-	-	860,936
Income from trading subsidiary	79,889	-	-	79,889
Other income	159,516	-	-	159,516
Investment income	2,530	-	-	2,530
Charitable activities	583,778	-	191,984	775,762
Total income	1,941,053	-	255,029	2,166,082
Expenditure on:				
Costs of raising funds				
Fundraising	1,196,562	-	-	1,196,562
Trading subsidiary	44,160	-	-	44,160
Charitable activities:				
Activities undertaken	1,012,263	-	299,658	1,311,921
Total expenditure	2,252,985	-	299,658	2,552,643
Net income/(expenditure) for the year	(311,932)	-	(74,629)	(386,561)
Gross transfers between funds	569,657	(624,716)	55,059	-
Net movement in funds	257,725	(624,716)	(19,570)	(386,561)
Fund balances at 1 April 2019	327,739	846,032	21,484	1,195,255
Fund balances at 31 March 2020	585,464	221,316	1,914	808,694

9 Employees

Employment costs	2021	2020
	£	£
Wages and salaries	1,077,456	1,450,358
Social security costs	73,546	99,773
Other pension costs	38,285	51,067
	1,189,287	1,601,198

The average number of employees employed by the charity during the year was 77 (2020: 104).

The number of employees whose annual emoluments were £60,000 or more were:

	2021	2020
£60,001 - £70,000	-	1

The key management personnel of the charity consist of the directorate team (detailed in the Trustees' Report) whose total remuneration for the year was £160,116 (2020: £185,652).

Wages and salaries include £nil (2020: £12,504) of redundancy costs as a result of the reshaping of the organisation undertaken in the year.

10 Tangible fixed assets

Group and charity

	Leasehold improvements	Computer equipment	Office equipment	Motor vehicles	Total
	£	£	£	£	£
Cost					
At 1 April 2020	466,878	78,106	70,497	118,745	734,226
Disposals	-	-	-	(81,315)	(81,315)
At 31 March 2021	**468,878**	**78,106**	**70,497**	**37,430**	**652,911**
Depreciation					
At 1 April 2020	232,866	77,145	62,872	44,904	417,787
Charge for the year	36,967	961	5,775	39,600	83,303
Eliminated on disposal	-	-	-	(70,021)	(70,021)
At 31 March 2021	**269,833**	**78,106**	**68,647**	**14,483**	**431,069**
Net book value					
At 31 March 2021	**197,045**	**-**	**1,850**	**22,947**	**221,842**
At 31 March 2020	234,012	961	7,625	73,841	316,439

11 Fixed asset investments

Investment in subsidiary:

	Charity £
Investment in Age UK East Sussex Trading Limited	100

Holdings of more than 20%

The charity holds more than 20% of the share capital of the following companies:

Company	Country of registration or incorporation	Shares held	
		Class	%
Subsidiary undertakings			
Age UK East Sussex Trading Limited	UK	Ordinary	100

The aggregate amount of capital and reserves and the results of these undertakings for the last relevant financial year were as follows:

		Capital and reserves	Profit/(loss) for the year
	Principal Activities	£	£
Age UK East Sussex Trading Limited	Resale of finished furniture products	**15,625**	**(20,204)**

Age UK East Sussex Trading Limited

Age UK East Sussex Trading Limited is a wholly-owned trading company, company number 03552792 is incorporated in England & Wales and sells finished furniture products. During the year Age UK East Sussex Trading Limited made sales of £33,913 (2020: £79,889) and incurred expenditure of £18,389 (2020: £44.160) which are shown in the Statement of Financial Activities. A summary of the trading results of the subsidiary is shown below. Also during the year donations were made from Age UK East Sussex Trading Limited to the charity of £35,729 (2020: £nil).

Summary profit and loss account

	2021 £	2020 £
Turnover	**33,913**	79,889
Cost of Sales	**(17,154)**	(39,146)
Administrative Expenses	**(1,235)**	(5,014)
Distribution of prior year profit	**(35,729)**	-
Net profit/(loss) after donation of prior year profit	**(20,204)**	35,729

Summary balance sheet

	2021 £	2020 £
The assets and liabilities of the subsidiary were:		
Current assets	**34,082**	42,772
Creditors: amounts falling due within one year	**(18,457)**	(6,943)
Total net assets	**15,625**	35,829

12 Debtors

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade debtors	192,534	82,264	192,534	82,264
Amounts owed by group undertakings	-	-	18,458	-
Prepayments and accrued income	127,073	209,641	127,073	209,641
Other debtors (including VAT)	57,900	52,426	57,900	52,426
	377,507	344,331	395,965	344,331

13 Creditors: amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade creditors	65,606	71,955	65,606	67,271
Amounts due to group undertakings	-	-	-	28,248
Other taxation and social security	17,320	22,364	17,320	22,364
Other creditors	12,248	11,888	12,248	11,888
Accruals and deferred income	82,113	21,290	82,113	19,041
	177,287	127,497	177,287	148,812

14 Controlling party

The charity is a company limited by guarantee and therefore without share capital. No one member has overall control of the charity. The liability of each member is limited to £1, being the amount that each member undertakes to contribute to the assets of the charity in the event of its being wound up.

15 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel costs on behalf of 3 trustees totalling £nil in 2021 (2020: £803).

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020	Movement in funds Income	Expenditure	Balance at 31 March 2021
	£	£	£	£
Sport England	-	10,000	-	10,000
EBC Grant	-	3,000	(3,000)	-
Wadhurt Parish Council Scams	-	2,000	(2,000)	-
ESCC Covid winter grants	-	30,000	(30,000)	-
Groundwork	1,914	-	(150)	1,764
Armed forces	-	58,500	(58,500)	-
	1,914	103,500	(95,650)	11,764

ESCC – The provision of a Home from Hospital service offering practical and emotional support for older people following discharge from hospital. The aim is to help prevent admission or readmission and support older people to remain independent in their own home. The delivery of a Take Home and Settle service to provide support for older people being discharged from hospital. It enables older people entering hospital via Accident and Emergency to be discharged home rather than be admitted on to a ward and facilitates a timely discharge from a ward where otherwise this might be delayed. The service in particular targets vulnerable older people who may have had a fall, may be anxious, who appear confused or have memory recall difficulties.

Groundwork – For rental of space for Walking Cricket & Polegate Heathy living Club running costs.

Sport England – To engage with inactive people over 50 to improve health, activity and social interaction.

EBC Grant – Grant for shops.

Armed Forces – Veterans will not be forgotten programme to provide immediate support to vulnerable veterans adversely impacted by Covid-19 restrictions.

Wadhurt Parish Council Scams – Funding provided towards the support of scam prevention services.

ESCC Covid Winter Grants – To enable AUKES to deliver individual grants of £50 through I&A for food and fuel.

17 Designated funds

	Balance at 1 April 2020	Movement in funds: Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Contingency reserve	221,316	-	-	(1,316)	220,000
	221,316	-	-	(1,316)	220,000

Contingency reserve – The Board of Trustees set aside funds in order to provide for contingency costs in the event of the charity being unable to continue to operate, working capital to support the day-to-day operation of the charity and to meet future capital investments/commitments.

18 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fund balances at 31 March 2021 are represented by:				
Tangible fixed assets	221,842	-	-	221,842
Current assets	838,304	220,000	11,764	1,070,068
Creditors: amounts falling due within one year	(177,287)	-	-	(177,287)
	882,859	220,000	11,764	1,114,623
Fund balances at 31 March 2020 are represented by:				
Tangible fixed assets	316,439	-	-	316,439
Current assets	396,522	221,316	1,914	619,752
Creditors: amounts falling due within one year	(127,497)	-	-	(127,497)
	585,464	221,316	1,914	808,694

19 Commitments under operating leases

At 31 March 2021 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings	
	2021	2020
	£	£
Within one year	**117,897**	173,858
Between one and five years	**170,000**	235,885
More than five years	**45,000**	65,000
	332,897	474,743

The amount expensed in respect of operating leases in the year totalled £257,837 (2020:£308,069)

20 Related party transactions

Transactions with Trustees have been detailed in note 11 of the financial statements. There were no further transactions with related parties during the year.

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