

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

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| 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 | |
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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:

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

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

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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.

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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.

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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.

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- 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.

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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.

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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%).

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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 established 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 off 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

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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

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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.

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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".

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

FOR THE YEAR ENDED 31 MARCH 2021

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

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

FOR THE YEAR ENDED 31 MARCH 2021

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 agreed 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,

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TRUSTEES' REPORT (Continued)

FOR THE YEAR ENDED 31 MARCH 2021

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

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TRUSTEES' REPORT (Continued)**

FOR THE YEAR ENDED 31 MARCH 2021

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

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(LIMITED BY GUARANTEE)
TRUSTEES' REPORT (Continued)**

FOR THE YEAR ENDED 31 MARCH 2021

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.

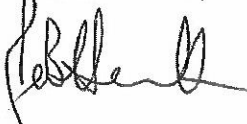
Remote working practice and infrastructure, which was quickly created in response to Covid-19 and consolidated as 2020/21 unfolded, has produced several operational and financial benefits to the Charity, and work-life balance improvements to staff. The Charity has bought into and now launched a comprehensive 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.

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(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

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(LIMITED BY GUARANTEE)**

REPORT OF THE INDEPENDENT AUDITORS

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

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

| | | Unrestricted funds £ | Designated funds | Restricted Funds £ | Total 2021 £ | Total 2020 £ |
|---|-------------|----------------------------|---------------------|--------------------------|--------------------|--------------------|
| Income from: | Note | | | | | |
| 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.

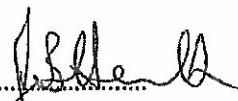
All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

| | | 2021 | | 2020 | |
|---|-------|------------------|------------------|------------------|----------------|
| | Notes | £ | £ | £ | £ |
| 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 | |
| | | <u>1,070,068</u> | | <u>619,752</u> | |
| Creditors: amounts falling due within one year | 13 | <u>(177,287)</u> | | <u>(127,497)</u> | |
| Net current assets | | | 892,781 | | 492,255 |
| Net assets | | | <u>1,114,623</u> | | <u>808,694</u> |
| Income funds | | | | | |
| Restricted funds | 16 | | 11,764 | | 1,914 |
| Unrestricted funds: | | | | | |
| General funds | | | 882,859 | | 585,464 |
| Designated funds | 17 | | 220,000 | | 221,316 |
| | | | <u>1,114,623</u> | | <u>808,694</u> |

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 |
| | | | <u>221,942</u> | | <u>316,539</u> |
| Current assets | | | | | |
| Stock | | 979 | | 979 | |
| Debtors | 12 | 395,965 | | 344,331 | |
| Cash at bank and in hand | | 657,500 | | 259,938 | |
| | | <u>1,054,444</u> | | <u>605,238</u> | |
| Creditors: amounts falling due within one year | 13 | (177,287) | | (148,812) | |
| Net current assets | | | <u>877,157</u> | | <u>456,426</u> |
| Net assets | | | <u>1,099,099</u> | | <u>772,965</u> |
| Income funds | | | | | |
| Restricted funds | 16 | | 11,764 | | 1,914 |
| Unrestricted funds: | | | | | |
| General funds | | | 867,335 | | 549,735 |
| Designated funds | 17 | | 220,000 | | 221,316 |
| | | | <u>1,099,099</u> | | <u>772,965</u> |

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

| | | 2021 | 2020 |
|--|------|----------------|------------------|
| | Note | £ | £ |
| 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 |
| | | £ | £ |
| Cash at bank and in hand | | <u>259,919</u> | <u>427,978</u> |
| | | | 31 March 2021 |
| | | | £ |
| | | | <u>687,897</u> |

**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 treated as a contingent asset and disclosed if material.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

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.

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

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31 MARCH 2021

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.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

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 |
| | <u>1,173,340</u> | <u>103,500</u> | <u>1,276,840</u> | <u>287,449</u> |

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 |
| | <u>124,625</u> | <u>-</u> | <u>124,625</u> | <u>159,516</u> |

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 | <u>305,036</u> | <u>43,703</u> | <u>497,521</u> | <u>846,260</u> | <u>1,240,722</u> |
| Charitable activities | | | | | |
| Activities undertaken directly | 884,251 | 39,600 | 132,327 | 1,056,178 | 1,311,921 |
| Total expenditure | <u>1,189,287</u> | <u>83,303</u> | <u>629,848</u> | <u>1,902,438</u> | <u>2,552,643</u> |

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

NOTES TO THE ACCOUNTS (Continued)

FOR THE YEAR ENDED 31 MARCH 2021

7 Governance costs

| | 2021 | 2020 |
|------------------------|---------------|---------------|
| | £ | £ |
| Auditor's remuneration | 9,960 | 9,750 |
| Trustees' expenses | - | 803 |
| Staff costs | 19,613 | 21,844 |
| | <u>29,573</u> | <u>32,397</u> |

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 | <u>1,941,053</u> | <u>-</u> | <u>255,029</u> | <u>2,166,082</u> |
| 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 | <u>2,252,985</u> | <u>-</u> | <u>299,658</u> | <u>2,552,643</u> |
| Net income/(expenditure) for the year | <u>(311,932)</u> | <u>-</u> | <u>(74,629)</u> | <u>(386,561)</u> |
| Gross transfers between funds | 569,657 | (624,716) | 55,059 | - |
| Net movement in funds | <u>257,725</u> | <u>(624,716)</u> | <u>(19,570)</u> | <u>(386,561)</u> |
| Fund balances at 1 April 2019 | 327,739 | 846,032 | 21,484 | 1,195,255 |
| Fund balances at 31 March 2020 | <u>585,464</u> | <u>221,316</u> | <u>1,914</u> | <u>808,694</u> |

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

9 Employees

| | 2021 | 2020 |
|-----------------------|------------------|------------------|
| Employment costs | £ | £ |
| Wages and salaries | 1,077,456 | 1,450,358 |
| Social security costs | 73,546 | 99,773 |
| Other pension costs | 38,285 | 51,067 |
| | <u>1,189,287</u> | <u>1,601,198</u> |

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 | <u>466,878</u> | <u>78,106</u> | <u>70,497</u> | <u>37,430</u> | <u>652,911</u> |
| 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 | <u>269,833</u> | <u>78,106</u> | <u>68,647</u> | <u>14,483</u> | <u>431,069</u> |
| Net book value | | | | | |
| At 31 March 2021 | <u>197,045</u> | <u>-</u> | <u>1,850</u> | <u>22,947</u> | <u>221,842</u> |
| At 31 March 2020 | <u>234,012</u> | <u>961</u> | <u>7,625</u> | <u>73,841</u> | <u>316,439</u> |

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

11 Fixed asset investments

Investment in subsidiary:

| | Charity £ |
|--|--------------|
| Investment in Age UK East Sussex Trading Limited | <u>100</u> |

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 | Class | Shares held | % |
|------------------------------------|---|----------|-------------|-----|
| 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 |
|------------------------------------|--|-------------------------|-------------------------------|
| Age UK East Sussex Trading Limited | Resale of finished furniture products | £ | £ |
| | | <u>15,625</u> | <u>(20,204)</u> |

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 | <u>(20,204)</u> | <u>35,729</u> |

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 | <u>15,625</u> | <u>35,829</u> |

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

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 |
| | <u>377,507</u> | <u>344,331</u> | <u>395,965</u> | <u>344,331</u> |

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 |
| | <u>177,287</u> | <u>127,497</u> | <u>177,287</u> | <u>148,812</u> |

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.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

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) | - |
| Wadhurst 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) | - |
| | <u>1,914</u> | <u>103,500</u> | <u>(95,650)</u> | <u>11,764</u> |

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.

Wadhurst 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.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

17 Designated funds

| | Balance at 1 April 2020 | Movement in funds | | | Balance at 31 March 2021 |
|---------------------|----------------------------|-------------------|-------------|----------------|-----------------------------|
| | | Income | Expenditure | Transfers | |
| | £ | £ | £ | £ | £ |
| Contingency reserve | 221,316 | - | - | (1,316) | 220,000 |
| | <u>221,316</u> | <u>-</u> | <u>-</u> | <u>(1,316)</u> | <u>220,000</u> |

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 |
|---|-----------------------|---------------------|---------------------|------------------|
| | £ | £ | £ | £ |
| <u>Fund balances at 31 March 2021</u> 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) |
| | <u>882,859</u> | <u>220,000</u> | <u>11,764</u> | <u>1,114,623</u> |
| <u>Fund balances at 31 March 2020</u> 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) |
| | <u>585,464</u> | <u>221,316</u> | <u>1,914</u> | <u>808,694</u> |

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

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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AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2021

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 |
| | <u>332,897</u> | <u>474,743</u> |

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.