

Charity Registration No. 1139470

Company Registration No. 07216053 (England and Wales)

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

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

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LEGAL AND ADMINISTRATIVE INFORMATION
FOR THE YEAR ENDED 31 MARCH 2024

Trustees

Martin Burke
Ralph Chapman
Nina Crump (Resigned 31 July 2023)
Susan Hayward (Resigned 23 October 2024)
Rebecca Haywood
Paula Kirkland (Appointed 1 December 2023)
John Merchant
Laura Mucha (Appointed 1 December 2023)
Russell Shingles (Appointed 1 December 2023)
Ian Slater (Resigned 31 July 2023)
Carys Williams (Chair)

Patron

Baroness Cumberlege of Newick, CBE

Chief Executive & Secretary

Steve Hare

Charity number

1139470

Company number

07216053

Registered office & Principal address

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

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

The Charity.

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

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

Public benefit.

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

Ensuring delivery.

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

Who benefited?

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

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

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

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

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

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

The Charity's focus.

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

The strategies the Charity used to meet these objectives included:

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

Services

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

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

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

Information and advice.

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

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

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

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

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

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

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

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

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

Amongst the service's achievements in the year were:

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

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

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

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

Telephone Befriending.

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

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

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

1-2-3 Telephone Befriending.

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

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

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

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Isabel Blackman Centre.

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

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

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

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

Social Prescribing.

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

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

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

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

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

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

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

Age UK East Sussex and Macmillan Cancer Support.

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

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

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

Healthy Living Clubs.

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

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

Take Home and Settle.

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

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

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

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Bed Moving and Deep Cleaning.

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

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

House clearance.

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

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

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

Improving later life through representation, influencing and through partnership working.

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

Loneliness.

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

Cost-Of Living Crisis.

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

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

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

Health and Care.

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

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

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

East Sussex VCSE Alliance

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

Sussex VCSE Leaders Alliance.

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

IBC- In Perpetuity.

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

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Age UK Network.

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

The Charity's structure.

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

Governance.

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

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

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

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

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

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

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

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

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

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

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

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

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

Risk

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

Major risk factors include:

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

Financial review

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

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

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

Total expenditure has increased by 5.25%.

Reserves

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

As at March 2024 the total unrestricted reserves amounted to £1,282,866 (2023 £1,401,081).

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

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

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

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

Funds set aside to meet future capital investments/commitments.

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

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

Management

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

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

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

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

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

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

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

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

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

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

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

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

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

Volunteers.

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

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

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

Future.

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

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

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

To achieve this there are four strategic goals:

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

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

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


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

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

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

The Trustees' Report and Financial Statements were approved by the Board of Trustees on... 31/12/24

Signed on their behalf by:



Carys Williams, Chair

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STATEMENT OF TRUSTEES' RESPONSIBILITIES
*FOR THE YEAR ENDED 31 MARCH 2024***

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

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

In preparing these accounts, the trustees are required to:

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

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

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REPORT OF THE INDEPENDENT AUDITORS

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

Opinion

We have audited the financial statements of Age Concern East Sussex ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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REPORT OF THE INDEPENDENT AUDITORS

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

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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.

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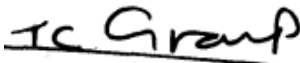
REPORT OF THE INDEPENDENT AUDITORS

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.



Mark Cummins FCCA (Senior Statutory Auditor)

for and on behalf of TC Group

Statutory Auditors

Dated: 19 December 2024

Office: Steyning, West Sussex

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

FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

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

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

6.12.24



Carys Williams
Chair

Company Registration No. 07216053
Charity Registration No. 1139470

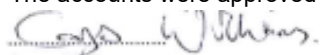
AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
CHARITY BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	10	201,715		183,985	
Investments	11	100		100	
		<u>201,815</u>		<u>184,085</u>	
Current assets					
Stock		-		3,561	
Debtors	12	431,752		513,472	
Cash at bank and in hand		914,353		1,071,684	
		<u>1,346,105</u>		<u>1,588,717</u>	
Creditors: amounts falling due within one year	13	(216,940)		(255,839)	
		<u>1,129,165</u>		<u>1,332,878</u>	
Net current assets					
		<u>1,129,165</u>		<u>1,332,878</u>	
Total assets less current liabilities		<u>1,330,980</u>		<u>1,516,963</u>	
Creditors: amounts falling due after more than one year	14	(51,381)		(89,433)	
		<u>(51,381)</u>		<u>(89,433)</u>	
Net assets		<u>1,279,599</u>		<u>1,427,530</u>	
Income funds					
Restricted funds	17	10,610		53,542	
Unrestricted funds:					
General funds		1,008,989		1,113,988	
Designated funds	18	260,000		260,000	
		<u>1,279,599</u>		<u>1,427,530</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 . 6.12.24



Carys Williams

Chair

Company Registration No. 07216053

Charity Registration No. 1139470

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

		2024		2023
	Note	£	£	£
Cash flows from operating activities				
Net income		(161,147)		91,498
Depreciation charge	10	27,829		36,228
Investment interest		(12,243)		(4,591)
Decrease in creditors	13/14	(73,029)		(89,476)
Decrease in debtors	12	102,035		43,287
Increase in stock		(770)		(1,464)
Net cash provided by/(used in) operating activities		(117,325)		75,482
Cash flows from investing activities				
Purchase of Tangible fixed assets	10	(45,559)		-
Investment interest		12,243		4,591
Cash used in investing activities		(33,316)		4,591
Change in cash and cash equivalents in the reporting period		(150,641)		80,073
Cash and cash equivalents at the beginning of the year		1,097,293		1,017,220
Cash and cash equivalents at the end of the year		946,652		1,097,293
Net cash		1 April 2023	Cash flow	31 March 2024
		£	£	£
Cash				
Cash at bank and in hand		1,097,293	(150,641)	946,652
Debt				
Debts falling due within 1 year		(36,180)	(2,385)	(38,565)
Debts falling due after 1 year		(89,433)	38,052	(51,381)
		(125,613)	35,667	(89,946)
Total net cash		971,680	(114,974)	856,706

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

FOR THE YEAR ENDED 31 MARCH 2024

1 Statutory information

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

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) – Charities SORP (FRS102) and the Companies Act 2006.

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

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

2.2 Group financial statements

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

2.3 Income

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

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

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

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

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

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

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is 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 2024

2 Accounting Policies (continued)

2.4 Expenditure

Expenditure is analysed as follows:

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

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

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

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

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

2.5 Tangible fixed assets and depreciation

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

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

2.6 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 Cash at bank and in hand

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

2.8 Stock

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

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

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

2.9 Creditors and provisions

Creditors and provisions are recognised where there is a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

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 2024

3 Grants, donations and legacies

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

4 Other income

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

5 Income from charitable activities

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

6 Expenditure

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

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

7 Governance costs

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

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

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

9 Employees

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

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

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

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

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

10 Tangible fixed assets

Group and charity

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

11 Fixed asset investments

Investment in subsidiary:

	Charity £
Investment in Age UK East Sussex Trading Limited	100

Holdings of more than 20%

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

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

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

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

Age UK East Sussex Trading Limited

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

Summary profit and loss account

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

Summary balance sheet

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

12 Debtors

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

13 Creditors: amounts falling due within one year

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

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

14 Creditors: amounts falling due after more than one year

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

15 Controlling party

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

16 Trustees

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

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

17 Restricted funds

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

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

Transfers out of restricted funds represents administrations fees of grants.

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

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

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

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

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

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

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

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

18 Designated funds

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

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

19 Analysis of net assets between funds – consolidated

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

Fund balances at 31 March 2023 are represented by:

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

AGE CONCERN EAST SUSSEX t/a AGE UK EAST SUSSEX
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

20 Commitments under operating leases

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

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

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

21 Related party transactions

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

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

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

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