AGE UK STOCKPORT

England & Wales · Charity number 1139547

Details

Other names	AGE CONCERN STOCKPORT, AGE UK STOCKPORT
Status	Registered
Legal form	Charitable company
Company number	07413632
Registered	2010-12-29
Register	View on the Charity Commission register

Contact

Address	Age UK Stockport Commonweal 56 Wellington Street Stockport SK1 3AQ
Phone	01614801211
Email	info@ageukstockport.org.uk
Website	www.ageukstockport.org.uk

Activities

Objects: TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE IN AND AROUND STOCKPORT:1) PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE (2) ADVANCING EDUCATION FOR OLDER PEOPLE (3) PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL) (4) PROMOTING EQUALITY AND DIVERSITY IN RELATION TO OLDER PEOPLE (5) ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND (6) TO PROMOTE SUCH OTHER CHARITABLE PURPOSES (WHICH MAY BE FOR THE BENEFIT OF PERSONS OTHER THAN OLDER PEOPLE) AS THE TRUSTEES MAY FROM TIME TO TIME DECIDE, WHERE SUCH PURPOSES ARE DIRECTLY OR INDIRECTLY ALIGNED TO, OR FURTHER, ANY ONE OR MORE OF THE ABOVE

Activities: Providing information, advice and a range of support to people in later life within the Borough of Stockport.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People

Geography

- **Area of benefit:** STOCKPORT
- Stockport

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,098,487	£2,224,479	£2,464,823	66
2024-03-31	£1,911,837	£2,090,885	£2,547,255	66
2023-03-31	£2,002,024	£1,862,855	£2,653,114	63
2022-03-31	£1,233,438	£1,607,761	£2,276,748	66
2021-03-31	£1,733,094	£1,585,859	£2,647,803	69

Trustees

Name	Role	Appointed
Susan Helen Carpentier Alting	Chair	2012-11-30
Bethany Badrock		2023-12-28
David John Hughes		2026-05-21
Lauren Ridgway		2020-01-06
Melissa Mary Jane Woolham		2026-05-18
Rosemary Ann Wheeler		2026-05-01
Stephen Andrew Clarke		2014-11-10

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AGE UK STOCKPORT

England & Wales - Charity number 1139547

Accounts

Charity Registration No. 1139547

Company Registration No. 07413632 (England and Wales)

AGE UK STOCKPORT AND ITS SUBSIDIARIES

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

LEGAL AND ADMINISTRATION

Trustees	Ms Susan Carpentier Alting, Chair Ms Lauren Ridgway, Vice Chair Mr Stephen Clarke Mr Paul Carter (Resigned 25 November 2025) Mr Sam Singh Ms Bethany Mitchell
Company secretary	Ms Margaret J Brade
Chief executive officer	Ms Margaret J Brade
Company registered number	07413632
Charity registered number	1139547
Registered office	Commonweal 56 Wellington Street Stockport Cheshire SK1 3AQ
Independent auditors	JS. Audit Limited James House Stonecross Business Park Yew Tree Way Warrington Cheshire WA3 3JD
Bankers	Co-Operative Bank PLC 1 St Peter's Square Stockport Cheshire SK1 1NX
Insurance Brokers	Towergate MIA Kings Court London Road Stevenage Hertfordshire SG1 2GA

AGE UK STOCKPORT AND ITS SUBSIDIARIES
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The Trustees have pleasure in presenting their annual report, which also contains the requirements of a directors' report under the Companies Act 2006, and the audited financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 and comply with the Charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their annual accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)". Legal and administrative details are provided on a separate information page at the front of these financial statements.

Since the Group and Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

Age UK Stockport's ('AUKS') Memorandum and Articles (as amended November 2016 and December 2022) set out the objects for which the Charity is established and to which it is specifically restricted, and are to promote the following purposes for the benefit of the public and/or older people in and around the area of benefit (Stockport):

1. Preventing or relieving the poverty of older people;
2. Advancing education for older people;
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
4. Promoting equality and diversity in relation to older people;
5. Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
6. To promote such other charitable purposes (which may be for the benefit of persons other than older people) as the trustees may from time to time decide where such purposes are directly or indirectly aligned to or further any one or more of the above.

Age UK Stockport is an independent local charity that cares about local people's life experiences as they get older. Our key purpose statements were established in the reporting year 2017-18 after comprehensive stakeholder consultation and were developed further through consultation with staff in 2019/20 by establishing a set of behaviors to demonstrate the values. The key statements have been reviewed and confirmed by the Board at Away Days in March and April 2025.

Our VISION is for Stockport to be a place where everyone is able to make the most of later life, living as valued members of their communities.

Our MISSION - Age UK Stockport – working locally for your wellbeing

Our VALUES are based on being a caring, community focused organisation.

Connected - working with respect for all in a fair equitable manner and inclusive manner, and together with others in the local community.

Confident - in our integrity and our effectiveness; working with a positive, bold and supportive approach.

Creative - adaptable, innovative, and resourceful; solutions and outcome focused.

Objectives and activities (continued)

b. Strategies for achieving objectives

To ensure relevance the Business Strategy was fully reviewed in January 2025 to be able to respond to the many external changes and challenges over the next three years and set out 'Why we do what we do' and 'How we do it'. The strategy was again based on a now established 'Emergent Planning' approach which enables AUKS to maintain a core strategic direction whilst also continuing to appropriately flex and respond to changes in its environment.
The following strategic aims were agreed:

- To be resilient and sustainable, delivering what people need and want
- For the people we work with to be resilient and have control, choice and independence

Further 4 key Priority Areas of work were agreed

- Keep the future in mind in all our work – futureproof what we do
- Campaign for and influence positive attitudes to ageing
- Use a strength-based approach throughout all areas of our work and our organisation
- Work to know our audience better – both those we support now and people new to us

To achieve our key priorities, we have 4 aims with linked objectives as the framework for our Business Planning for January 2025 to March 2028 – with an annual review of objectives next due in January 2026.

- To Collaborate - We will work with local people, communities and organisations.
- To be active - We will be both proactive and responsive in what we do and how we work.
- To influence - We will influence stakeholders to effect meaningful change in line with our mission, vision and values.
- To be effective - We will be a well led and managed organisation delivering on our mission, vision and values.

During the reporting year we continued to focus on core strands of work identified as important to the future sustainability and quality of our work, embedding each of the following into the wider strategy and implementation planning:

- Quality delivery to recognised standards
- Safe standards of practice for staff
- Sound safeguarding policies and practice
- Secure IT and data management
- Staff wellbeing
- Good working practices / flexible working/ hybrid working
- Equity, diversity and inclusion
- Social value
- Digital strategy and planning
- Updated communication plans in progress
- Environmental awareness and policies

We always work to our vision, mission and in line with our values and challenge ourselves to continually improve through commitment to high quality standards. Everything we do aligns with and is consistent with delivering on these objectives and commitments – responding to challenges but also seeking opportunities. The organisation remains alert to and aware of its responsibilities to local people in later life, including ensuring that the voice of our beneficiaries is heard.

External Environment

Our strategy, plans and delivery are all based on taking a robust and proactive approach to understanding all aspects of the environment in which the organisation works – and at all levels - locally, regionally, and nationally. Scanning and analysis is continually undertaken around macro areas of Political, Economic, Social and Technological, Legal, and Environmental. In addition, Ethics and Demographics are considered as particularly relevant to this organisation (STEEPLED).

Objectives and activities (continued)

At a more local level, time is invested in positively engaging with a wide range of Stakeholders which enables continual up to date information, learning, and opportunities. The success of this collaborative working is evidenced by the number and quality of our joint working with many other agencies across the statutory, voluntary and private sectors.

The general levels of uncertainty within the external environment have now become the new normal. In fact, uncertainty has increased with the new unprecedented pace of digital, technological and system changes including Artificial Intelligence (AI).

The economic situation, particularly the cost of living, has continued to translate locally to significant pressure on individuals and on all sources of organisational funding. Within the arena of health and social care this has also combined with increases in other pressures, reflecting national trends, around hospital admission and discharge, social care capacity generally and particularly recruitment challenges seen across all sectors. In addition, the Greater Manchester Integrated Care Board having its own challenges has contributed to an increasingly complex, uncertain and fast-changing economic environment to work in and plan in.

Continuous awareness to all these shifting factors through our emergent planning approach has enabled Age UK Stockport to remain timely and responsive in positively dealing with new threats and risks and identifying new opportunities, particularly from digital and technological developments, for our beneficiaries and the staff and organisation.

Effective Planning & Strong Management

The Board and senior management continue to use an established agile and emergent planning process, initially established in 2016, to enable positive responses to many types of shifts and changes affecting the organisation. A series of emergency response and then recovery plans have covered the last years from the pandemic year of 2020 through to 2024 and a new three-year plan for strategic direction was worked on throughout the reporting year. This was agreed and put in place in April 2025 for the period to March 2028 and a 12-month action plan was agreed for the next year 25/26 to drive towards desired outcomes. This will again provide an appropriate and robust management framework for delivery across the organisation.

Continuation and Development

As noted in previous reports recovery from the period 2020 to 2023/24 proved more challenging and complex than expected, and this reporting year continued the work of understanding those shifts. This has focused on understanding the changing needs of our beneficiaries, recognising the changes within society and other stakeholders, and continuing to respond internally to fundamental changes in working practices, including hybrid working.

The agile planning approach has meant Age UK Stockport has again continued to reshape throughout the year, directly responding to the changes and differences. This continues to involve balancing innovation for new services and activities with keeping tried and tested services within the offer to our beneficiaries. We have also been keen to consider, and where relevant incorporate, new learning, particularly regarding system and digital developments.

Collaborations

Positive collaborations remain at the core of our thinking and our approach and aligns with our value of being 'connected'. AUKS delivers services directly but also together with others wherever this can be beneficial and effective. It often increases the value of what can be offered, ensures the most benefit for our beneficiaries, and maximizes leveraging resources in times of reducing funding.

The success of our many collaborations is evidenced in the range of engagements from small to major and from strategic to service delivery. Strategically this includes AUKS involvement in many local and Greater Manchester partnerships, commitment to Sector 3 through the CE membership of the Trustee Board, and membership of a number of local Stockport cross-sector partnerships and networks particularly the Age Friendly Board and running the Age Friendly Network.

Objectives and activities (continued)

Major funded collaborations include:

- The Prevention Alliance, a unique Health and Social Care Alliance since 2015, delivering key parts of the new prevention services – the Prevention Hub and Your Support.
- Home Support as another key element of the prevention services
- A new Stockport Domestic Abuse Partnership
- Hospital Discharge Support based with the Integrated Transfer Team at Stepping Hill Hospital
- Stockport Council Trusted Partner Scheme
- Active Aging Local Pilot with the Council and Life Leisure
- Sky Cares Digital Hub and other joint activities – which saw the opening of a new Digital Hub in Edgeley in June 2023. This also saw joint working with schemes such as the Council Warm Places
- Trusted Partner of the Council's Household Support Grant scheme

Plus, many other smaller collaborations with partners from the voluntary and other sectors.
This commitment to effective collaborations and connections has meant we have continued to contribute to and to learn and benefit from an increased number of local and regional organisations and agencies in many ways.

Brand Partnership

Age UK Stockport is a separate independent and legally constituted charity in its own right, that stands or falls on its own work and efforts. It is also by choice a member of a federal network of local Age UKs including Age UK England and other UK regions. The brand partnership with the Age UK national network enables the organisation to benefit from being part of a larger and recognised brand whilst remaining strongly committed to its roots as a local and independent Stockport charity. It has also provided some opportunities for funding through Eon and Cost of Living grants.

The federal relationship is captured in a Network and Brand Partner Agreement which has been under significant renegotiation for some years. The work on a new relationship and a new shared strategy increased again in the reporting year from April 24 and the CEO and Board have been fully engaged throughout. The planned completion of the review by December 2024 was achieved and after full and careful consideration the new strategy and agreement was signed by the Board in January 2025. This new relationship is now being monitored thought its first full year.

c. Activities undertaken to achieve objectives

The core activities for achieving our objectives and delivering on the mission of the organisation are the delivery of a range of support services and activities as detailed below. Overall, the key factors that lead to good governance, strong management and quality delivery are our people, our management and support, our systems and infrastructure, our collaborations (as above) and our commitment to quality.

People

As a service-based charity, our main and greatest assets are our people. The staff are skilled, experienced and continue to show strong levels of commitment to client support, and many are long standing. Our volunteers and trustees are mainly local people with local knowledge. Volunteers and students on placement work across many parts of the organisation and not only make many of our services possible by giving their time freely but also bring many benefits including a true community perspective. External assessors have again noted that staff are client focused and value driven. Taking care of all aspects of people's wellbeing and providing a good and safe place to work, remained a priority in the reporting year as evidenced by several initiatives undertaken which included the ongoing commitment to the Real Living Wage and an individual Health support scheme for staff.

Management and Support

The CEO and the Senior Leadership team of two Operational Managers remained for the reporting year, increasing in April 2025 to include the new central role of a Lead on Systems and Compliance.

This has been successfully supported by regular Managers meetings with all those responsible for managing others and services, led by the CEO and / or the SLT. Communication continued as a priority, finding the best ways to keep staff well informed and having easy access to what they need. The new SharePoint Intranet previously noted as in development was fully operational throughout the reporting year and is now well established and continuing to responsively develop.

Objectives and activities (continued)

Systems and Infrastructure

This involves a range of critical areas for safe, legally compliant, and efficient and effective operations in all aspects of the organisation. Essentially it includes systems and processes to deliver quality support to our beneficiaries, to support staff's wellbeing, and to fulfil reporting to meet funders and commissioners' requirements. In support of delivery, it also includes core areas such as financial processes, comprehensive policies and procedures, human resources, health and safety and safeguarding management, data security and management, and internal communications and wellbeing. All involve increasing levels of technology to keep pace with digital and technological improvements and for both planned and unplanned reasons a significant amount of time has again been invested in this area in the reporting year and beyond.

Following several substantial changes in systems and software reported in the previous years the reporting year was more about investment in good maintenance. However, at the year-end consideration was again being given to both system improvement and potential system changes as part of efforts to reduce expenditure. This has continued into the current year.

Quality

Ensuring the quality of our work in both the delivery of our services and in being an effective and efficient organisation is seen as a vital factor in delivering on our objectives. This commitment and focus were again maintained throughout the year by undertaking a selected number of externally and independently assessed standards to ensure quality remained consistent through the many and continuing changes. Age UK Stockport has continued to have significant success with highly regarded and externally validated standards which in 2024/25 included:

- The AGE UK CHARITY QUALITY STANDARD (CQS) was fully and successfully renewed in 2023 and confirmed in 2024 and 2025 before full renewal again in 2026.
- The INTERNATIONAL INFORMATION GOVERNANCE QUALITY MARK ISO27001 was successfully recertified for a three-year period in September 2022 and successfully transitioned to a new version of the standard in 2024. However the decision to continue this was under review at the year-end due to the high cost, and the NHS Toolkit Mark was being undertaken as a possible alternative.
- CYBER ESSENTIALS was renewed for the fourth year to protect against threats of cyber security
- The Centre for Ageing Better Age-Friendly Employer Pledge was signed up to in March 2023 and is being actively progressed.
- The GREATER MANCHESTER EMPLOYMENT CHARTER was committed to and will be further progressed in 2025/26.
- A new Handy Help Foundations Standard was achieved.

The standards are regularly reviewed to ensure we are balancing relevance and benefits and the financial and time costs for the charity. Changes made included:

- The implementation of the decision made in the previous year to cease the QUALITY MARK ISO9001 as the Age UK CQS was covering the same areas.
- The Age UK Quality Advice Standard was lost in summer 2024 resulting in changes to the service that could be delivered. The organisation is now in the process of achieving the new QISS Standard for Quality of Information and Signposting.

d. Main activities undertaken to further the charity's purposes for the public benefit

All Age UK Stockport's work is based on supporting local people's wellbeing. That is, to stay well, safe and living independently in their communities for as long as possible. The focus continues to be on prevention and building resilience. Throughout the reporting year we continued to provide practical, emotional, and social support to local people and their families, friends and carers through a holistic and strength-based approach and individually focused person-led delivery. These were delivered in the hospital, in the community and in people's homes when needed. This included:

- Information and guidance and signposting to advice or expert providers
- Support with Blue Badge applications
- Individual support through the Prevention Alliance services – Stockport Support Hub and Your Support
- Wellbeing at Home Support through the new Home Support Service
- Hoarding and Decluttering Specialist Support
- Domestic Abuse Support

Objectives and activities (continued)

- Hospital Discharge support for all discharge pathways
- Handy Help and Gardening Services
- Social Isolation and Befriending support
- Active Aging Support and Activities
- Digital Hub for digital support and community engagement
- A range of community activities and services all focused on supporting wellbeing – the focus in the year was on community engagement and particularly walk and talk activities
- On demand individual care and support through charged-for support services - Tandem Support Service and the Day Services delivered through Step Out Stockport.
- Volunteering
-

We work with our Social Value Policy to capture the wider social benefit, value, and impact our work delivers across the local area. This includes:

- A main office base in the town supporting local employment and volunteering
- A local public community Hub in Edgely in the heart of the community
- A public presence by working within the new Stockport Town Centre Hub
- Being a good local employer of 70+ staff with over 80% Stockport residents
- Supporting apprenticeship in areas of digital and administration
- Providing support and mentoring to other organisations
- Actively using Local Suppliers wherever possible with over 85% success
- Promoting participation and engagement in many ways including positive volunteering.
- Volunteering opportunities with 95% local Stockport residents
- Being an engaged and active member of the local Voluntary Sector, and Sector 3 Infrastructure organisation
- Being a positive part of a number of collaborations / alliances / networks and partners
- Actively engaged with One Stockport and fully involved with the Ageing Friendly Board strategy and network
- Promoting equity and fairness across everything we do, and especially for people as they age
- Local commitment to environmental awareness and sustainability

We continue to work on developing new ways of reporting on this work.

Achievements and performance

a. Key performance indicators

The charity and group have continued to achieve the core objective of delivering support and services to local people throughout the reporting year and all focused on our overarching mission of supporting people's wellbeing.

The total number of 'contacts' made in the year directly by Age UK Stockport was 55,162 through the different services including repeat contact to some individuals plus a further 13,002 through our Hub and community activities and events. However, this does not include one-off reception calls or numbers at events which would take the number higher. It also does not include the collaborative work by the TPA or Domestic Abuse alliances which is recorded through different systems as delivered by a team made up of workers from across organisations within the partnerships; so, whilst including Age UK Stockport workers it is not possible to allocate numbers to any one organisation.

Within this high-level contact activity 10,839 people were more directly supported. New referrals were also recorded at 7,909. The most significant feature of the year was the continued increase in the complexity of the work which involves us working closely with many partners to achieve good outcomes for people.

The above numbers show the high level of activity, but they do not indicate the significant positive ripple effect that often comes from actions, bringing additional benefits to the individual and to their family and wider networks and community. Work is still ongoing to better capture and measure the wider value that comes from the work of the organisation. At the end of the reporting year a 12-month project to review and update our system for capturing data was commenced and at the time of writing is progressing well towards completion in early 2026.

Achievements and performance (continued)

b. Review of activities

Directly delivered services and activities focused on providing a range of practical assistance for wellbeing and supporting people to live independently and safely at home and included the following:

The Home Support Services (part of the new Early Help & Prevention Services) provided support to 1,735 people, with 1,134 Age UK Stockport directly and 475 through our partners: Signpost supported 147 people, Disability Stockport supported 127, SHG supported 201 people on Hoarding. The HS specialist hoarding and decluttering service worked with 40 new people along with 31 open cases at the start of the year. It is recognised that Hoarding cases take a longer time commitment and often involve coordinating across many other agencies to reach desired positive outcomes.

Handy Help and Gardening dealt with a high level of requests for support, many of which were requests for information for tradespeople to assist. The service maintains a list of regularly used local trades people to assist people to make good contacts; however, it is not a recommendation, and callers are given guidance on steps to take to before engaging someone. Actual jobs in the home and a range of gardening services completed by the Handy Help team in the year were 2,877.

Age UK Stockport also continued to be part of the Stockport Council Trusted Partner scheme enabling people to access the Government's DWP Household Support Fund to support with both winter warmth and cost of living challenges. Apart from a contribution to admin costs the fund is distributed for assistance with white goods, energy (gas and electric) top ups, household repairs, boiler repairs or replacements and shopping vouchers. This also successfully supported appropriate clients when being discharged from hospital in the year.

A core aspect of our work is on encouraging and supporting social engagement in all respects. Befriending contacts averaged 25 hours a week representing approx. 1,250 contacts in the year to 25 clients. However, the service remains unfunded and is under serious review at the year end.

Support covering a wide range of general information and advice, particularly benefits and blue badges, continued for the first half of the year, mainly delivered on the telephone and online. The second half of the year the Advice part of the service was closed due to the loss of the required Age UK Standard following required I&A staff recruitment difficulties. The new Information and Signposting Service is now well established and reported below under the Age UK Stockport HUB from where it operates. Fortunately, Blue Badge support was able to continue throughout the year.

We continued throughout to provide individual care and support through both free and charged-for services. The Tandem support service provided 4,277 hours of direct support to people at home or in the community. These numbers included the Easy Shop service which is also delivered through Tandem.

Direct support and respite were also provided to many Carers, all in addition to other wide-ranging support to Carers embedded across the organisation's services.

Our work in the Hospital remained a key priority as we continue to be part of the Hospital teams addressing the ongoing challenges of effective hospital discharge. The reduced Hospital Discharge Service team worked closely with the multi-agency Integrated Transfer Team, handling 3,108 referrals in total. This included 295 referrals for placements into long-term care and more than 1,100 referrals for Pathway 0 and 1, providing support to enable immediate discharge. The team also worked closely with the Emergency Department, attending the daily 12-noon huddle to identify where support was needed for new cases. This early involvement helped to prevent delays, ensure timely decision-making, and avoid unnecessary hospital admissions or extended stays.

All key metrics for speed and quality of response, were consistently met and exceeded over the year, including 97.5% being contacted within the short timescales required. This included client and family feedback requirement to achieve at least a 90% satisfaction rate of excellent or very good within the satisfaction survey and actually scored 95%.

The number of people benefiting from general support, events and activities continued to increase over the year. This included now established and valued group sessions Welcome Wednesdays with Stockport College and the regular Age Friendly Network meetings.

Achievements and performance (continued)

The Age UK Stockport Sky Hub opened in Edgeley in June 2003 and the number of people attending events or calling in increased week on week. Over the reporting year 2,802 people visited and this included 5,665 Information and Signposting appointments and drop-in, 301 Digital support sessions and 1,041 engaged in group activities. All these were significantly increased on the previous year. At the end of the year major roadworks were starting at the roundabout directly outside the Hub and expected to continue for around a year. This has made access challenging and we are working hard to remind people that it remains open.

The Active Ageing Local contract was extended for a further two years. This work has continued to offer a range of wellbeing benefits to many and over 4,500 people attended activities such as Walking Football, Community Walks, and Confidence Walks, community bingo, coffee mornings, chair-based exercises, and community gym. Dementia walks in the Community were also added as a new activity. The activity-based engagement through a Local Pilot Scheme in Brinnington started in the previous year was renamed as Active communities, and moved into other areas such as Bramhall, Reddish, Woodley, Offerton and Cheadle Health.

The distribution of the newssheet was reviewed in the year as postage cots had become untenable and the admin process was not matching the limited staff time resource available after some staff were not replaced. As a result, the numbers were refreshed and the email list increased and a system and format change was still developing at the year end. Together with a conservative estimate of the number of people we connected with through Age UK Stockport's presence at community events the reach was above 5,700.

Volunteering has stayed low since the significant reduction in 2020 which reflects the general decline in volunteering nationally and a long period without staff resource to support and / or develop it. At the end of the year there were 32 active volunteers delivering approximately 45 valued hours of befriending a week. Success in a new Gift of Friendship companionship grant in the current year is now enabling AUKS to revisit and develop this work. Whilst fully recognising the challenges there is a strong commitment to develop volunteering further over the coming year. As noted above Age UK Stockport is part of two other partnerships, three services, that are reported separately as follows.

As part of The Prevention Alliance (TPA) with our partners Stockport Homes Skylight, Jigsaw Support, Talk Listen Change and Nacro. The TPA delivers the central Stockport Support Hub which dealt with 6,675 referrals in the reporting year, all of which were received via telephone or online referral system. Information and signposting were provided on 4,193 occasions with a wide range of other support. The Support Hub also referred just under 3,000 people to other services, with over one-third to partners within the Early Help and Prevention group. Within the one-third were 456 referrals to AUKS Home Support Service and 201 to the Domestic Abuse Service noted below.

Also, as part of The Prevention Alliance (TPA) 'Your Support' Age UK Stockport and other alliance partner workers provide a dedicated key worker to help people make changes to improve health and wellbeing. Your Support dealt with 1,043 new referrals from which 90% of people improved on their Wellbeing scores (SWEMWBS) and 95% of people were satisfied upon leaving Your Support. As part of this work Digital skills sessions were given through the partnership with 'Digiknow' to 1,283 people and British Sign Language support to 369 people through weekly sessions.

As part of a second new partnership created in 2022 delivering the Domestic Abuse Support service for those unsafe in a relationship. One skilled Age UK Stockport worker is embedded in the team with partners Talk Listen Change, Stockport Without Abuse, Stockport Homes Skylight, and an additional member of staff based within AUKS was increasing this team at the year end. The service received 1,417 referrals for victims of abuse, higher than the previous year. Unfortunately, the demand has meant that the service has continued to operate a waiting list.

Step Out Stockport

The subsidiary company Step Out Stockport has provided day services and activities for adults since 2014 and forms part of these consolidated accounts. Step Out offers important niche services, highly valued by its members and their families. During the year and through a tender process Step Out was successfully reconfirmed on the Stockport Council Day Services Framework.

Step Out is based at Whitehill Resource Centre and offers a safe and welcoming place where people are able to socialise, join in with activities and receive support and assistance. A full weekly plan of varied activities and entertainment are delivered mainly by the staff, with occasional external visits. During the reporting year, 4,353 sessions were delivered by a dedicated team of staff, an increase of 254 on the previous year. Step Out also welcomed 29 new members.

Achievements and performance (continued)

Through maintaining good membership and working to limit the effects of increasing expenditure during the year Step Out moved into a better financial position, finally showing recovery from the extreme challenges of the pandemic years. The focus for the next year will be on maintaining a balanced position and also on overcoming the nationally recognised issues of recruitment and retention of care staff. Also, working with the Council on good maintenance plans for the ageing building to ensure a safe environment.

c. Investment policy and performance

Overall responsibility for investment of the Charity's funds lies with the full Board of Trustees and Directors. To support this, the organisation has a comprehensive Investment Policy that is reviewed at least annually by the Board. This policy provides the framework for making investment decisions, helping the Board to manage the charity's resources effectively. This includes understanding and setting the Board's balanced attitude to risk, setting out clear investment objectives and setting out policies and procedures for appointing external experts as required.

The Board manages the resources available for investment with advice from appointed independent experts. The advisors provide monthly reports and attend to report directly to the Board in July/August each year. The reappointment is also reviewed annually, and the Board noted again this year that they remain an award-winning company. Throughout the year the market was challenging and volatile, and at the time of writing continues to be, so the quality of professional advice has been essential.

The charity's freehold property at Commonweal is a functional asset and a key strand in the long-term investment strategy, so a designated fund ensures investment in maintenance. The value of the property had fluctuated over the year due to the unpredictable market and the potential effects of town developments. Ownership and the future use are under ongoing review as its use has significantly changed in the post-pandemic period. A review of working practices and staff use was undertaken in the year and new uses of the building are being actively developed.

Overall, the Board is satisfied that the policy and performance remain the most appropriate for the current situation, particularly recognising the unpredictable future.

Financial review

a. Going concern

The finances have shown more fluctuation year on year since the pandemic years of 2020 and 2021, with a high deficit in 21/22 but settled back in 22/23. The year from April 2023 to March 2024 and again in this reporting year April 2024 to March 2025 has been challenging. The difficult economic situation for all means an increasing pressure to deliver more with less resources.

Considering existing contracts and income streams, investments and resources and developing plans this will provide the time necessary to move to a reduced deficit budget in 25/26 and a sustainable budget in 26/27. With the changes being made to increase income and reduce expenditure the situation is expected to improve, and this is being carefully monitored month on month through the Finance and General Purposes Committee and the Board. After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate reserves and resources to continue in operational existence for the foreseeable future.

For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

b. Reserves policy

Age UK Stockport's reserves policy is reviewed annually and continues to be based on a free reserves approach with holding six months' running costs. Free reserves are defined as unrestricted funds which have not been earmarked and may be used generally to further the charity's objectives. This level has been achieved in this period.

Achievements and performance (continued)

c. Material investments policy

The reserves policy and the cautious investment of funds is as detailed above. It is recognised that reserves are held to help the charity operate effectively and to be effectively spent on the charity's purpose. After reviewing and maintaining the reserves level the Board made a careful designation of funds against known and/or planned expenditure. This included spending of reserves to support agreed areas of both delivery and development, part of the Board's commitment to use the organisation's resources for public benefit. However, as it was noted that the level of deficit in the last two years could, if continued, threatens future sustainability in the mid-term, actions are underway to address this as detailed above.

d. Principal funding

The main elements of income and expenditure were as follows:

Income	**2025**	**2024**	**2023**
Charitable activities	82%	72%	85%
Activities for generating funds	16%	13%	10%
Donations & legacies	2%	15%	4%
Investment income	0%	0%	1%

Expenditure	**2025**	**2024**	**2023**
Charitable activities	83.8%	81.9%	81.3%
Cost of generating funds	10.2%	10.3%	10.4%
Governance costs	6.0%	7.8%	8.3%

Total Income was higher than 2024, by £186,650 or just under 10%. The main change in the income percentages was a return to the usual level of Donations and Legacies from a high in 2024 due to a significant legacy. This means the income increase was within Charitable activities and other activities for generating funds.

Expenditure increased by a similar % to income to meet both service commitments and increasing central costs. The percentages remaining relatively consistent with previous years.

As predicted through the budgeting a deficit was recorded at the year end, for the second year running, however, the amount of the deficit was slightly reduced from the level of the previous year. The careful and agreed use of the organisation's reserves were again used to support the deficit. Plans for a better outcome were derailed by the Government's decision to increase National Insurance which completely eliminated other savings that had been made. We expect this deficit to reduce again in the current year 25/26 towards a balanced budget the following year.

It is recognized that the requirements and costs of maintaining essential central organisational services continues to increase – finance, IT and other systems, staff security, HR, health and safety, training and more. Similarly, the costs of providing quality services and support for our beneficiaries through appropriately recruited, skilled and trained staff also continues to increase, especially in a highly challenging and competitive recruitment and retention market. The new 2025 -2028 Strategic plan and particularly the annual plans are focused on monitoring the income and the expenditure situation, the use of reserves, and the plans for the future, and as noted this is reported on and considered at every Board meeting.

Structure, governance and management

a. Constitution

The charity is registered as a charitable company (charity number 1139547) limited by guarantee and was set up by a Memorandum of Association. The Board takes a proactive approach to governance and undertakes regular checks and external assessments to benchmark against respected codes and standards. This enables the Board to have confidence in the organisation's strong governance for the future. At the time of writing the Board is considering the new version of the highly regarded Governance Code to use as part of reviewing the Strategic Plan.

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

The Directors of the company, who are the Charity Trustees, form the Board of Age UK Stockport which is the governing body of the organisation. The management of the charity and the group is the responsibility of the Trustees.

Trustees are elected by the members at the Annual General Meeting or co-opted by the Board under the terms of the Articles of Association. The Board has 6 elected members plus a chairperson. New Board members are elected or co-opted for the skills and experience they can bring to the Board and are not required to be members at the time of election but become members on appointment.

The organisation has benefited from a stable and experienced Board over several years but has not been able to fill an unexpected vacancy from the previous year. New recruitment will commence again in the coming year.

c. Organisational structure and decision-making policies

Board members are responsible for the proper governance of the Charity and determine the strategy and policy to be undertaken in accordance with the objectives as stated in the Memorandum and Articles. They seek to achieve the objectives and work for public benefit and wider social value while at the same time ensuring that the Charity is not exposed to undue risk.

The full Board generally meets formally six times a year and operates to established terms of reference and within a Conflict-of-Interest Policy with declarations of interest a standing agenda item. The Board receives reports from two standing sub-committees and other task and/or time limited sub-committees as required. It also receives a report from the Chief Executive at each meeting together with other reports as appropriate relating to services, governance issues and / or the wider environment that the organisation works in. The Chief Executive and other members of the Senior Leadership Team regularly attend and inform the Board.

The Trustee sub-committees include a formally constituted Finance and General Purposes Committee, which meets prior to each of the Board meetings to provide more detailed oversight of finances and other governance issues and make recommendations to the full Board. The finance officer attends this meeting to present the accounts and provide any information or detail needed. The second sub- committee, Risk and Quality, provides more detailed scrutiny of the Risk Register and quality work and standards. At the end of the reporting year a third sub-committee was established Income Generation and Fundraising which will focus on the funding situation including bids and tenders and fundraising activities expected to increase in the future.

Other sub-committees are established and meet as required, and all are established with terms of reference agreed by the full Board of Trustees. This will include a succession sub-committee as appropriate for senior roles of Chair and Chief Executive.

Decisions on the day-to-day operation of the Charity are taken by the appointed Chief Executive and members of the Senior Leadership Team of the organisation. Each has, in addition, oversight of key organisational areas for safety and wellbeing with second tier managers undertaking the implementation. This includes Health & Safety, Safeguarding, Information Governance, Staff Wellbeing, Environmental and Digital Development and Systems.

All decisions are taken within the framework of established and regularly reviewed Management and Financial Conventions, including the agreed scheme of delegation. The Chairperson and Chief Executive communicate regularly and generally on a weekly basis, with other senior staff involved as appropriate.

Also, importantly, external expertise is brought in when deemed necessary, for example, on financial systems, investments, HR and other legal matters.

d. Policies adopted for the induction and training of Trustees

Once elected, new Board members follow a comprehensive induction programme set out in a Governance and Trustee Policy. They receive an introduction to the requirements and responsibilities of their role and given a named 'buddy' to assist. This includes utilising the Charity Commission Induction pack for new trustees as well as an introduction to the organisation and group. During this process, any training needs are identified and responded to. This process is regularly reviewed by the Board and checked on the experience of new members.

Structure, governance and management (continued)

e. Pay policy for key management personnel

The Finance and General Purposes Committee acts as a Remuneration sub-committee as appropriate to ensure an open, relevant and transparent approach to organisational pay scales and senior pay in accordance with the policies. To assist the Board deal with the balance of a fair salary for recruitment and retention and financial affordability and sustainability a benchmarking exercise was undertaken during the previous year and at the start of the reporting year April 2024 the staff were supported through a package of one-off support, inflationary uplift and new health benefits scheme. At the end of the reporting year March 2025, it was not possible to give a cost-of-living rise due to the National insurance increase but the Real Living Wage for staff at the lower end and the Health Benefit Scheme for all were able to be maintained.

f. Financial risk management

The Risk Management Policy and Strategy is reviewed annually by the Board, and the standing Trustee Finance and General Purposes and Risk and Quality Sub-Committees provide greater and more regular oversight of the Risk Register for reporting to each Board meeting. The Trustees have assessed the major risks to which the charity and the organisational group is exposed, in particular those related to the operations and finances, and are satisfied that systems and procedures are in place to monitor and mitigate exposure to the major risks. The Charity's Risk Management Strategy is embedded in the day-to-day management and activities and includes the procedures and actions required to mitigate the risks identified.

Plans for future periods

a. Planning

All planning will continue to use the established agile and emergent approach and focus on achieving the charity's objectives, in alignment with our values and all within a strength based, person led and holistic approach as part of the Board's commitment to the key statements and objectives.

We continue to develop and build on work undertaken in the previous year around identifying 'our future client' and their potential different needs and requirements, with a focus on increased wellbeing for all and individual resiliency in the new fast changing world. This work continues and embraces the need for ongoing flexibility, agile working and openness to new working systems, processes and practices. The organisation remains committed to continuous learning and so ensures we see the challenges and the opportunities and are well paced to respond to both.

As noted, this is all encapsulated in our new 2005 to 2028 Strategic Plan and detailed in our annual action plan that was in place at the end of the reporting year and guided the work since.

b. Structure

At the end of the reporting year, as part of the annual 2025 plan, a series of reviews were scheduled to address both efficiency and financial sustainability. This has included a review of unfunded services, such as befriending and volunteering support, some charged for services assisted by an independent consultant from Age UK, and a review of reception, information and triage in response to changes in services, activity levels and customer needs. Actions will be taken as identified as appropriate throughout the current year following the completion of each review.

In addition to efficiency and sustainability we are very aware that plans will also have to recognise the difficult challenge of offering acceptable levels of salary for recruitment and retention but that are affordable. This is within a wider context of nationally recognised difficulties in recruitment in the sector.

The time investment in being well linked into local and regional networks will continue, along with the commitment to collaborative working that such networks provide opportunities for and support. However, again as this is fully funded from our reserves it is a balance of resources and best use of the most valuable resource of staff time.

The use and ownership of our office base at Commonweal, our functional asset, will continue to be monitored and under ongoing review.

Structure, governance and management (continued)

c. Brand Partnership

As noted, the relationship is now set out in a new Shared Strategy and new Network Agreement which was agreed by the Board and commenced in January 2025. The Shared Strategy recognises each Age UK as an autonomous charity coming together and committing to each other to be part of a 'collaborative and diverse Network working for older people in the United Kingdom'.

As an equal member we commit to uphold the vision and values and be guided by the principles of the Age UK Network. These are as follows:

"The vision is a world where every older person feels included and valued. As a Network, we are committed to nurturing a culture of collaboration, respect, and shared values. Our values are embedded in our collective commitment and in the Network's governance framework. Every member of the Network, no matter their size, geography or reach, can contribute to our shared vision and strategy and uphold our shared values."

"Principles - Under the Network Agreement, Partners make commitments and promises to each other, and to the Network as a whole, with a focus on five Core Principles: putting older people first; upholding and promoting our Values; uncompromised compliance with the law and regulatory standards; transparency, integrity and good faith; and promotion of Equality, Diversity and Inclusion. These Principles and our Values are at the heart of how we make and implement decisions on a national, regional and individual organisational basis."

As the new Network develops it is being fully monitored by the Board for ongoing feedback and engagement.

d. Information on fundraising practices

This has been an essential focus, together with review and control of expenditure, for a planned recovery from a deficit over the next two years to a balanced budget. The Strategic Plan and Annual Action Plan addressed this is detail and is monitored by the Board at every meeting.

Contracts
At the year-end on 31 March 2025, the charity was three years into five-plus-two-year contracts for three core prevention services, all of which were delivering well. The three prevention contracts with the Council provide a strong base financially and enable Age UK Stockport to be a full player in delivering free support services to local adults in three key areas of prevention – individual support, home support and domestic abuse support. Work is now commencing to ensure the prevention services are ready to demonstrate strong outcomes to secure the plus two years of the contract.

The Active Ageing grant Stockport Council was continued as hoped and is now in place for a further two years to March 2027.

Hospital funding continued to be a challenge as received piecemeal and year by year. Despite this, the service also continued to undertake vital work and deliver valued services at the Hospital supporting safe discharge to home and supported transfer to longer term care.

It is acknowledged that the commissioning and funding landscape is increasingly limited, ever more competitive and significantly more uncertain.

Grants
The Age UK / Eon grant continued to provide excellent support for Handy Help Warm Homes and at the year-end was confirmed again for 2025/26. The loss of Information and Advice and the change to Information and Signposting meant the Eon grant was no longer available and was a difficult loss of funding to navigate forcing us back on reserves.

The focus has remained on identifying grants to develop more varied income sources. Support from funding experts was sought and changed during the reporting year. However, it continues to be a significant challenge as the number of grants available reduced again during the year as several providers closed, paused or changed to focus on smaller community groups. The organisation is also still in a frustrating catch place where the reserves are still too high to allow application to a number of grant providers which limits the opportunity to get the funds necessary to stop the reserves reducing to a risk level.

Structure, governance and management (continued)

However, at the end of year a number of grants were still progressing through to second stages and at the time of writing we were delighted to secure an 18-month Gift of Friendship Grant from Age UK that has enabled us to start again to fund some volunteer companionship support going forwards. This will be fully reported on in the next report.

Charged for Services
The recovery of charged-for services from the early 2002's has been a recognised cost to the organisation that has been carefully monitored and managed through Board oversight. Two of the three service improved in the reporting year

Unfunded Services
Some core services such as Reception and Information and Signposting and Volunteering are unfunded and supported from reserves. The previous Information & Advice Service was lost during 2024, and the investment needed to recruit a skilled manager and re-establish the required quality standards could not be found. Also unfunded are core activities around community engagement that must be balanced with our limited resource of staff time.
These unfunded services are vital to provide an effective access to the organisation and its services and activities and good information to our beneficiaries; however, efficiency and effectiveness will be kept under review as things change in the way people contact us, and technology offers some new possible solutions.

Fundraising & Corporate Social Responsibility
The need to diversify income streams remains a priority. Work in the year increased traditional fundraising activity which was designed to lead up to a 40th Anniversary event planned for October 2025. At the year-end a six-month Corporate Social Responsibility project was commissioned, again to contribute to the 40th Anniversary celebrations. It is anticipated this increased focus on fundraising of all types will continue in future years and will also include more active Legacy and Donation promotional activities.

Investments and Resources
The investment strategy is well established but also reviewed every year with external expert input and advice. This review took place in July 2024 and again in August 2025.

In addition, the ownership property, as a functional asset, was reviewed and will continue to be kept under review for possible opportunities to support the financial situation. Discussions were ongoing at the reporting year end.

Disclosure of information to auditors

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

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

Approved by order of the members of the board of Trustees and signed on their behalf by:



Ms Susan Carpentier Alting
Director

Date: 18 December 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and the Group and the incoming resources and application of resources, including the net income or expenditure, of the Group for the year. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

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

In our opinion, the financial statements:
- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2025 and of the group's 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 accounts 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 accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statement is appropriate.

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

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

Other information
The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 the Trustees
As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related to, but were not limited to, the Companies Act 2006, the Charities Act 2011, employment, pension and health and safety legislation and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities' Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to management bias in accounting estimates and judgements and the risk of fraud in revenue recognition.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims, their policies and procedures to prevent and detect fraud as well as whether they have knowledge of any actual, suspected or alleged fraud;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- obtaining an understanding of provisions and holding discussions with management to understand the basis of recognition or non-recognition of provisions; and
- in addressing the risk of fraud through management override of controls: testing the appropriateness of journal entries; assessing whether the accounting estimates, judgements and decisions made by management are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

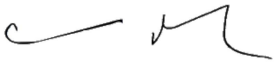
We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Christopher Moss BSc F.C.A.
Senior Statutory Auditor
for and on behalf of JS. Audit Limited

20/12/2025
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Chartered Accountants
Statutory Auditor

James House
Stonecross Business Park
Yew Tree Way
Warrington
Cheshire WA3 3JD

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Income from:					
Donations and legacies	2	12	33,058	33,070	*281,505*
Charitable activities	3	571,680	1,157,014	1,728,694	*1,380,583*
Other trading activities	4	-	336,723	336,723	*249,749*
Total income		571,692	1,526,795	2,098,487	*1,911,837*
Expenditure on:					
Raising funds	5	-	227,037	227,037	*215,853*
Charitable activities	6	697,617	1,299,825	1,997,442	*1,875,032*
Total expenditure		697,617	1,526,862	2,224,479	*2,090,885*
Net income/(expenditure) before net (losses)/gains on investments		(125,925)	(67)	(125,992)	*(179,048)*
Net gains/(losses) on investments	12	-	43,560	43,560	*73,189*
Net income/(expenditure)		(125,925)	43,493	(82,432)	*(105,859)*
Transfers between funds	15	(224,536)	224,536	-	-
Net movement in funds		(350,461)	268,029	(82,432)	*(105,859)*
Reconciliation of funds:					
Total funds brought forward		811,782	1,735,473	2,547,255	*2,653,114*
Net movement in funds		(350,461)	268,029	(82,432)	*(105,859)*
Total funds carried forward		461,321	2,003,502	2,464,823	*2,547,255*

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

The notes on pages 24 to 39 form part of these financial statements.

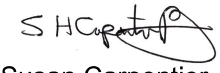
GROUP BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024* *£*
Fixed assets					
Tangible assets	11		703,865		*724,774*
Investments	12		1,035,242		*1,076,682*
			1,739,107		*1,801,456*
Current assets					
Debtors	13	273,197		*329,920*	
Cash at bank and in hand		562,694		*640,084*	
		835,891		*970,004*	
Creditors: amounts falling due within one year	14	(110,175)		*(224,205)*	
Net current assets			725,716		*745,799*
Total net assets			2,464,823		*2,547,255*
Charity funds					
Restricted funds	15		461,321		*811,782*
Unrestricted funds:					
Designated funds	15	967,570		*648,900*	
General funds	15	697,232		*747,873*	
Revaluation reserve	15	338,700		*338,700*	
Total unrestricted funds	15		2,003,502		*1,735,473*
Total funds			2,464,823		*2,547,255*

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 24 to 39 form part of these financial statements.

Approved for issue on 18 December 2025.



Ms Susan Carpentier Alting
Chair

COMPANY BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024* *£*
Fixed assets					
Tangible assets	11		703,865		*724,774*
Investments	12		1,035,244		*1,076,684*
			1,739,109		*1,801,458*
Current assets					
Debtors	13	380,299		*400,659*	
Cash at bank and in hand		298,933		*471,417*	
		679,232		*872,076*	
Creditors: amounts falling due within one year	14	(91,232)		*(201,657)*	
Net current assets			588,000		*670,419*
Total net assets			2,327,109		*2,471,877*
Charity funds					
Restricted funds			415,781		*766,242*
Unrestricted funds:					
Designated funds		967,570		*648,900*	
General funds		605,058		*718,035*	
Revaluation reserve		338,700		*338,700*	
Total unrestricted funds			1,911,328		*1,705,635*
Total funds			2,327,109		*2,471,877*

As permitted by s408 of the Companies Act 2006, the company has not presented its own profit and loss account and related notes. The company's deficit was £144,768 (2024 - £106,920 deficit).

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 24 to 39 form part of these financial statements.

Approved for issue on 18 December 2025.

S H Carpentier

Ms Susan Carpentier Alting
Chair

Company registration number: 07413632

AGE UK STOCKPORT AND ITS SUBSIDIARIES

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025		2024	
Cash flows from operating activities		£	£	£	£
Net cash (used in)/generated by operating activities	18		(162,390)		(134,272)
Cash flows from investing activities					
Interest received		-		-	
Withdrawals from investments		85,000		150,000	
Purchase of tangible fixed assets		-		(7,044)	
Net cash provided by investing activities			85,000		142,956
Cash flows from financing activities					
Net cash provided by financing activities			-		-
Change in cash and cash equivalents in the year			(77,390)		8,684
Cash and cash equivalents at the beginning of the year			640,084		631,400
Cash and cash equivalents at the end of the year	19		562,694		640,084

The notes on pages 24 to 39 form part of these financial statements.

1 Accounting policies

Charity Information
Age UK Stockport is a private company limited by guarantee incorporated in England and Wales. The registered address is Commonweal, 56 Wellington Street, Stockport, Cheshire, SK1 3AQ.

1.1 Accounting Convention
The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below:

1.2 Company status
The charity is a company limited by guarantee, without share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Going concern
After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing these financial statements.

1.4 Basis for consolidation
The consolidated financial statements comprise Age UK Stockport, and its trading subsidiary, Step Out Stockport, along with the non-trading subsidiary, Age UK Stockport Trading Limited. The results of the subsidiaries are consolidated on a line by line basis.

The summarised Profit and Loss Account for the year ended 31 March 2025 and Balance Sheet as at 31 March 2025 for Step Out Stockport and Age UK Stockport Trading Limited are given in the notes to these accounts.

The charity has availed itself of the provisions of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006 and Paragraph 397 of the SORP.

No separate cash flow statement has been presented for the charity alone as permitted by FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

1.5 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.7 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.9 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Properties whose fair value can be measured reliably are held under the revaluation model and are carried at a revalued amount, being their fair value at the date of valuation less any subsequent accumulated impairment losses. The fair value of the land and buildings is usually considered to be their market value.

Revaluation gains and losses are recognised in the consolidated statement of financial activities.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	1% per annum on a straight line basis
Motor Vehicles	5 years on a straight line basis
Fixtures and fittings	3-5 years on a straight line basis

1.10 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains (Losses) on investments' in the Consolidated Statement of Financial Activities.

Investments in subsidiaries are valued at cost less provision for impairment. Investments held as fixed assets are shown at cost less provision for impairment.

1.11 Debtors

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

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

1.12 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.13 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.14 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.15 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year

1.16 Redundancy costs

Redundancy costs are payable when employment is terminated before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The charity recognises redundancy costs when it is demonstrably committed to either terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

1.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total Funds 2024 £*
Donations and legacies	12	33,058	**33,070**	*281,505*
Government grants	-	-	**-**	-
	12	33,058	**33,070**	*281,505*
Total 2024	**-**	281,505	281,505	

3. Income from charitable activities

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Contract services	569,998	988,422	**1,558,420**	*1,184,896*
Other income	95	109,658	**109,753**	*87,160*
Other grants	1,587	58,934	**60,521**	*108,527*
	571,680	1,157,014	**1,728,694**	*1,380,583*
Total 2024	443,254	937,329	1,380,583	

4. Income from other trading activities

	Unrestricted Funds 2025 £	Total Funds 2025 £	*Total Funds 2024 £*
Fundraising trading income	336,723	**336,723**	*249,749*
	336,723	**336,723**	*249,749*
Total 2024	249,749	249,749	

5. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds *2024 £*
Step Out Stockport expenses	63,101	**63,101**	*65,734*
Wages and salaries	157,054	**157,054**	*144,505*
National insurance	5,818	**5,818**	*4,608*
Pension costs	1,064	**1,064**	*1,006*
	227,037	**227,037**	*215,853*
Total 2024	215,853	215,853	

6. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds *2024* £
Governance costs	-	133,803	**133,803**	*146,253*
Prevention Services	22,538	710,935	**733,473**	*521,322*
Hospital Services	341,940	-	**341,940**	*296,662*
Community Services	179,938	188,734	**368,672**	*238,980*
Community Support	153,201	266,353	**419,554**	*671,815*
	697,617	1,299,825	**1,997,442**	*1,875,032*
Total 2024	533,017	1,342,015	1,875,032	

7. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds *2024* £
Governance costs	-	133,803	**133,803**	*146,253*
Prevention Services	733,473	-	**733,473**	*521,322*
Hospital Services	341,940	-	**341,940**	*296,662*
Community Services	368,672	-	**368,672**	*238,980*
Community Support	419,554	-	**419,554**	*671,815*
	1,863,639	133,803	**1,997,442**	*1,875,032*
Total 2024	1,731,891	143,141	1,875,032	

8. Auditors' remuneration

	2025	*2024*
	£	£
Fees payable to the charity's auditor for the audit of the charity annual accounts	**8,600**	*8,190*
Fees payable to the charity's auditor in respect of:		
All non-audit services not included in the above	**1,655**	*1,575*
	10,255	*9,765*

9. Staff Costs

	Group 2025	*Group 2024*
	£	£
Wages and salaries	**1,328,303**	*1,130,528*
Social security costs	**101,685**	*89,353*
Contribution to defined contribution pension schemes	**37,554**	*33,673*
	1,467,542	*1,253,554*

The average number of persons employed by the Charity during the year was as follows:

	Group 2025	*Group 2024*
	No.	*No.*
Employees	**60**	*61*

No employee received remuneration amounting to more than £60,000 in either year.

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2024 - £nil).*

During the year ended 31 March 2025, no Trustee expenses have been incurred *(2024 - £nil).*

11. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2024	733,700	29,333	126,336	889,369
Additions	-	-	-	-
At 31 March 2025	733,700	29,333	126,336	889,369
Depreciation				
At 1 April 2024	31,037	24,155	109,403	164,595
Charge for the year	7,337	2,390	11,182	20,909
At 31 March 2025	38,374	26,545	120,585	185,504
Net book value				
At 31 March 2025	**695,326**	**2,788**	**5,751**	**703,865**
At 31 March 2024	*702,663*	*5,178*	*16,933*	*724,774*

The freehold property was valued on an open market basis on 24 April 2023 by A Thornton, a qualified firm of commercial property agents independent from the charity. The trustees believe that there has not been a material change in the value of these assets between the previous valuation date and the year end.

The carrying amount under the cost model of the assets which have been revalued would have been £308,942 *(2024: £312,329).*

12. Fixed asset investments

	Other fixed asset investments
	£
Group	
Cost	
At 1 April 2024	1,076,682
Additions	-
Change in market value	43,560
Withdrawal	(85,000)
At 31 March 2025	1,035,242
Net book value	
At 31 March 2025	**1,035,242**
At 31 March 2024	1,076,682

All fixed asset investments are held in the UK. The charity's fixed asset investments are valued at the year end by reference to published readily ascertainable market values.

Charity	Investments in subsidiary companies £	Other fixed asset investments £	Total £
Cost			
At 1 April 2024	2	1,076,682	1,076,684
Additions	-	-	-
Change in market value	-	43,560	43,560
Withdrawals	-	(85,000)	(85,000)
At 31 March 2025	**2**	**1,035,242**	**1,035,244**
Net book value			
At 31 March 2025	**2**	**1,035,242**	**1,035,244**
At 31 March 2024	2	1,076,682	1,076,684

12. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Registered office or principal place of business	Class of shares	Holding	Included in consolidation
Step Out Stockport	08881836	Commonweal, 56 Wellington Street, Stockport, SK1 2AQ	Ordinary	100%	Yes
Age UK Stockport Trading Limited	02956519	Commonweal, 56 Wellington Street, Stockport, SK1 2AQ	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit for the period £	Net assets/(liabilities) £
Step Out Stockport	336,723	(258,986)	77,737	138,759
Age UK Stockport Trading Limited	-	-	-	(157)

13. Debtors

	Group 2025 £	*Group 2024* £	Company 2025 £	*Company 2024* £
Trade debtors	**215,752**	*243,922*	**179,479**	*215,290*
Amounts owed by group undertakings	**-**	*-*	**143,375**	*82,060*
Other debtors	**33,786**	*49,275*	**33,786**	*33,751*
Prepayments and accrued income	**23,659**	*36,723*	**23,659**	*69,558*
	273,197	*329,920*	**380,299**	*400,659*

14. Creditors: Amounts falling due within one year

	Group 2025 £	*Group 2024* £	Company 2025 £	*Company 2024* £
Trade creditors	**16,136**	*55,342*	**16,055**	*55,324*
Amounts owed to group undertakings	**-**	*-*	**-**	*-*
Other taxation and social security	**91,225**	*109,565*	**72,922**	*109,565*
Other creditors	**957**	*16,116*	**957**	*9,201*
Accruals	**1,857**	*43,182*	**1,298**	*27,567*
	110,175	*224,205*	**91,232**	*201,657*

15. Statement of funds

Statement of funds – current year

	As at 01/04/2024	Income	Expenditure	Transfers	Gains/ (losses)	As at 31/03/2025
Unrestricted Funds						
Designated funds						
General contingency fund	622,500	-	-	28,670	-	651,170
Accommodation and maintenance fund	11,200	-	-	50,000	-	61,200
IT and system fund	13,700	-	-	30,000	-	43,700
Vehicle replacement fund	1,500	-	-	40,000	-	41,500
Specific contingency fund	-	-	-	95,000	-	95,000
Fundraising & marketing fund	-	-	-	25,000	-	25,000
Step out fund	-	-	-	50,000	-	50,000
	648,900	**-**	**-**	**318,670**	**-**	**967,570**
General funds						
Property fund	363,963	-	-	-	-	363,963
Revaluation reserve-property	338,700	-	-	-	-	338,700
General reserve	383,910	1,526,795	(1,526,862)	(94,134)	43,560	333,269
	1,086,573	**1,526,795**	**(1,526,862)**	**(94,134)**	**43,560**	**1,035,932**
Total unrestricted funds	**1,735,473**	**1,526,795**	**(1,526,862)**	**(224,536)**	**43,560**	**2,003,502**
Restricted funds						
Day Care Services fund	224,536	-	-	(224,536)	-	-
Other restricted funds	318,275	4,500	(318,647)	-	-	4,128
DWP Household Support fund	168,403	187,140	(180,901)	-	-	174,642
Hospital Discharge Support	100,568	329,709	(194,161)	-	-	236,116
Local Pilot	-	50,343	(3,908)	-	-	46,435
	811,782	**571,692**	**(697,617)**	**(224,536)**	**-**	**461,321**
Total of funds	**2,547,255**	**2,098,487**	**(2,224,479)**	**-**	**43,560**	**2,464,823**

15. Statement of funds

Statement of funds – prior year

	As at 01/04/2023	Income	Expenditure	Transfers	Gains/ (losses)	As at 31/03/2024
Unrestricted Funds						
Designated funds						
General contingency fund	792,930	-	-	(170,430)	-	622,500
Accommodation and maintenance fund	135,191	-	-	(123,991)	-	11,200
IT and system fund	70,011	-	-	(56,311)	-	13,700
Specific Contingency fund	-	-	-	-	-	-
Vehicle replacement fund	66,301	-	-	(64,801)	-	1,500
Services delivery fund	105,000	-	-	(105,000)	-	-
Emergency planning fund	37,885	-	-	(37,885)	-	-
Fundraising & marketing fund	32,500	-	-	(32,500)	-	-
	1,239,818	**-**	**-**	**(590,918)**	**-**	**648,900**
General funds						
Property fund	371,300	-	(7,337)	-	-	363,963
Revaluation Reserve	338,700	-	-	-	-	338,700
General reserve	(198,249)	1,468,583	(1,550,531)	590,918	73,189	383,910
	511,751	**1,468,583**	**(1,557,868)**	**590,918**	**73,189**	**1,086,753**
Total unrestricted funds	**1,751,569**	**1,468,583**	**(1,557,868)**	**-**	**73,189**	**1,735,473**
Restricted funds						
Day Care Services fund	224,536	-	-	-	-	224,536
Other restricted funds	264,002	54,273	-	-	-	318,275
Age UK grants	54,698	50,396	(105,094)	-	-	-
DWP Household Support fund	168,403	-	-	-	-	168,403
Hospital Discharge Support fund	101,000	298,710	(299,142)	-	-	100,568
Climate Action Now fund	51,887	-	(51,887)	-	-	-
Active Ageing Activities fund	37,019	39,875	(76,894)	-	-	-
	901,545	**443,254**	**(533,017)**	**-**	**-**	**811,782**
Total of funds	**2,653,114**	**1,911,837**	**(2,090,885)**	**-**	**73,189**	**2,547,255**

15. Statement of funds (continued)

Designated funds

The General Contingency Fund
Represents funds set aside to mitigate the risks and vulnerabilities identified as part of the agreed Reserves Policy. The policy is to ensure that sufficient funds are available to meet committed costs for a period of six months of both restricted and unrestricted funds, and this level has been generally maintained.

The Accommodation and Maintenance Fund
The fund was established to provide sufficient funds to maintain the building at Commonweal, which represents a key functional asset. As the Charity's administrative base, it is essential to the efficient provision of services and in recent years it has been a key factor in enabling participation in tenders. This has been increased to cover costs regarding the windows and exterior decoration and possible costs regarding the external area at the rear of the premises.

The IT and System Fund
Includes communications, infrastructure systems and supports the organisation's digital development and strategy.

The Vehicle Replacement Fund
Represents funds to purchase replacement vans used in the Handy Help Service. We continue to try to secure funds to support from local dealers. At the same time, we are continuing with a wider vehicle replacement review to check the need and to consider environmental impact on the procurement options.

Fundraising & Marketing Fund
Reinstated to cover increased work around fundraising generally and organisational marketing

Specific Contingency Fund
Reinsted to deal with a deficit budget for the next year as plans to bring the budget to a balanced state take time to work through.

Step Out Fund
Moved from Restricted to designated following the discovery of an error in prior year accounting. This will be reviewed during 2026 to see if still necessary.

General funds
The Property Fund has been set up to assist in identifying those funds that are not free funds.

The general reserve represents the free funds of the charity that when in surplus are not designated for specific purposes.

Restricted funds

The Day Care Services Fund
It was released in full following the discovery of an error in prior year accounting as this should have been classified as designated funds rather than restricted funds. It was agreed to create a small designated fund instead as noted above.

Other Restricted Funds
Represent grant monies received including work in hospitals and the community. It also includes a wide range of well-being support and general preventative work. In the reporting year this included money to support Social Isolation and Befriending, a small Transport Fund and a grant to provide prevention support to vulnerable clients.

DWP Household Support Fund – Trusted Partner Scheme
The HSF Fund is a national grant scheme funded by the Department of Works & Pensions administered through Stockport SMBC to seven local VCSE organizations, including Age UK Stockport. The purpose of the fund is to support vulnerable households in most need of support to help with significantly rising living costs.

Hospital Discharge Support
Relates to grants focused on supporting additional staffing and resources for discharge. These are fully spent but due to timing issues any surplus is held in restricted funds.

Local Pilot
A grant received to support Active Ageing in various projects across the Borough. The grant is to be spent on staff resources.

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2025	Unrestricted funds 2025	Total fund 2025
	£	£	£
Tangible fixed assets	-	703,865	703,865
Fixed asset investments	-	1,035,242	1,035,242
Current assets	461,321	374,570	835,891
Creditors due within one year	-	(110,175)	(110,175)
	461,321	**2,003,502**	**2,464,823**

Analysis of net assets between funds - prior year

	Restricted funds 2024	*Unrestricted funds 2024*	*Total funds 2024*
	£	£	£
Tangible fixed assets	-	*724,774*	*724,774*
Fixed asset investments	-	*1,076,682*	*1,076,682*
Current assets	*811,782*	*158,222*	*970,004*
Creditors due within one year	-	*(224,205)*	*(224,205)*
Total	***811,782***	***1,735,473***	***2,547,255***

17. Net income from trading

The company has 100% control of Step Out Stockport (SOS), which is incorporated in the United Kingdom and registered in England and Wales (Company Registration No: 08881836). The subsidiary provides adult care services.

The company also owns 100% of the shares in Age UK Stockport Trading Limited (AUKST), which is incorporated in the United Kingdom and registered in England (Company Registration No: 02956519). The subsidiary did not trade in the year.

All income and expenditure for both the above subsidiaries has been consolidated on a line by line basis in the SOFA.

The accounts for the year ended 31 March 2025 have been audited and will be filed at Companies House.

A summary of the financial positions for the year ended 31 March 2025 are given below:

Profit and loss account	**2025 SOS**	**2024 SOS**	**2025 AUKST**	**2024 AUKST**
	£	**£**	**£**	**£**
Turnover	336,723	249,749	-	-
Cost of sales	(205,014)	(191,441)	-	-
Gross profit	**131,709**	**58,308**	**-**	**-**
Administrative expenses	(53,972)	(71,763)	-	-
Profit/(loss) for the year	**77,737**	**(13,455)**	**-**	**-**

Balance sheet	**2025 SOS**	**2024 SOS**	**2025 AUKST**	**2024 AUKST**
	£	**£**	**£**	**£**
Current assets	300,034	197,173	326	126
Creditors – falling due within one year	(161,275)	(136,151)	(483)	(283)
Net assets	**138,759**	**61,022**	**(157)**	**(157)**
Share capital	-	-	2	2
Profit and loss reserves	138,759	61,022	(159)	(159)
Total equity	**138,759**	**61,022**	**(157)**	**(157)**

The Step Out Stockport and Age UK Stockport Trading Limited figures as shown above relating to the provision of adult care services have been included as income and expenditure in the Statement of Financial Activities and the related notes rather than commercial trading operations, to better reflect the nature of the Charity's activities.

18. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2025 £	*Group 2024 £*
Net expenditure for the year (as per Statement of Financial Activities)	**(82,432)**	*(105,859)*
Adjustments for:		
Depreciation charges	**20,909**	*24,948*
(Gains)/losses on investments	**(43,560)**	*(73,189)*
Interest received	**-**	*-*
Decrease/(increase) in debtors	**56,723**	*(10,826)*
(Decrease)/increase in creditors	**(114,030)**	*30,654*
Net cash used by operating activities	**(162,390)**	*(134,272)*

19. Analysis of cash and cash equivalents

	Group 2025	*Group 2024*
Cash in hand	**£**	*£*
	562,694	*640,084*

20. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	Other non cash changes £	At 31 March 2025 £
Cash at bank and in hand	640,084	(77,390)	**-**	**562,694**
	640,084	**(77,390)**	**-**	**562,694**

21. Pension commitments

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £37,554 (2024: £33,673). Contributions totalling £Nil (2024: £9,271) were payable to the fund at the balance sheet date and are included in creditors.

22. Related party transactions

There were no related party transactions in the year.

AGE UK STOCKPORT

England & Wales - Charity number 1139547

Accounts

Charity Registration No. 1139547

Company Registration No. 07413632 (England and Wales)

AGE UK STOCKPORT AND ITS SUBSIDIARIES

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Ms Susan Carpentier Alting, Chair Ms Lauren Ridgway, Vice Chair Mr Stephen Clarke Mr Paul Carter Ms Anna Magner (Resigned 9 February 2024) Mr Sam Singh Ms Bethany Mitchell (Appointed 28 December 2023)
Company secretary	Ms Margaret J Brade
Chief executive officer	Ms Margaret J Brade
Company registered number	07413632
Charity registered number	1139547
Registered office	Commonweal 56 Wellington Street Stockport Cheshire SK1 3AQ
Independent auditors	JS. Audit Limited James House Stonecross Business Park Yew Tree Way Warrington Cheshire WA3 3JD
Bankers	Co-Operative Bank PLC 1 St Peter's Square Stockport Cheshire SK1 1NX
Insurance Brokers	Towergate MIA Kings Court London Road Stevenage Hertfordshire SG1 2GA

AGE UK STOCKPORT AND ITS SUBSIDIARIES
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The Trustees have pleasure in presenting their annual report, which also contains the requirements of a directors' report under the Companies Act 2006, and the audited financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 and comply with the Charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their annual accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)". Legal and administrative details are provided on a separate information page at the front of these financial statements.

Since the Group and Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted

Objectives and activities

a. Policies and objectives

Age UK Stockport's ('AUKS') Memorandum and Articles (as amended November 2016 and December 2022) set out the objects for which the Charity is established and to which it is specifically restricted, and are to promote the following purposes for the benefit of the public and/or older people in and around the area of benefit (Stockport):

1. Preventing or relieving the poverty of older people;
2. Advancing education for older people;
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
4. Promoting equality and diversity in relation to older people;
5. Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
6. To promote such other charitable purposes (which may be for the benefit of persons other than older people) as the trustees may from time to time decide where such purposes are directly or indirectly aligned to or further any one or more of the above.

Our key purpose statements were established in the reporting year 2017-18 after comprehensive stakeholder consultation and were developed further through consultation with staff in 2019/20 by establishing a set of behaviors to demonstrate the values The key statements have been reviewed through internal consultation and confirmed by the Board of Trustees in March 2021 and February 2023.

Our VISION is for Stockport to be a place where everyone is able to make the most of later life, living as valued members of their communities.

Our MISSION - Age UK Stockport – working locally for your wellbeing

Our VALUES are based on being a caring, community focused organisation.

Connected - working with respect for all in a fair equitable manner, and together with others in the local community.

Confident - in our integrity and our effectiveness; working with a positive, bold and supportive approach.

Creative - adaptable, innovative, and resourceful; solutions and outcome focused.

Objectives and activities (continued)

b. Strategies for achieving objectives

Age UK Stockport is an independent local charity that cares about local people's life experiences as they get older. The four strategic aims were reviewed at the start of the year in view of the many external changes and challenges. It was agreed to retain the aims as an appropriate framework for 2023/24 as:

- To collaborate - We will work with local people, organisations, and communities to understand what they do and how we can work together.
- To be active - We will be both proactive and responsive in what we do and how we work.
- To influence - We will listen and respond to the voices of people to influence locally and beyond.
- To be effective - We will be a credible, high profile, respected organisation.

During the reporting year we continued to increase focus on areas of new relevance and importance. This has included embedding the following into the wider strategy and implementation planning:

- Staff Wellbeing
- Good working practices/ flexible working/ hybrid working
- Social Value
- Digital Strategy and planning
- Equality, Diversity & Inclusion
- Changing needs and Inequalities
- Environmental awareness and policies

Following on from a Board Away day in February 2023 at the end of the previous year, a further day was held during the reporting year to progress the planning, and specifically to engage with and gather staff input to bring together with the Board views in reviewing actions under each of the aims.

We will always work to our vision, mission and in line with our values and challenge ourselves to continually improve through commitment to high quality standards. Everything we do aligns with and is consistent with delivering on these objectives and commitments. Through continuing change, the organisation remains critically aware of its commitment and responsibilities to local people in later life, including ensuring that the voice of our beneficiaries is heard.

The following strategies ensure we remain relevant, responsive, and effective.

External Environment

We plan and deliver through taking a robust and proactive approach to understanding all aspects of the environment in which the organisation works – and at all levels - locally, regionally, and nationally. Ongoing analysis is continually undertaken around macro areas of Political, Economic, Social, Technological, Legal, and Environmental. In addition, Ethics and Demographics are considered as particularly relevant to this organisation (STEEPLED). Positively managing external relationships with a wide variety of often changing Stakeholders has also been maintained throughout. This enables continual responsiveness in the moment, but also learning lessons and seeking opportunities from the wider context.

The general social and political climate has been a repeat of the previous year with significant uncertainty in all areas. The economic situation has continued to translate locally to significant pressure on both individuals and on all sources of organisational funding. Alongside this, the need to give time to staying alert and aware of technological changes increases at pace. This year saw increased focus on cyber security risks and threats, even faster developments in systems with opportunities to assist our staff and our beneficiaries, and new technologies such as Artificial Intelligence (AI).

Objectives and activities (continued)

Within the arena of health and social care this has also combined with increases in other pressures, reflecting national trends, around hospital admission and discharge, social care capacity generally and particularly recruitment challenges seen across all sectors. Working within the new Greater Manchester Integrated Care System alongside significant issues with the local co-coordinating structures, has contributed to an increasingly complex, uncertain and fast-changing environment to work in and plan in.

Continuous awareness and responsiveness to all these shifting factors has enabled Age UK Stockport to remain responsive in positively dealing with new threats and risks and also identifying new opportunities for our beneficiaries and the organisation.

Effective Planning & Strong Management

The Board and senior management continue to use an established agile and emergent planning process, initially established in 2016, to enable positive responses to many types of shifts and changes affecting the organization. A series of emergency response and then recovery plans have covered the last years from 2020 to 2024 and a new three-year plan for strategic direction and a 12-month plan for initial action to drive towards desired outcomes is now well advanced and expected to be in place by April 2025. This will again provide an appropriate and robust management framework for delivery across the organisation.

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Continuation and Development

The recovery plans commenced during 2022 and continued into 2023 and 2024 were noted in last year's report as being more challenging and complex than expected, and much of our time continued to be spent in this reporting year to the many aspects of these challenges and complexities. Much of this was understanding the changing needs of our beneficiaries and recognising that all other stakeholders had also changed due to the challenges of the previous few years. This included staff, volunteers, partners, wider connections and of course working practices and society as well.

The agile and emergent planning approach has meant Age UK Stockport has continued to reshape throughout the year, directly responding to the changes and differences. This continues to involve balancing innovation for new services and activities with keeping tried and tested services within the offer to our beneficiaries. We have also been keen to consider and where relevant incorporate learning from all the changes, particularly regarding system and digital developments.

Collaborations

AUKS delivers services directly but also together with others wherever this can be beneficial and effective. This is a core part of our approach, and consistent with our value of being 'connected'. It often increases the value of what can be offered, ensures the most benefit for our beneficiaries, and maximizes leveraging resources to the best in times of reducing funding.

This has been strongly evidenced across the organization. Major collaborations include:

- 'The Prevention Alliance', a unique Health & Social care Alliance since 2015, delivering key parts of the new prevention services.
- Home Support as another key element of the prevention services
- A new Stockport Domestic Abuse Partnership
- Hospital Discharge Support based with the Integrated Transfer Team at Stepping Hill Hospital
- Stockport Council Trusted Partner Scheme
- Active Aging Local Pilot with the Council and Life Leisure
- Sky Cares Digital Hub and other joint activities – which saw the opening of a new Digital Hub in Edgely in June 2023. This also saw joint working with the Council Warm places and other schemes.

Plus many other smaller collaborations with partners from the voluntary and other sectors.

Objectives and activities (continued)

This commitment to effective collaborations and connections has meant we have continued to contribute to and to learn and benefit from an increased number of other organisations and agencies in many ways. We also continue to be involved and Age UK Stockport was positively represented and engaged through the Chief Executive and Senior Community Lead at all levels of the borough's cross-sector work.

Brand Partnership

Age UK Stockport is currently a 'Brand partner' in a federal network of local Age UK's. Each Age UK is a separate and legally constituted charity in its own right. The brand partnership with Age UK national, enables the organisation to benefit from being part of a larger and nationally recognised brand whilst remaining strongly committed to its roots as a local and independent Stockport charity. It has also provided some opportunities for funding through Eon and Cost of Living grants.

The federal relationship is captured in detail in a Brand Partner Agreement which has been under negotiation for many years. The work to agree a new way forward has been delayed firstly because of the pandemic disruption and then by the cost-of-living crises and other uncertainties. The work on a new relationship and a new shared strategy increased significantly in the reporting year and the CEO and Board have been fully engaged throughout the review responding to many consultations and giving considerable time to the review of relevant documents. It is planned to be completed by December 2024.

c. Activities undertaken to achieve objectives

The core activities for achieving our objectives and delivering on the mission of the organization are the delivery of a range of services and activities as detailed below. Overall, the key factors that lead to good governance, strong management and quality delivery are our people, our management and support, our systems and infrastructure, our collaborations (as above) and our commitment to quality.

People

As a service-based charity, our main and greatest assets are our people. The staff are skilled, experienced and continue to show admirable levels of commitment to client support, and many are long standing. Our volunteers and trustees are mainly local people with local knowledge. Volunteers and students on placement work across many parts of the organisation and not only make many of our services possible by giving their time freely, but also bring many benefits, including a true community perspective. External assessors have again noted that staff are client focused, and value driven. Taking care of all aspects of people's wellbeing and providing a good and safe place to work, remained a priority in the reporting year as evidenced by a number of initiatives undertaken to support which included the ongoing commitment to the Real Living Wage and a health support scheme.

Management and Support

The Senior Leadership team of the CEO and two managers remained for the reporting year, supported by the new Central Services Manager. This has been successfully supported by establishing regularly Managers meetings with all those responsible for managing others and/or services which are now established. Communication also remained a priority with continuing attention to finding the best ways to keep staff well informed and having easy access to what they need. At the year-end a new SharePoint Intranet was under development launched later in 2024.

Objectives and activities (continued)

Systems and Infrastructure

This involves a range of critical areas for safe, compliant, and effective operations in all aspects of the organisation. Essentially it includes systems and processes to support staff, to deliver quality support, to fulfil efficient recording and enable required reporting. In support of delivery, it also includes core areas such as financial processes, comprehensive policies and procedures, Human Resource, Health and Safety and Safeguarding management and increased focus on internal communications and Wellbeing. All involve varying levels of technology and for both planned and unplanned/unexpected reasons a significant amount of time has been invested in this area in the reporting year and beyond.

Following several substantial changes in systems and software reported in the previous year, the year saw more investment in good maintenance whilst still ensuring awareness around keeping pace with digital and technological improvements. The previous changes were generally successful and at the year-end most attention was on continued maintenance and developments rather than system change. Although it was recognised that there may be more change to come in the following year 2024/5.

Quality

Ensuring the quality of our work in both the delivery of our services and in being an effective and efficient organisation is seen as a vital factor in delivering on our objectives. This commitment and focus were again maintained throughout the year by undertaking a selected number of externally and independently assessed standards to ensure quality remained consistent through the many and continuing changes.

Age UK Stockport has continued to have significant success with highly regarded and externally validated standards which in 2023/24 included:

- The AGE UK CHARITY QUALITY STANDARD (CQS) was fully and successfully renewed in 2023.
- The International Quality mark ISO9001 was held until January 2024 when it was decided not to undertake a full renewal as other standards were covering the same areas.
- The International Information Governance Quality Mark ISO27001 was successfully recertified for a three-year period in September 2022 and was held in 2023 and was in planning for a required transition to a new version of the standard in 2024. At the time of writing that had been successfully achieved.
- CYBER ESSENTIALS was renewed for the third year to protect against threats of cyber security.
- The AGE UK INFORMATION AND ADVICE QUALITY PROGRAMME (IAQP) was renewed in 2023 and will be reviewed in 2024
- The GREATER MANCHESTER EMPLOYMENT CHARTER was committed to with work planned for the 2023/24.
- The Centre for Ageing Better Age-Friendly Employer Pledge was signed up to in March 2023 and is being actively progressed.

The standards are regularly reviewed to ensure we are balancing relevance and benefits and the financial and time costs for the charity. On this ISO 9001 was not renewed.

d. Main activities undertaken to further the charity's purposes for the public benefit

All Age UK Stockport's work is based on supporting local people's wellbeing. That is, to stay well, safe and living independently in their communities for as long as possible. The focus continues to be on prevention and building resilience.

Objectives and activities (continued)

Throughout the reporting year we continued to provide practical, emotional, and social support to local people and their families, friends and carers through a holistic and strength-based approach and individually focused person-led delivery. These were delivered in the hospital, in the community and in people's homes when needed. This included:

- Information and advice and guidance where needed.
- Financial support with benefits including a focus on Blue Badge applications.
- Individual support through the Prevention Alliance services – Stockport Support Hub and Your Support.
- Wellbeing at Home Support through the new Home Support Service.
- Hoarding and Decluttering Specialist Support.
- Domestic Abuse Support.
- Hospital Discharge support for all pathways.
- Handy Help and Gardening Services.
- Social isolation and Befriending support.
- Active Aging Support and Activities
- NEW Digital Hub and digital support
- A range of community activities and services all focused on supporting wellbeing – the focus in the year was on social engagement, walk and talk, digital support, and active aging projects.
- On demand individual care and support through charged-for support services - Tandem Support Service and the Day Services delivered through Step Out Stockport.
- Volunteering.

We work with our Social Value Policy to capture the wider social benefit, value, and impact our work delivers across the local area. This includes:

- A main office base in the town supporting local employment and volunteering.
- A local Public office in Edgeley in the heart of the community
- A public presence by working within the new Stockport Town Centre Hub
- Being a good local employer of 70+ staff with over 80% Stockport residents.
- Supporting apprenticeship in areas of digital and administration.
- Providing work placements for Pure Innovations.
- Providing support and mentoring to other organisations.
- Actively using Local Suppliers wherever possible with over 80% success.
- Promoting participation and engagement in many ways including positive volunteering.
- 95% of volunteers are local Stockport residents.
- Being an engaged and active member of the local Voluntary Sector, Synergy and Sector 3.
- Being a positive part of a number of collaborations / alliances / networks and partners.
- Local commitment to environmental awareness and sustainability.
- Promoting equity and fairness across everything we do, and especially for people as they age.

We continue to work on developing new ways of reporting on this work.

Achievements and performance

a. Key performance indicators

The charity and group have continued to achieve the objective of delivering support and services to local people throughout the reporting year. As in all previous years this support was delivered at the hospital, in the community, and in people's homes when needed and all focused on our overarching mission of supporting people's wellbeing.

The total number of 'contacts' made in the year directly by Age UK Stockport was 37,913 through the different services and activities and including repeat contact to some individuals. However, this does not include one off reception calls or numbers at events which would take the number to over 40,000. It also does not include some of the collaborative work by the TPA or Domestic Abuse alliances which is recorded through different systems as delivered by a team made up of workers from across organisations within the partnerships; so whilst including Age UK Stockport workers it is not possible to allocate numbers to any one organisation.

Within this high-level contact activity 7,689 people were more directly supported and 6,674 people with case work. New referrals were also recorded at 3,313. The most significant feature of the year was the continued increase in the complexity of the work which involves us working closely with many partners to achieve good outcomes for people.

The above numbers show the high level of activity, but they do not indicate the significant positive ripple effect that often comes from actions, bringing additional benefits to the individual and to their family and wider networks and community. Work is still ongoing to better capture and measure the wider value that comes from the work of the organisation.

b. Review of activities

Directly delivered services and activities focused on providing a range of practical assistance supporting people to live independently and safely at home and included the following:

The Home Support Services (part of the new Early Help & Prevention Services) provided support to 2,205 people through 1,887 Age UK Stockport directly, and 318 through our partners: Signpost supported 129 people, SHG supported 112 people, Disability Stockport supported 77.

A specialist hoarding and decluttering service worked with 53 people over a longer period and often coordinating across many other agencies to reach desired positive outcomes. A group to support those dealing with decluttering was also set up in collaboration with Spark in the previous year continued.

Handy Help and Gardening dealt with 12,555 referrals or requests for support, many of which were requests for information for tradespeople to assist. Handy help jobs in the home and a range of gardening services completed by the small team in the year were 2,436.

Age UK Stockport also became part of the Stockport Council Trusted Partner scheme enabling people to access the Government's DWP Household Support Fund to support with both winter warmth and cost of living challenges. Apart from a contribution to admin costs the fund was fully distributed for assistance with white goods, energy (gas and electric) top ups, household repairs, boiler repairs or replacements and shopping vouchers.

A core aspect of our work is on encouraging and supporting social engagement in all respects. Befriending contacts averaged 25 hours a week representing approx. 1250 contacts in the year to 25 clients. However, the service has people awaiting triage and maintains a waiting list. We are actively looking to recruit more Befriending volunteers.

The New Sky Hub opened in June 2023 and the number of people attending events or calling in increased week on week. Over the 10 months 975 people benefited, and this included 224 Information and Signposting support and 144 Digital session in addition to ongoing one-off or casual digital assistance.

Achievements and performance (continued)

Support covering a wide range of general information and advice, particularly benefits and blue badges, continued throughout the year. This was mainly delivered on the telephone and online to 1,199 people, and like previous years, involved circa £1 million of benefits claims. These new ways of working have been maintained as they have enabled more people to be contacted and supported.

We continued throughout to provide individual care and support through both free and charged-for services. The Tandem support service provided 4,462 hours of direct support to 202 people at home or in the community. This included some one-off or occasional shopping calls and many regular services. These numbers included the Easy Shop service which in this reporting year moved to be a charged for service under Tandem following a loss of all funding support.

Direct support and respite were also provided to many Carers, all in addition to other wide-ranging support to Carers embedded across the organisation's services.

Our work in the Hospital remained high on the agenda as part of tackling the ongoing challenges of effective hospital discharge. The reduced team of staff making up Hospital Discharge Service worked closely within the multi-agency Integrated Transfer team at the Hospital dealing with 3,108 referrals. This included 295 referrals for placements to long term care.

The number of people benefiting from general support, events and activities continued to increase over the year. This included valued groups sessions and new groups such as 240 people attending Welcome Wednesdays with Stockport College. The Active Ageing Local Pilot continued to benefit many people and also new activity-based engagement through funding for a Local Pilot Scheme in Brinnington, now renamed as Active communities, moving into other areas such as Bramhall, Reddish, Woodley, Cheadle Health; 2120 people attending great activities such as Walking Football, Community Walks, and Confidence Walks, community bingo, coffee mornings, chair-based exercises, and community gym.

From circulation lists and website usage the numbers of people benefiting from out News Sheet are also increasing to over 3,000 and a conservative estimate of the number of people we connected with through Age UK Stockport's presence at events was 3,000 plus.

Volunteering has stayed low since the significant reduction in 2020 which reflects the general decline in volunteering nationally and a long period without staff resource to support and / or develop. There are currently 32 active volunteers delivering approximately 45 valued hours a week. Recognising the challenges there is still a strong commitment to develop volunteering further over the coming year.

As noted above Age UK Stockport is part of two other partnerships that are reported separately as follows:

As part of The Prevention Alliance (TPA) with our partners Stockport Homes Skylight, Jigsaw Support, Talk Listen Change and Nacro. The TPA delivers the central Stockport Support Hub which dealt with 7,147 referrals in the reporting year, all of which were received via telephone or online referral system. Information & Advice was provided on 4,997 occasions with a wide range of other support. The Support Hub also referred 2,150 people to other services within the Early Help & Prevention group.

Also, as part of The Prevention Alliance (TPA) 'Your Support' Age UK Stockport and other alliance partner workers provide a dedicated key worker to help people make changes to improve health and wellbeing. Your Support dealt with 1,383 referrals which included Digital skills to over a 1,000 people and British Sign Language support to nearly 400 people through weekly sessions.

As part of a new partnership delivering the Domestic Abuse Support service for those unsafe in a relationship. One skilled Age UK Stockport worker is embedded in the team with partners Stockport Without Abuse, Stockport Homes Skylight, and Talk Listen Change. The service received 804 referrals and supported 737 victims of abuse and there were 1,473 sessions or appointments with people, all higher than the previous year. Unfortunately, the service has to operate a waiting list.

Achievements and performance (continued)

Step Out Stockport

The subsidiary company Step Out Stockport has provided day services and activities since 2014 and forms part of these consolidated accounts. Step Out offers important services, highly valued by its members and is also included on the SMBC day services framework. From the start, Step Out has set out plans and actions to ensure it is delivering a quality service that is meeting local needs.

At the start of the reporting year April 23 the members were able to return to usual activities after the restrictions necessary for infection control in the previous two years. A full weekly plan of activities are delivered by the staff, with occasional visits from outside. During the year, 4,099 sessions were delivered by a dedicated team of staff.

The main issues identified as a risk are rising costs and plans are in place to address by both increasing income and curbing expenses. The other man risk continues to be the declining state of the building the services are delivered from and the need for good future plans of maintenance. Under the tenancy via Stockport Council's agents, discussions are ongoing to tackle this challenge.

In addition, the Council Framework is due for re-tender in 2024/25 and as the scope of this is unknown, we are waiting on this information to continue with development plans.

c. Investment policy and performance

Overall responsibility for investment of the Charity's funds lies with the full Board of Trustees and Directors. To support this, the organisation has a comprehensive Investment Policy that is reviewed at least annually by the Board. This policy provides the framework for making investment decisions, helping the Board to manage the charity's resources effectively. This includes understanding and setting the Board's balanced attitude to risk, setting out clear investment objectives and setting out policies and procedures for appointing external experts as required.

The Board manages the resources available for investment with advice from appointed independent experts. The advisors provide monthly reports and attend to report directly to the Board in July/August each year. The reappointment is also reviewed annually, and the Board noted again this year that they remain an award-winning company. Throughout the year the market was challenging and volatile, and at the time of writing continues to be, so the quality of professional advice has been essential.

The charity's freehold property at Commonweal is a functional asset and a key strand in the long-term investment strategy, so a designated fund ensures investment in maintenance. The value of the property had fluctuated over the year due to the unpredictable market and the potential effects of town developments. The future use is being kept under ongoing review as its use has significantly changed in the post-pandemic period. A review of working practices and staff use is planned for early 2024/5 when options will be developed.

Overall, the Board is satisfied that the policy and performance remain the most appropriate for the current situation, particularly recognising the unpredictable future.

Financial review

a. Going concern

The finances have shown more fluctuation year on year since the pandemic years of 2020 and 2021, with a high deficit in 21/22 but settled back in 22/23. The reporting year from April 2023 to March 2024 has been challenging. The difficult economic situation for all means an increasing pressure to deliver more with less resources. After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate reserves and resources to continue in operational existence for the foreseeable future. Considering existing contracts and income streams, investments and resources and developing plans this will provide the time necessary to move to a reduced deficit budget in 25/26 and a sustainable budget in 26/27. This will be monitored carefully month on month through the Finance and General Purposes committee and the Board. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Achievements and performance (continued)

b. Reserves policy

Age UK Stockport's reserves policy is reviewed annually and continues to be based on a free reserves approach with holding six months running costs. Free reserves are defined as unrestricted funds which have not been earmarked and may be used generally to further the charity's objectives. This level has been achieved along with retaining some lower level of designated funds.

c. Material investments policy

The reserves policy and the cautious investment of funds is as detailed above. It is recognised that reserves are held to help the charity operate effectively and to be effectively spent on the charity's purpose. After reviewing and maintaining the reserves level the Board made a careful designation of funds against known and/or planned expenditure. This included spending of reserves to support agreed areas of both delivery and development, part of the Boards commitment to use the organisations resources for public benefit. However, it is noted that the level of deficit in the reporting year could, if continued, threaten future sustainability and is therefore being carefully monitored through the Trustee Finance and General Purposes Committee.

Financial review

d. Principal funding

The main elements of income and expenditure were as follows:

Income	**2024**	**2023**	**2022**
Charitable activities	72%	85%	80%
Activities for generating funds	13%	10%	17%
Donations & legacies	15%	4%	2%
Investment income	0%	1%	1%

Expenditure	**2024**	**2023**	**2022**
Charitable activities	82.7%	81.3%	80.6%
Cost of generating funds	10.3%	10.4%	11.4%
Governance costs	7.0%	8.3%	8.0%

Income was slightly reduced from 2023, due mainly to a reduction in charitable grants received in relation to the provision of hospital services, which was partly offset by an increase in Donation/Legacies from 4% to 15% due to receipt of a generous legacy. Expenditure increased to meet both service commitments and increasing central costs; however all % remained very consistent with 2023.

The surplus of 2023 was not maintained and the year finished with a sizeable deficit that is being carefully monitored and considered in all aspects of our strategic planning. At the year-end a deficit budget at a similar level was necessarily accepted for 2024/25 to ensure needed services continued to be supported and funds would be available for salaries and running costs. It is recognized that the requirements and costs of maintaining essential central organizational services continues to increase – finance, IT and other systems, staff security, HR, health and safety, training and more. Similarly, the costs of providing quality services and support for our beneficiaries through appropriately recruited, skilled and trained staff also continues to increase, especially in a highly challenging and competitive recruitment and retention market. As noted above, considerable attention will be given to this in the coming year, especially with more challenges coming at the time of writing from a recent Government Budget.

Structure, governance and management

a. Constitution

The charity is registered as a charitable company (charity number 1139547) limited by guarantee and was set up by a Memorandum of Association.

The Board takes a proactive approach to governance and undertakes regular checks and external assessments to benchmark against respected codes and standards. This includes Charity Commission guidance and the Charity Governance Code framework as recently refreshed. This enables the Board to have confidence in the organisation's strong governance for the future.

b. Methods of appointment or election of Trustees

The Directors of the company, who are the Charity Trustees, form the Board of Age UK Stockport which is the governing body of the organisation. The management of the charity and the group is the responsibility of the Trustees.

Trustees are elected by the members at the Annual General Meeting or co-opted by the Board under the terms of the Articles of Association, which prescribes 6 elected members plus a chairperson. New Board members are elected or co-opted for the skills and experience they can bring to the Board and are not required to be members at the time of election but become members on appointment.

The organisation has benefited from a stable and experienced Board over several years, but at the year-end an unexpected resignation due to family issues created a vacancy that is still to be filled.

c. Organisational structure and decision-making policies

Board members are responsible for the proper governance of the Charity and determine the strategy and policy to be undertaken in accordance with the objectives as stated in the Memorandum and Articles. They seek to achieve the objectives and work for public benefit and wider social value while at the same time ensuring that the Charity is not exposed to undue risk.

The full Board generally meets formally six times a year and operates to established terms of reference and within a Conflict-of-Interest Policy with declarations of interest a standing agenda item. The Board receives reports from two standing sub-committees and other task and/or time limited sub-committees as required. It also receives a report from the Chief Executive at each meeting together with other reports as appropriate relating to services, governance issues and / or the wider environment that the organisation works in. The Chief Executive and other members of the Senior Leadership Team regularly attend and inform the Board.

The Trustee sub-committees include a formally constituted Finance and General Purposes Committee, which meets prior to each of the Board meetings to provide more detailed oversight of finances and other governance issues and make recommendations to the full Board. The Finance officer attends this meeting to present the accounts and provide any information or detail needed. The second standing committee, Risk & Quality, provides more detailed scrutiny of the Risk Register and quality work and standards. In addition, a succession sub-committee is maintained as appropriate. Other sub-committees are established and meet as required, and all are established with terms of reference agreed by the full Board of Trustees.

Decisions on the day-to-day operation of the Charity are taken by the appointed Chief Executive and members of the Senior Leadership Team of the organisation. Each has in addition, oversight of key organisational areas for safety and wellbeing with second tier managers undertaking the implementation. This includes Health & Safety, Safeguarding, Information Governance, Staff Wellbeing, Environmental and Digital Development and Systems. This has been greatly assisted in the year by a new Central Services Manager post created and recruited the previous year to support this important work for all aspects of organisational effectiveness.

Structure, governance and management (continued)

All decisions are taken within the framework of established and regularly reviewed Management & Financial Conventions, including the agreed scheme of delegation. The Chairperson and Chief Executive communicate regularly and generally on a weekly basis, with other senior staff involved as appropriate.

Also, importantly, external expertise is brought in when deemed necessary, for example, on financial systems and legal matters.

d. Policies adopted for the induction and training of Trustees

Once elected, new Board members follow a comprehensive induction programme set out in a Governance & Trustee Policy. They receive an introduction to the requirements and responsibilities of their role and given a named 'buddy' to assist. This includes utilising the Charity Commission Induction pack for new trustees as well as an introduction to the organisation and group. During this process, any training needs are identified and responded to. This process is regularly reviewed by the Board and also checked on the experience of new members.

e. Pay policy for key management personnel

The Finance & General Purposes Committee acts as a Remuneration sub-committee as appropriate to ensure an open, relevant and transparent approach to organisational pay scales and senior pay in accordance with the policies. At the end of the year the committee met to review and agree an appropriate affordable organisational response to the challenging cost of living crisis to support staff through a package of one-off support, inflationary uplift and new health benefits scheme. To assist the Board deal with the balance of a fair salary for recruitment and retention and financial affordability and sustainability a benchmarking exercise was undertaken during the year.

f. Financial risk management

The Risk Management Policy and Strategy is reviewed annually by the Board, and the standing Trustee Finance and General Purposes and Risk and Quality Sub-Committees provide greater and more regular oversight of the Risk Register for reporting to each Board meeting. The Trustees have assessed the major risks to which the charity and the organisational group is exposed, in particular those related to the operations and finances, and are satisfied that systems and procedures are in place to monitor and mitigate exposure to the major risks. The Charity's Risk Management Strategy is embedded in the day-to-day management and activities and includes the procedures and actions required to mitigate the risks identified.

Plans for future periods

a. Planning

All planning will continue to use the established agile and emergent approach and focus on achieving the charity's objectives, in alignment with our values and all within a strength based, person led and holistic approach as part of the Board's commitment to the key statements and objectives.

We continue to develop and build on work undertaken in the previous year around identifying 'our future client' and their potential different needs and requirements, with a focus on increased wellbeing for all and individual resiliency in the new fast changing world. This work continues and also embraces the need for ongoing flexibility, agile working and openness to new working systems, processes and practices. The organisation remains committed to continuous learning and so ensures we see the challenges and the opportunities and are well paced to respond to both.

b. Structure

The staffing structures put in place in 21/22 have remained stable again in the reporting year, enhanced by the addition of the Central Services role. A full review will take place in 24/25 as it is recognised maintaining an appropriate level of salary for the commitment to the Real Living Wage, for recruitment and retention and also for skill and quality has become a significant challenge financially.

The time investment in being well linked into local and regional networks will continue, along with the commitment to collaborative working that such networks provide opportunities for and support.

The functional asset will be maintained and maybe leveraged, and search for the better use of system infrastructure for the most cost-effective delivery of essential central services will continue.

c. Brand Partnership

As noted, the new relationship is now set out in a shared strategy and new brand partnership agreement with Age UK national, and at the time of writing is now on the table for decision by the Trustees before the end of 2024. The Board is leaning towards signing and the final decision and if confirmed details of the new arrangements will be fully reported in the next report.

It is also hoped and expected to seek some cost savings and also some income or collaboration opportunities from working within the new network.

d. Information on fundraising practices

This will be an essential focus, together with control of expenditure, for a planned recovery over two years to a balanced budget.

Contracts

At the year-end on 31 March 2024, the charity was two years into three five-plus-two-year contracts for core prevention services, all of which were delivering well. The three prevention contracts with the Council provide a strong base financially and enable Age UK Stockport to be a full player in delivering free support services to local adults in three key areas of prevention – individual support, home support and domestic abuse support. There was also a year left on Active Ageing grant and a reasonable expectation of continuation.

Hospital funding was more piecemeal and year on year but was supporting essential and valued work at the Hospital, and as a key area of focus for social and integrated care funders was expected to continue and develop further.

The recovery of charged-for services which provides much needed and valuable support has been a cost to the organisation but is believed to be showing progress in the reporting year and will be carefully reviewed and challenged in the next year.

It is acknowledged that the commissioning and funding landscape is ever more competitive and significantly more uncertain.

Grants

The Eon grant continued to provide good support for Information & Advice and Handy Help Warm Homes and at the year-end were confirmed for 24/25. Possible changes in Information & Advice standards are being monitored as this may be a risk to income in future years.

The focus has remained on identifying grants and other funding streams to develop more varied income sources. Support from funding experts was sought and changed during the reporting year. However, it continues to be a significant challenge as the number of grants available reduced during the year as several providers closed, paused or changed to focus on smaller community groups, and this is in fact happening more at the time of writing. The organisation is also still in a frustrating place where the reserves are still too high to allow application to a number of grant providers which limits the opportunity to get the funds necessary to stop the reserves reducing to a risk level.

Fundraising & Corporate Social Responsibility

The need to diversify income streams remains a priority. Work in the next 18 months is planned to bring on new work in terms of more traditional fundraising and also Corporate Social Responsibility approaches locally. Planning also includes more active Legacy and Donation promotional activities

Resources & Investments

The investment strategy is under review with expert input and hoped to contribute positively in future years. In addition, the organisation ownership of property is being considered for opportunity to add income

Disclosure of information to auditors

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

Auditors

A resolution to re-appoint JS. Audit Limited as auditors will be proposed at the forthcoming Annual General Meeting.

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

Approved by order of the members of the board of Trustees and signed on their behalf by:

Ms Susan Carpentier Alting
Director

Date: 20 December 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and the Group and the incoming resources and application of resources, including the net income or expenditure, of the Group for the year. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

Opinion
We have audited the financial statements of Age UK Stockport for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the group balance sheet, the company balance sheet, the consolidated statement of cash flows and the 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 the group's 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 accounts 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 accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statement is appropriate.

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

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

Other information
The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 the Trustees
As explained more fully in the Statement of Trustees Responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related to, but were not limited to, the Companies Act 2006, the Charities Act 2011, employment, pension and health and safety legislation and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities' Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to management bias in accounting estimates and judgements and the risk of fraud in revenue recognition.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims, their policies and procedures to prevent and detect fraud as well as whether they have knowledge of any actual, suspected or alleged fraud;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- obtaining an understanding of provisions and holding discussions with management to understand the basis of recognition or non-recognition of provisions; and
- in addressing the risk of fraud through management override of controls: testing the appropriateness of journal entries; assessing whether the accounting estimates, judgements and decisions made by management are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Christopher Moss BSc F.C.A.
Senior Statutory Auditor
for and on behalf of JS. Audit Limited .....

Chartered Accountants
Statutory Auditor

James House
Stonecross Business Park
Yew Tree Way
Warrington
Cheshire WA3 3JD

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Income from:					
Donations and legacies	2	-	281,505	281,505	*87,203*
Charitable activities	3	443,254	937,329	1,380,583	*1,702,191*
Other trading activities	4	-	249,749	249,749	*211,040*
Investments	5	-	-	-	*1,590*
Total income		443,254	1,468,583	1,911,837	*2,002,024*
Expenditure on:					
Raising funds	6	-	215,853	215,853	*194,379*
Charitable activities	7	533,017	1,342,015	1,875,032	*1,668,476*
Total expenditure		533,017	1,557,868	2,090,885	*1,862,855*
Net income/(expenditure) before net (losses)/gains on investments		(89,763)	(89,285)	(179,048)	*139,169*
Net gains/(losses) on investments		-	73,189	73,189	*(101,503)*
Net income/(expenditure)		(89,763)	(16,096)	(105,859)	*37,666*
Transfers between funds	16	-	-	-	-
Other recognised gains/(losses)					
Revaluation surplus on property		-	-	-	*338,700*
Net movement in funds		(89,763)	(16,096)	(105,859)	*376,366*
Reconciliation of funds:					
Total funds brought forward		901,545	1,751,569	2,653,114	*2,276,748*
Net movement in funds		(89,763)	(16,096)	(105,859)	*376,366*
Total funds carried forward		811,782	1,735,473	2,547,255	*2,653,114*

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

The notes on pages 24 to 41 form part of these financial statements.

GROUP BALANCE SHEET

AS AT 31 MARCH 2024

	Note		2024 £		*2023* *£*
Fixed assets					
Tangible assets	12		724,774		*742,678*
Investments	13		1,076,682		*1,153,493*
			1,801,456		*1,896,171*
Current assets					
Debtors	14	329,920		*319,094*	
Cash at bank and in hand	20	640,084		*631,400*	
		970,004		*950,494*	
Creditors: amounts falling due within one year	15	(224,205)		*(193,551)*	
Net current assets			745,799		*756,943*
Total net assets			2,547,255		*2,653,114*
Charity funds					
Restricted funds	16		811,782		*901,545*
Unrestricted funds					
Designated funds	16	648,900		*1,239,818*	
General funds	16	747,873		*173,051*	
Revaluation reserve		338,700		*338,700*	
Total unrestricted funds	16		1,735,473		*1,751,569*
Total funds			2,547,255		*2,653,114*

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 24 to 41 form part of these financial statements.

Approved for issue on 20 December 2024

Ms Susan Carpentier Alting
Chair

COMPANY BALANCE SHEET

AS AT 31 MARCH 2024

	Note		2024 £		*2023* *£*
Fixed assets					
Tangible assets	12		724,774		*742,678*
Investments	13		1,076,684		*1,153,495*
			1,801,458		*1,896,173*
Current assets					
Debtors	14	400,659		*310,479*	
Cash at bank and in hand		471,417		*541,741*	
		872,076		*852,220*	
Creditors: amounts falling due within one year	15	(201,657)		*(169,596)*	
Net current assets			670,419		*682,624*
Total net assets			2,471,877		*2,578,797*
Charity funds					
Restricted funds			766,242		*856,005*
Unrestricted funds					
Designated funds		648,900		*1,239,818*	
General funds		718,035		*144,274*	
Revaluation reserve		338,700		*338,700*	
Total unrestricted funds			1,705,635		*1,722,792*
Total funds			2,471,877		*2,578,797*

As permitted by s408 of the Companies Act 2006, the company has not presented its own profit and loss account and related notes. The company's deficit was £106,920 (2023 - £392,540 deficit).

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 24 to 41 form part of these financial statements.

Approved for issue on 20 December 2024

Ms Susan Carpentier Alting
Chair

Company registration number: 07413632

AGE UK STOCKPORT AND ITS SUBSIDIARIES

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024		2023	
Cash flows from operating activities		£	£	£	£
Net cash (used in)/generated by operating activities	19		(134,272)		27,502
Cash flows from investing activities					
Interest received		-		1,590	
Withdrawals from investments		150,000		125,000	
Purchase of tangible fixed assets		(7,044)		(25,517)	
Net cash provided by investing activities			142,956		101,073
Cash flows from financing activities					
Net cash provided by financing activities			-		-
Change in cash and cash equivalents in the year			8,684		128,575
Cash and cash equivalents at the beginning of the year			631,400		502,825
Cash and cash equivalents at the end of the year	20		640,084		631,400

The notes on pages 24 to 41 form part of these financial statements.

1 Accounting policies

Charity Information
Age UK Stockport is a private company limited by guarantee incorporated in England and Wales. The registered address is Commonweal, 56 Wellington Street, Stockport, Cheshire, SK1 3AQ.

1.1 Accounting Convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below:

1.2 Company status

The charity is a company limited by guarantee, without share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing these financial statements.

1.4 Basis for consolidation

The consolidated financial statements comprise Age UK Stockport, and its trading subsidiary, Step Out Stockport, along with the non-trading subsidiary, Age UK Stockport Trading Limited. The results of the subsidiaries are consolidated on a line by line basis.

The summarised Profit and Loss Account for the year ended 31 March 2024 and Balance Sheet as at 31 March 2024 for Step Out Stockport and Age UK Stockport Trading Limited are given in the notes to these accounts.

The charity has availed itself of the provisions of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006 and Paragraph 397 of the SORP.

No separate cash flow statement has been presented for the charity alone as permitted by FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

1.5 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.7 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.9 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Properties whose fair value can be measured reliably are held under the revaluation model and are carried at a revalued amount, being their fair value at the date of valuation less any subsequent accumulated impairment losses. The fair value of the land and buildings is usually considered to be their market value.

Revaluation gains and losses are recognised in the consolidated statement of financial activities.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	1% per annum on a straight line basis
Motor Vehicles	5 years on a straight line basis
Fixtures and fittings	3-5 years on a straight line basis

1.10 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains (Losses) on investments' in the Consolidated Statement of Financial Activities.

Investments in subsidiaries are valued at cost less provision for impairment. Investments held as fixed assets are shown at cost less provision for impairment.

1.11 Debtors

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

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

1.12 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.13 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.14 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.15 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year

1.16 Redundancy costs

Redundancy costs are payable when employment is terminated before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The charity recognises redundancy costs when it is demonstrably committed to either terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

1.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total Funds 2023 £*
Donations and legacies	-	281,505	**281,505**	*87,203*
Government grants	-	-	**-**	*-*
	-	281,505	**281,505**	*87,203*
Total 2023	-	87,203	87,203	

3. Income from charitable activities

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Contract services	348,747	836,149	**1,184,896**	*1,529,902*
Other income	-	87,160	**87,160**	*90,107*
Other grants	94,507	14,020	**108,527**	*82,182*
	443,254	937,329	**1,380,583**	*1,702,191*
Total 2023	602,178	1,100,013	1,702,191	

4. Income from other trading activities

	Unrestricted Funds 2024 £	Total Funds 2024 £	*Total Funds 2023 £*
Fundraising trading income	249,749	**249,749**	*211,040*
	249,749	**249,749**	*211,040*
Total 2023	211,040	211,040	

5. Investment income

	Unrestricted Funds 2024 £	Total Funds 2024 £	*Total Funds 2023 £*
Bank interest receivable	-	**-**	*1,590*
	-	**-**	*1,590*
Total 2023	1,590	1,590	

6. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds *2023* *£*
Step Out Stockport expenses	65,734	**65,734**	*53,281*
Wages and salaries	144,505	**144,505**	*137,410*
National insurance	4,608	**4,608**	*2,791*
Pension costs	1,006	**1,006**	*897*
	215,853	**215,853**	*194,379*
Total 2023	194,379	194,379	

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds *2023* *£*
Governance costs	2,530	143,723	**146,253**	*153,960*
Prevention Services	7,317	514,005	**521,322**	*532,586*
Hospital Services	296,662	-	**296,662**	*253,144*
Carers and Direct Care Services	-	238,980	**238,980**	*216,118*
Community Support	226,508	671,815	**671,815**	*512,668*
	533,017	1,342,015	**1,875,032**	*1,668,476*
Total 2023	223,796	1,444,680	1,688,476	

8. Analysis of expenditure by activities

	Activities undertaken directly 2024	**Support costs 2024**	**Total funds 2024**	Total funds *2023*
	£	£	£	*£*
Governance costs	3,112	143,141	**146,253**	*153,960*
Prevention Services	521,322	-	**521,322**	*532,586*
Hospital Service	296,662	-	**296,662**	*253,144*
Carers and Direct Care Services	238,980	-	**238,980**	*216,118*
Community Support	671,815	-	**671,815**	*512,668*
	1,731,891	143,141	**1,875,032**	*1,668,476*
Total 2023	1,514,516	153,960	1,668,476	

9. Auditors' remuneration

	2024	***2023***
	£	*£*
Fees payable to the charity's auditor for the audit of the charity annual accounts	**8,190**	*7,800*
Fees payable to the charity's auditor in respect of:		
All non-audit services not included in the above	**1,575**	*1,500*
	9,765	*9,300*

10. Staff Costs

	Group 2024	*Group 2023*
	£	£
Wages and salaries	**1,130,528**	*1,076,660*
Social security costs	**89,353**	*73,510*
Contribution to defined contribution pension schemes	**33,673**	*31,323*
	1,253,554	*1,181,493*

The average number of persons employed by the Charity during the year was as follows:

	Group 2024	*Group 2023*
	No.	*No.*
Employees	**61**	*63*

No employee received remuneration amounting to more than £60,000 in either year.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2023 £nil).*

During the year ended 31 March 2024, no Trustee expenses have been incurred *(2023 - £nil).*

12. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2023	733,700	29,333	119,292	882,325
Additions	-	-	7,044	7,044
At 31 March 2024	733,700	29,333	126,336	889,369
Depreciation				
At 1 April 2023	23,700	21,765	94,182	139,647
Charge for the year	7,337	2,390	15,221	24,948
At 31 March 2024	31,037	24,155	109,403	164,595
Net book value				
At 31 March 2024	**702,663**	**5,178**	**16,933**	**724,774**
At 31 March 2023	*710,000*	*7,568*	*25,110*	*742,678*

The freehold property was valued on an open market basis on 24 April 2023 by A Thornton, a qualified firm of commercial property agents independent from the charity. The trustees believe that there has not been a material change in the value of these assets between the previous valuation date and the year end.

The carrying amount under the cost model of the assets which have been revalued would have been £312,329 *(2023: £316,279).*

13. Fixed asset investments

	Other fixed asset investments
	£
Group	
Cost	
At 1 April 2023	1,153,493
Additions	-
Change in market value	73,189
Withdrawal	(150,000)
At 31 March 2024	1,076,682
Net book value	
At 31 March 2024	**1,076,682**
At 31 March 2023	1,153,493

All fixed asset investments are held in the UK.

Charity	Investments in subsidiary companies £	Other fixed asset investments £	Total £
Cost			
At 1 April 2023	2	1,153,493	1,153,495
Additions	-	-	-
Change in market value	-	73,189	73,189
Withdrawals	-	(150,000)	(150,000)
At 31 March 2024	2	**1,076,682**	**1,076,684**
Net book value			
At 31 March 2024	**2**	**1,076,682**	**1,076,684**
At 31 March 2023	2	1,153,493	1,153,495

13. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Registered office or principal place of business	Class of shares	Holding	Included in consolidation
Step Out Stockport	08881836	Commonweal, 56 Wellington Street, Stockport, SK1 2AQ	Ordinary	100%	Yes
Age UK Stockport Trading Limited	02956519	Commonweal, 56 Wellington Street, Stockport, SK1 2AQ	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Loss for the period £	Net assets/(liabilities) £
Step Out Stockport	249,749	(263,203)	(13,454)	61,022
Age UK Stockport Trading Limited	-	-	-	(157)

14. Debtors

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Trade debtors	**243,922**	*289,778*	**215,290**	*268,710*
Amounts owed by group undertakings	**-**	*-*	**82,060**	*12,453*
Other debtors	**49,275**	*5,408*	**33,751**	*5,408*
Prepayments and accrued income	**36,723**	*23,908*	**69,558**	*23,908*
	329,920	*319,094*	**400,659**	*310,479*

15. Creditors: Amounts falling due within one year

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Trade creditors	**55,342**	*53,383*	**55,324**	*30,528*
Amounts owed to group undertakings	**-**	*-*	**-**	*-*
Other taxation and social security	**109,565**	*125,245*	**109,565**	*125,245*
Other creditors	**16,116**	*8,154*	**9,201**	*8,154*
Accruals	**43,182**	6,769	**27,567**	*5,669*
	224,205	*193,551*	**201,657**	*169,596*

16. Statement of funds

Statement of funds – current year

	As at 01/04/2023	Income	Expenditure	Transfers	Gains/ (losses)	As at 31/03/2024
Unrestricted Funds						
Designated funds						
General contingency fund	792,930	-	-	(170,430)	-	622,500
Accommodation and maintenance fund	135,191	-	-	(123,991)	-	11,200
IT and infrastructure fund	70,011	-	-	(56,311)	-	13,700
Vehicle replacement fund	66,301	-	-	(64,801)	-	1,500
Services delivery fund	105,000	-	-	(105,000)	-	-
Emergency planning fund	37,885	-	-	(37,885)	-	-
Fundraising marketing fund	32,500	-	-	(32,500)	-	-
	1,239,818	**-**	**-**	**(590,918)**	**-**	**648,900**
General funds						
Property fund	371,300	-	(7,337)	-	-	363,963
Revaluation reserve-property	338,700	-	-	-	-	338,700
General reserve	(198,249)	1,468,583	(1,550,531)	590,918	73,189	383,910
	511,751	**1,468,583**	**(1,557,868)**	**590,918**	**73,189**	**1,086,573**
Total unrestricted funds	**1,751,569**	**1,468,583**	**(1,557,868)**	**-**	**73,189**	**1,735,473**
Restricted funds						
Day Care Services fund	224,536	-	-	-	-	224,536
Other restricted funds	264,002	54,273	-	-	-	318,275
Age UK grants	54,698	50,396	(105,094)	-	-	-
DWP Household Support fund	168,403	-	-	-	-	168,403
Hospital Discharge Support	101,000	298,710	(299,142)	-	-	100,568
Climate Action Now fund	51,887	-	(51,887)	-	-	-
Active Ageing Activities fund	37,019	39,875	(76,894)	-	-	-
	901,545	**443,254**	**(533,017)**	**-**	**-**	**811,782**
Total of funds	**2,653,114**	**1,911,837**	**(2,090,885)**	**-**	**67,426**	**2,541,492**

16. Statement of funds

Statement of funds – prior year

	As at 01/04/2022	Income	Expenditure	Transfers	Gains/ (losses)	As at 31/03/2023
Unrestricted Funds						
Designated funds						
General contingency fund	792,930	-	-	-	-	792,930
Accommodation and maintenance fund	135,191	-	-	-	-	135,191
Property and activities fund	145,000	-	-	(145,000)	-	-
IT and infrastructure fund	70,011	-	-	-	-	70,011
Specific Contingency fund	259,000	-	-	(259,000)	-	-
Vehicle replacement fund	66,301	-	-	-	-	66,301
Services delivery fund	105,000	-	-	-	-	105,000
Emergency planning fund	37,885	-	-	-	-	37,885
Fundraising marketing fund	48,500	-	-	(16,000)	-	32,500
	1,659,818	**-**	**-**	**(420,000)**	**-**	**1,239,818**
General funds						
Property fund	395,000	-	(23,700)	-	338,700	710,000
General reserve	(301,233)	1,399,846	(1,615,359)	420,000	(101,503)	(198,249)
	93,767	**1,399,846**	**(1,639,059)**	**420,000**	**237,197**	**511,751**
Total unrestricted funds	**1,753,585**	**1,399,846**	**(1,639,059)**	**-**	**237,197**	**1,751,569**
Restricted funds						
Day Care Services fund	224,536	-	-	-	-	224,536
Other restricted funds	298,627	17,725	(52,350)	-	-	264,002
Age UK grants	-	94,547	(39,849)	-	-	54,698
DWP Household Support fund	-	300,000	(131,597))	-	-	168,403
Hospital Discharge Support fund	-	101,000	-	-	-	101,000
Climate Action Now fund	-	51,887	-	-	-	51,887
Active Ageing Activities fund	-	37,019	-	-	-	37,019
	523,163	**602,178**	**(223,796)**	**-**	**-**	**901,545**
Total of funds	**2,276,748**	**2,002,024**	**(1,862,885)**	**-**	**237,197**	**2,653,114**

16. Statement of funds (continued)

Designated funds

The General Contingency Fund
Represents funds set aside to mitigate the risks and vulnerabilities identified as part of the agreed Reserves Policy. The policy is to ensure that sufficient funds are available to meet committed costs for a period of six months of both restricted and unrestricted funds and this level has been maintained. In view of the many challenges of 2020 and 2021 and the continuing constantly changing external environment, the fund was left unchanged for this year and will be fully reviewed in 2025.

The Accommodation and Maintenance Fund
The fund was established to provide sufficient funds to maintain the building at Commonweal, which represents a key functional asset. As the Charity's administrative base, it is essential to the efficient provision of services and in recent years it has been a key factor in enabling participation in tenders. The office was closed for any regular use during the lockdowns and the opportunity was taken to undertake some repairs and redecorate the interior and repurpose the space for hybrid working both in 2020 and in 2021. The balance is maintained to reflect likely significant costs regarding the windows and exterior decoration and possible costs regarding the external area at the rear of the premises.

The IT and Infrastructure Fund
Includes communications, infrastructure systems and supports the organisation’s digital development and strategy.

The Vehicle Replacement Fund
Represents funds set aside to purchase replacement vans used in the Handy Help Service. A wider vehicle replacement review remains on hold to check the need after further pandemic recovery and to consider environmental impact on the procurement options.

The Services Delivery Fund
The fund was set up to respond to dual pressures outside of the budget. Firstly, delivery in specific services/activities that fell outside of the new· local commissioning strategy, and secondly to act as a contingency for possible central support costs beyond budget allocations. The fund has been maintained to support this commitment as, whilst new contracts are in place from April 2022, they are still financially stretched in terms of contribution to central costs.

The Emergency Planning Fund
Represents a fund set aside to provide general backup in the case of an emergency event. The fund was reduced in a prior year to reflect that more redundancy is built into some other parts of the budget. It has been maintained this year at what is estimated to be a good level for additional business continuity issues.

16. Statement of funds (continued)

Designated funds (continued)

The Fundraising Marketing Fund
The fund is to support the costs of plans for increased marketing of charged-for services. fundraising and new developments. Marketing continues to develop, especially digital and social media.

General funds

The Property Fund has been set up to assist in identifying those funds that are not free funds and it represents the net book value of the property.

The general reserve represents the free funds of the charity that when in surplus are not designated for specific purposes.

Restricted funds

The Day Care Services Fund
Represents funds donated to support the delivery and development of day care services provided by Step Out Stockport.

Other Restricted Funds
Represent grant monies received including work in hospitals and the community. It also includes a wide range of wellbeing support and general preventative work. In the reporting year this included money to support Social Isolation and Befriending, a small Transport Fund and a grant to provide prevention support to vulnerable clients.

Age UK Grants
Represents various grants from or administered through Age UK. The largest is the EON Warm Homes Funds which supported both Benefit claims and warm homes information and resources. It also included a Tackling Inequalities grant, at the end of a Transport grant and a Cost of living grant that supported Information & Advice services through a secondment from Citizens Advice.

DWP Household Support Fund – Trusted Partner Scheme
The HSF Fund is a national grant scheme funded by the Department of Works & Pensions administered through Stockport SMBC to seven local VCSE organisations, including Age UK Stockport. The purpose of the fund is to support vulnerable households in most need of support to help with significantly rising living costs.

Hospital Discharge Support
Relates to grants focused on supporting additional staffing and resources for discharge.

Climate Action Now Fund
Provided work and resources in people's homes to support good environmental action and contributed to saving energy use and costs. The activity took place in Stockport wards that financially supported the CAN Fund.

Active Ageing Activities
This includes the Local Pilton, funded through Stockport MBC, which provides staffing costs in support of activities contributing to the ONE Stockport Active Communities Strategic Network. It also included additional funding brought in to support specific activities, such as Walking Football.

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2024	Unrestricted funds 2024	Total fund 2024
	£	£	£
Tangible fixed assets	-	724,774	724,774
Fixed asset investments	-	1,076,682	1,076,682
Current assets	811,782	158,222	970,004
Creditors due within one year	-	(224,205)	(224,205)
	811,782	**1,735,473**	**2,547,255**

Analysis of net assets between funds - prior year

	Restricted funds 2023	*Unrestricted funds 2023*	*Total funds 2023*
	£	*£*	*£*
Tangible fixed assets	*-*	*742,678*	*742,678*
Fixed asset investments	*-*	*1,153,493*	*1,153,493*
Current assets	*901,545*	*48,949*	*950,494*
Creditors due within one year	*-*	*(193,551)*	*(193,551)*
Total	***901,545***	***1,751,569***	***2,653,114***

18. Net income from trading

The company has 100% control of Step Out Stockport (SOS), which is incorporated in the United Kingdom and registered in England and Wales (Company Registration No: 08881836). The subsidiary provides adult care services.

The company also owns 100% of the shares in Age UK Stockport Trading Limited (AUKST), which is incorporated in the United Kingdom and registered in England (Company Registration No: 02956519). The subsidiary did not trade in the year.

All income and expenditure for both the above subsidiaries has been consolidated on a line by line basis in the SOFA.

The accounts for the year ended 31 March 2024 have been audited and will be filed at Companies House.

A summary of the financial positions for the year ended 31 March 2024 are given below:

Profit and loss account	**2024 SOS £**	**2023 SOS £**	**2024 AUKST £**	**2023 AUKST £**
Turnover	249,749	211,040	-	-
Cost of sales	(191,441)	(174,823)	-	-
Gross profit	**58,308**	**36,217**	**-**	**-**
Administrative expenses	(71,762)	(52,232)	-	(159)
Loss for the year	**(13,454)**	**(16,015)**	**-**	**(159)**

Balance sheet	**2024 SOS £**	**2023 SOS £**	**2024 AUKST £**	**2023 AUKST £**
Current assets	197,173	110,601	126	126
Creditors – falling due within one year	(136,151)	(36,125)	(283)	(283)
Net assets	**61,022**	**74,476**	**(157)**	**(157)**
Share capital	-	-	2	2
Profit and loss reserves	61,022	74,476	(159)	(159)
Total equity	**61,022**	**74,476**	**(157)**	**(157)**

The Step Out Stockport and Age UK Stockport Trading Limited figures as shown above relating to the provision of adult care services have been included as income and expenditure in the Statement of Financial Activities and the related notes rather than commercial trading operations, to better reflect the nature of the Charity's activities.

19. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2024 £	*Group 2023 £*
Net income/(expenditure) for the year (as per Statement of Financial Activities)	**(105,859)**	*376,366*
Adjustments for:		
Depreciation charges	**24,948**	*50,212*
Revaluation of property	**-**	*(338,700)*
(Gains)/losses on investments	**(73,189)**	*101,503*
Interest received	**-**	*(1,590)*
(Increase)/decrease in debtors	**(10,826)**	*(194,339)*
Increase in creditors	**30,654**	*34,050*
Net cash provided by operating activities	**(134,272)**	*27,502*

20. Analysis of cash and cash equivalents

	Group 2024 £	*Group 2023 £*
Cash in hand	**640,084**	*631,400*

21. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	Other non cash changes £	At 31 March 2024 £
Cash at bank and in hand	631,400	8,684	**-**	**640,084**
	631,400	**8,684**	**-**	**640,084**

22. Pension commitments

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £33,673 (2023: £31,323). Contributions totalling £9,271 (2023: £8,154) were payable to the fund at the balance sheet date and are included in creditors.

23. Related party transactions

There were no related party transactions in the year.

AGE UK STOCKPORT

England & Wales - Charity number 1139547

Accounts

Charity Registration No. 1139547

Company Registration No. 07413632 (England and Wales)

AGE UK STOCKPORT AND ITS SUBSIDIARIES

ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

Trustees	Ms Susan Carpentier Alting, Chair Ms Lauren Ridgway, Vice Chair Mr Stephen Clarke Mr Paul Carter Ms Anna Magner Mr Sam Singh (Appointed 26 September 2022)
Company secretary	Ms Margaret J Brade
Chief executive officer	Ms Margaret J Brade
Company registered number	07413632
Charity registered number	1139547
Registered office	Commonweal 56 Wellington Street Stockport Cheshire SK1 3AQ
Independent auditor's	Jackson Stephen LLP James House Stonecross Business Park Yew Tree Way Warrington Cheshire WA3 3JD
Bankers	Co-Operative Bank PLC 1 St Peter's Square Stockport Cheshire SK1 1NX
Insurance Brokers	Towergate MIA Kings Court London Road Stevenage Hertfordshire SG1 2GA

AGE UK STOCKPORT AND ITS SUBSIDIARIES
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The Trustees present their annual report, which also contains the requirements of a directors' report under the Companies Act 2006, and the audited financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 and comply with the Charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their annual accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019)". Legal and administrative details are provided on a separate information page at the front of these financial statements.

Since the Group and Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted

Objectives and activities

a. Policies and objectives

Age UK Stockport's ('AUKS') Memorandum and Articles (as amended December 2022) set out the objects for which the Charity is established and to which it is specifically restricted, and are to promote the following purposes for the benefit of the public and/or older people in and around the area of benefit (Stockport):

1) preventing or relieving the poverty of older people;
2) advancing education for older people;
3) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
4) promoting equality and diversity in relation to older people;
5) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
6) to promote such other charitable purposes (which may be for the benefit of persons other than older people) as the trustees may from time to time decide where such purposes are directly or indirectly aligned to or further any one or more of the above.

Our key purpose statements were established in the reporting year 2017/18 after comprehensive stakeholder consultation and were developed further through consultation with staff in 2019/20 by establishing a set of behaviours to demonstrate the values. The key statements have been reviewed through internal consultation and confirmed by the Board in March 2021 and February 2023.

Our VISION is for Stockport to be a place where everyone is able to make the most of later life, living as valued members of their communities.

Our MISSION - Age UK Stockport – working locally for your wellbeing.

Our VALUES are based on being a caring, community focused organisation and are as follows;

Connected – working with respect for all in a fair and equitable manner, and together with others in the local community.

Confident – in our integrity and our effectiveness; working with a positive, bold and supportive approach.

Creative – adaptable, innovative, and resourceful; solutions and outcome focused.

Objectives and activities (continued)

b. Strategies for achieving objectives

Age UK Stockport is an independent local charity that cares about local people's life experiences as they get older. The four strategic aims were again reviewed at the start of the year in view of the many external changes and challenges. It was agreed to retain the aims as an appropriate framework for 2022/23 as:

- To collaborate - We will work with local people, organisations, and communities to understand what they do and how we can work together.
- To be active - We will be both proactive and responsive in what we do and how we work.
- To influence - We will listen and respond to the voices of people to influence locally and beyond.
- To be effective - We will be a credible, high profile, respected organisation.

At the end of the year at a February 2023 Board Away Day the above four aims were again confirmed, however work is ongoing internally on updating the descriptions and actions for a new Business Plan in 2024.

During the reporting year we continued to increase focus on areas of new relevance and importance, as key issues identified as part of effective recovery from the pandemic years. This has included embedding the following into the wider strategy and implementation planning:

- Staff Wellbeing
- Good working practices / hybrid working
- Social Value element
- Digital Strategy and planning
- Equity Diversity & Inclusion
- Addressing Inequalities
- Environmental awareness and policies

We will always work to our vision, mission and in line with our values and challenge ourselves to continually improve through commitment to high quality standards. Everything we do aligns with and is consistent with delivering on these objectives and commitments. Through continuing change, the organisation remains critically aware of its commitment and responsibilities to local people in later life, including ensuring that the voice of older people is heard.

The following strategies ensure we remain relevant, responsive, and effective.

External Environment

We plan and deliver through taking a robust and proactive approach to understanding all aspects of the environment in which the organisation works – and at all levels - locally, regionally, and nationally. Ongoing analysis is continually undertaken around macro areas of Political, Economic, Social, Technological, Legal, and Environmental. In addition, Ethics and Demographics are considered as particularly relevant to this organisation (STEEPLED). Positively managing external relationships with a wide variety of often changing Stakeholders has also been maintained throughout. This enables continual responsiveness in the moment, but also learning lessons and seeking opportunities from the wider context.

The general social and political climate has continued to be one of sustained uncertainty and the economic situation has continued to translate locally to significant pressure on both individuals and on all sources of organisational funding. Alongside this there is a now constant need to give time to staying alert and aware of technological changes so we can respond positively to threats such as cyber security and take up opportunities to assist our staff and our beneficiaries in this area that increasingly dominates day to day life. At the time of writing this has started to include awareness of the many facets and potential of Artificial Intelligence (AI).

Within the arena of health and social care this has also combined with increases in other pressures, reflecting national trends, around hospital admission and discharge, social care capacity generally and particularly recruitment challenges seen across all sectors. Working within the new Greater Manchester Integrated Care System alongside significant issues with the local co-coordinating structures, has contributed to an increased complex, uncertain and fast-changing environment to work in and plan in.

Objectives and activities (continued)

Continuous awareness and responsiveness to all these shifting factors has enabled Age UK Stockport to remain responsive in positively dealing with new threats and risks and also identifying new opportunities for our beneficiaries and the organisation.

Effective Planning & Strong Management

As noted last year, the organisation's positive response to the unprecedented demands of the Covid pandemic was made possible and effective by the Board and senior management continuing to use an established agile and emergent planning process, to enable it to respond positively to many types of change and deal with all levels of uncertainty. As the pandemic continued into a second year, the emergency response plan of 2020 was replaced in early 2021 with a new 3-year recovery focused plan, again based on emergent approaches. This provided an appropriate and robust management framework for delivery in each area, including in strong recovery throughout the reporting year.

Continuation and Development

Last year's 2021-2022 report noted a year of two halves – starting with the continuation of the Emergency Crisis Response framework and developing as the Covid pandemic eased into the start of the work on recovery in a significantly changed environment. Recovery across all aspects of the organisation, central services and delivery, proved throughout the reporting year and beyond to be challenging and complex, and much of our time is still spent responding to the many aspects of these challenges and complexities.

The agile and emergent planning approach has meant Age UK Stockport has continued to reshape, repurpose services and develop new services throughout the year, directly responding to different and changing needs of residents and other stakeholders. This has not only changed from the pandemic years but is also now significantly changed by the ongoing cost of living crisis. This continues to involve balancing innovation for new services and activities with keeping tried and tested services within the offer to our beneficiaries. We have also been keen to consider and where relevant incorporate learning from the pandemic response particularly regarding digital developments.

Collaborations

AUKS delivers services directly but also together with others wherever this can be beneficial and effective. This is a core part of our approach, and consistent with our value of being 'connected', to ensure the most benefit for our beneficiaries.

This has been strongly evidenced since 2015 by Age UK Stockport being a full part of all the major collaborations delivering preventative services in Stockport, that ended in March 2022. Following three successful tenders the reporting year was the first full year of delivering new Preventative services with old and new partners under 5+2-year contracts. So, Age UK Stockport is again playing a full part in alliances, networks and collaborations, continuing as a member of The Prevention Alliance, a renewed Collaboration around Wellbeing at Home / Home Support Services and a new partnership focused on Domestic Abuse.

The organisation's involvement in the collaborations around Hospital Discharge at Stepping Hill Hospital was continued in the year as part of an increasingly complex response to discharge pressures across Greater Manchester. We also developed further positive collaborations with the Council and local communities around the ongoing Active Aging Local Pilot and our Age UK Greater Manchester partners around Nutrition, and other smaller pieces of community focused activities.

Collaborations formed during the challenges of the pandemic were scaled back as part of recovery, however the new relationships were positively maintained for working in the future. In addition, significant collaborations across the third sector and between sectors started during that time were being developed into a new forum for sharing and joint working. Age UK Stockport was an active part of the Voluntary Sector Forums throughout the year. Age UK Stockport also became a 'trusted partner' with Stockport Council in distribution of the Government DWP Household Support Grant.

Objectives and activities (continued)

This also included a fantastic partnership with Sky Cares which at the year-end was actively looking at seeking premises for establishing a physical Digital Hub supported by funding from Sky, the Council, grants and Age UK Stockport. In fact, the Digital Hub was opened in June 2023 and will be fully reported on in the next annual report.

For all at Age UK Stockport we are proud to have delivered on our mission of supporting people's wellbeing, and on our values of 'connection' and strategic aims of 'collaboration'. This level of collaboration involved a wide range of partners, of different areas of interest and sizes and across sectors locally, regionally, and nationally. This commitment to effective connections has meant we have continued to contribute to and to learn and benefit from an increased number of other organisations and agencies in many ways.

Brand Partnership

Age UK Stockport is currently a 'Brand partner' in a federal network of local Age UK's. Each Age UK is a separate and legally constituted charity in its own right. The brand partnership with Age UK national, enables the organisation to benefit from being part of a larger and nationally recognised brand whilst remaining strongly committed to its roots as a local and independent Stockport charity. It has also provided some opportunities for funding through Eon and Cost of Living grants.

The federal relationship is captured in detail in a Brand Partner Agreement which had been extended because of the pandemic disruption and was due for renewal in March 2022; however due to so many continued uncertainties and ongoing pressures it was extended again until 31 March 2024 to enable the work to be undertaken over a two-year period. Work on the new agreement, underpinned by a new 'shared strategy' was developing throughout the reporting year and activity has increased significantly at the time of writing as March 2024 approached.

c. Activities undertaken to achieve objectives

Overall, the key factors that lead to good governance, strong management and quality delivery are our people, our management and support, our systems and infrastructure, our collaborations (as above) and our commitment to quality.

The main activities for achieving our objectives and delivering on the mission of the organisation are the delivery of a range of support services and activities as detailed below. In 2021 and 2022 the activities were not in any sense a continuation of previous years as everything was stopped, repurposed, or changed to respond to the pandemic and then the beginnings of recovery. In the reporting year it has continued to be challenging to respond in the midst of changes and uncertainties. All aspects of planning and delivery have become noticeably more complex and requires ever more agility and flexibility in response. In addition, to ensure things happen as they should and to ensure relevant and effective quality in all areas, a lot happens behind the scenes to maintain an efficient, effective, fit-for-purpose organisation. The investment in a new Central Service Manager post was agreed to support this important work that sits behind the service activities and delivery.

People

As a service and activity based charity, our main and greatest assets are our people. The staff, volunteers and trustees are mainly local people with local knowledge. Across the various parts or areas of the organisation they are skilled and many have impressive levels of experience and qualifications, choosing to bring that into the sector. Many have been with us a long time, some over 20 years but equally we have benefited greatly from new staff with new ideas and questions. All care about Stockport people and communities and particularly the challenges that can come as we age and have shown continued energy and commitment to our mission and values at all levels of the organisation.

Our volunteers work in many different roles in the community, back-office or directly with clients, and not only make many of our services possible by giving their time freely, but also bring many benefits including a true community perspective. Recovery from the pandemic years is slow but there is a strong commitment to continue to support and increase the return in volunteering across Age UK Stockport.

External assessors have again noted that there is an "impressively value driven and committed workforce at all levels" and each member of staff and volunteers are an important part of this.

Objectives and activities (continued)

Taking care of people and all aspects of their wellbeing, physical, mental emotional and social, became a heightened focus throughout the pandemic, remained a high priority in recovery and it is positive to see it is now expected and embedded in good organisational working practices that we are enthusiastic to develop.

Management and Support

This has been kept under review during the reporting year particularly in response to the wider policy and structures of health and social care. Changes planned in the previous year were implemented to ensure the management structure was both financially sustainable and could effectively adjust to remain appropriate for the new environment. The slimmed down senior team of CEO and two Operational Leads from April 22 still had a challenging year adjusting their time and energy commitments to changing structures and demands. However, increases and changes in second tier managers and the new Central Services Manager role taking away much of the day to day involvement with organisational areas of responsibility all provided them with more time to maintain an overview of operational delivery.

Communication remained a priority throughout the reporting year, in all respects, but particularly regarding supporting staff to have what clarity and guidance was possible in changing and uncertain times. A new pattern was developed, stepping down from the intensity of the pandemic period, with a regular service information sheet for easy access to possibly relevant data and an increased use of the monthly Team Briefing.

Systems and Infrastructure

This involves a range of critical areas for safe, compliant, and effective operations in all aspects of the organisation. Essentially it includes systems and processes to support staff to deliver, to fulfil efficient recording and enable required reporting. In support of delivery, it also includes core areas such as financial processes, comprehensive policies and procedures, Human Resource, Health and Safety and Safeguarding management and increased focus on internal communications and Wellbeing. All involve varying levels of technology and for both planned and unplanned/unexpected reasons a significant amount of time has been invested in this area in the reporting year and beyond.

This focus and investment in keeping pace with digital and technological improvements involved all the major systems, external and internal IT systems, safety systems and telephone infrastructure. A move to a new cloud-based IT supplier was implemented at the start of the year following an in-depth review in the previous year and enabled easier collaborative working. However due to dissatisfaction with the supplier it was then deemed necessary to change again at the end of the year. The biggest area of change was the unexpected loss of the organisation's bespoke intranet and HR systems. Issues with the supplier became a concern during the year and comprehensive mitigation plans were developed in case of failure. The system eventually went offline without warning in early March 2023 and whilst the mitigation plans protected most data there was some loss and new systems had to be brought online in a more unscheduled way that had been anticipated taking up a lot of central staff time and energy. The new systems are currently being fully implemented.

In addition, the telephone arrangements were due for renewal, so the opportunity was taken to embrace new technology, manage costs and maximise existing systems, so the physical infrastructure was replaced with TEAMS phones from February 2023.

Finally, investment was made by bringing in a consultant into developing our client database, Charity Log, and reporting technology Power Bi built to support service leads to improve reporting and line managers to inform performance management. This investment and work is continuing as a vital element in meeting our own and commissioners reporting requirements.

The changes made in the previous year to our main Commonweal office premises have better supported more flexible and hybrid working. However further consultation with staff around working practices is planned to enable the Board to review the level of hybrid working and therefore the office space needed going forwards.

Objectives and activities (continued)

Quality

Ensuring the quality of our work in both the delivery of our services and in being an effective and efficient organisation is seen as a vital factor in delivering on our objectives. This commitment and focus were again maintained throughout the year by undertaking a selected number of externally and independently assessed standards to ensure quality remained consistent through the many and continuing changes.

Age UK Stockport has continued to have significant success with highly regarded and externally validated standards which in 2022/23 included:

- The AGE UK CHARITY QUALITY STANDARD (CQS) was renewed in August 2021 and extended in August 2022 ahead of a full reassessment in 2023, which at the time of writing has been completed.
- The International Quality mark ISO9001 was successfully reassessed in January 2023 as part of a three-year certification running until January 2024.
- The International Information Governance Quality Mark ISO27001 was successfully recertified for a three-year period in September 2022.
- CYBER ESSENTIALS, gained in April 2021 was renewed in August 2022 to ensure the organisation is following good practice for protection from the increasing threats of cyber security.
- The AGE UK INFORMATION AND ADVICE QUALITY PROGRAMME (IAQP) showing that we offer a quality assured service was achieved in September 2019 and renewed in July 2022.
- The GREATER MANCHESTER EMPLOYMENT CHARTER was committed to with work planned for the 2023/24.
- The Centre for Ageing Better Age-Friendly Employer Pledge was signed up to in March 2023 and is being actively progressed.

The standards are regularly reviewed to ensure we are balancing relevance and benefits and the financial and time costs for the charity. On this basis Investors in People was not renewed in the year and ISO 9001 will be reviewed at the next 3-year recertification point.

d. Main activities undertaken to further the charity's purposes for the public benefit

All Age UK Stockport's work is based on supporting local people's wellbeing. That is, to stay well, safe and living independently in their communities for as long as possible. The focus continues to be on prevention and building resilience, and with direct care and support in centres, the community and in the home where needed.

Throughout the reporting year we continued to provide practical, emotional, and social support to local people and their families, friends and carers through a holistic and strength-based approach and individually focused person-led delivery. These were delivered in the hospital, in the community and in people's homes. This included:

- Information and advice and guidance where needed.
- Financial support with benefits including a focus on Blue Badge applications.
- Individual support through the Prevention Alliance services – Stockport Support Hub and Your Support.
- Wellbeing at Home Support through the new Home Support Service.
- Hoarding and Decluttering Specialist Support.
- Domestic Abuse Support.
- Hospital Discharge support for all pathways.
- Handy Help and Gardening Services.
- Social isolation and Befriending.
- A range of community activities and services all focused on supporting wellbeing – the focus in the year was on social engagement, walk and talk, digital support, and active aging projects such as the Brinnington Local Pilot and Walking Football.
- On demand individual care and support through charged-for support services - Tandem Support Service and the Day Services delivered through Step Out Stockport.
- Volunteering.

Objectives and activities (continued)

We work with our Social Value Policy to capture the wider social benefit, value, and impact our work delivers across the local area. This includes:

- A main office base in the town supporting local employment and volunteering.
- A public presence by working within the new Stockport Town Centre Hub.
- Being a good local employer of 60+ staff with over 80% Stockport residents.
- Supporting apprenticeship in areas of digital and administration.
- Providing work placements for Pure Innovations.
- Providing support and mentoring to other organisations.
- Actively using Local Suppliers wherever possible with over 80% success.
- Promoting participation and engagement in many ways including positive volunteering.
- 95% of volunteers are local Stockport residents.
- Being an engaged and active member of the local Voluntary Sector, Synergy and Sector 3.
- Being a positive part of a number of collaborations / alliances / networks and partners.
- Local commitment to environmental awareness and sustainability.
- Promoting equity and fairness across everything we do, and especially for people as they age.

We are continuing to develop new ways of reporting on this work in the future.

Achievements and performance

a. Key performance indicators

The charity and group have continued to achieve the objective of delivering support and services to local people throughout the reporting year. As in all previous years this support was delivered at the hospital, in the community, and in people's homes when needed and all focused on our overarching mission of supporting people's wellbeing.

As expected, the main costs and agreed investment made to enable the organisations positive response to the pandemic was reflected in the previous year 2021 / 2022 with a large deficit. The finances in the reporting year settled back to more usual levels.

b. Review of activities

The reporting year continued to be focused on the complex and multi-faceted work of recovery from the previous two pandemic years and with a new focus on shaping the future of all aspects of the organisation to positively respond to the new environment.

The total number of 'contacts' made in the year was 45,979 through the different services and activities and including repeat contact to some individuals. Within this high-level contact activity 9,952 people were more directly supported and 6,674 people with case work. The most significant feature of the year was, as in 2022, the continued increase in the complexity of the work which involves us working closely with many partners to achieve good outcomes for people.

The above numbers show the high level of activity, but they do not indicate the significant positive ripple and often a wave that comes from most actions, bringing additional benefits to the individual and to their family and wider networks and community. Work is still ongoing to better capture and measure the benefits and the wider value that comes from the work of the organisation.

Delivery was through direct Age UK Stockport services and activities and through the collaborations mentioned in this report.

Directly delivered services and activities focused on providing a range of practical assistance supporting people to live independently and safely at home and included the following:

Achievements and performance (continued)

The Home Support Services (part of the new Early Help & Prevention Services) provided support to 1,698 people through 1,035 Age UK Stockport directly, and 663 through our partners Stockport Homes /Skylight, Signpost for Carers and Disability Stockport. This was the first year of a new service so time and energy went into mobilising all aspects.

A specialist hoarding and decluttering service worked with 93 people over a longer period and often coordinating across many other agencies to reach desired positive outcomes. A group to support those dealing with decluttering was also set up in collaboration with Spark.

Handy Help and Gardening dealt with 9,489 requests for support, handy help jobs in the home and a range of gardening services.

The Easy Shop service ceased to be funded in April 2022 so was supported from reserves for the reporting year to allow time for support to be provided to find alternative support and to give people time to adjust for the planned move of the service to a charged for service from April 2023. During the year 1,323 people were supported, showing the effective progress as down from 5,611 when fully funded.

Age UK Stockport also became part of the Stockport Council Trusted Partner scheme enabling people to access the Government's / DWP Household Support Fund to support with both winter warmth and cost of living challenges. Apart from a contribution to admin costs the fund was fully distributed for assistance with white goods, energy (gas and electric) top ups, household repairs, boiler repairs or replacements and shopping vouchers.

As part of other work, a further 1,623 people were assisted generally with more minor home environmental issues.

A core aspect of our work is on encouraging and supporting social engagement in all respects. This together has involved 4,432 contacts. This included 159 Befriending contacts which was funded from reserves for the first nine months of the year with some welcome Council funding given to assist dealing with the growing waiting lists in the last quarter and into the following year. Digital Support was also given in 480 contacts.

Our Public Office closed in September 2020; however, support covering a wide range of general information and advice, particularly benefits and blue badges, continued throughout the year. This was mainly delivered on the telephone and online to 1,368 people, and like previous years, involved circa £1.2 millions of benefits claims. These new ways of working have been maintained as they have enabled more people to be contacted and supported. By the end of the year plans were also to again offer some appropriate opportunity for face-to-face Information and Advice where needed.

We continued throughout to provide individual care and support through both free and charged-for services. The Tandem support service provided 1,296 hours of direct support to people at home or in the community. Direct support and respite were also provided to many Carers, all in addition to other wide-ranging support to Carers embedded across the organisation's services.

Our work in the Hospital remained high on the agenda as part of tackling the ongoing challenges of effective hospital discharge. A reduced team of staff from the 2021 newly formed Hospital Discharge Service worked closely within the multi-agency Integrated Transfer Team at the Hospital dealing with 5,502 referrals. This included 792 referrals for placements to long term care.

The number of people benefiting from general support, events and activities continued to increase over the year as anxiety about reengaging gradually reduced. This included re-establishing valued groups from pre pandemic times, such as Sound Minds Group, contributing to 321 mental health support sessions. Also new groups such as Welcome Wednesdays with Stockport College and new activity-based engagement through funding for a Local Pilot Scheme in Brinnington providing 660 great activities such as Walking Football, Community Walks, and Confidence Walks. From circulation lists and website usage the numbers of people benefiting from out News Sheet are also increasing.

Other key services are delivered in partnership with others, with Age UK Stockport workers embedded within partnerships that deliver Early Help and Prevention Services. These were commissioned by Stockport Council from April 2022 and were made up of eight services, including the Home Support delivered by Age UK Stockport and partners noted above. This was the first year of delivery of these new services, so time and energy went into mobilising all aspects.

Achievements and performance (continued)

Age UK Stockport is part of two other partnerships that are reported separately as follows.

As part of The Prevention Alliance (TPA) with our partners Stockport Homes Skylight, Jigsaw Support, Talk Listen Change and Nacro. The TPA delivers the central Stockport Support Hub which dealt with 5,794 referrals in its first reporting year, all of which were received vis telephone or online referral system. Information & Advice was provided on 2,741occasions with a wide range of other support including 847 referrals to foodbanks. The Support Hub also referred 1,551 people to other services within the Early Help & Prevention group, including 491 to Age UK Stockport's Home Support.

Also as part of The Prevention Alliance (TPA) 'Your Support' Age UK Stockport and other alliance partner workers provide a dedicated key worker to help people make changes to improve health and wellbeing. Your Support dealt with 1,367 referrals. Work included advice on 708 occasions, digital support on 741 occasions, 299 BSL interpreter sessions for 33 people, and onward referrals or signposting on 417 and 547 occasions.

As part of a new partnership delivering the Domestic Abuse Support service for those unsafe in a relationship, one skilled Age UK Stockport worker is embedded in the team with partners Stockport Without Abuse, Stockport Homes Skylight, and Talk Listen Change. The service received 594 referrals and supported 111 people over the year.

Step Out Stockport

The subsidiary company Step Out Stockport has provided day services and activities since 2014 and forms part of these consolidated accounts. Step Out offers important services, highly valued by its members and is also included on the SMBC day services framework. From the start, Step Out has set out plans and actions to ensure it is delivering a quality service that is meeting local needs and covering its costs to ensure future sustainability. As in the previous year, a lot of detailed work was undertaken during this reporting year focused on achieving these two outcomes.

2020 and 2021 were untypical pandemic years for Step Out with infection control measures limiting numbers and only financial support from the Council enabling continued opening for the most vulnerable members. That is those members whose needs, or family situations were regarded as very vulnerable and in need of the support. At the start of the reporting year April 22 plans were developing to relax the limits on numbers required for safe infection control and open Step Out up to higher numbers, recognising the need to return to the focus of re-establishing a sustainable model. During the year, 3,782 sessions were delivered by a dedicated team of staff.

The main issue identified as a risk continues to be the declining state of the building the services are delivered from and the need for good future plans of maintenance. Under the tenancy via Stockport Council's agents, discussions are ongoing to tackle this challenge.

c. Investment policy and performance

Overall responsibility for investment of the Charity's funds lies with the full Board of Trustees and Directors. To support this, the organisation has a comprehensive Investment Policy that is reviewed at least annually by the Board. This policy provides the framework for making investment decisions, helping the Board to manage the charity's resources effectively. This includes understanding and setting the Board's balanced attitude to risk, setting out clear investment objectives and setting out policies and procedures for appointing external experts as required.

The Board manages the resources available for investment with advice from appointed independent experts. The advisors provide monthly reports and attend to report directly to the Board in July/August each year. The reappointment is also reviewed annually, and the Board noted again this year that they remain an award-winning company. Throughout the year the market was challenging and volatile, and at the time of writing continues to be, so the quality of professional advice has been essential.

The charity's freehold property at Commonweal is a functional asset and a key strand in the long-term investment strategy, so a designated fund ensures investment in maintenance. The value of the property had fluctuated over the year due to the unpredictable market and the potential effects of town developments. The future use is being kept under ongoing review as its use has significantly changed in the post-pandemic period. A review of working practices and staff use is planned for early 2024 when options will be developed.

Achievements and performance (continued)

Overall, the Board is satisfied that the policy and performance remain the most appropriate for the current situation, particularly recognising the unpredictable future.

Financial review

a. Going concern

As noted in the 2021 report, a deficit budget had been expected in view of the many external challenges from the pandemic and changes and costs in meeting them. However, in fact that year finished positively due to monies received in support of the Covid response and expenditure saved from closed offices. As expected, the deficit did roll over and the year April 2021 to March 2022 saw a high deficit that was carefully monitored and accepted in the exceptional situation. It is therefore positive to see the accounts settling and moving away from the significant fluctuations of the covid years.

The Board recognises that good governance is essential for success and that the Board have a key role by ensuring the proper procedures and policies are in place to manage the charity's resources effectively. This has involved comprehensive risk management, clear designated funds to support service delivery commitments, investments, and commitment to the appropriate use of reserves to effectively support delivery as well as to secure future sustainability. The level of reserves has been maintained at six months of charitable expenditure.

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The securing of three new five plus two-year contracts from April 22 and recognised positive work in Hospital discharge has provided foundation to this, plus the receipt of other grants and an expected legacy in the coming twelve / twenty-four months has strengthened this view. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

b. Reserves policy

Age UK Stockport's reserves policy is reviewed annually and continues to be based on a free reserves approach. Total funds held at 31 March 2023 were £2,653,114 compared to £2,276,748 at 31 March 2022. Designated funds held at 31 March 2023 were £1,239,818 compared to £1,659,818 at 31 March 2022.

Free Reserves at 31st March 2023 were £173,051 Free reserves are defined as unrestricted funds which have not been earmarked and may be used generally to further the charity's objectives.

c. Material investments policy

The reserves policy and the cautious investment of funds is as detailed above. It is recognised that reserves are held to help the charity operate effectively and to be effectively spent on the charity's purpose. After reviewing and maintaining the reserves level the Board made a careful designation of funds against known and/or planned expenditure in November 22. This included a continuation of the designation regarding the spending of reserves to support agreed areas of both delivery and development, part of the Board's commitment to use the organisation's resources for public benefit and is being carefully monitored through the Trustee Finance and General Purposes Committee.

Financial review (continued)

d. Principal funding

The main elements of income and expenditure were as follows:

Income	**2023**	**2022**	**2021**
Charitable activities	85%	80%	75%
Activities for generating funds	10%	17%	17%
Donations & legacies	4%	2%	6%
Investment income	1%	1%	1%
Expenditure	**2023**	**2022**	**2021**
Charitable activities	81.3%	80.6%	82.8%
Cost of generating funds	10.4%	11.4%	12.3%
Governance costs	8.3%	8.0%	4.9%

Income shows again a strong focus on charitable income and an active approach to generating income to deal with charitable spending deficits. The changes in the income percentages were largely due to the monies received under the Government DWP Household Support Grant and Stockport MBC Trusted Partner scheme. Donations and legacies, always unpredictable, were higher due to a legacy receipt.

Expenditure and Governance costs remained consistent with the previous year.

At the year-end, as in the previous year, a deficit budget was accepted for 2023/24 to ensure needed services continued to be supported and funds would be available for continuation of recovery and identified development. This included specific decisions by the Board to continue to support three key areas: to cover central costs to enable participation in vital preventative collaborations; providing some investment to return to developing essential social care support services; and supporting volunteering and befriending and social isolation services.

Structure, governance and management

a. Constitution

The charity is registered as a charitable company (charity number 1139547) limited by guarantee and was set up by a Memorandum of Association.

The Board takes a proactive approach to governance and undertakes regular checks and external assessments to benchmark against respected codes and standards. This includes Charity Commission guidance and the Charity Governance Code framework as recently refreshed. This enables the Board to have confidence in the organisation's strong governance for the future.

b. Methods of appointment or election of Trustees

The Directors of the company, who are the Charity Trustees, form the Board of Age UK Stockport which is the governing body of the organisation. The management of the charity and the group is the responsibility of the Trustees.

Trustees are elected by the members at the Annual General Meeting or co-opted by the Board under the terms of the Articles of Association, which prescribes 6 elected members plus a chairperson. New Board members are elected or co-opted for the skills and experience they can bring to the Board and are not required to be members at the time of election but become members on appointment. During the reporting year there was one vacancy.

The organisation has benefited from a stable and experienced Board over several years, with positive succession planning leading to both the appointment of a proportion of new trustees and a change of Chair in 2018/19. Following a vacancy at the end of the last year a new Trustee was appointed during the reporting year, therefore maintaining a positive balance of experience and the challenge of new ideas, which assists the Board to increase diversity, be responsive to change and be forward looking.

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

Board members are responsible for the proper governance of the Charity and determine the strategy and policy to be undertaken in accordance with the objectives as stated in the Memorandum and Articles. They seek to achieve the objectives and work for public benefit and wider social value while at the same time ensuring that the Charity is not exposed to undue risk.

The full Board generally meets formally six times a year and operates to established terms of reference and within a Conflict-of-Interest Policy with declarations of interest a standing agenda item. The Board receives reports from two standing sub-committees and other task and/or time limited sub-committees as required. It also receives a report from the Chief Executive at each meeting together with other reports as appropriate relating to services, governance issues and / or the wider environment that the organisation works in. The Chief Executive and other members of the Senior Leadership Team regularly attend and inform the Board.

The Trustee sub-committees include a formally constituted Finance and General Purposes Committee, which meets prior to each of the Board meetings to provide more detailed oversight of finances and other governance issues and make recommendations to the full Board. The Finance officer attends this meeting to present the accounts and provide any information or detail needed. The second standing committee, Risk & Quality, provides more detailed scrutiny of the Risk Register and quality work and standards. In addition, a succession sub-committee is maintained as appropriate. Other sub-committees are established and meet as required, and all are established with terms of reference agreed by the full Board of Trustees.

Decisions on the day-to-day operation of the Charity are taken by the appointed Chief Executive and the two members of the Senior Leadership Team of the organisation. At the start of the reporting year Community and Hospital were being brought together under one Senior Lead to align with the external changes following the 2022 introduction of the Integrated Care Systems (ICS) in every region - for Stockport this is the Greater Manchester ICS. The other Senior Lead oversees the development of charged for services as a vital part of delivering much needed support to local people.

The Chief Executive and each member of the Senior Leadership Team has, in addition, oversight of key organisational areas for safety and wellbeing with second tier managers undertaking the implementation. This includes Health & Safety, Safeguarding, Information Governance, Staff Wellbeing, Environmental, Digital Development and Systems. An investment was made in the year in the creation and recruitment to a new Central Services Manager post to support this important work for all aspects of organisational effectiveness.

All decisions are taken within the framework of established and regularly reviewed Management & Financial Conventions, including the agreed scheme of delegation. The Chairperson and Chief Executive communicate regularly and generally on a weekly basis, with other senior staff involved as appropriate.

Also, importantly, external expertise is brought in when deemed necessary, for example, on financial systems and legal matters.

d. Policies adopted for the induction and training of Trustees

Once elected, new Board members follow a comprehensive induction programme set out in a Governance & Trustee Policy. They receive an introduction to the requirements and responsibilities of their role and given a named 'buddy' to assist. This includes utilising the Charity Commission Induction pack for new trustees as well as an introduction to the organisation and group. During this process, any training needs are identified and responded to. This process is regularly reviewed by the Board and also checked on the experience of new members.

e. Pay policy for key management personnel

The Finance & General Purposes Committee acts as a Remuneration sub-committee as appropriate to ensure an open, relevant and transparent approach to organisational pay scales and senior pay in accordance with the policies. At the end of the year the committee met to review and agree an appropriate affordable organisational response to the challenging cost of living crisis to support staff through a package of one-off support, inflationary uplift and new health benefits scheme.

Structure, governance and management (continued)

f. Financial risk management

The Risk Management Policy and Strategy is reviewed annually by the Board, and the standing Trustee Finance & General Purposes and Risk & Quality Sub-Committees provide greater and more regular oversight of the Risk Register for reporting to each Board meeting. In October 2022 a full review of the Risk Matrix was undertaken, and a new set of detailed definitions, tolerances and timescales put in place, tested and fully implemented at the year-end in March 2023.

The Trustees have assessed the major risks to which the charity and the organisational group is exposed, in particular those related to the operations and finances, and are satisfied that systems and procedures are in place to monitor and mitigate exposure to the major risks.

The Charity's Risk Management Strategy is embedded in the day-to-day management and activities and includes the procedures and actions required to mitigate the risks identified.

Plans for future periods

a. Planning

The organisation benefited significantly from having an established emergent planning process put in place in 2016. It has served the organisation very well in emergency response, recovery, and now planning in new and changed environments. The principles and framework of emergent planning will continue to be fully utilised, including remaining aware and responsive to changes in our environment, systems thinking approaches, robust risk management processes, flexibly open to challenge and learning and willingness to flex and shift. All planning will continue to focus on achieving the charity's objectives, working in alignment with our values in the strategic areas of community and hospital and services and all within a strength based, person led and holistic approach as part of the Board's commitment to the key statements and objectives.

The reporting year was well supported by being in the second year of the 3-year recovery plan put in place in March 2021; however, at the time of writing we are now in the last year and actively planning for a new Strategy and Plan for 2024. As noted above the key statements and strategic aims have been reviewed at the year-end through internal consultation and a Board review in February 2023. Since the year end more planning has taken place with a staff day and a further Board Away Day focused on identifying our potential 'future client' and the need for increased individual resiliency in the new fast changing world. This work is now ongoing to be in place in early 2024. The plan embraces the need for ongoing flexibility, agile working and openness to new working practices. It also ensures we see the challenges and the opportunities and are well placed to respond to both. It is based on a focus on wellbeing for all and recognises the importance of good communication with the staff and other stakeholders, and also the vital importance of connection and continuing our existing strong partnerships and various collaborations.

Within all this it is recognised that the impact and effects of the Coronavirus pandemic have continued to be unprecedented in scale and depth and continue to influence in various ways all aspects of the organisation's arrangements and work. The organisation continues to learn and assess the many, varied, and significant lessons from this period so as to seek a new informed response in planning for future services and developments.

Covid also heightened the focus on the potential vulnerability of older age groups and the narrative around older people as a value and/or as a burden continues to be tested and change. We continue to be committed to working to ensure positive input and influence in this area of civil society and policy so that people in later life can live full and valued lives individually and as a part of their communities. The commitment to the Age Friendly Employer Pledge contributes to this and some presentation and training sessions on ageism and age discrimination were tested in the year and more are planned.

b. Structure

Changes in the senior and general staffing noted above, and the previous years changes to our offices and the ongoing system changes have all continued to prove effective at facilitating appropriate change in working practices and in ongoing delivery of services. We continue to learn lessons from the environment and embrace the new technologies and opportunities, and we recognise that the learning will continue to emerge as part of recovery for some time yet. As such the reporting year was more of a holding year for further consultation with staff and other stakeholders and more plans to be developed for 2024 onwards.

The commitment to collaborative working continues and the new collaboration across and between sectors that came about in response to the pandemic has continued in more settled ways and provided a new and better environment for future collaborations. Age UK Stockport was again positively involved through the Chief Executive and Senior Community Lead at all levels of this cross-sector work.

c. Brand Partnership

As noted, the new brand partnership agreement underpinning the relationships with Age UK national and across the federation network is in active discussion for renewal in March 2024.

The Board has been fully engaged throughout the review and actively involved with our brand partners at both a sub-regional (Greater Manchester), Regional (Northwest) and national level to ensure we fully understand the commitments involved when considering renewal. Also, to ensure to seek to influence direction for a forward looking federation supporting and respecting the independence of its rich national network of local Age UK's such as Age UK Stockport.

During the reporting year the Trustees and the senior managers responded to all consultations and gave considerable time to the review of proposed Quality standards and the first drafts of a new Shared Strategy dealing with all aspects that the new agreement will cover. At the time of writing more detailed work is being undertaken through the Chairperson and the Chief Executive attending relevant meetings and the Board and senior managers working closely with the emerging plans to make sure they are appropriate and aligned for Age UK Stockport for the future.

d. Information on fundraising practices

At the year-end on 31 March 2023, the charity was still adjusting to the new environment and the many changes, challenges and uncertainties, recognising that it is still living through a 'pandemic decade' of recovery to a still emerging new normal.

Following three successful tenders in the previous year the reporting year was the first full year of delivering new Preventative services under 5+2-year contracts. The three new prevention contracts with the Council now provide a strong base financially and critically mean Age UK Stockport can continue to be a full player in delivering free support services to local adults in three key areas of prevention – individual support, home support and domestic abuse support.

The investment from reserves continued as expected in the reporting year to ensure ongoing delivery and development to respond to significant identified beneficiary needs and new priorities, especially around social isolation and digital inclusion in addition to the usual prevention and social care agenda.

The focus has remained on identifying grants and other funding streams to develop a more varied portfolio of income sources. However, the level of increase hoped for in the reporting year did not happen due to funders continuing to reduce the opportunities and adjusting their priorities and timetables. An increase is again being planned and work is being undertaken by the Board and staff in identifying future needs around supporting individual resilience but opportunities are already being disrupted again and limited by the cost-of-living crisis at the time of writing.

A further key focus is on managing the recovery of charged-for services which have provided valuable support in the period but lost significant ground in development and continue to face new challenges from the effects and changes from the pandemic and even greater social care pressures. Further support was given to this during the reporting year and is continuing.

Plans for future periods (continued)

The need to diversify income streams remains a priority. However, it is also acknowledged that the commissioning and funding landscape is ever more competitive and significantly more uncertain. The planning approach taken ensures this is under ongoing review. Work on traditional community fundraising activities or events currently continues to be focused on awareness-raising rather than on generating any significant level of funding, but like all else will be reviewed in the coming year.

Disclosure of information to auditors

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

Auditors

A resolution to re-appoint Jackson Stephen LLP as auditor will be proposed at the forthcoming Annual General Meeting.

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

Approved by order of the members of the board of Trustees and signed on their behalf by:



Ms Susan Carpentier Alting
Trustee

Date: 01/12/2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and the Group and the incoming resources and application of resources, including the net income or expenditure, of the Group for the year. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

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

In our opinion, the financial statements:
- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2023 and of the group's 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 accounts 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 accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the Trustees use of the going concern basis of accounting in the preparation of the financial statement is appropriate.

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

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

Other information
The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared, which includes the director's report prepared for the purposes of company law, 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 the Trustees
As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related to, but were not limited to, the Companies Act 2006, the Charities Act 2011, employment, pension and health and safety legislation and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities' Statement of Recommended Practice.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to management bias in accounting estimates and judgements and the risk of fraud in revenue recognition.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management about actual and potential litigation and claims, their policies and procedures to prevent and detect fraud as well as whether they have knowledge of any actual, suspected or alleged fraud;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- obtaining an understanding of provisions and holding discussions with management to understand the basis of recognition or non-recognition of provisions; and
- in addressing the risk of fraud through management override of controls: testing the appropriateness of journal entries; assessing whether the accounting estimates, judgements and decisions made by management are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

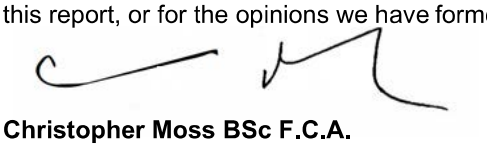
We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Christopher Moss BSc F.C.A.
(Senior Statutory Auditor)
for and on behalf of Jackson Stephen LLP

12/12/2023
.....

Chartered Accountants
Statutory Auditor

James House
Stonecross Business Park Yew Tree Way
Warrington
Cheshire WA3 3JD

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Income from:					
Donations and legacies	2	-	87,203	87,203	*25,843*
Charitable activities	3	602,178	1,100,013	1,702,191	*983,844*
Other trading activities	4	-	211,040	211,040	*212,411*
Investments	5	-	1,590	1,590	*11,340*
Total income		602,178	1,399,846	2,002,024	*1,233,438*
Expenditure on:					
Raising funds	6	-	194,379	194,379	*182,817*
Charitable activities	7	223,796	1,444,680	1,668,476	*1,424,944*
Total expenditure		223,796	1,639,059	1,862,855	*1,607,761*
Net income/(expenditure) before net (losses)/gains on investments		378,382	(239,213)	139,169	*(374,323)*
Net (losses)/gains on investments		-	(101,503)	(101,503)	*3,268*
Net income/(expenditure)		378,382	(340,716)	37,666	*(371,055)*
Transfers between funds	16	-	-	-	-
Other recognised gains/(losses)					
Revaluation surplus on property		-	338,700	338,700	-
Net movement in fund		378,382	(2,016)	376,366	*(371,055)*
Reconciliation of funds:					
Total funds brought forward		523,163	1,753,585	2,276,748	*2,647,803*
Net movement in funds		378,382	(2,016)	376,366	*(371,055)*
Total funds carried forward		901,545	1,751,569	2,653,114	*2,276,748*

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

The notes on pages 25 to 42 form part of these financial statements.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2023

	Note		2023 £		*2022* *£*
Fixed assets					
Tangible assets	12		742,678		*428,673*
Investments	13		1,153,493		*1,379,996*
			1,896,171		*1,808,669*
Current assets					
Debtors	14	319,094		*124,755*	
Cash at bank and in hand	20	631,400		*502,825*	
		950,494		*627,580*	
Creditors: amounts falling due within one year	15	(193,551)		*(159,501)*	
Net current assets			756,943		*468,079*
Total net assets			2,653,114		*2,276,748*
Charity funds					
Restricted funds	16		901,545		*523,163*
Unrestricted funds					
Designated funds	16	1,239,818		*1,659,818*	
General funds	16	173,051		*93,767*	
Revaluation reserve		338,700		-	
Total unrestricted funds	16		1,751,569		*1,753,585*
Total funds			2,653,114		*2,276,748*

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 25 to 42 form part of these financial statements.

Approved for issue on 01/12/2023 S H Carpentier

Ms Susan Carpentier Alting
Chair

COMPANY BALANCE SHEET

AS AT 31 MARCH 2023

	Note		2023 £		*2022* *£*
Fixed assets					
Tangible assets	12		742,678		*428,673*
Investments	13		1,153,495		*1,379,998*
			1,896,173		*1,808,671*
Current assets					
Debtors	14	310,479		*106,797*	
Cash at bank and in hand		541,741		*411,489*	
		852,220		*518,286*	
Creditors: amounts falling due within one year	15	(169,596)		*(140,700)*	
Net current assets			682,624		*377,586*
Total net assets			2,578,797		*2,186,257*
Charity funds					
Restricted funds			856,005		*477,623*
Unrestricted funds					
Designated funds		1,239,818		*1,659,818*	
General funds		144,274		*48,816*	
Revaluation reserve		338,700		-	
Total unrestricted funds			1,722,792		1,708,634
Total funds			2,578,797		*2,186,257*

As permitted by s408 of the Companies Act 2006, the charity has not presented its own Statement of Financial Activities and related notes. The charity's surplus was £392,540 (2022 - £354,952 loss).

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 25 to 42 form part of these financial statements.

Approved for issue on 01/12/2023



Ms Susan Carpentier Alting
Chair

AGE UK STOCKPORT AND ITS SUBSIDIARIES

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023		2022	
Cash flows from operating activities		£	£	£	£
Net cash provided by/(used in) operating activities	19		27,502		(273,404)
Cash flows from investing activities					
Interest received		1,590		669	
Withdrawals from investment		125,000		-	
Proceeds from the sale of tangible fixed assets		-		5,750	
Purchase of tangible fixed assets		(25,517)		(28,249)	
Net cash provided by/(used in) investing activities			101,073		(21,830)
Cash flows from financing activities					
Net cash provided by financing activities			-		-
Change in cash and cash equivalents in the year			128,575		(295,234)
Cash and cash equivalents at the beginning of the year			502,825		798,059
Cash and cash equivalents at the end of the year	20		631,400		502,825

The notes on pages 25 to 42 form part of these financial statements.

1 Accounting policies

Charity Information
Age UK Stockport is a private company limited by guarantee incorporated in England and Wales. The registered address is Commonweal, 56 Wellington Street, Stockport, Cheshire, SK1 3AQ.

1.1 Accounting Convention

The accounts have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below:

1.2 Company status

The charity is a company limited by guarantee, without share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing these financial statements.

1.4 Basis for consolidation

The consolidated financial statements comprise Age UK Stockport, and its trading subsidiary, Step Out Stockport, along with the non-trading subsidiary, Age UK Stockport Trading Limited. The results of the subsidiaries are consolidated on a line by line basis.

The summarised Profit and Loss Account for the year ended 31 March 2023 and Balance Sheet as at 31 March 2023 for Step Out Stockport and Age UK Stockport Trading Limited are given in the notes to these accounts.

The charity has availed itself of the provisions of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006 and Paragraph 397 of the SORP.

No separate cash flow statement has been presented for the charity alone as permitted by FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

1.5 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.7 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

1.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.9 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Properties whose fair value can be measured reliably are held under the revaluation model and are carried at a revalued amount, being their fair value at the date of valuation less any subsequent accumulated impairment losses. The fair value of the land and buildings is usually considered to be their market value.

Revaluation gains and losses are recognised in the consolidated statement of financial activities.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	1% per annum on a straight line basis
Motor Vehicles	5 years
Fixtures and fittings	3-5 years

1.10 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains (Losses) on investments' in the Consolidated Statement of Financial Activities.

Investments in subsidiaries are valued at cost less provision for impairment. Investments held as fixed assets are shown at cost less provision for impairment.

1.11 Debtors

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

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

1.12 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.13 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.14 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.15 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year

1.16 Redundancy costs

Redundancy costs are payable when employment is terminated before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The charity recognises redundancy costs when it is demonstrably committed to either terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

1.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Restricted funds 2023	Unrestricted funds 2023	Total funds 2023	*Total Funds 2022*
	£	£	£	*£*
Donations	-	87,203	**87,203**	*19,064*
Government grants	-	-	**-**	*6,779*
	-	87,203	**87,203**	*25,843*
Total 2022	**-**	25,843	25,843	

3. Income from charitable activities

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
	547,480	982,422	**1,529,902**	*867,507*
Contract services				
Other income	-	90,107	**90,107**	*46,068*
Other grants	54,698	27,484	**82,182**	*70,269*
	602,178	1,100,013	**1,702,191**	*983,844*
Total 2022	178,514	805,330	983,844	

4. Income from other trading activities

	Unrestricted Funds 2023 £	Total Funds 2023 £	*Total Funds 2022 £*
Fundraising trading income	211,040	**211,040**	*212,411*
	211,040	**211,040**	*212,411*
Total 2022	212,411	212,411	

5. Investment income

	Unrestricted Funds 2023 £	Total Funds 2023 £	*Total Funds 2022 £*
Dividends receivable	-	-	*10,671*
Bank interest receivable	1,590	**1,590**	*669*
	1,590	**1,590**	*11,340*
Total 2022	11,340	11,340	

6. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds *2022* £
Step Out Stockport expenses	53,281	**53,281**	*60,612*
Wages and salaries	137,410	**137,410**	*119,845*
National insurance	2,791	**2,791**	*1,772*
Pension costs	897	**897**	*588*
	194,379	**194,379**	*182,817*
Total 2022	182,817	182,817	

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds *2022* £
Governance costs	1,742	152,218	**153,960**	*128,606*
Prevention Services	200,870	331,716	**532,586**	*473,277*
Hospital Services	-	253,144	**253,144**	*242,776*
Carers and Direct Care Services	629	215.489	**216,118**	*141,859*
Community Support	20,555	492,113	**512,668**	*414,032*
Other charitable expenditure	-	-	**-**	*24,394*
	223,796	1,444,680	**1,668,476**	*1,424,944*
Total 2022	241,400	1,183,544	1,424,944	

8. Analysis of expenditure by activities

	Activities undertaken directly 2023	Support costs 2023	Total funds 2023	Total funds 2022
	£	£	£	£
Governance costs	-	153,960	**153,960**	*128,606*
Prevention Services	532,586	-	**532,586**	*473,277*
Hospital Service	253,144	-	**253,144**	*242,776*
Carers and Direct Care Services	216,118	-	**216,118**	*141,859*
Community Support	512,668	-	**512,668**	*414,032*
Other charitable expenditure	-	-	**-**	*24,394*
	1,514,516	153,960	**1,668,476**	*1,424,944*
Total 2022	1,296,338	128,606	1,424,944	

9. Auditors' remuneration

	2023	2022
	£	£
Fees payable to the charity's auditor for the audit of the charity annual accounts	**7,800**	*9,000*
Fees payable to the charity's auditor in respect of:		
All non-audit services not included in the above	**1,500**	*1,500*
	9,300	*10,500*

10. Staff costs

	Group 2023 £	*Group 2022 £*
Wages and salaries	**1,076,660**	1,073,473
Social security costs	**73,510**	66,130
Contribution to defined contribution pension schemes	**31,323**	32,850
	1,181,493	*1,172,453*

During the year, the charity made redundancy payments totalling £nil *(2022:* £13,496) There are no amounts relating to redundancy costs on the balance sheet at the year end date *(2022: £nil).*

The average number of persons employed by the Charity during the year was as follows:

	Group 2023 No.	*Group 2022 No.*
Employees	**63**	*66*

No employee received remuneration amounting to more than £60,000 in either year.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2022 £nil).*

During the year ended 31 March 2023, no Trustee expenses have been incurred *(2022 - £nil).*

12. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2022	395,000	29,333	93,775	518,108
Additions	-	-	25,517	25,517
Revaluations	338,700	-	-	338,700
At 31 March 2023	733,700	29,333	119,292	882,325
Depreciation				
At 1 April 2022	-	19,376	70,059	89,435
Charge for the year	23,700	2,389	24,123	50,212
At 31 March 2023	23,700	21,765	94,182	139,647
Net book value				
At 31 March 2023	**710,000**	**7,568**	**25,110**	**742,678**
At 31 March 2022	*395,000*	*9,957*	*23,716*	*428,673*

The freehold property was valued on an open market basis on 24 April 2023 by A Thornton, a qualified firm of commercial property agents independent from the charity. The directors consider the valuation to be appropriate as at 31 March 2023.

The carrying amount under the cost model of the assets which have been revalued would have been £316,279 *(2022: £327,201).*

13. Fixed asset investments

	Other fixed asset investments
	£
Group	
Cost or valuation	
At 1 April 2022	1,379,996
Additions	-
Change in market value	(101,503)
Withdrawal	(125,000)
At 31 March 2023	1,153,493
Net book value	
At 31 March 2023	**1,153,493**
At 31 March 2022	1,379,996

All fixed asset investments are held in the UK.

Charity	Investments in subsidiary companies	Other fixed asset investments	Total
	£	£	£
Cost or valuation			
At 1 April 2022	2	1,379,996	1,379,998
Additions	-	-	-
Change in market value	-	(101,503)	(101,503)
Withdrawal	-	(125,000)	(125,000)
At 31 March 2023	2	1,153,493	1,153,495
Net book value			
At 31 March 2023	**2**	**1,153,493**	**1,153,495**
At 31 March 2022	2	1,379,996	1,379,998

13. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Registered office or principle place of business	Class of shares	Holding	Included in consolidation
Step Out Stockport	08881836	Commonweal, 56 Wellington Street, Stockport, SK1 2AQ	Ordinary	100%	Yes
Age UK Stockport Trading Limited	02956519	Commonweal, 56 Wellington Street, Stockport, SK1 2AQ	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Loss for the period £	Net assets/(liabilities) £
Step Out Stockport	211,040	(227,055)	(16,015)	74,476
Age UK Stockport Trading Limited	-	(159)	(159)	(157)

14. Debtors

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Trade debtors	**289,778**	*113,048*	**268,710**	*95,057*
Amounts owed by group undertakings	**-**	*-*	**12,453**	*33*
Other debtors	**5,408**	*13*	**5,408**	*13*
Prepayments and accrued income	**23,908**	*11,694*	**23,908**	*11,694*
	319,094	*124,755*	**310,479**	*106,797*

15. Creditors: Amounts falling due within one year

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Trade creditors	**53,383**	*18,985*	**30,528**	*17,863*
Amounts owed to group undertakings	**-**	*-*	**-**	*5,607*
Other taxation and social security	**125,245**	*57,062*	**125,245**	*56,372*
Other creditors	**8,154**	*55,186*	**8,154**	*55,186*
Accruals	**6,769**	28,268	**5,669**	*5,672*
	193,551	*159,501*	**169,596**	*140,700*

16. Statement of funds

Statement of funds – current year

	As at 01/04/2022	Income	Expenditure	Transfers	Gains/ (losses)	As at 31/03/2023
Unrestricted Funds						
Designated funds						
General contingency fund	792,930	-	-	-	-	792,930
Accommodation and maintenance fund	135,191	-	-	-	-	135,191
Property and activities fund	145,000	-	-	(145,000)	-	-
IT and infrastructure fund	70,011	-	-	-	-	70,011
Specific Contingency fund	259,000	-	-	(259,000)	-	-
Vehicle replacement fund	66,301	-	-	-	-	66,301
Services delivery fund	105,000	-	-	-	-	105,000
Emergency planning fund	37,885	-	-	-	-	37,885
Fundraising marketing fund	48,500	-	-	(16,000)	-	32,500
	1,659,818	**-**	**-**	**(420,000)**	**-**	**1,239,818**
General funds						
Property fund	395,000	-	(23,700)	-	338,700	710,000
General reserve	(301,233)	1,399,846	(1,615,359)	420,000	(101,503)	(198,249)
	93,767	**1,399,846**	**(1,639,059)**	**420,000**	**237,197**	**511,751**
Total unrestricted funds	**1,753,585**	**1,399,846**	**(1,639,059)**	**-**	**237,197**	**1,751,569**
Restricted funds						
Day care services fund	224,536	-	-	-	-	224,536
Other restricted fund	298,627	17,725	(52,350)	-	-	264,002
Age UK grants	-	94,547	(39,849)	-	-	54,698
DWP Household support fund	-	300,000	(131,597)	-	-	168,403
Hospital Discharge support	-	101,000	-	-	-	101,000
Climate action now fund	-	51,887	-	-	-	51,887
Active ageing activities	-	37,019	-	-	-	37,019
	523,163	**602,178**	**(223,796)**	**-**	**-**	**901,545**
Total of funds	**2,276,748**	**2,002,024**	**(1,862,855)**	**-**	**237,197**	**2,653,114**

16. Statement of funds

Statement of funds – prior year

	As at 01/04/2021	Income	Expenditure	Transfers	Gains/ (losses)	As at 31/03/2022
Unrestricted Funds						
Designated funds						
General contingency fund	792,930	-	-	-	-	792,930
Accommodation and maintenance fund	142,315	-	(7,124)	-	-	135,191
Property and activities fund	245,000	-	-	(100,000)	-	145,000
IT and infrastructure fund	83,061	-	(13,050)	-	-	70,011
Property Legacy fund	38,000	-	-	(38,000)	-	-
Specific Contingency fund	259,000	-	-	-	-	259,000
Vehicle replacement fund	78,250	-	(11,949)	-	-	66,301
Services delivery fund	105,000	-	-	-	-	105,000
Emergency planning fund	37,885	-	-	-	-	37,885
Fundraising marketing fund	98,500	-	-	(50,000)	-	48,500
	1,879,941	**-**	**(32,123)**	**(188,000)**	**-**	**1,659,818**
General funds						
Property fund	395,000	-	-	-	-	395,000
General reserve	(386,266)	1,054,924	(1,334,238)	361,079	3,268	(301,233)
	8,734	**1,054,924**	**(1,334,238)**	**361,079**	**3,268**	**93,767**
Total unrestricted funds	**1,888,675**	**1,054,924**	**(1,366,361)**	**173,079**	**3,268**	**1,753,585**
Restricted funds						
Prevention services fund	155,323	-	-	(155,323)	-	-
Day care services fund	242,292	-	-	(17,756)	-	224,536
Other restricted fund	361,513	87,265	(150,151)	-	-	298,627
Age UK winter pressures	-	32,463	(32,463)	-	-	-
Walking football	-	11,171	(11,171)	-	-	-
Community champions	-	40,935	(40,935)	-	-	-
Tackling inequalities	-	6,680	(6,680)	-	-	-
	759,128	**178,514**	**(241,400)**	**(173,079)**	**-**	**523,163**
Total of funds	**2,647,803**	**1,233,438**	**(1,607,761)**	**-**	**3,268**	**2,276,748**

16. Statement of funds (continued)

Designated funds

The General Contingency Fund
Represents funds set aside to mitigate the risks and vulnerabilities identified as part of the agreed Reserves Policy. The policy is to ensure that sufficient funds are available to meet committed costs for a period of six months of both restricted and unrestricted funds and this level has been maintained. Increases in income were in large part due to a limited time involvement in distributing assistance to local residents around winter warmth and cost of living through a Government/DWP scheme. The fund was therefore not increased and left unchanged for this year and will be fully reviewed in 2024.

The Accommodation and Maintenance Fund
The fund was established to provide sufficient funds to maintain the building at Commonweal, which represents a key functional asset. As the Charity's administrative base, it is essential to the efficient provision of services and in recent years it has been a key factor in enabling participation in tenders. The balance is maintained to reflect likely significant costs regarding the windows and exterior decoration and possible costs regarding the external area at the rear of the premises. As this trend continues the Fund has been closed.

The Property and Activities fund
The fund was repurposed in 2020 to be part of pandemic recovery in respect of seeking new alternatives to the public presence previously offered by the office in Merseyway, which was closed in 2020. This is still an evolving environment with options still under consideration. However, the fund was reduced in 2022 as plans are now focused on shared spaces rather than the high costs of any wholly owned/rented location. This will be reviewed as part of the property review planned for 2024.

The IT and Infrastructure Fund
Includes communications, infrastructure systems and supports the organisation's digital development and strategy. Following changes in 2022 the balance of the fund has been maintained to support further implementation of the digital strategy.

The Specific Contingency Fund
Represents funds set aside as a contingency against a budgeted deficit and to support the Charity pursuing a development and investment budget to meet identified needs for local older people. The Trustees have continued it invest from reserves in services, including Befriending, Social isolation work and Digital support all repurposed for supporting people during the ongoing pandemic recovery challenges, but will do so through the budget and this Fund has been closed.

The Vehicle Replacement Fund
Represents funds set aside to purchase replacement vans used in the Handy Help Service and was reduced in 2022 when a replacement vehicle was purchased. A wider vehicle replacement review remains on hold to check the future plans and to consider environmental impact on the procurement options.

The Services Delivery Fund
The fund was set up to respond to dual pressures outside of the budget. Firstly, delivery in specific services/activities that fell outside of the new local commissioning strategy, and secondly to act as a contingency for possible central support costs beyond budget allocations. The fund has been maintained to support this commitment as, whilst new contracts are in place from April 2022, they are still financially stretched in terms of contribution to central costs. This was further used to support being part of the Councils trusted partner scheme which came with low administrative support. In 2023/24 it will also be used to support a shortfall flowing a low inflation uplift in the NHS Foundation Trust contract for Hospital Discharge Support.

The Emergency Planning Fund
Represents a fund set aside to provide general backup in the case of an emergency event. The fund was reduced in the previous year to reflect that more redundancy is built into some other parts of the budget. It has been maintained this year at what is estimated to be a good level for additional business continuity issues.

16. Statement of funds (continued)

The Fundraising Marketing Fund
The fund is to support the costs of plans for increased marketing of charged-for services. fundraising and new developments. Marketing continues to develop including new opportunities with AI, other digital and social media developments and fundraising plans despite being delayed by the pandemic. The fund was reduced to reflect the current market.

General funds

The Property Fund has been set up to assist in identifying those funds that are not free funds and it represents the net book value of the property.

The general reserve represents the free funds of the charity that when in surplus are not designated for specific purposes.

Restricted funds

The Day Care Services Fund
Represents funds donated to support the delivery and development of day care services provided by Step Out Stockport. Following the allocation of management costs to Age UK Stockport for supplying all central support and management costs, the year finished with a deficit that reduced the Restricted Fund accordingly.

Other Restricted Fund
Represent grant monies received including work in hospitals and the community. It also includes a wide range of wellbeing support and general preventative work. In the reporting year this included money to support Social Isolation and Befriending, a small Transport Fund and a grant to provide prevention support to vulnerable clients.

Age UK Grants
Represents various grants from or administered through Age UK. The largest is the EON Warm Homes Funds which supported both Benefit claims and warm homes information and resources. It also included a Tackling Inequalities grant, the end of a Transport grant and a Cost of living grant that supported Information & Advice services through a secondment from Citizens Advice.

DWP Household Support Fund – Trusted Partner Scheme
The HSF Fund is a national grant scheme funded by the Department of Works & Pensions administered through Stockport SMBC to seven local VCSE organisations, including Age UK Stockport. The purpose of the fund is to support vulnerable households in most need of support to help with significantly rising living costs.

Hospital Discharge Support
Received at the year end and related to a grant focused on supporting additional staffing and resources for discharge.

Climate Action Now Fund
Provided work and resources in people's homes to support good environmental action and contributed to saving energy use and costs. The activity took place in Stockport wards that financially supported the CAN Fund.

Active Ageing Activities
This includes the Local Pilot, funded through Stockport MBC, which provides staffing costs in support of activities contributing to the ONE Stockport Active Communities Strategic Network. It also included additional funding brought in to support specific activities, such as Walking Football.

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023	Unrestricted funds 2023	Total fund 2023
	£	£	£
Tangible fixed assets	-	742,678	742,678
Fixed asset investments	-	1,153,493	1,153,493
Current assets	901,545	48,949	950,494
Creditors due within one year	-	(193,551)	(193,551)
	901,545	**1,751,569**	**2,653,114**

Analysis of net assets between funds - prior year

	Restricted funds 2022	*Unrestricted funds 2022*	*Total funds 2022*
	£	£	£
Tangible fixed assets	-	*428,673*	*428,673*
Fixed asset investments	-	*1,379,996*	*1,379,996*
Current assets	*523,163*	*104,417*	*627,580*
Creditors due within one year	-	*(159,501)*	*(159,501)*
Total	***523,163***	***1,753,585***	***2,276,748***

18. Net income from trading

The company has 100% control of Step Out Stockport (SOS), which is incorporated in the United Kingdom and registered in England and Wales (Company Registration No: 08881836). The subsidiary provides adult care services.

The company also owns 100% of the shares in Age UK Stockport Trading Limited (AUKST), which is incorporated in the United Kingdom and registered in England (Company Registration No: 02956519). The subsidiary did not trade in the year.

All income and expenditure for both the above subsidiaries has been consolidated on a line by line basis in the SOFA.

The accounts for the year ended 31 March 2023 have been audited and will be filed at Companies House.

A summary of the financial positions for the year ended 31 March 2023 are given below:

Profit and loss account	**2023 SOS £**	**2022 SOS £**	**2023 AUKST £**	**2022 AUKST £**
Turnover	211,040	212,411	-	-
Cost of sales	(174,823)	(153,090)	-	-
Gross profit	**36,217**	**59,321**	**-**	**-**
Administrative expenses	(52,232)	(77,077)	(159)	-
Loss for the year	**(16,015)**	**(17,756)**	**(159)**	**-**

Balance sheet	**2023 SOS £**	**2022 SOS £**	**2023 AUKST £**	**2022 AUKST £**
Current assets	110,601	114,899	126	35
Creditors – falling due within one year	(36,125)	(24,408)	(283)	(33)
Net assets	**74,476**	**90,491**	**(157)**	**2**
Share capital	-	-	2	2
Profit and loss reserves	74,476	90,491	(159)	-
Total equity	**74,476**	**90,491**	**(157)**	**2**

The Step Out Stockport and Age UK Stockport Trading Limited figures as shown above relating to the provision of adult care services have been included as income and expenditure in the Statement of Financial Activities and the related notes rather than commercial trading operations, to better reflect the nature of the Charity's activities.

19. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	*Group 2022 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**376,366**	*(371,055)*
Adjustments for:		
Depreciation charges	**50,212**	*23,593*
(Profit)/loss on disposal	**-**	*(5,750)*
Revaluation of property	**(338,700)**	*-*
Losses on investments	**101,503**	*(3,268)*
Dividends received	**-**	*(10,671)*
Interest received	**(1,590)**	*(669)*
(Increase)/decrease in debtors	**(194,339)**	*83,182*
Increase in creditors	**34,050**	*11,234*
Net cash provided by / (used in) operating activities	**27,502**	*(273,404)*

20. Analysis of cash and cash equivalents

	Group 2023 £	*Group 2022 £*
Cash in hand	**631,400**	*502,825*

21. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	Other non cash changes £	At 31 March 2023 £
Cash at bank and in hand	502,825	128,575	**-**	**631,400**
	502,825	**128,575**	**-**	**631,400**

22. Pension commitments

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £31,323 (2022: £32,850). Contributions totalling £nil (2022: £nil) were payable to the fund at the balance sheet date and are included in creditors.

23. Related party transactions

There were no related party transactions in the year.

AGE UK STOCKPORT

England & Wales - Charity number 1139547

Accounts

Registered number: 07413632
Charity number: 1139547

Age UK Stockport

(A Company Limited by Guarantee)

Trustees' Report and Consolidated Financial Statements

For the year ended 31 March 2022

Age UK Stockport
(A Company Limited by Guarantee)

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Age UK Stockport
(A Company Limited by Guarantee)

Reference and administrative details of the Charity, its Trustees and advisers
For the year ended 31 March 2022

Trustees

Ms Susan Carpentier Alting, Chair
Ms Lauren Ridgway, Vice Chair
Mr Stephen Clarke
Mr Paul Carter
Ms Anna Magner
Mr Sam Singh (appointed 26 September 2022)
Ms Carol Mitchell (resigned 31 July 2021)

Company registered number

07413632

Charity registered number

1139547

Registered office

Commonweal
56 Wellington Street
Stockport
Cheshire
SK1 3AQ

Company secretary

Margaret J Brade

Chief executive officer

Margaret J Brade

Independent auditors

Hurst Accountants Limited
Chartered Accountants
Statutory Auditors
Lancashire Gate
21 Tiviot Dale
Stockport
Cheshire
SK1 1TD

Reference and administrative details of the Charity, its Trustees and advisers (continued)
For the year ended 31 March 2022

Bankers

Co-Operative Bank PLC
1 St Peter's Square
Stockport
SK1 1NX

Insurance Brokers

Towergate MIA
Kings Court
London Road
Stevenage
Hertfordshire
SG1 2GA

Trustees' Report
For the year ended 31 March 2022

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2021 to 31 March 2022. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) 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).

Since the Group and Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

Age UK Stockport's ('AUKS') Memorandum and Articles (as amended November 2016) set out the objects for which the Charity is established and to which it is specifically restricted, and are to promote the following purposes for the benefit of the public and/or older people in and around the area of benefit (Stockport):

1. Preventing or relieving the poverty of older people;
2. Advancing education for older people;
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
4. Promoting equality and diversity in relation to older people;
5. Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
6. To promote such other charitable purposes (which may be for the benefit of persons other than older people) as the trustees may from time to time decide where such purposes are directly or indirectly aligned to or further any one or more of the above.

Our key statements were established in 2017 after extensive stakeholder consultation and were reviewed and developed through consultation with staff in 2019 by establishing a set of behaviours to demonstrate the values. They were further reviewed by the Board of Trustees in March 2021 and confirmed.

Our VISION is for Stockport to be a place where everyone is able to make the most of later life, living as valued members of their communities.

Our MISSION - Age UK Stockport – working locally for your wellbeing

Our VALUES are based on being a caring, community focused organisation. The three core values and the supporting statements were reviewed by staff during the previous year 2020/21 to bring in more relevant and aligned descriptions and were confirmed and updated by the Board in the year as follows:

Connected – working with respect for all in a fair and equitable manner, and together with others in the local community.

Confident – in our integrity and our effectiveness; working with a positive, bold and supportive approach.

Creative – adaptable, innovative, and resourceful; solutions and outcomes focused.

Objectives and activities (continued)

b. Strategies for achieving objectives

Age UK Stockport is an independent local charity that cares about local people's life experiences as they get older. The four strategic aims were reviewed at the start of the year in view of the many external changes and challenges. It was agreed to retain the aims as an appropriate framework for 2021/22 as:

- To Collaborate - We will work with local people, organisations, and communities to understand what they do and how we can work together.
- To be active - We will be both proactive and responsive in what we do and how we work.
- To influence - We will listen and respond to the voices of older people to influence locally and beyond.
- To be effective - We will be a credible, high profile, respected organisation.

Within the four aims, it was further agreed to bring increased focus on areas of new relevance and importance as key issues were identified as part of effective recovery from the pandemic years. This has included strengthening and incorporating the following into the wider strategy and implementation planning:

- Staff wellbeing
- Good working practices/hybrid working
- Social value
- Digital strategy and planning
- Equality, diversity & inclusion
- Addressing inequalities
- Social isolation
- Mental Health
- Environmental awareness and policies

We will always work to our vision and mission and be in line with our values. We will challenge ourselves to continually improve through commitment to high quality standards. Everything we do aligns with and is consistent with delivering on these objectives and commitments. Through continuing change, the organisation remains critically aware of its commitment and responsibilities to local people in later life, including ensuring that the voice of older people is heard. The following strategies ensure we remain relevant, responsive, and effective.

External Environment

The general social and political climate has continued to be one of uncertainty and the economic situation has continued to translate locally to sustained and significant pressure on all sources of funding. This has also continued to combine with other pressures, again reflecting national trends, around hospital admission and discharge and particularly issues around capacity to deliver social care. Working within the new Greater Manchester devolution agenda, alongside significant issues with the local co-coordinating structures in health and social care, has contributed to an increasingly complex, uncertain and fast-changing environment to work in and plan in.

Central to this remains the impacts of the extended Covid pandemic. Last year's report noted that we had maintained an emergency crisis response recovery and reconstruction framework throughout and that "the reporting year 2020/21 started and ended with high demand for intense practical and emotional support across Stockport – which continues still to run on into the next financial year." This reporting year continued the response, whilst also introducing the start of the work on recovery – which proved and is still proving to be challenging and complex as the environment is still shifting.

Objectives and activities (continued)

We delivered throughout 2020, 2021 and into 2022 by taking a robust and proactive approach to understanding all aspects of the environment in which the organisation works – and at all levels - locally, regionally, and nationally. Giving priority to positively managing external relationships, with a wider variety of often changing Stakeholders, has also been maintained throughout. Even as we continue to work through this period, ongoing analysis is continually being undertaken around macro areas of political, economic, social and technological, legal, and environmental. In addition, ethics and demographics are considered as particularly relevant to the organisation. This enables continual responsiveness in the moment, but also allows us to learn lessons and seek opportunities in a wider context.

Effective Planning & Strong Management

The organisation's positive response to the unprecedented demands of the pandemic was made possible and done effectively by the Board and management continuing to use an agile and emergent planning process, which was initially developed in 2016/7 to enable the organisation to respond positively to all levels of change and deal with all levels of uncertainty. At the start of the reporting year, in March 2021, a new 3-year recovery plan was put in place, again based on emergent approaches.

The previously established strategic focus was on four areas of work: Community, Hospital, Services and Quality. The structure and staffing changes put in place in April 2019 to support this continued to effectively serve the response to the pandemic. In the second half of the year, as new external changes and recovery became a stronger focus, the structure was again reviewed and changes planned to continue to provide appropriate and robust management for delivery in each area, including in strong recovery.

Continuation and Development

The organisation continues to adjust and respond to significant shifts in the environment and changing needs of the beneficiaries. The agile and emergent planning approach has meant AUKS has continued to reshape and repurpose services, and develop new services throughout the year, directly responding to different and changing needs of residents and other stakeholders. The March 2021 three-year recovery plan balances an increased focus on recovery with developing the organisation for the future. It also balances innovation for new services and activities, including much learning from the pandemic response, particularly with regard to digital developments, and keeping tried and tested services within the offer to our beneficiaries.

Collaborations

AUKS delivers services directly as well as together with others wherever this can be effective. This is a core part of our approach, and consistent with our value of being ‘connected’, and ensuring the most benefit for our beneficiaries.

This has been strongly evidenced since 2015 by AUKS being a full part of all the major alliances, networks and collaborations delivering preventative services (The Prevention Alliance and the Wellbeing & Independence Network) in Stockport. These extended contracts came to an end on 31 March 2022 and so, during the second half of the year, a lot of time went into working collaboratively with a range of other partners to respond to tenders for the new preventative services to be awarded from April 2022. These tenders were successful in securing contracts to deliver the new preventative services, and so AUKS continues to be a member of The Prevention Alliance, as well as having a renewed collaboration around wellbeing at home and a new partnership focused on domestic abuse.

The organisation's involvement in the collaborations around hospital discharge at Stepping Hill Hospital were also changed and strengthened in the year as part of the continued response to, and the beginning of recovery from, the pandemic. At the end of the reporting year, further funding to expand this work was in discussion, as the pressure on hospital discharge continues to be a priority across health and social care. We also developed further positive collaborations with the Local Authority and local communities around the ongoing Active Aging Local Pilot and the one-year network of local Community Champions, and other smaller pieces of community focused activities.

Objectives and activities (continued)

Many Covid response collaborations formed during the pandemic were scaled back as part of recovery. However, the new relationships were positively maintained for new ways of working in the future. This included GM Police Stockport, Morrisons, and a fantastic partnership with Sky Cares. Significant collaborations across the sector and between sectors started in the previous year as part of the pandemic response. These were maintained and are developing into a new forum for sharing and joint working. AUKS was an active part of the Voluntary Sector Forums throughout the year.

For all at AUKS, we are proud to have delivered on our mission of supporting people's wellbeing, and on our value of 'connection' and strategic aim of 'collaboration'. This level of collaboration involved a wide range of partners, with different areas of interest and size and across sectors locally, regionally, and nationally. This commitment to effective connections has meant we have continued to contribute to, and to learn and benefit from, an increased number of other organisations and agencies in many ways.

Brand Partnership

The brand partnership with the national organisation, Age UK, was due for renewal in March 2022. However, during the year, it became clear that with so many continued uncertainties and ongoing pressures, there was not time or capacity within Age UK or the network to do the work needed to satisfactorily progress renewal of such a key arrangement. It was therefore extended again until 31 March 2024 and the work will be undertaken over the two-year period.

The brand partnership continues to enable the organisation to benefit from being part of a larger and nationally recognised brand whilst remaining strongly committed to its roots as a local and independent Stockport charity. It has also provided some opportunities for funding through Eon and other grants, and the organisation benefited again from the Age UK national Coronavirus appeal.

c. Activities undertaken to achieve objectives

Overall, the key factors that lead to good governance, strong management and quality delivery are our people, our management and support, our systems and infrastructure, our collaborations, and our commitment to quality.

The main activities for achieving our objectives and delivering on our mission are the delivery of a range of support services and activities as detailed below. As in 2021, in this reporting year the activities are not in any sense a continuation of previous years. In 2021, everything was stopped, repurposed, or changed to respond to the pandemic. In the reporting year, it has been even more challenging to continue to respond and then to shift to recovery in the midst of continuing changes and uncertainties. All aspects of planning and delivery have become noticeably more complex and require even more agility and flexibility in response. In addition, to ensure things happen as they should and to ensure relevant and effective quality in all areas, a lot happens behind the scenes to maintain an efficient, effective, fit-for-purpose organisation.

People

As a service-based charity, our main and greatest assets are our people. The staff, volunteers and trustees are mainly local people with local knowledge. All are skilled and committed and many have impressive levels of experience and qualifications. Many have been with us a long time, some over 20 years. These people care about the people and community of Stockport and particularly the challenges that can come as we age. Taking care of our people and their wellbeing became a heightened focus throughout the pandemic and has remained a high priority in recovery. We adopted a 'same storm, different boats' approach to ensure we supported our staff in individual ways to take care of themselves, each other and to enable us as a team to continue to deliver support.

Objectives and activities (continued)

The skilled staff who provide the services on the ground have shown continued energy and commitment to our mission and values at all levels of the organisation. The drive and commitment from the staff in supporting local people from the start of the first lockdown on 23 March 2020 and continuing since then has been remarkable in their flexibility and dedication to service. Feedback from staff in respect of this time was summed up by this representative comment: "We have never felt prouder of our work".

Our volunteers work in many different roles in the community, back-office or directly with clients, and not only make many of our services possible by giving their time freely, but also bring a true community perspective. 2020/21 was a particularly challenging year for many of our volunteers and 2021/22 has been focused on a slow and continuing recovery. Resources have been put in place for the next year to support the return and increase in volunteering across AUKS. External assessors have again noted that AUKS has an “impressively value driven and committed workforce at all levels” and volunteers are an important part of this.

Management and Support

A new senior team structure was put in place from 1 April 2019 to bring sharp focus to identified areas of attention for AUKS - community, hospital, services and quality. Together with the Chief Executive, this strong team provided broad and comprehensive support to staff and services and played a large part in effectively enabling the organisation to be responsive to the changes, tackle the many challenges, and embrace opportunities for collaborations and developments throughout the pandemic. Communication remained a high priority throughout the reporting year, in all respects, but particularly regarding supporting staff to have what clarity and guidance was possible in such changing and uncertain times.

This has been kept under constant review during the reporting year as recovery has commenced and a new environment starts to become a little clearer, particularly in the wider policy and structures of health and social care. At the end of the year, changes were being planned to ensure the AUKS management structure adjusted and spread down the organisation to remain appropriate for the new environment.

Systems and Infrastructure

This involves a range of critical areas for safe, compliant, and effective operations in all aspects of the organisation. It includes financial processes and reporting, comprehensive policies and procedures, robust health and safety and safeguarding management, and increased focus on infection control and wellbeing. It also includes a central focus on embedding digital technology across the organisation and, throughout the year, the 2020 digital strategy was being updated to incorporate the technological leaps and lessons coming from the pandemic. New areas of focus also took priority and, since the year end, the organisation has been actively working on a new environmental policy and a wider scoped equality, diversity and inclusion policy.

Significant updates and developments in systems and equipment took place in 2020 and contributed to the organisation being in a positive place to respond flexibly to the challenge of changes in working practices triggered by the pandemic, including the relocation to home working and hybrid practices. This focus and investment in keeping pace with digital and technological improvements continued throughout the reporting year as planned. This included an in-depth review of our cloud-based IT systems, embracing easier collaborative working, and Power Bi business analysis and reporting technology built around our client database, Charity Log, to improve performance management. In April 2022, the IT cloud supplier and system was changed and collaborative working opportunities significantly improved. Work on the reporting technology is still ongoing.

Following a staff consultation and Board review, the layout at our main Commonweal premises was changed to better support more flexible and hybrid working. There is no intention to return to a fixed town centre location as new options of working out of collaborative spaces made available by the Council and providing the public with easy access to a range of services is preferred.

Objectives and activities (continued)

Quality

Ensuring the quality of our work in the delivery of our services and as an effective and efficient organisation is seen as a vital factor in delivering on our objectives. This commitment and focus were again maintained throughout the year by undertaking a selected number of externally and independently assessed standards to ensure quality remained consistent through the many and continuing changes.

Age UK Stockport has continued to achieve significant success with highly regarded and externally validated standards which in 2021/22 included:

- The Age UK Charity Quality Standard (CQS) which was renewed in August 2021.
- Adherence to national fundraising standards.
- Quality mark ISO9001 which was successfully recertified in January 2021 for a further three-year period.
- Information Governance Quality Mark ISO27001 which was successfully completed in September 2021 and, at the time of writing, had been recertified for three years from September 2022.
- Cyber essentials which was gained in April 2021 and renewed in August 2022 to ensure the organisation is following good practice for protection against the increasing threats of cyber attacks.
- The Age UK Information and Advice Quality Programme (IAQP) which was achieved in September 2019 and renewed in July 2022 showing that we offer a quality assured service.
- The Greater Manchester Employment Charter which is under consideration for 2022/23.

d. Main activities undertaken to further the charity's purposes for the public benefit

All Age UK Stockport's work is based on supporting local people's wellbeing. That is, to stay well, safe and living independently in their communities for as long as possible. The focus continues to be on prevention and building resilience, and with direct care and support in centres, the community and in the home where needed.

Throughout the reporting year, we continued to provide practical, emotional, and social support to local people and their families, friends and carers through a flexible and holistic approach and individually focused person-led delivery. This was delivered in hospital, in the community and in people's homes and included:

- Information, advice and guidance where needed;
- Financial support with benefits such as Blue Badge applications;
- Individual support through the Prevention Alliance;
- Wellbeing at home support through the Wellbeing and Independence Network;
- Hoarding and decluttering support;
- Hospital discharge support for all pathways;
- Handy help and gardening services;
- Social isolation and befriending support;
- A range of community activities and services all focused on supporting wellbeing – the focus in the year was on social engagement, walk and talk, digital support, and active aging projects such as walking football;
- In-demand individual care and support through charged-for support services via our Tandem Support Service and the day services delivered through Step Out Stockport;
- Volunteering and community champions' engagement from the community.

Objectives and activities (continued)

All continued to be delivered flexibly and, in some respects, differently to accommodate Covid restrictions at the start of the year and as part of developments and changes later in the year. Recovery was only just starting towards the end of the year and continues towards a new 'normal'.

We work with our Social Value Policy to capture the wider social benefit, value, and impact of our work across the local area. This includes:

- A main office base in the town supporting local employment and volunteering.
- A public presence by working within the new Stockport Town Centre Hub.
- Being a good local employer of 70+ staff with over 80% Stockport residents.
- Supporting a digital apprentice.
- Maintaining standards including starting to commit to the Greater Manchester Employment Charter.
- Actively using Local Suppliers wherever possible with over 80% success.
- Promoting participation and engagement in many ways including positive volunteering.
- Nearly 95% of volunteers are local Stockport residents.
- Trustees with strong local connections.
- Being an engaged and active member of the local Voluntary Sector, Synergy and Sector 3.
- Being a positive part of a number of collaborations / alliances / networks and partners.
- Local commitment to environmental awareness and sustainability.
- Promoting equity and fairness across everything we do, and especially for people as they age.

We are continuing to develop new ways of reporting on this work in the future.

Achievements and performance

a. Key performance indicators

The charity and group have continued to achieve the objective of delivering support and services to local people in the reporting year. As noted in the 2021 report, a deficit budget had been expected in view of the many external challenges from the Coronavirus (Covid-19) pandemic and changes and costs in meeting them. However, in fact that year finished positively due to monies received in support of the Covid response and expenditure saved from closed offices.

As expected, the deficit did roll over into the current reporting year April 2021 to March 2022. This deficit was accepted at the start of the year as it reflected Board decisions made regarding investment from reserves to support aspects of this delivery. It was monitored carefully throughout the year ensuring that monies spent from reserves were supporting the agreed areas of delivery, and vitally, supported the start of the complex and multi-faceted work of recovery from the pandemic.

Achievements and performance (continued)

b. Review of activities

It was a year of two different halves, although not evenly split. The calendar year 2021 started with a third national lock down and the reporting year from April 2021 was still focused on delivering services within the Government 'Roadmap' out of Coronavirus (Covid-19) restrictions.

As such, the first four plus months was to a large extent a continuation of the previous year, delivering repurposed support and services within Covid rules and requirements. As throughout 2020 this support was delivered from the hospital, the community, and in people's homes when possible, and was largely about foundational needs of food, warmth, health and feeling safe. We delivered monthly average actions in each of the continuing Covid months: with nearly 3,000 calls to our Switch Board, 2,000 Welfare Check calls, 500 Information & Advice responses, 470 food, medication and other vital health deliveries. All our work focused on our overarching aim of supporting people's wellbeing. This included our own staff, and we invested in putting everyone in the organisation through a four-part 'strength- based approach' program to ensure we were supporting those we worked with and each other in the best and most empowering and encouraging ways.

The practical restrictions were in the main removed in late July 2021, bringing in the start of what was expected and has proved to be a challenging recovery. It was clear that everything had changed from before, including working habits and practices, movement of people within and engagement with communities, and fundamentally in people's attitudes and the way people spent their time. The rest of the reporting year was therefore about responding to the constantly evolving environment through listening and understanding societal and cultural shifts, taking into account the many lessons from the pandemic, and within that context working to recover some services, reimagining others, and introducing new services.

The total number of contacts with people in the year was 53,012. Levels of activity included over 6,727 cases supported. The most significant feature of the year was the continued increase in the complexity of the work which involves us working closely with many partners to achieve good outcomes for people. The above numbers show the high level of activity, but they do not indicate the significant positive ripple and often a wave that comes from most actions, bringing additional benefits to the individual and to their family and wider networks and community. Work is still ongoing to better capture and measure the benefits and the wider value that comes from the work of the organisation.

Delivery was through direct Age UK Stockport activities and through the collaborations mentioned in this report, principally the TPA (The Prevention Alliance) within which a number of our staff work directly. This is reported separately (www.stockporttpa.co.uk). In all respects, our overall focus remained on enhancing people's wellbeing and enabling people to strengthen their personal resilience to cope with ongoing challenges.

Practical assistance supporting people to live safely at home was provided through a range of services. This included the Handy Help and Gardening which dealt with 1,524 referrals and Easy Shop service which made 5,611 calls. The Wellbeing at Home Service supported over 12,803 people with a wide range of home support. This included delivering specialist support to people dealing with the complex challenges of Hoarding / Cluttering which the WIN staff team have established a high level of skills and expertise. This also involves working and coordinating collaboratively with many other agencies as nearly all situations require to support the person fully. The referrals were up 33% to 600 in the reporting year, due to the backlog of people whose homes had not been visited because of lockdowns.

Our Public Office had closed in September 2020; however, support covering a wide range of general information and advice, including benefits and blue badges, continued to nearly 6,000 people throughout the year. This was mainly delivered on the telephone and online, and like previous years, involved nearly £1.2 million of benefits claims. These new ways of working will be maintained as they have enabled more people to be contacted and supported. However, by the end of the year plans were also to again offer some appropriate opportunity for face-to-face Information and Advice in different ways. This is through collaborative working with the Council and One Stockport and new bases in the town centre. This has continued to develop very positively since the year end.

Achievements and performance (continued)

We continued throughout to provide individual care and support through both free and charged-for services although the numbers and type of support was limited and significantly changed according to restrictions. The Tandem support service provided 1,260 hours of direct support to people at home or, at times, outside through trained and experienced staff to assist people as needed. Direct support and respite were also provided to many Carers, all in addition to other wide-ranging support to Carers embedded across the organisation's services.

Our work in the Hospital remained high on the agenda in tackling the ongoing challenges of effective hospital discharge, within the exceptional circumstances of Covid in the first half and then in dealing with unprecedented backlogs and staff shortages in the second half. A reduced team of staff from the newly formed Hospital Discharge Service started at the beginning of April 2021 and worked closely within the multi-agency Integrated Transfer team at the Hospital dealing with 5,582 referrals, slightly up on the previous year, despite the reduction in the team. This included 792 Placements. The core work of supporting safe and positive Hospital Discharge also remained a strong focus for the Wellbeing at Home team, as well as avoiding unnecessary admissions or readmissions.

The number of people benefiting from events and activities continued to be low as affected by restrictions at the start of the year and then by nervousness and anxiety about reengaging during the remainder of the year. However, the Active Aging and Social Engagement Project activities restarted and slowly bult up sessions and attendances again finishing the year at 439.

Our communication through the newsletter and campaigns needed to change throughout the year to reflect the many changes within the 12 months. It gradually shifted through varied stages of following Covid restrictions and working practices to keep people safe, to gradually encouraging and supporting people to venture safely out. An example of this was in a 'Living Safely with Covid' campaign in collaboration with our Greater Manchester colleagues with 5,000 leaflets and 300 posters, 10 talks and a 'Chat' facility.

By the end of the reporting year, March 2022, the remaining legal Coronavirus restrictions in the UK had in the main been lifted and month-on-month more in-person activities were being developed or redeveloped. This included re-establishing some valued groups from pre pandemic times, such as Sound Minds Group and some Coffee sessions, and new activity-based engagement through Walking Football, Community Walks and Gym Sessions, and Confidence Walks. A positive partnership with Life Leisure and increased volunteer participation continues to support much of this work. Plus, all our work had within it an enhanced focus on supporting people to venture back out to benefit from various forms of social engagement and new physical environments to enhance overall wellbeing.

It is important to note that the TPA collaboration and WIN Wellbeing at home contracts that began in 2015 were ending in March 2022. Much time was spent from September 2021 onwards to fully engage with partners and on our own in a comprehensive tendering exercise for a new preventative service to begin in April 2022. We were delighted to be successful in three areas of the new service with a range of valued organisations in the third sector:

- As the lead agency delivering 'Home Support' providing practical support to people to live safely and independently in their own home and community. This includes a specialist service for those who are struggling to maintain their home environment, for example, self-neglect or hoarding. We work with Stockport Homes Skylight, Disability Stockport, and Signpost for Carers.
- As part of The Prevention Alliance delivering the Stockport Support Hub, a collection of support services for all aspects of life; and 'Your Support' providing a dedicated key worker to help people make changes to improve health and wellbeing. Our partners are Stockport Homes Skylight, Jigsaw Support, Talk Listen Change and Nacro.
- As part of a new partnership delivering the Domestic Abuse Support service for those unsafe in a relationship. Our partners are Stockport Without Abuse, Stockport Homes Skylight, and Talk Listen Change.

Achievements and performance (continued)

All work as part of a new wider Prevention Service across Stockport and, at the year-end and since, all energies and activities have been fully focused on closing down the previous contracts and mobilising the new contracts with our partners.

Step Out Stockport

The subsidiary company Step Out Stockport has provided day services and activities since 2014 and forms part of these consolidated accounts. Step Out offers important services, highly valued by its members and is also included on the SMBC day services framework. From the start, Step Out has set out plans and actions to ensure it is delivering a quality service that is meeting local needs and covering its costs to ensure future sustainability. As in the previous year, a lot of detailed work was undertaken during this reporting year focused on achieving these two outcomes.

However, 2021/22 has been another pandemic year for Step Out with infection control measures limiting numbers and only financial support from the Council enabling continued opening for the most vulnerable members, which is those members whose needs or family situations were regarded as very vulnerable and in need of the support. During the year there were 3,403 attendances at weekly sessions, delivered by a dedicated team of staff who operated in a tight 'Covid bubble' throughout. At the year-end, plans were in progress to start opening Step Out up to higher numbers which means returning to establishing a sustainable model, can again be the focus.

The main issue identified as a risk continues to be the declining state of the building the services are delivered from and the need for good future plans of maintenance. Under the tenancy via Stockport Council's agents, discussions are ongoing to tackle this challenge.

c. Investment policy and performance

Overall responsibility for investment of the Charity's funds lies with the full Board of Trustees and Directors. To support this, the organisation has a comprehensive Investment Policy that is reviewed at least annually by the Board. This policy provides the framework for making investment decisions, helping the Board to manage the charity's resources effectively. This includes understanding and setting the Board's balanced attitude to risk, setting out clear investment objectives and setting out policies and procedures for appointing external experts as required.

The Board manages the resources available for investment with advice from appointed independent experts. The advisors provide monthly reports and attend to report directly to the Board in July each year. The reappointment is also reviewed annually, and the Board noted again this year that they remain an award-winning company. Throughout the year the market was volatile, and at the time of writing it is more so than ever, so the quality of advice has been essential.

The charity's freehold property at Commonweal is a functional asset and a key strand in the long-term investment strategy, so a designated fund ensures investment in maintenance. The value of the property had fluctuated over the year due to the unpredictable market and the potential effects of town developments. The future use is being kept under ongoing review.

Overall, the Board is satisfied that the policy and performance remain the most appropriate for the current situation, particularly recognising the unpredictable future.

Financial review

a. Going concern

The Board recognises that good governance is essential for success and that the Board has a key role by ensuring the proper procedures and policies are in place to manage the charity's resources effectively. This has involved comprehensive risk management, clear designation of funds and commitment to the appropriate use of reserves to effectively support delivery as well as to secure future sustainability.

The level of reserves has been maintained at six months of charitable expenditure following careful designation of funds to support service delivery commitments and future spending, investments, and priorities.

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The Charity has secured new five plus two years contracts from April 2022 which supports this view. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

Age UK Stockport's reserves policy is reviewed annually and continues to be based on a free reserves approach. Total funds held at 31 March 2022 were reduced to £2,276,748, which compares to £2,647,803 in March 2021. This was a budgeted deficit due to investment of reserves. It includes designated funds of £1,659,818, compared to £1,879,941 in 2021.

Free reserves at 31 March 2022 were £93,767 (2021: £8,734). Free reserves are defined as unrestricted funds which have not been earmarked and may be used generally to further the charity's objectives.

c. Material investments policy

The reserves policy and the cautious investment of funds is as detailed above. It is recognised that reserves are held to help the charity operate effectively and to be effectively spent on the charity's purpose. After reviewing and maintaining the reserves level, there was a careful designation of funds against known and/or planned expenditure. This included a continuation of the commitment regarding the spending of reserves to support both delivery and development, part of the Boards commitment to use the organisations resources for public benefit and is being carefully monitored through the Trustee Finance and General Purposes Committee.

d. Principal funding

The main elements of income and expenditure were as follows:

Income	**2022**	**2021**	**2020**
Charitable activities	80%	75%	78%
Activities for generating funds	17%	17%	18%
Donations & legacies	2%	6%	3%
Investment income	1%	1%	1%

Expenditure	**2022**	**2021**	**2020**
Charitable activities	80.6%	82.8%	83.7%
Cost of generating funds	11.4%	12.3%	14.5%
Governance costs	8.0%	4.9%	1.8%

Financial review (continued)

There remains again a strong focus on charitable income and an active approach to generating income to deal with charitable spending deficits. Donations and legacies, always unpredictable, remain relatively low.

The deficit on unrestricted charitable activities continued again this year. At the year-end, as in the previous year, a deficit budget was accepted for 2022/23 to ensure needed services continue to be supported and funds are available to implement recovery from the pandemic. This includes a decision by the Board to continue to support three key areas: to cover central costs to enable participation in vital preventative collaborations, to provide some investment to return to developing essential social care support services, and to support befriending and social isolation services.

Structure, governance and management

a. Constitution

The charity is registered as a charitable company (charity number 1139547) limited by guarantee and was set up by a Memorandum of Association.

The Board takes a proactive approach to governance and undertakes regular checks and external assessments to benchmark against respected codes and standards. This includes Charity Commission guidance and the Charity Governance Code framework as recently refreshed. This enables the Board to have confidence in the organisation's strong governance for the future.

b. Methods of appointment or election of Trustees

The Directors of the company, who are the Charity Trustees, form the Board of Age UK Stockport which is the governing body of the organisation. The management of the Charity and the Group is the responsibility of the Trustees.

Trustees are elected by the members at the Annual General Meeting or co-opted by the Board under the terms of the Articles of Association. The Board has 6 elected members plus a chairperson. New Board members are elected or co-opted for the skills and experience they can bring to the Board and are not required to be members at the time of election but become members on appointment.

The organisation has benefited from a stable and experienced Board over several years, with positive succession planning leading to both the appointment of a proportion of new trustees and a change of Chair in 2018/19. In the current reporting year, one trustees resigned due to changes in their personal circumstances and at the year-end a new trustee had been recruited. The Board has therefore maintained a positive balance of experience and the challenge of new ideas, which assists the Board to increase diversity, be responsive to change and be forward looking.

c. Organisational structure and decision-making policies

Board members are responsible for the proper governance of the Charity and determine the strategy and policy to be undertaken in accordance with the objectives as stated in the Memorandum and Articles. They seek to achieve the objectives and work for public benefit and wider social value while at the same time ensuring that the Charity is not exposed to undue risk.

The full Board generally meets formally six times a year and operates to established terms of reference and within a conflict of interest policy with declarations of interest a standing agenda item. The Board receives reports from two standing sub-committees and other task and/or time limited sub-committees as required. It also receives a report from the Chief Executive at each meeting together with other reports as appropriate relating to services, governance issues and/or the wider environment that the organisation works in. The Chief Executive and other members of the Senior Leadership Team regularly attend and inform the Board.

Structure, governance and management (continued)

The Trustee sub-committees include a formally constituted Finance and General Purposes Committee, which meets prior to each of the Board meetings to provide more detailed oversight of finances and other governance issues and make recommendations to the full Board. The Finance officer attends this meeting to present the accounts and provide any information or detail needed. From January 2021 a second standing Risk & Quality Committee has been established to provide more detailed scrutiny of the Risk Register and quality work and standards. Other sub-committees are established and meet as required, and all are established with terms of reference agreed by the full Board of Trustees.

Decisions on the day-to-day operation of the Charity are taken by the appointed Chief Executive and the Senior Leadership Team of the organisation, who together cover the main areas of work - Community, Hospital, Services and Quality. At the year-end, Community and Hospital were being brought together under one Senior Manager to align with the external changes brought by the 2022 introduction of the Integrated Care Systems (ICS) in every region. AUKS will work under the Greater Manchester ICS.

Each member of the Senior Leadership Team has oversight of key areas for quality, safety and wellbeing with second tier managers undertaking the implementation. This includes health & safety, safeguarding, information governance, staff wellbeing, environmental and digital development and systems.

All decisions are taken within the framework established including the agreed scheme of delegation and regularly reviewed by management. The Chairperson and Chief Executive communicate regularly and generally on a weekly basis, with other senior staff involved as appropriate.

Also, importantly, external expertise is brought in when deemed necessary, for example, on financial systems and legal matters.

d. Policies adopted for the induction and training of Trustees

Once elected, new Board members follow a comprehensive induction programme set out in a Governance & Trustee Policy. They receive an introduction to the requirements and responsibilities of their role and given a named ‘buddy’ to assist. This includes utilising the Charity Commission Induction pack for new trustees as well as an introduction to the organisation and Group. During this process, any training needs are identified and responded to. This process is regularly reviewed by the Board and also checked on the experience of all new members.

e. Pay policy for key management personnel

A Remuneration sub-committee of trustees is established with terms of reference as appropriate to ensure an open, relevant and transparent approach to senior pay in accordance with the policies. In addition, a succession sub-committee is maintained as appropriate.

f. Financial risk management

The Trustees have assessed the major risks to which the Charity and the group is exposed, in particular those related to the operations and finances. The Trustees are satisfied that systems and procedures are in place to monitor and mitigate exposure to the major risks.

The Charity’s Risk Management Strategy is embedded in the day-to-day management and activities and includes the procedures and actions required to mitigate the risks identified. The standing Trustee Finance & General Purposes and Risk & Quality Committee’s provide greater and more regular oversight of the Risk Register for reporting to each Board meeting, and the Risk Management Strategy is reviewed annually by the Board.

Plans for future periods

By the end of the reporting year, March 2022, the remaining legal Coronavirus restrictions in the UK had in the main been lifted. Two years on from the World Health Organization declaration of a global pandemic on 11 March 2020 it had become very clear that society had changed in many ways, and the era of 'predictable unpredictability' has not gone away. Recognising that recovery was only just starting, and importantly that it would be a much longer process than previously imagined, was fundamental to future planning. We recognise that this requires us all, including organisations, to be able to go the distance, and this review, recovery and rebuilding afresh of all aspects of our work and structure to create a new normal is the focus for the coming year.

Planning

The established emergent planning processes will continue, including remaining aware and responsive to changes in our environment, robust risk management processes, and remaining open to challenge and learning. All will continue to focus on achieving the charity's objectives, working in alignment with our values in the strategic areas of community and hospital services and all within a comprehensive, person-led and holistic approach.

The impact and effects of the Coronavirus pandemic have continued to be unprecedented in scale and depth and continue to influence all aspects of recovery. The organisation continues to learn and assess the many, varied, and significant lessons from this period so as to seek a new informed response in planning for future services and developments.

A new 3-year recovery plan was put in place in March 2021 and is reported on to the Board every two months. As noted, recovery form the pandemic years is at the beginning so the plan is to remain aware and alert to what 'the new normal' might mean both now and also as it emerges more in the future. The plan also embraces the need for ongoing flexibility, agile working and openness to new working practices and also ensures we see the challenges and the opportunities and are well placed to respond to both. It is based on a focus on wellbeing for all and recognises the importance of good communication with the staff and other stakeholders, as well as the vital importance of connection and continuing our existing strong partnerships and various collaborations.

However, whilst taking this emergent approach to recovery, the Board's commitment to the key objectives stands, and the emergent approach to planning will again enable responsive and relevant development within that framework.

Covid heightened the focus on the potential vulnerability of older age groups and the narrative around older people as a value and/or as a burden continues to be tested and challenged. We continue to be committed to working to ensure positive input and influence in this area of civic society and policy so that people in later life can live full and valued lives individually and as a part of their communities.

Structure

As noted above, both the staffing structure and the changes to our offices and infrastructure and systems have continued to prove effective at facilitating appropriate change in working practices and in ongoing delivery of services. We continue to learn the many lessons and embrace the new technologies and opportunities that will come from the pandemic period, and we recognise that the learning will continue to emerge as part of recovery for some time yet.

The commitment to collaborative working continues and the new collaboration across and between sectors that came about in response to the pandemic has continued in a more settled way and provided a new and better environment for future collaboration. AUKS was again positively involved through the Chief Executive and Community Lead at all levels of this cross-sector work.

Plans for future periods (continued)

Brand Partnership

In 2019, Age UK commenced a full strategic review in terms of future direction and structure, and also towards the renewal of the brand partnership in March 2021. Following the disruption caused by the pandemic in 2020, a new National Development Network Program was implemented with a new timetable of March 2022. During the current reporting year, there have been further disruptions within Age UK itself with the loss of the Chief Executive, and in the Network with continued pressures from the pandemic response and recovery. Due to the complexity of the proposals, this discussion and the new Brand Partnership Agreement has rightly been pushed back to 2024.

We have throughout the review actively engaged with our brand partners at both a sub-regional (Greater Manchester), Regional (Northwest) and National level to ensure we influence direction and fully understand the commitments involved when considering renewal. During the reporting year, the Trustees and senior managers responded to all consultations and gave considerable time to the review of proposed Quality Standards. The Board is committed to continuing to seek to challenge and influence Age UK and the Age England Representative body to be a modern and forward-looking organisation supporting and respecting the independence of its rich national network of local Age UKs such as AUKS.

Information on fundraising practices

At 31 March 2022, the charity was still adjusting to the many changes in the policy and funding environment and the unprecedented uncertainties and challenges of recovery from two years of the pandemic.

However, one major uncertainty in 2021 has now been successfully resolved ensuring a strong base for AUKS. The expected retendering of the prevention services delivered since 2015 took place as planned in late 2021 and new prevention services came into place in April 2022. AUKS has successfully maintained its previous involvement and, in fact, increased its partnership arrangements for three contracts of five plus two-year duration. Critically, this means AUKS can continue to be a full player in delivering free support services to local adults.

The investment from reserves increased as expected in the reporting year to ensure ongoing delivery and development to respond to significant beneficiary needs and new priorities, especially around social isolation, digital inclusion and mental health in addition to the usual prevention and social care agenda. An established flexible and emergent planning approach is being taken to ensure the organisation remains responsive whilst increasing focus on recovery and the future.

The focus has remained on identifying grants and other funding streams to develop a more varied portfolio of income sources. However, a planned increase in the reporting year did not happen due to funders reducing the opportunities and adjusting their priorities and timetables. An increase is again planned for the next year as funders hopefully begin to settle on priorities and adjust back, but this is already being disrupted again by the cost of living crisis. This also includes managing the recovery of charged-for services which have provided valuable support in the period but lost significant ground and continue to face new challenges from the effects and changes from the pandemic and even greater social care pressures.

The need to diversify income streams remains a priority. However, it is also acknowledged that the many wide-ranging effects of the Coronavirus pandemic have made this commissioning and funding landscape even more competitive and significantly more uncertain. The planning approach taken ensures this is under ongoing review as part of the recovery strategy. Work on traditional community fundraising activities or events currently continues to be focused on awareness-raising rather than on generating any significant level of funding but this will be reviewed in the coming year.

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Charity and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditors are aware of that information.

Auditors

The auditors, Hurst Accountants Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

S H Carpentier Alting

Ms Susan Carpentier Alting
Director

Date: 12 Dec 2022

Independent auditors' report to the Members of Age UK Stockport

Opinion

We have audited the financial statements of Age UK Stockport (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the Consolidated statement of financial activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 of the parent charitable company's affairs as at 31 March 2022 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 Group's and the parent charitable 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 Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Identifying and assessing potential risks related to irregularities

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector in which the company operates; the control environment and business performance including key drivers for directors' remuneration, bonus levels and performance targets.
- The outcome of enquiries of local management and parent company management, including whether management was aware of any instances of non-compliance with laws and regulations, and whether management had knowledge of any actual, suspected, or alleged fraud.
- Supporting documentation relating to the Company's policies and procedures for:
  - Identifying, evaluating, and complying with laws and regulations
  - Detecting and responding to the risks of fraud
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- The outcome of discussions amongst the engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.
- The legal and regulatory framework in which the Company operates, particularly those laws and regulations which have a direct effect on the financial statements, such as the Companies Act 2006, pensions and tax legislation, or which had a fundamental effect on the operations of the Company, including General Data Protection requirements, Anti-bribery and Corruption and Coronavirus Job Retention Scheme.

Audit response to risks identified

Our procedures to respond to the risks identified included the following:

- Reviewing the financial statements disclosures and testing to supporting documentation to assess compliance with the provisions of those relevant laws and regulations which have a direct effect on the financial statements.
- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud.
- Evaluation and testing of the operating effectiveness of management’s controls designed to prevent and detect irregularities.
- Enquiring of management about any actual and potential litigation and claims.
- Performing analytical procedures to identify any unusual or unexpected relationships which may indicate risks of material misstatement due to fraud.
- Reading minutes of meetings of those charges with governance.
- Carrying out substantive testing to confirm the validity and accuracy of ‘furlough’ claims.

We have also considered the risk of fraud through management override of controls by:

- Testing the appropriateness of journal entries and other adjustments. We have identified accounting transactions which may pose a heightened risk of material misstatement, whether due to fraud or error.
- Challenging assumptions made by management in their significant accounting estimates, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- Evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above, and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of them. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

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, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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.

HABesantRoberts

Helen Besant-Roberts (senior statutory auditor)
for and on behalf of
Hurst Accountants Limited
Chartered Accountants
Statutory Auditors
Lancashire Gate
21 Tiviot Dale
Stockport
Cheshire
SK1 1TD

Date: 12 Dec 2022

Age UK Stockport
(A Company Limited by Guarantee)

Consolidated Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	3	**-**	**25,843**	**25,843**	*108,645*
Charitable activities	4	**178,514**	**805,330**	**983,844**	*1,301,490*
Other trading activities	5	**-**	**212,411**	**212,411**	*297,713*
Investments	6	**-**	**11,340**	**11,340**	*19,572*
Total income		**178,514**	**1,054,924**	**1,233,438**	*1,727,420*
Expenditure on:					
Raising funds	7	**-**	**182,817**	**182,817**	*188,557*
Charitable activities	8	**241,400**	**1,183,544**	**1,424,944**	*1,391,628*
Total expenditure		**241,400**	**1,366,361**	**1,607,761**	*1,580,185*
Net (expenditure)/income before net gains on investments		**(62,886)**	**(311,437)**	**(374,323)**	*147,235*
Net gains on investments		**-**	**3,268**	**3,268**	*215,975*
Net (expenditure)/income		**(62,886)**	**(308,169)**	**(371,055)**	*363,210*
Transfers between funds	17	**(173,079)**	**173,079**	**-**	*-*
Net movement in funds		**(235,965)**	**(135,090)**	**(371,055)**	*363,210*
Reconciliation of funds:					
Total funds brought forward		**759,128**	**1,888,675**	**2,647,803**	*2,284,593*
Net movement in funds		**(235,965)**	**(135,090)**	**(371,055)**	*363,210*
Total funds carried forward		**523,163**	**1,753,585**	**2,276,748**	*2,647,803*

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

The notes on pages 27 to 48 form part of these financial statements.

Age UK Stockport
(A Company Limited by Guarantee)
Registered number: 07413632

Consolidated Balance Sheet
As at 31 March 2022

	Note		2022 £		*2021 £*
Fixed assets					
Tangible assets	13		**428,673**		*424,017*
Investments	14		**1,379,996**		*1,366,057*
			1,808,669		*1,790,074*
Current assets					
Debtors	15	**124,755**		*207,937*	
Cash at bank and in hand	20	**502,825**		*798,059*	
		627,580		*1,005,996*	
Creditors: amounts falling due within one year	16	**(159,501)**		*(148,267)*	
Net current assets			**468,079**		*857,729*
Total net assets			**2,276,748**		*2,647,803*
Charity funds					
Restricted funds	17		**523,163**		*759,128*
Unrestricted funds					
Designated funds	17	**1,659,818**		*1,879,941*	
General funds	17	**93,767**		*8,734*	
Total unrestricted funds	17		**1,753,585**		*1,888,675*
Total funds			**2,276,748**		*2,647,803*

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

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

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

S H Carpentier Alting

Ms Susan Carpentier Alting
Chair

Date: 12 Dec 2022

Age UK Stockport
(A Company Limited by Guarantee)
Registered number: 07413632

Charity Balance Sheet
As at 31 March 2022

	Note		2022 £		*2021 £*
Fixed assets					
Tangible assets	13		**428,673**		*424,017*
Investments	14		**1,379,998**		*1,366,059*
			1,808,671		*1,790,076*
Current assets					
Debtors	15	**106,797**		*212,392*	
Cash at bank and in hand		**411,489**		*679,907*	
		518,286		*892,299*	
Creditors: amounts falling due within one year	16	**(140,700)**		*(141,526)*	
Net current assets			**377,586**		*750,773*
Total net assets			**2,186,257**		*2,540,849*
Charity funds					
Restricted funds			**477,623**		*460,041*
Unrestricted funds					
Designated funds		**1,659,818**		*1,807,456*	
General funds		**48,816**		*273,352*	
Total unrestricted funds			**1,708,634**		*2,080,808*
Total funds			**2,186,257**		*2,540,849*

The Charity's net movement in funds for the year was a deficit of £354,592 (2021: surplus £296,395).

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

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

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

S H Carpentier Alting

Ms Susan Carpentier Alting
Chair

Date: 12 Dec 2022

Charity Balance Sheet (continued)
As at 31 March 2022

	Note	2022 £	*2021 £*
Cash flows from operating activities			
Net cash used in operating activities	19	**(273,404)**	*8,146*
Cash flows from investing activities			
Interest received		**669**	*1,710*
Proceeds from the sale of tangible fixed assets		**5,750**	-
Purchase of tangible fixed assets		**(28,249)**	-
Net cash (used in)/provided by investing activities		**(21,830)**	**1,710**
Cash flows from financing activities			
Net cash provided by financing activities		**-**	**-**
Change in cash and cash equivalents in the year		**(295,234)**	**9,856**
Cash and cash equivalents at the beginning of the year		**798,059**	*788,203*
Cash and cash equivalents at the end of the year	20	**502,825**	*798,059*

The notes on pages 27 to 48 form part of these financial statements

Notes to the Financial Statements
For the year ended 31 March 2022

1. General information

Age UK Stockport is a company limited by guarantee, registered number 07413632. It is incorporated in England, and the registered address is Commonweal, 56 Wellington Street, Stockport, SK1 3AQ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Stockport meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

No separate cash flow statement has been presented for the charity alone as permitted by FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

2.2 Company status

The charity is a company limited by guarantee, without share capital. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2.3 Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing these financial statements.

2. Accounting policies (continued)

2.4 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.6 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

2.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Revaluation
Motor vehicles	- 5 years straight line
Fixtures and fittings	- 3-5 years straight line

2.9 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

Investments in subsidiaries are valued at cost less provision for impairment.

Investments held as fixed assets are shown at cost less provision for impairment.

2.10 Debtors

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

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2. Accounting policies (continued)

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

2.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

2.15 Redundancy costs

Redundancy costs are payable when employment is terminated before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The charity recognises redundancy costs when it is demonstratably committed to either terminating the employment of current employees according to a detailed formal plan without possibililty of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

2.16 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Income from donations and legacies

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Donations	-	19,064	**19,064**	*96,826*
Government grants	-	6,779	**6,779**	*11,819*
Total 2022	-	25,843	**25,843**	*108,645*
Total 2021	*66,853*	*41,792*	*108,645*	

4. Income from charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Contract services	146,414	721,093	**867,507**	*1,194,770*
Other income	-	46,068	**46,068**	*38,946*
Other grants	32,100	38,169	**70,269**	*67,774*
Total 2022	178,514	805,330	**983,844**	*1,301,490*
Total 2021	*330,506*	*970,984*	*1,301,490*	

5. Income from other trading activities

Income from non charitable trading activities

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Fundraising trading income	212,411	**212,411**	*297,713*
Total 2022	212,411	**212,411**	*297,713*
Total 2021	*297,713*	*297,713*	

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Dividends receivable	10,671	**10,671**	*17,861*
Foreign income	-	**-**	*1*
Bank interest receivable	669	**669**	*1,710*
Total 2022	11,340	**11,340**	*19,572*
Total 2021	*19,572*	*19,572*	

7. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Stepout Stockport expenses	60,612	**60,612**	*62,632*
Wages and salaries	119,845	**119,845**	*124,628*
National insurance	1,772	**1,772**	*906*
Pension costs	588	**588**	*391*
Total 2022	182,817	**182,817**	*188,557*
Total 2021	*188,557*	*188,557*	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Governance costs	17,851	110,755	**128,606**	*78,434*
Prevention Services	119,551	353,726	**473,277**	*423,154*
Hospital Services	-	242,776	**242,776**	*241,849*
Carers and Direct Care Services	-	141,859	**141,859**	*244,969*
Community Support	103,998	310,034	**414,032**	*400,262*
Other charitable expenditure	-	24,394	**24,394**	*2,960*
Total 2022	241,400	1,183,544	**1,424,944**	*1,391,628*
Total 2021	*1,291,025*	*100,603*	*1,391,628*	

9. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	*Total funds 2021 £*
Governance costs	-	128,606	**128,606**	*78,434*
Prevention Services	473,277	-	**473,277**	*423,154*
Hospital Services	242,776	-	**242,776**	*241,849*
Carers and Direct Care Services	141,859	-	**141,859**	*244,969*
Community Support	414,032	-	**414,032**	*400,262*
Other charitable expenditure	24,394	-	**24,394**	*2,960*
Total 2022	1,296,338	128,606	**1,424,944**	*1,391,628*
Total 2021	*1,313,194*	*78,434*	*1,391,628*	

10. Auditors' remuneration

	2022 £	*2021 £*
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**9,000**	*7,700*
Fees payable to the Charity's auditor in respect of:		
All non-audit services not included above	**1,500**	*2,000*

11. Staff costs

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Wages and salaries	**1,073,473**	*1,038,180*	**953,628**	*913,552*
Social security costs	**66,130**	*61,567*	**64,358**	*60,661*
Contribution to defined contribution pension schemes	**32,850**	*33,026*	**32,262**	*32,635*
	1,172,453	*1,132,773*	**1,050,248**	*1,006,848*

During the year, the charity made redundancy payments totalling £13,496 *(2021: £18*,826). There are no amounts relating to redundancy costs on the balance sheet at the year end date (*2021: £nil*).

The average number of persons employed by the Charity during the year was as follows:

	Group 2022 No.	*Group 2021 No.*
Employees	**66**	*69*

No employee received remuneration amounting to more than £60,000 in either year.

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2021 - £NIL)*.

During the year ended 31 March 2022, no Trustee expenses have been incurred *(2021 - £NIL)*.

13. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2021	**395,000**	**31,079**	**77,475**	**503,554**
Additions	**-**	**11,949**	**16,300**	**28,249**
Disposals	**-**	**(13,695)**	**-**	**(13,695)**
At 31 March 2022	**395,000**	**29,333**	**93,775**	**518,108**
Depreciation				
At 1 April 2021	**-**	**31,079**	**48,458**	**79,537**
Charge for the year	**-**	**1,992**	**21,601**	**23,593**
On disposals	**-**	**(13,695)**	**-**	**(13,695)**
At 31 March 2022	**-**	**19,376**	**70,059**	**89,435**
Net book value				
At 31 March 2022	**395,000**	**9,957**	**23,716**	**428,673**
At 31 March 2021	*395,000*	*-*	*29,017*	*424,017*

The freehold property was valued on an open market basis on 13 May 2020 by A Thornton. The directors believe that there has not been a material change in the value of these assets between the previous valuation date and the year end.

The carrying amount under the cost model of the assets which have been revalued would have been £327,201 (*2021: £333,878*).

14. Fixed asset investments

Group	Other fixed asset investments £
Cost or valuation	
At 1 April 2021	**1,366,057**
Additions	**10,671**
Change in market value	**3,268**
At 31 March 2022	**1,379,996**
Net book value	
At 31 March 2022	**1,379,996**
At 31 March 2021	*1,366,057*

All fixed asset investments are held in the UK.

Charity	Investments in subsidiary companies £	Other fixed asset investments £	Total £
Cost or valuation			
At 1 April 2021	**2**	**1,366,057**	**1,366,059**
Additions	**-**	**10,671**	**10,671**
Change in market value	**-**	**3,268**	**3,268**
At 31 March 2022	**2**	**1,379,996**	**1,379,998**
Net book value			
At 31 March 2022	**2**	**1,379,996**	**1,379,998**
At 31 March 2021	*2*	*1,366,057*	*1,366,059*

14. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Registered office or principal place of business	Class of shares	Holding	Included in consolidation
Step Out Stockport Limited	08881836	Commonweal, 56 Wellington Street, Stockport, SK1 3AQ	Ordinary	100%	Yes
Age UK Stockport Trading Limited	02956519	Commonweal, 56 Wellington Street, Stockport, SK1 3AQ	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Loss for the period £	Net assets £
Step Out Stockport Limited	**212,411**	**(230,167)**	**17,756**	**90,491**
Age UK Stockport Trading Limited	**-**	**-**	**-**	**2**

15. Debtors

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Due within one year				
Trade debtors	**113,048**	*202,896*	**95,057**	*142,952*
Amounts owed by group undertakings	**-**	*-*	**33**	*64,399*
Other debtors	**13**	*3,164*	**13**	*3,164*
Prepayments and accrued income	**11,694**	*1,877*	**11,694**	*1,877*
	124,755	*207,937*	**106,797**	*212,392*

16. Creditors: Amounts falling due within one year

	Group 2022 £	*Group 2021 £*	**Company 2022 £**	*Company 2021 £*
Other loans	**-**	*10,010*	**-**	*10,010*
Trade creditors	**18,985**	*15,500*	**17,863**	*12,351*
Amounts owed to group undertakings	**-**	*-*	**5,607**	*-*
Other taxation and social security	**57,062**	*69,488*	**56,372**	*69,488*
Other creditors	**55,186**	*46,278*	**55,186**	*46,278*
Accruals	**28,268**	*6,991*	**5,672**	*3,399*
	159,501	*148,267*	**140,700**	*141,526*

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds						
Designated funds						
General Contingency Fund	**792,930**	**-**	**-**	**-**	**-**	**792,930**
Accommodation and Maintenance Fund	**142,315**	**-**	**(7,124)**	**-**	**-**	**135,191**
Property and Activities Fund	**245,000**	**-**	**-**	**(100,000)**	**-**	**145,000**
IT and Infrastructure Fund	**83,061**	**-**	**(13,050)**	**-**	**-**	**70,011**
Property Legacy Fund	**38,000**	**-**	**-**	**(38,000)**	**-**	**-**
Specific Contingency Fund	**259,000**	**-**	**-**	**-**	**-**	**259,000**
Vehicle Replacement Fund	**78,250**	**-**	**(11,949)**	**-**	**-**	**66,301**
Services Delivery Fund	**105,000**	**-**	**-**	**-**	**-**	**105,000**
Emergency Planning Fund	**37,885**	**-**	**-**	**-**	**-**	**37,885**
Fundraising Marketing Fund	**98,500**	**-**	**-**	**(50,000)**	**-**	**48,500**
	1,879,941	**-**	**(32,123)**	**(188,000)**	**-**	**1,659,818**
General funds						
Property Fund	**395,000**	**-**	**-**	**-**	**-**	**395,000**
General Reserve	**(386,266)**	**1,054,924**	**(1,334,238)**	**361,079**	**3,268**	**(301,233)**
	8,734	**1,054,924**	**(1,334,238)**	**361,079**	**3,268**	**93,767**

17. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Total Unrestricted funds	**1,888,675**	**1,054,924**	**(1,366,361)**	**173,079**	**3,268**	**1,753,585**
Restricted funds						
Prevention Services Fund	**155,323**	**-**	**-**	**(155,323)**	**-**	**-**
Day Care Services Fund	**242,292**	**-**	**-**	**(17,756)**	**-**	**224,536**
Other Restricted funds	**361,513**	**87,265**	**(150,151)**	**-**	**-**	**298,627**
Age UK Winter Pressures	**-**	**32,463**	**(32,463)**	**-**	**-**	**-**
Walking Football	**-**	**11,171**	**(11,171)**	**-**	**-**	**-**
Community Champions	**-**	**40,935**	**(40,935)**	**-**	**-**	**-**
Tackling inequalities	**-**	**6,680**	**(6,680)**	**-**	**-**	**-**
	759,128	**178,514**	**(241,400)**	**(173,079)**	**-**	**523,163**
Total of funds	**2,647,803**	**1,233,438**	**(1,607,761)**	**-**	**3,268**	**2,276,748**

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2021* £
Unrestricted funds						
Designated funds						
General Contingency Fund	*739,000*	-	-	*53,930*	-	*792,930*
Accommodation and Maintenance Fund	*171,150*	-	*(28,835)*	-	-	*142,315*
Property and Activities Fund	*245,000*	-	-	-	-	*245,000*
IT and Infrastructure Fund	*99,866*	-	*(16,805)*	-	-	*83,061*
Property Legacy Fund	*38,000*	-	-	-	-	*38,000*
Specific Contingency Fund	*259,000*	-	-	-	-	*259,000*
Vehicle Replacement Fund	*78,250*	-	-	-	-	*78,250*
Services Delivery Fund	*105,000*	-	-	-	-	*105,000*
Emergency Planning Fund	*55,150*	-	*(17,265)*	-	-	*37,885*
Fundraising Marketing Fund	*98,500*	-	-	-	-	*98,500*
	1,888,916	-	*(62,905)*	*53,930*	-	*1,879,941*
General funds						
Property Fund	*395,000*	-	-	-	-	*395,000*
General Reserve	*(362,027)*	*1,335,735*	*(1,455,204)*	*(120,745)*	*215,975*	*(386,266)*
	32,973	*1,335,735*	*(1,455,204)*	*(120,745)*	*215,975*	*8,734*

17. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2021* £
Total Unrestricted funds	*1,921,889*	*1,335,735*	*(1,518,109)*	*(66,815)*	*215,975*	*1,888,675*
Restricted funds						
Prevention Services Fund	*155,323*	-	-	-	-	*155,323*
Day Care Services Fund	*175,477*	-	-	*66,815*	-	*242,292*
Other Restricted funds	*31,904*	*397,359*	*(67,750)*	-	-	*361,513*
	362,704	*397,359*	*(67,750)*	*66,815*	-	*759,128*
Total of funds	*2,284,593*	*1,733,094*	*(1,585,859)*	-	*215,975*	*2,647,803*

17. **Statement of funds (continued)**

Designated funds

The General Contingency Fund represents funds set aside to mitigate the risks and vulnerabilities identified as part of the agreed Reserves Policy. The policy is to ensure that sufficient funds are available to meet committed costs for a period of six months of both restricted and unrestricted funds and this level has been maintained. In view of the many challenges of 2020 and 2021 and the continuing constantly changing external environment, the fund was left unchanged for this year and will be fully reviewed in March 2023 .

The Accommodation and Maintenance Fund was established to provide sufficient funds to maintain the building at Commonweal, which represents a key functional asset. As the Charity's administrative base, it is essential to the efficient provision of services and in recent years it has been a key factor in enabling participation in tenders. The office was closed for any regular use during the lockdowns and the opportunity was taken to undertake some repairs and redecorate the interior and repurpose the space for hybrid working both in 2020 and in 2021. The balance is maintained to reflect likely significant costs regarding the windows and exterior decoration and possible costs regarding the external area at the rear of the premises.

The Property and Activities Fund was repurposed in 2020 to be part of pandemic recovery in respect of seeking new alternatives to the public presence previously offered by the office in Merseyway, which was closed in 2020. This is still an evolving environment with options still under consideration. However, the fund was reduced as plans are now focused on shared spaces rather than the high costs of any wholly owned / rented location.

The IT and Infrastructure Fund includes communications, infrastructure systems and supports the organizations digital development and strategy. The fund was reduced in the year by £13,050 which was the amount invested in the organisation's updated intranet and digital HR systems. The balance of the fund has been maintained to support further implementation of the digital strategy.

The Property Legacy Fund has been maintained against the risk of issues in relation to Age Concern Stockport's previous premises (Russell Morley House). In view of the length of time since occupation, the fund has now been closed so the monies could be released into general funds.

The Specific Contingency Fund represents funds set aside as a contingency against a budgeted deficit and to support the Charity pursuing a development and investment budget to meet identified needs for local older people. This has been maintained as the trustees have continued to invest from reserves in services, including Befriending, Social Isolation work and Digital support all repurposed for supporting people during the ongoing pandemic recovery challenges.

The Vehicle Replacement Fund represents funds set aside to purchase replacement vans used in the Handy Help Service. A vehicle was stolen shortly after the year end, and a replacement vehicle was purchased utilising £11,949 of the fund. A wider vehicle replacement review remains on hold to check the need after further pandemic recovery and to consider environmental impact on the procurement options.

The Service Delivery Fund was set up to respond to dual pressures outside of the budget. Firstly, delivery in specific services/activities that fell outside of the new local commissioning strategy, and secondly to act as a contingency for possible central support costs beyond budget allocations. The fund has been maintained to support this commitment as, whilst new contracts are in place from April 2022, they are still financially stretched in terms of contribution to central costs.

The Emergency Planning Fund represents a fund set aside to provide general backup in the case of an emergency event. The fund was reduced in the previous year to reflect that more redundancy is built into some other parts of the budget. It has been maintained this year at what is estimated to be a good level for additional business continuity issues.

17. **Statement of funds (continued)**

The Marketing Fund is to support the costs of plans for increased marketing of charged-for services, fundraising and new developments. Marketing continues to develop, especially digital and social media. Fundraising planned for 2020 and 2021 was on hold but is still planned as part of pandemic recovery. The fund was however reduced to reflect the lower cost required for increased digital communications and marketing.

General funds

The Property Fund has been set up to assist in identifying those funds that are not free funds and it represents the net book value of the property.

The general reserve represents the free funds of the charity that when in surplus are not designated for specific purposes.

Restricted funds

The Preventative Services Fund represents a range of services with the aim of preventing physical, mental, emotional or social decline and of promoting choice, wellbeing and independence in later life. This is based on the Care Act principles of prevent, reduce and delay people accessing statutory services. This includes entry point support and practical services, and particularly services that assist following hospital discharge, focused on supporting people in recovery/rehabilitation and to help avoid readmission. It also includes a wide range of wellbeing support and general preventative work. The focus in the year has been digital inclusion and activities to enhance social engagement as key parts of the pandemic recovery.

The Day Care Services Fund represents funds donated to support the delivery and development of day care services provided by Step Out Stockport. Following the allocation of management costs to Age UK Stockport for supplying all central support and management costs, the year finished with a deficit that reduced the Restricted Fund accordingly.

Other Restricted Funds represent grant monies received as part of recovery from the two years of the pandemic, including work in hospitals and the community.

Age UK Winter Pressures Fund represents funding received from National Age UK to provide additional staffing capacity within the hospital discharge team to support safe, coordinated discharge of patients from hospital. This also enabled an enhanced service to increase community-based interventions to support recovery at home and prevent hospital admissions and re-admissions. Colder and harsher weather conditions and winter flu season, combined with the impact of Covid-19, presented unprecedented challenges for winter 2021 which these funds supported.

The Walking Football fund represents funding to set up and run two walking football groups, a men's, and women's group. The funding supported location, equipment, volunteer expenses, and time and refreshments for social engagement alongside the activity. The men's group is already independently running and the women's' group will be by September 2022 when the funding ceases.

The Community Champions fund represents a twelve-month project to manage the collation of covid information and insight. Age UK Stockport was part of a network of organisations helping to identify Community Champions across Stockport. The focus for Age UK Stockport was on older people whose health and wellbeing had been most affected by the Covid-19 pandemic and to support recovery.

Tackling Inequalities was a small grant to pay for the venue, refreshments and a fitness coach to establish and support social gatherings around a fitness theme to tackle physical health and social wellbeing.

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	428,673	**428,673**
Fixed asset investments	-	1,379,996	**1,379,996**
Current assets	523,163	104,417	**627,580**
Creditors due within one year	-	(159,501)	**(159,501)**
Total	523,163	1,753,585	**2,276,748**

Analysis of net assets between funds - prior year

	Restricted funds 2021 £	*Unrestricted funds 2021 £*	*Total funds 2021 £*
Tangible fixed assets	-	*424,017*	*424,017*
Fixed asset investments	-	*1,366,057*	*1,366,057*
Current assets	*759,128*	*246,868*	*1,005,996*
Creditors due within one year	-	*(148,267)*	*(148,267)*
Total	*759,128*	*1,888,675*	*2,647,803*

19. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	*Group 2021 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**(371,055)**	*363,210*
Adjustments for:		
Depreciation charges	**23,593**	*17,506*
(Profit)/loss on disposal	**(5,750)**	*-*
Losses on investments	**(3,268)**	*(215,975)*
Dividends received	**(10,671)**	*(17,862)*
Interest received	**(669)**	*(1,710)*
Decrease/(increase) in debtors	**83,182**	*(59,515)*
Increase/(decrease) in creditors	**11,234**	*(77,508)*
Net cash provided by/(used in) operating activities	**(273,404)**	*8,146*

20. Analysis of cash and cash equivalents

	Group 2022 £	*Group 2021 £*
Cash in hand	**502,825**	*798,059*

21. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	Other non-cash changes £	At 31 March 2022 £
Cash at bank and in hand	**798,059**	**(295,234)**	**-**	**502,825**
Debt due within 1 year	**(10,010)**	**-**	**10,010**	**-**
	788,049	**(295,234)**	**10,010**	**502,825**

22. Pension commitments

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £33,026 (2021: £32,850). Contributions totalling £nil (2021: £nil) were payable to the fund at the balance sheet date and are included in creditors.

23. Related party transactions

There were no related party transactions in the year.

Signable

Issuer	HURST Accountants
Document generated	Fri, 9th Dec 2022 14:45:32 UTC
Document fingerprint	dd63272b45556baf06bf44efb8ffc149

Parties involved with this document

Document processed	Party + Fingerprint
Mon, 12th Dec 2022 12:09:56 UTC	Susan Carpentier Alting - Signer (918afbf51348333d5655374661049c4b)
Mon, 12th Dec 2022 12:14:41 UTC	Helen Besant Roberts - Signer (a9580787456c3099a90b4b854c9dff00)
Mon, 12th Dec 2022 12:14:41 UTC	Joanne flynn - Copied In (70abc377cc3ee46c4cd9f5142e192d56)

Audit history log

Date	Action
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Mon, 12th Dec 2022 12:14:41 UTC	Sent a copy of the envelope to Joanne flynn (joanne.flynn@hurst.co.uk). (185.20.130.146)
Mon, 12th Dec 2022 12:14:41 UTC	Helen Besant Roberts signed the envelope. (185.20.130.146)
Mon, 12th Dec 2022 12:14:17 UTC	Helen Besant Roberts viewed the envelope. (185.20.130.146)
Mon, 12th Dec 2022 12:10:00 UTC	Document emailed to hbr@hurst.co.uk (52.56.211.50)
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Fri, 9th Dec 2022 14:49:05 UTC	Document emailed to suealting@aol.com (13.40.62.59)
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AGE UK STOCKPORT

England & Wales - Charity number 1139547

Accounts

Registered number: 07413632
Charity number: 1139547

Age UK Stockport

(A Company Limited by Guarantee)

Trustees' Report and Consolidated Financial Statements

For the year ended 31 March 2021

Age UK Stockport
(A Company Limited by Guarantee)

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Age UK Stockport
(A Company Limited by Guarantee)

Reference and Administrative Details of the Charity, its Trustees and Advisers
For the year ended 31 March 2021

Trustees

Ms Susan Carpentier Alting, Chair
Ms Susan Chapman, Vice Chair (resigned 17 November 2020)
Mr Stephen Clarke
Mr Paul Carter
Ms Kirstie Clegg (resigned 29 May 2020)
Ms Carol Mitchell
Ms Anna Magner
Ms Lauren Ridgway

Company registered number

07413632

Charity registered number

1139547

Registered office

Commonweal
56 Wellington Street
Stockport
Cheshire
SK1 3AQ

Company secretary

Margaret J Brade

Chief executive officer

Margaret J Brade

Independent auditors

Hurst Accountants Limited
Chartered Accountants
Statutory Auditors
Lancashire Gate
21 Tiviot Dale
Stockport
Cheshire
SK1 1TD

Reference and Administrative Details of the Charity, its Trustees and Advisers (continued)
For the year ended 31 March 2021

Bankers

Co-Operative Bank PLC
1 St Peter's Square
Stockport
SK1 1NX

Insurance Brokers

Towergate MIA
Kings Court
London Road
Stevenage
Hertfordshire
SG1 2GA

Trustees' Report
For the year ended 31 March 2021

The Trustees present their annual report together with the audited financial statements of the Charity for the 1 April 2020 to 31 March 2021. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) 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).

Since the group and the Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

Age UK Stockport's ('AUKS') Memorandum and Articles (as amended November 2016) set out the objects for which the Charity is established and to which it is specifically restricted, and are to promote the following purposes for the benefit of the public and/or older people in and around the area of benefit (Stockport):

1) preventing or relieving the poverty of older people;
2) advancing education for older people;
3) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
4) promoting equality and diversity in relation to older people;
5) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
6) to promote such other charitable purposes (which may be for the benefit of persons other than older people) as the trustees may from time to time decide where such purposes are directly or indirectly aligned to or further any one or more of the above.

Our key statements were established in 2017 after extensive stakeholder consultation and were reviewed and developed through consultation with staff in 2019 by establishing a set of behaviours to demonstrate the values. They were further reviewed by the Board of Trustees in march 2021 and confirmed,

Our VISION is for Stockport to be a place where everyone is able to make the most of later life, living as valued members of their communities.

Our MISSION - Age UK Stockport – working locally for your wellbeing

Our VALUES are based on being a caring, community focused organisation:

- Connected – Working with respect for all in a fair and equitable manner, and together with others in the local community.
- Confident – Confident in our integrity and our effectiveness; working with a positive, bold and supportive approach.
- Creative – Adaptable, innovative and resourceful; solution and outcome focused.

Objectives and activities (continued)

b. Strategies for achieving objectives

Age UK Stockport is an independent local charity that cares about local people's life experiences as they get older. The agreed strategic aims were reviewed in view of the many external changes and were confirmed for 2020/21 as:

- To Collaborate - We will work with local people, organisations and communities to understand what they do and how we can work together.
- To be active - We will be both proactive and responsive in what we do and how we work.
- To influence - We will listen and respond to the voices of older people to influence locally and beyond.
- To be effective - We will be a credible, high profile, respected organisation. We will always work to our vision mission and in line with our values and challenge ourselves to continually improve through commitment to high quality standards.

Everything we do aligns with and is consistent with delivering on these objectives and commitments.

Through continuing change, the organisation remains critically aware of its commitment and responsibilities to local people in later life, including ensuring that the voice of older people is heard. The following strategies ensure we remain relevant, responsive and effective.

External Environment

The general economic climate has continued to translate locally to sustained and significant pressure on all sources of funding. This has combined with other pressures, again reflecting national trends, around hospital admission and discharge and particularly issues around and capacity to deliver social care. Working within the new Greater Manchester devolution agenda alongside significant issues with the local co-coordinating structures in health and social care, has contributed to a complex, uncertain and fast-changing environment to work in and plan in.

However, the main impact on the environment in which the organisation works has and continues to be the Coronavirus – Covid-19 pandemic which began in March 2020. On 12 March 2020, Covid-19 was declared a worldwide 'pandemic' by the World Health Organization (WHO) requiring all countries to 'accelerate their efforts' to stop transmission and prevent the spread of the virus in order to save lives. The first national lock down was brought into effect in England on 23 March 2020 and we immediately focused all our efforts on what would be needed to continue to deliver on our mission in response to these new challenges and in this new environment.

As noted in the previous report, in a little over a week in March 2020 we supported people to self-isolate, decamped our telephones and reception service to staff homes, locked down two offices, furloughed some staff and moved others to be equipped to work from home, and flexed the work of all others so as to re-purpose services. This enabled Age UK Stockport to be in the best position possible to take on the new roles needed to support local people through this unprecedented time.

Beyond any expectations at the start of the year, Stockport, and Greater Manchester as a Covid hot spot, actually remained in various stages of national, regional, or local lock down throughout almost all of the reporting year with only a few weeks in July and September 2020 as exceptions. The reporting year 2020/21 started and ended with high demand for intense practical and emotional support across Stockport – which continues still to run on into the next financial year.

We have monitored Public Health England and Government guidance throughout and maintained an Emergency Crisis Response Recovery and Reconstruction framework which has enabled us to continue to deliver needed services and manage, guide and support staff throughout the year.

This also included taking a highly proactive approach to understanding all aspects of the environment in which the organisation works – locally, regionally and nationally. Also giving priority to positively managing external relationships with a wider variety of often changing Stakeholders.

Objectives and activities (continued)

Even as we work through this period, ongoing analysis is continually being undertaken around macro areas of Political, Economic, Social and Technological, Legal, and Environmental. In addition, Ethics and Demographics are considered as particularly relevant to this organisation (STEEPLED). This enables continual responsiveness in the moment, but also learning lessons and seeking opportunities from the wider context.

Effective Planning & Strong Management

The organisations positive response to the unprecedented demands of the pandemic was made possible and effective by the Board and management continuing to use an agile and emergent planning process, initially developed in 2016/7, to enable it to respond positively to all levels of change and deal with all levels of uncertainty.

Prior year Business Planning led to a clear strategic focus on four areas of our work: Community, Hospital, Services and Quality. Structure and staffing changes put in place in April 2019, particularly strengthening the Senior Leadership Team, enabled effective implementation of this strategy and provide appropriate and robust management for delivery in each area, including in managing the response to the Pandemic.

Continuation and Development

The organisation continues to adjust and respond to what has this reporting year been significant shifts in the environment and changing needs of the beneficiaries. Through agile and emergent planning, it necessarily reshaped, repurposed services and developed new services throughout the year, directly responding to these different and changing needs of local residents and other stakeholders.

As the continuation of the pandemic became the norm by the end of the reporting year, a three-year Recovery Plan was agreed by the Board in March 2021 to ensure an appropriate and relevant response to the unique situation of the pandemic going forwards. This plan balances responding to continuing needs with recovering and developing the organisation for the future. It also balances innovation for new services and activities – including much learning from the pandemic response particularly with regard to digital and keeping tried and tested services within the offer to our beneficiaries.

Collaborations

AUKS delivers services directly but also together with others wherever effective. This is a core part of our approach, and consistent with our value of being ‘connected’, to ensure the most benefit for our beneficiaries. This is evidenced by AUKS being a full part of all the major alliances, networks and collaborations delivering preventative services (The Prevention Alliance and the Wellbeing & Independence Network) in Stockport, as well as the organisation's. In addition, the organisation’s continued involvement in the collaborations around Hospital Discharge at Stepping Hill Hospital. We also developed further collaborations with the Active Ageing Project, the Social Isolation & Engagement Project, and the Nutrition and Hydration Project. This level of collaboration involved a wide range of partners including smaller and larger organisations across sectors locally, regionally and nationally.

In addition, in this reporting year collaborations across the third sector and between sectors were significantly increased as part of a very positive borough wide response to the pandemic. Through weekly Voluntary Sector Forums throughout the year, old collaborations were reinstated, and new collaborations formed. AUKS was an active part of this and became a major delivery arm supporting the Council response to residents, particularly with regard to basic needs.

Separately to the Forum AUKS also established collaborations with a range of partners for a specific period to respond to Lockdowns and other pandemic needs. This included GM Police Stockport Humanitarian hub who provided staff for wellbeing calls, giving feedback to AUKS where any concerns. Sky Cares joined us, providing staff to come into the shops to get the shopping and then deliver it out into the community, also providing a quick check, friendly face, and time to have chat. Morrisons provided ways for us to shop more efficiently and many more. We were also part of other sector partnerships who innovated to help provide support, such as local cleaning agency Handy Ladies who providied food.

Objectives and activities (continued)

Working collaboratively, enabled a well-organised and caring approach to ensure our older Stockport residents got the support they needed. For all at AUKS we are proud to have delivered on our mission of supporting people's wellbeing, and as one of our values is 'to Collaborate' we are deeply grateful for our fantastic range of old and new collaborators across all sectors who made it possible.

Brand Partnership

The brand partnership with the national organisation, Age UK, is now in the final year of a five-year term. Because of the disruption of the pandemic, that term was extended by a year to March 2022. It continues to enable the organisation to benefit from being part of a larger and nationally recognised brand whilst remaining strongly committed to its roots as a local and independent Stockport charity. It has also provided some opportunities for funding through Eon and other grants and the organisation benefited from the Age UK national Coronavirus appeal.

c. Activities undertaken to achieve objectives

Overall, the key factors that lead to good governance, strong management and quality delivery are our people, our management and support, our systems and infrastructure, our collaborations (as above) and our commitment to quality.

The main activities for achieving our objectives and delivering on the mission of the organisation are the delivery of a range of support services and activities as detailed below. This reporting year the activities are not in any sense a continuation of previous years as everything was stopped, repurposed or changed to respond to the pandemic. In addition, to ensure things happen as they should and to ensure relevant and effective quality in all areas, a lot happens behind the scenes to maintain an efficient, effective, fit-for-purpose organisation.

People

As a service-based charity, our main and greatest assets are our people. The staff, volunteers and trustees are mainly local people with local knowledge. All are skilled and committed and many have impressive levels of experience and qualifications. Many have been with us a long time, some over 20 years. All care about Stockport people and communities and particularly the challenges that can come as we age. Taking care of our people and their wellbeing became a heightened focus throughout the year as everyone dealt with the effects of the pandemic. We adopted a 'same storm, different boats' approach to ensure we supported our staff in individual ways to take care of themselves, each other and to enable us as a team to continue to deliver support.

The skilled staff who provide the services on the ground have shown continued energy and commitment to our mission and values at all levels of the organisation. The response of our people across the organisation when the coronavirus pandemic arrived in March 2020 has demonstrated the value of people as our greatest asset in unprecedented ways. The drive and commitment from the staff in supporting local people from the start of the first lockdown on 23 March 2020 and throughout the entire reporting year has been remarkable in their flexibility and dedication to service. Staff took on a variety of roles similar and in some cases different to their usual roles and what started as an emergency response has become a yearlong response and continues still. Feedback from staff in respect of this time was summed up by this representative comment: "we have never felt prouder of us and our work during this time".

Our volunteers work in many different roles in the community, back-office or directly with clients, and not only make many of our services possible by giving their time freely, but also bring a true community perspective. It has been a particularly challenging year for our volunteers as many were in the groups identified as vulnerable and required to self-isolate for long periods of time. We have been pleased to maintain our volunteer numbers in these circumstances and appreciate the support they have provided through welfare checks. External assessors have again noted that we are "exceptionally client focused" with a "impressively value driven and committed workforce at all levels".

Objectives and activities (continued)

Management and Support

We continue to work to ensure we have a balanced board of experienced trustees and new trustees to bring fresh eyes and challenge to ensure fresh and robust governance. As noted, a whole new senior team structure was put in place from 1 April 2019 with new senior leads for community, hospital, services and quality. Together with the Chief Executive, these new roles form a strong senior leadership team to provide broad and comprehensive support to staff and services. The team has been well tested with the pandemic coming at the end of the first 12 months, and this new structure has played a large part in effectively enabling the organisation to be responsive to the changes, tackle the many challenges, and embrace opportunities for collaborations and developments. Communication also became a high priority throughout the reporting year, in all respects, but particularly regarding supporting staff to have what clarity and guidance was possible in such changing and uncertain times. Most importantly, it has enabled staff on the front line to be effectively supported and this has been reflected in comments back from staff. This has been tested and positively evidenced though two comprehensive staff surveys in September 2020 and March 2021.

Systems and Infrastructure

This involves a range of critical areas for safe, legally compliant and effective operations in all aspects of the organisation. It includes financial processes and reporting, comprehensive policies and procedures, robust Health and Safety and Safeguarding management and new aspects of Infection Control to ensure Covid-safe environments and working. It also increasingly includes focus on Digital technology, and at the year end the 2020 Digital Strategy was being reviewed to incorporate the technological leaps forward and lessons coming from the pandemic response. New areas of focus also took priority and since the year end, the organisation has been actively working on a new Environmental policy and a refreshed Equity Diversity and Inclusion policy.

Significant developments around systems and equipment took place in the previous year and contributed to the organisation being in a positive place to respond flexibly to the challenge of changes in working practices, including the relocation to home working and hybrid practices. The investment and work in this area has continued throughout the year with agreed investment and active planning into the next year. This included commencing a review of our cloud-based IT systems, continuing to identify and embrace systems to support easier collaborative working, and Power Bi business analysis and reporting technology built around our client database, Charity Log, to improve performance management.

Also, at the year-end we started a consultation with staff into the use of our main premises Commonweal and changes in the layout and use to support more flexible and hybrid working. At the time of writing, those changes have been nearly completed and the building is working to support staff in completely new ways as an admin and hybrid meeting hub. All changes have been done to flex in either direction to opening up more, a return to different levels of restrictions or even lock downs.

Quality

Ensuring the quality of our work in the delivery of our services as an effective and efficient organisation is seen as a vital factor in delivering on our objectives. This commitment and focus was again maintained throughout the year to ensure quality remained consistent through the many and continuing changes.

Age UK Stockport has continued significant success with highly regarded and externally validated standards which in 2020/21 included:

- Investors In People annual review in July 2020
- ISO 9001 Quality Standard renewed in January 2021 for a further three-year term
- ISO 27001 Information Security Standard renewed in September 2020
- Age UK Charity Quality Standard confirmed from full assessment in August 20 and again in August 21
- Information & Advice Quality Standard
- Cyber Essentials in February 2021

Objectives and activities (continued)

Client Feedback

A key part of quality is actively seeking, openly considering, and responding to client feedback.

We receive many comments throughout the year although the number was down due to the disruption in usual services, and we did not seek and/or get feedback from a lot of emergency support delivered though lockdown periods. We are proud of the fact that for yet another reporting year, and a particularly difficult and unusual year, 99% of feedback was again very positive. The following are the words that consistently appear: Kind, friendly, helpful, respectful, committed, caring and professional. Many comment on how staff really listen, understand and assist. The following two are just examples:
"You helped lighten the load considerably and enabled us to manage what needed to be done. Please keep doing what you do – and in the kind and professional way that you do it."

'I went from feeling stuck, scared and anxious about the future to having a positive plan. I don't have words to thank you for it now feeling 'possible.'

We remain committed to the best policies, taking a value-based approach to recruiting and inducting, training and supporting all our workers to maintain this exceptional quality of delivery to our beneficiaries. At the year end, we have established an all-organisation wide training programme around Motivational Interviewing and Strength Based working approaches as part of the recovery and reset planning for 2021. At the time of writing that training has been delivered across the organisation and is contributing significantly to recovery planning for 2022 and beyond.

d. Main activities undertaken to further the charity's purposes for the public benefit

All Age UK Stockport's work is based on supporting local people's wellbeing. That is, to stay well, safe and living independently in their communities for as long as possible. Throughout the reporting year we continued to provide a range of practical, emotional and social support to local people and their families, friends and carers through a flexible and holistic approach and individually focused person-led delivery.

This included a range of community projects and events and services in the hospital and in the community and people's homes, all focused on supporting wellbeing, and across the following matrix of activities:

- Information and advice, including support to action where needed;
- Individual and group preventative support and activities across all areas of physical, mental and social wellbeing;
- Activities to address particular challenges, such as loneliness and social isolation, loss of mobility or confidence and all other factors that can reduce individual resilience;
- Direct care and support in centres, the community and in the home where needed.

However, all these services were delivered differently and flexibly throughout the year in response to and compliance with the many and various Covid restrictions in place at the time.

The total number of contacts with people in the year was 56,873 plus an additional 4,200 who were provided support through our reception. The number of new referrals were 13,000. Levels of activity included over 5,580 cases supported, slightly down as the focus in this exceptional year was shorter contacts for support. Home visits were very low because of Covid but home calls by phone or doorstep visits were high. The most significant feature of the year was the continued increase in the complexity of the work which involves us working closely with many partners to achieve good outcomes, and around issues such as safeguarding.

The above numbers show activity. They do not indicate the significant positive wave that comes from many actions bringing additional benefits to the individual and also to their family and wider networks and community. Work is still ongoing to better measure the benefits and the wider value that comes from the work of the organisation.

Objectives and activities (continued)

We increasingly work under our Social Value Policy to capture the wider social benefit, value and impact our work delivers across the local area. This includes:

- A main office base in the town and public office in the town centre until September 2020. This public presence is now being replaced by working within the new Stockport Town Centre Hub and having an AUKS presence one day a week.
- Being good local employers of 80+ staff with over 80% Stockport residents.
- Actively using Local Suppliers wherever possible with over 88% success.
- Promoting participation and engagement in many ways including positive volunteering.
- Nearly 95% of volunteers local Stockport residents and all Trustees with strong local connections.
- Being an engaged and active member of the local Voluntary Sector, Synergy and Sector 3.
- Being a positive part of a number of collaborations / alliances / networks and partners
- Local commitment to environmental awareness and sustainability.
- Promoting equity and fairness across everything we do, and especially for people as they age.

We are continuing to develop new ways of reporting on this work in the future, and are encouraged by feedback from independent assessments: “Age UK Stockport is an organisation always willing to listen learn and improve and consequently continues to change and develop”.

Achievements and performance

a. Key performance indicators

The charity and group have continued to achieve the objective of delivering support and services to local older people in the reporting year. A deficit budget was planned to reflect investment from reserves to support this delivery, as detailed below, but at the year end results were positive due to monies received in support of the Covid response and expenditure saved from closed offices. However, we do expect the deficit to roll over into 2021/22.

b. Review of activities

In the reporting year there was a halt in delivering many individually-focused and, sadly, most community activities and services in all areas of our work due to Covid restrictions. However repurposed services delivered in new ways wherever possible and using quantitative, and qualitative measures have shown positive outcomes and benefit to local people. This included a range of support delivered from the hospital, the community and people’s homes (when possible), all focused on our overarching aim of supporting wellbeing. However, for a large part of the year there was a primary need to respond to urgent basic needs such as shopping, hearing aid batteries, eyesight issues, medication collections and welfare check-ins – often done as a phone call or where it was felt important to see someone by a doorstep visit when not safe to do otherwise.

In the first 100 days of the pandemic and so the first 100 days of the reporting year we delivered:

9,442 Welfare Checks
12,807 Calls to our Swich Board
900 hours of listening time on the switchboard
1,667 Information & Advice telephone sessions
1,578 Food and medication deliveries
200 plus urgent home support callouts
£25,000 worth of shopping purchased and delivered.

Achievements and performance (continued)

Delivery was through direct Age UK Stockport activities and through the collaborations mentioned in this report. In all respects, our overall focus remained on enhancing people's sense of well-being and enabling people to strengthen their personal resilience. Practical help assisting people to live safely at home through support with the home environment and home safety such as Handy Help and Gardening jobs, and our valued Easy Shop service, were converted into emergency responses for the year and were still only just beginning to return to usual work at the year end. Overall, the Wellbeing at Home Service supported over 13,500 people.

However, for a large part of the year, this became about the most basic human needs of food, warmth and health and safety and particularly about supporting people with unprecedented levels of individual fear and anxiety.

The usually busy Public Office based in the town centre had to close due to lock down and closed permanently in September 2020. However, support moved onto telephone and online as the workers continued throughout the year to deliver the same level of services in different ways. Over 8,000 people were supported covering a wide range of general information and advice, including benefits. This involved £1.2 million of benefits claimed.

Our work in the Hospital remained high on the agenda in tackling the ongoing challenges of good hospital discharge, with staff working closely within the multi-agency Integrated Transfer team at the Hospital. The core work of supporting safe and positive Hospital Discharge remained a strong focus for Wellbeing at Home and Back Home, as well as avoiding unnecessary admission or readmissions. However, all Hospital activities were completely disrupted by the pressures to respond to Covid and had to act in a responsive week-by-week manner to whatever was needed at different times. AUKS was proud to have been part of this response which was in fact incredibly challenging for all involved. The Back Home service came to an end in March 2021.

The number of people benefiting from events and activities throughout the year changed dramatically as physical activities were not permitted under Covid regulations. The Travel Club was closed when it became obvious this was a continuing situation. Other groups moved online such as Tai Chi classes and regular groups for friendship and good mental / emotional health. Even the AGM was held online.

However, communication through the newsletter increased and a weekly Covid update on our website ensured ongoing communication. At the year-end, planning was in place to slowly bring these back in a safe way for all involved and new monies for Active Aging were in place ready to support.

A focus on reducing social isolation and more basic welfare and wellbeing checks overtook the usual services as shown in the numbers above. The Active Ageing Project and Social Engagement Projects each made significant contributions to respond in creative ways such as our Connect 2020 project that ran through lock down periods to help isolated people connect to families.

The focus of previous years on providing support with the complex problems that come from hoarding became a core part of work in 2020/21. The WIN project staff team have now established skills and expertise in this area, working collaboratively with many other agencies in all cases as these situations often require. The impact of the pandemic on this, both in terms of the number of hoarding cases and the back-log of people whose homes had not been visited because of lockdowns, was only just being revealed and has resulted in a major amount of complex and significant work since.

We continued throughout to provide individual care and support through free and charged-for support services via the following two initiatives, although the numbers and type of support was again significantly changed according to restrictions.

- TANDEM provided direct support to people at home or, at times, outside through trained and experienced staff to assist people as needed.
- Direct support and respite were also provided to 600 plus Carers, all in addition to other wide-ranging support to Carers across the organisation's services.

Achievements and performance (continued)

STEP OUT STOCKPORT

The subsidiary company Step Out Stockport has provided day services and activities since 2014 and forms part of these consolidated accounts. Step Out offers important services, highly valued by its members and is also included on the SMBC day services framework. From the start, Step Out has set out plans and actions to ensure it is delivering a quality service that is meeting local needs and covering its costs to ensure future sustainability. As in the previous year, a lot of detailed work was undertaken during this reporting year focused on achieving these two outcomes.

However, in terms of delivery, this year has been exceptional as Step Out did, with financial support from the Council's Adult Social Care Services, stay open throughout the year. This was to provide support to a small number of members whose needs or family situations were regarded as very vulnerable and in need of the support. This was in contrast to most Day centres which closed during the Covid period. During the year, 3,403 sessions were delivered by a dedicated team of staff who operated in a tight 'Covid Bubble' throughout. This was continuing at the year end and plans were put in place to create a second Bubble as social distancing allowed.

When possible, Step Out will return to its work in maintaining quality and increasing numbers again to become financially sustainable as part of a planned recovery. The main issue identified as a risk continues to be the declining state of the building the services are delivered from and the need for good future plans of maintenance. Under the tenancy via Stockport Council's agents, discussions are ongoing to tackle this challenge.

c. Investment policy and performance

Overall responsibility for investment of the Charity's funds lies with the full Board of Trustees and Directors. To support this, the organisation has a comprehensive Investment Policy that is reviewed at least annually by the Board. This policy provides the framework for making investment decisions, helping the Board to manage the charity's resources effectively. This includes understanding and setting the Board's cautious attitude to risk, setting out clear investment objectives and setting out policies and procedures for appointing experts as required.

The Board manages the resources available for investment with ongoing advice from appointed independent experts. The advisors are reviewed and appointed annually and remain an award winning company. At the year end the market was reacting in unprecedented negative ways to the worldwide pandemic and has been carefully monitored throughout as it has settled again.

The charity's freehold property at Commonweal is a functional asset and a key strand in the long-term investment strategy, so investment in maintenance and understanding of worth is maintained.

Overall, the Board is satisfied that the policy and performance remain the most appropriate for the current situation, even recognising the unpredictable future.

Financial review

a. Going concern

The Board recognises that good governance is essential for success and that the Board have a key role by ensuring the proper procedures and policies are in place to manage the charity's resources effectively. This has involved comprehensive risk management, clear designated funds and commitment to the appropriate use of reserves to effectively support delivery as well as to secure future sustainability.

The level of reserves has been maintained at six months of charitable expenditure following careful designation of funds to support service delivery commitments and future spending, investments and priorities.

Financial review (continued)

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

b. Reserves policy

Age UK Stockport's reserves policy is reviewed annually and continues to be based on a free reserves approach. Total funds held at 31 March 2021 were £2,647,803 which compares to £2,284,593 in March 2020. This includes designated funds of £1,879,941 (2019: £1,888,916).

Free reserves at 31 March 2021 were £8,734 (2020: £32,973). Free reserves are defined as unrestricted funds which have not been earmarked and may be used generally to further the charity's objectives.

c. Material investments policy

The reserves policy and the cautious investment of funds is as detailed above. It is recognised that reserves are held to help the charity operate effectively and also to be effectively spent on the charity's purpose. After reviewing and maintaining the reserves level and also the careful designation of funds against known and/or planned expenditure it was decided to use some excess reserves for investment in the maintenance of important services in the response. This again focused on social isolation and digital inclusion.

d. Principal funding

The main elements of income and expenditure was made up as follows:

Income	**2021**	**2020**
Charitable Activities	75%	78%
Activities for generating funds	18%	18%
Donations & Legacies	6%	3%
Investment Income	1%	1%

Expenditure	**2021**	**2020**
Charitable activities	82.8%	83.7%
Cost of generating funds	12.3%	14.5%
Governance costs	4.9%	1.8%

There remains again a strong focus on charitable income and also a proactive approach to generating income to deal with charitable spending deficits, and the percentages have remained similar to previous years with the exception of governance costs which were higher in responding to the pandemic. Donations and legacies, always unpredictable, remain relatively low compared to earlier years, but were higher in the reporting year.

The deficit on unrestricted charitable activities continued again this year. At the year-end a deficit budget was accepted for 2021/22 to ensure needed services continued to be supported and funds would be available in planning and implementing recovery from the pandemic period. This included specific decisions by the Board to continue to support three key areas: to cover central costs to enable participation in vital preventative collaborations; providing some investment to develop and test essential social care support services; and supporting befriending and social isolation services.

Structure, governance and management

a. Constitution

The charity is registered as a charitable company (charity number 1139547) limited by guarantee and was set up by a Memorandum of Association.

The Board takes a proactive approach to governance and undertakes regular checks and external assessments to benchmark against respected codes and standards. This includes Charity Commission guidance such as the '15 Questions' and the Charity Governance Code framework as recently refreshed. This enables the Board to have confidence in the organisation's strong governance for the future.

b. Methods of appointment or election of Trustees

The Directors of the company, who are the Charity Trustees, form the Board of Age UK Stockport which is the governing body of the organisation. The management of the charity and the group is the responsibility of the Trustees.

Trustees are elected by the members at the Annual General Meeting or co-opted by the Board under the terms of the Articles of Association. The Board has 6 elected members plus a chairperson. New Board members are elected or co-opted for the skills and experience they can bring to the Board and are not required to be members at the time of election but become members on appointment.

The organisation has benefited from a stable and experienced Board, with positive succession planning leading to both the appointment of two new trustees and a change of Chair in 2018/19 as the current Chair had completed the limit of terms under the constitution. In the current reporting year, two trustees resigned due to changes in their circumstances and at the year-end a recruitment process was commenced and has been repeated since. The Bord continues to work to maintain the balance of experience and the challenge of new ideas, to assist the Board to be responsive to change and to be open to new ways and also to increase diversity to be representative of the communities of Stockport.

c. Organisational structure and decision-making policies

Board members are responsible for the proper governance of the Charity and determine the strategy and policy to be undertaken in accordance with the objectives as stated in the Memorandum and Articles. They seek to achieve the objectives and work for public benefit and wider social value while at the same time ensuring that the Charity is not exposed to undue risk.

The full Board generally meets formally six times a year and operates to established terms of reference and within a Conflict of Interest Policy with declarations of interest a standing agenda item. The Board receives reports from Trustee standing and time limited sub-committees and also receives a report from the Chief Executive at each meeting together with other reports as appropriate relating to services, governance issues and / or the wider environment that the organisation works in. The Chief Executive and other members of the Senior Leadership Team regularly attend and support the Board.

The Trustee sub-committees include a formally constituted Finance and General Purposes Committee, which meets prior to each of the Board meetings to provide more detailed oversight of finances and other governance issues and make recommendations to the full Board. The Finance officer regularly attends this meeting to provide any information or detail needed. From January 2021 a second standing Risk & Quality committee has been operating to provide more details scrutiny of the Risk Register and quality work and standards. Other sub-committees are established and meet as required, and all are established with terms of reference agreed by the full Board of Trustees.

Decisions on the day-to-day operation of the Charity are taken by the appointed Chief Executive and the Senior Leadership Team of the organisation, who cover the main areas of work - Community, Hospital, Services and Quality - and also cover the important areas for quality and safe delivery, including Health & Safety, Safeguarding, Information Governance and Systems.

Structure, governance and management (continued)

All decisions are taken within the framework of established and regularly reviewed Management & Financial Conventions, including the agreed scheme of delegation. The Chairperson and Chief Executive communicate regularly and generally meet on a weekly basis, with other senior staff involved as appropriate.

Also, importantly, external expertise is brought in when deemed necessary, for example, on financial systems and legal matters.

d. Policies adopted for the induction and training of Trustees

Once elected, new Board members follow a comprehensive induction programme set out in a Governance & Trustee Policy. They receive an introduction to the requirements and responsibilities of their role. This includes utilising the Charity Commission Induction pack for new trustees as well as an introduction to the organisation and group. During this process, any training needs are identified and responded to. This process is regularly reviewed by the Board and also checked on the experience of all new members.

e. Pay policy for key management personnel

A Remuneration sub-committee of trustees is established with terms of reference as appropriate to ensure an open, relevant and transparent approach to senior pay in accordance with the policies. In addition, a succession sub-committee is maintained as appropriate.

f. Financial risk management

The Trustees have assessed the major risks to which the charity and the group is exposed, in particular those related to the operations and finances of the charity and the group and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

The Charity's Risk Management Strategy is embedded in the day-to-day management and activities and includes the procedures and actions required to mitigate the risks identified. Since January 2021 a new standing Trustee Risk & Quality Committee has been in place to provide greater and more regular oversight of the Risk Register for reporting to each Board meeting, and the Risk Management Strategy is reviewed annually by the Board.

Plans for future periods

Planning

The established emergent planning processes will continue, including remaining aware and responsive to changes in our environment, robust risk management processes, and remaining open to challenge and learning. All will continue to focus on achieving the charity's objectives, working in alignment with our values in the strategic areas of community, hospital, services and quality to ensure a comprehensive, person-centered and holistic approach.

The impact and effects of the Coronavirus pandemic have now proved to be unprecedented in scale and depth. At the time of writing, the pandemic was ongoing, over eighteen months on from the start. The organisation continues to learn and assess the many, varied and significant lessons from this period so as to seek a new normal in planning for future services and developments.

Plans for future periods (continued)

This includes being alert and aware of lessons to be learnt based on previous experience as well as the current situation. Some key messages have included getting to grips with what 'the new normal' might mean and working to adjust now, taking various views so as to see the challenges and the opportunities, and having a plan and reviewing it regularly. A new 3-year recovery plan was put in place in March 2021 and is reported on every two months. Other learnings included the practical lessons around flexibility, agile working and new working practices, a focus on wellbeing and the vital importance of good communication with the staff and other stakeholders. Also the vital importance of connection and continuing our existing strong partnerships and various collaborations.

However, the Board's commitment to the key statements and objectives stands, and the emergent approach to planning will again enable responsive and relevant development.

The focus on older age has been heightened throughout the reporting year with the vulnerability of the older age groups to Covid-19 and the narrative around older people as a value and/or as a burden continues to be tested and change. We will therefore also work hard to ensure positive input and influence in this area of civic society and policy so that people in later life can live full and valued lives individually and as a part of their communities.

Structure

As noted, the infrastructure and systems development had proved remarkably effective at facilitating quick and responsive change in working practices when it was required and so will continue at pace. We are actively seeking to learn the many lessons and embrace the new technologies and opportunities that will come from the unprecedented worldwide pandemic period that commenced at the end of the reporting year.

Throughout the year, the relatively new senior team has had to take on the unprecedented challenges of dealing with the Coronavirus pandemic and has, from the start and throughout, worked positively and remained focused on ensuring Age UK Stockport was responsive and effective in supporting local people in the ways needed at such a difficult time.

The commitment to collaborative working continues and the new collaboration across and between sectors that came about at the start of the year in response to the pandemic has provided a new and better environment for future collaborations. This will be further positively facilitated in the coming year/s by the emergence of a stronger Third Sector support structure through Synergy Stockport and Sector 3, and the organisation was positively involved through the Chief Executive and Community Lead at all levels of this developing work. The Chief Executive remains a founder and Trustee of S3/ Synergy.

Brand Partnership

In 2019 Age UK had commenced a full strategic review in terms of future direction and structure, and also towards the renewal of the brand partnership in March 2021. The review was completely disrupted by the response to the Coronavirus pandemic and a new National Development Network Program was put in place during the year with a new timetable for discussions which continued virtually throughout the year. Due to the complexity of the proposals, changes in leadership at Age UK and the lack of appropriate time commitment at a local level to engage as the pandemic continued, it has at the time of writing been put on hold to 2022.

We have and will continue to actively engage with our brand partners at both a sub-regional (Greater Manchester), Regional (North West) and national level to ensure we influence direction and fully understand the commitments involved when considering renewal.

Information on fundraising practises

At the year-end on 31 March 2021, the charity was continuing to adjust to the many changes in its policy and funding environment and the unprecedented challenges of continuation of the pandemic for the full 12 months. This is expected to be particularly uncertain as commissioned services come up for retendering late 2021 for April 2022. All efforts have been on refocusing services within current funding for enabling the delivery of effective support to local people during this exceptionally challenging time.

The investment from reserves is expected to increase and continue into the coming year to ensure ongoing delivery and development to respond to significant beneficiary needs and new priorities, especially around social isolation, digital inclusion and mental health in addition to the usual prevention and social care agenda. An established flexible and emergent planning approach is being taken to ensure the organisation has been responsive at each stage of the pandemic whilst keeping a clear eye on recovery and the future.

The focus has remained on identifying grants and other funding streams in working to develop a more varied portfolio of income sources. The number of applications being submitted was increasing but a planned further increase in the reporting year did not happen due to funders adjusting their priorities and timetables. An increase is again being planned for the next year as funders begin to adjust back. This also includes managing the recovery of charged-for services which have provided valuable support in the period but lost significant ground in development and continue to face new challenges from the effects and changes from the pandemic and even greater social care pressures.

The need to diversify income streams remains a priority. However, it is also acknowledged that the many wide-ranging effects of the Coronavirus pandemic have made this commissioning and funding landscape even more competitive and significantly more uncertain. The planning approach taken ensures this is under ongoing review as part of the recovery strategy.

Work on traditional community fundraising activities or events continues to be focused on awareness-raising rather than on generating any significant level of funding.

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Charity and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

Statement of Trustees' responsibilities (continued)

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditors are aware of that information.

Auditors

The auditors, Hurst Accountants Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

S H Carpentier Alting

Susan Carpentier Alting (Dec 17, 2021 14:59 GMT)

Ms Susan Carpentier Alting
Director

Date: 17 Dec 2021

Independent Auditors' Report to the Members of Age UK Stockport

Opinion

We have audited the financial statements of Age UK Stockport (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 of the parent charitable company's affairs as at 31 March 2021 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 Group's and the parent charitable 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 Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Identifying and assessing potential risks related to irregularities

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector in which the company operates; the control environment and business performance including key drivers for directors' remuneration, bonus levels and performance targets.
- The outcome of enquiries of local management and parent company management, including whether management was aware of any instances of non-compliance with laws and regulations, and whether management had knowledge of any actual, suspected, or alleged fraud.
- Supporting documentation relating to the Company's policies and procedures for:
  - Identifying, evaluating, and complying with laws and regulations
  - Detecting and responding to the risks of fraud
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- The outcome of discussions amongst the engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.
- The legal and regulatory framework in which the Company operates, particularly those laws and regulations which have a direct effect on the financial statements, such as the Companies Act 2006, pensions and tax legislation, or which had a fundamental effect on the operations of the Company, including General Data Protection requirements, Anti-bribery and Corruption, Charity Commission regulations, and Charities Act 2011.

Audit response to risks identified

Our procedures to respond to the risks identified included the following:

- Reviewing the financial statements disclosures and testing to supporting documentation to assess compliance with the provisions of those relevant laws and regulations which have a direct effect on the financial statements.
- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud.
- Evaluation and testing of the operating effectiveness of management's controls designed to prevent and detect irregularities.
- Enquiring of management about any actual and potential litigation and claims.
- Performing analytical procedures to identify any unusual or unexpected relationships which may indicate risks of material misstatement due to fraud.

We have also considered the risk of fraud through management override of controls by:

- Testing the appropriateness of journal entries and other adjustments.
- Challenging assumptions made by management in their significant accounting estimates, and assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and
- Evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

There are inherent limitations in the audit procedures described above, and the further removed non-compliance with laws and regulations are from the events and transactions reflected in the financial statements, the less likely we would become aware of them. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

Independent Auditors' Report to the Members of Age UK Stockport (continued)

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, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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.

HABesantRoberts

Helen Besant Roberts (Dec 17, 2021 2:24pm)

Helen Besant-Roberts (Senior Statutory Auditor)
for and on behalf of
Hurst Accountants Limited
Chartered Accountants
Statutory Auditors
Lancashire Gate

21 Tiviot Dale
Stockport
Cheshire
SK1 1TD

Date: 17 Dec 2021

Age UK Stockport
(A Company Limited by Guarantee)

Consolidated Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Income from:					
Donations and legacies	3	**66,853**	**41,792**	**108,645**	*56,654*
Charitable activities	4	**330,506**	**970,984**	**1,301,490**	*1,259,913*
Other trading activities	5	**-**	**303,387**	**303,387**	*295,431*
Investments	6	**-**	**19,572**	**19,572**	*18,250*
Total income		**397,359**	**1,335,735**	**1,733,094**	*1,630,248*
Expenditure on:					
Raising funds	7	**-**	**194,231**	**194,231**	*202,251*
Charitable activities	8	**67,750**	**1,323,878**	**1,391,628**	*1,506,959*
Total expenditure		**67,750**	**1,518,109**	**1,585,859**	*1,709,210*
Net income/(expenditure) before net gains/(losses) on investments		**329,609**	**(182,374)**	**147,235**	*(78,962)*
Net gains/(losses) on investments		**-**	**215,975**	**215,975**	*(138,974)*
Net income/(expenditure)		**329,609**	**33,601**	**363,210**	*(217,936)*
Transfers between funds	17	**66,815**	**(66,815)**	**-**	*-*
Net movement in funds		**396,424**	**(33,214)**	**363,210**	*(217,936)*
Reconciliation of funds:					
Total funds brought forward		**362,704**	**1,921,889**	**2,284,593**	*2,502,529*
Net movement in funds		**396,424**	**(33,214)**	**363,210**	*(217,936)*
Total funds carried forward		**759,128**	**1,888,675**	**2,647,803**	*2,284,593*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 27 to 48 form part of these financial statements.

Age UK Stockport
(A Company Limited by Guarantee)
Registered number: 07413632

Consolidated Balance Sheet
As at 31 March 2021

	Note		2021 £		*2020 £*
Fixed assets					
Tangible assets	13		**424,017**		*441,523*
Investments	14		**1,366,057**		*1,132,220*
			1,790,074		*1,573,743*
Current assets					
Debtors	15	**207,937**		*148,422*	
Cash at bank and in hand		**798,059**		*788,203*	
		1,005,996		*936,625*	
Creditors: amounts falling due within one year	16	**(148,267)**		*(225,775)*	
Net current assets			**857,729**		*710,850*
Total net assets			**2,647,803**		*2,284,593*
Charity funds					
Restricted funds	17		**759,128**		*362,704*
Unrestricted funds					
Designated funds	17	**1,879,941**		*1,888,916*	
General funds	17	**8,734**		*32,973*	
Total unrestricted funds	17		**1,888,675**		*1,921,889*
Total funds			**2,647,803**		*2,284,593*

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

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

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

S H Carpentier Alting

Susan Carpentier Alting (Dec 17, 2021, 10:39 GMT)

Ms Susan Carpentier Alting
Chair

Date: 17 Dec 2021

Age UK Stockport
(A Company Limited by Guarantee)
Registered number: 07413632

Charity Balance Sheet
As at 31 March 2021

	Note		2021 £		As restated 2020 £
Fixed assets					
Tangible assets	13		**424,017**		*441,523*
Investments	14		**1,366,059**		*1,132,222*
			1,790,076		*1,573,745*
Current assets					
Debtors	15	**212,392**		*233,699*	
Cash at bank and in hand		**679,907**		*632,227*	
		892,299		*865,926*	
Creditors: amounts falling due within one year	16	**(141,526)**		*(195,217)*	
Net current assets			**750,773**		*670,709*
Total net assets			**2,540,849**		*2,244,454*
Charity funds					
Restricted funds	17		**460,041**		*322,565*
Unrestricted funds					
Designated funds	17	**1,807,456**		*1,888,916*	
General funds	17	**273,352**		*32,973*	
Total unrestricted funds	17		**2,080,808**		*1,921,889*
Total funds			**2,540,849**		*2,244,454*

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

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

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

S H Carpentier Alting
.....
Ms Susan Carpentier Alting
Chair

Susan Carpentier Alting (Dec 17, 2021, 1:50pm)

Date: 17 Dec 2021

Age UK Stockport
(A Company Limited by Guarantee)

Consolidated Statement of Cash Flows
For the year ended 31 March 2021

	Note	2021 £	*2020 £*
Cash flows from operating activities			
Net cash used in operating activities	20	**9,856**	*(88,716)*
Cash flows from investing activities			
Purchase of tangible fixed assets		**-**	*(46,989)*
Purchase of investments		**-**	*(350,000)*
Net cash provided by/(used in) investing activities		**-**	**(396,989)**
Cash flows from financing activities			
Net cash provided by financing activities		**-**	**-**
Change in cash and cash equivalents in the year		**9,856**	**(485,705)**
Cash and cash equivalents at the beginning of the year		**788,203**	*1,273,908*
Cash and cash equivalents at the end of the year	21	**798,059**	*788,203*

The notes on pages 27 to 48 form part of these financial statements

Notes to the Financial Statements
For the year ended 31 March 2021

1. General information

Age UK Stockport is a company limited by guarantee, registered number 07413632. It is incorporated in England, and the registered address is Commonweal, 56 Wellington Street, Stockport, SK1 3AQ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Stockport meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

No separate cash flow statement has been presented for the charity alone as permitted by FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In the prior year, the Company balance sheet incorrectly split funds between restricted and unrestricted. This has been corrected on the current year balance sheet.

2.2 Company status

The charity is a company limited by guarantee, without share capital. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2.3 Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing these financial statements.

2. Accounting policies (continued)

2.4 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.6 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

2.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Revaluation
Motor vehicles	- 5 years straight line
Fixtures and fittings	- 3-5 years straight line

2.9 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated Statement of Financial Activities.

Investments in subsidiaries are valued at cost less provision for impairment.

Investments held as fixed assets are shown at cost less provision for impairment.

2.10 Debtors

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

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2. Accounting policies (continued)

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

2.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

2.15 Redundancy costs

Redundancy costs are payable when employment is terminated before the normal retirement date, or whenever an employee accepts voluntary redundancy in exchange for these benefits. The charity recognises redundancy costs when it is demonstratably committed to either terminating the employment of current employees according to a detailed formal plan without possibililty of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

2.16 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Donations	-	41,792	**41,792**	*56,654*
Government grants	66,853	-	**66,853**	-
	66,853	41,792	**108,645**	*56,654*
Total 2020	-	*56,654*	*56,654*	

4. Income from charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Contract services	262,732	932,038	**1,194,770**	*1,058,969*
Other income	-	38,946	**38,946**	*61,665*
Other grants	67,774	-	**67,774**	*139,279*
Total 2021	330,506	970,984	**1,301,490**	*1,259,913*
Total 2020	*205,893*	*1,054,020*	*1,259,913*	

5. Income from other trading activities

Income from non charitable trading activities

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Fundraising trading income	303,387	**303,387**	*295,431*
Total 2020	*295,431*	*295,431*	

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Dividends receivable	17,861	**17,861**	*14,867*
Foreign income	1	**1**	*58*
Bank interest receivable	1,710	**1,710**	*3,325*
Total 2021	19,572	**19,572**	*18,250*
Total 2020	*18,250*	*18,250*	

7. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Stepout Stockport Expenses	68,306	**68,306**	*78,288*
Wages and salaries	124,628	**124,628**	*123,513*
National Insurance	906	**906**	*342*
Pension costs	391	**391**	*108*
Total 2021	194,231	**194,231**	*202,251*
Total 2020	*202,251*	*202,251*	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Governance costs	56,871	21,563	**78,434**	*31,626*
Prevention Services	-	423,154	**423,154**	*458,648*
Hospital Services	-	241,849	**241,849**	*239,584*
Carers and Direct Care Services	-	244,969	**244,969**	*352,178*
Community Support	10,879	389,383	**400,262**	*416,592*
Other charitable expenditure	-	2,960	**2,960**	*8,331*
Total 2021	67,750	1,323,878	**1,391,628**	*1,506,959*
Total 2020	*46,950*	*1,460,009*	*1,506,959*	

9. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	*Total funds 2020 £*
Governance costs	-	78,434	**78,434**	*31,626*
Prevention Services	423,154	-	**423,154**	*458,648*
Hospital Services	241,849	-	**241,849**	*239,584*
Carers and Direct Care Services	244,969	-	**244,969**	*352,178*
Community Support	400,262	-	**400,262**	*416,592*
Other charitable expenditure	2,960	-	**2,960**	*8,331*
Total 2021	1,313,194	78,434	**1,391,628**	*1,506,959*
Total 2020	*1,469,201*	*37,758*	*1,506,959*	

10. Auditors' remuneration

	2021 £	*2020 £*
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**7,700**	*5,900*
Fees payable to the Charity's auditor in respect of:		
All non-audit services not included above	**2,000**	*2,000*

11. Staff costs

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Wages and salaries	**1,038,180**	*1,136,101*	**913,552**	*1,012,588*
Social security costs	**61,567**	*64,602*	**60,661**	*64,260*
Contribution to defined contribution pension schemes	**33,026**	*30,331*	**32,635**	*30,223*
	1,132,773	*1,231,034*	**1,006,848**	*1,107,071*

During the year, the charity made redundancy payments totalling £18,826 *(2020: £10,344)*. There are no amounts relating to redundancy costs on the balance sheet at the year end date (*2020: £nil*).

The average number of persons employed by the Charity during the year was as follows:

	Group 2021 No.	*Group 2020 No.*
Employees	**69**	*76*

No employee received remuneration amounting to more than £60,000 in either year.

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2020 - £NIL)*.

During the year ended 31 March 2021, no Trustee expenses have been incurred *(2020 - £NIL)*.

13. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2020	**395,000**	**31,079**	**77,475**	**503,554**
At 31 March 2021	**395,000**	**31,079**	**77,475**	**503,554**
Depreciation				
At 1 April 2020	**-**	**31,079**	**30,952**	**62,031**
Charge for the year	**-**	**-**	**17,506**	**17,506**
At 31 March 2021	**-**	**31,079**	**48,458**	**79,537**
Net book value				
At 31 March 2021	**395,000**	**-**	**29,017**	**424,017**
At 31 March 2020	*395,000*	*-*	*46,523*	*441,523*

The freehold property was valued on an open market basis on 13 May 2020 by A Thornton. The directors believe that there has not been a material change in the value of these assets between the previous valuation date and the year end.

The carrying amount under the cost model of the assets which have been revalued would have been £333,878 (*2019 - £333,878*).

14. Fixed asset investments

Group	Other fixed asset investments £
Cost or valuation	
At 1 April 2020	**1,132,220**
Additions	**17,862**
Change in market value	**215,975**
At 31 March 2021	**1,366,057**
Net book value	
At 31 March 2021	**1,366,057**
At 31 March 2020	*1,132,220*

All fixed asset investments are held in the UK.

Charity	Investments in subsidiary companies £	Other fixed asset investments £	Total £
Cost or valuation			
At 1 April 2020	**2**	**1,132,220**	**1,132,222**
Additions	**-**	**17,862**	**17,862**
Change in market value	**-**	**215,975**	**215,975**
At 31 March 2021	**2**	**1,366,057**	**1,366,059**
Net book value			
At 31 March 2021	**2**	**1,366,057**	**1,366,059**
At 31 March 2020	*2*	*1,132,220*	*1,132,222*

14. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Registered office or principal place of business	Class of shares	Holding	Included in consolidation
Step Out Stockport Limited	08881836	Commonweal, 56 Wellington Street, Stockport, SK1 3AQ	Ordinary	100%	Yes
Age UK Stockport Trading Limited	02956519	Commonweal, 56 Wellington Street, Stockport, SK1 3AQ	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Surplus for the period £	Net assets £
Step Out Stockport Limited	**315,206**	**(248,391)**	**66,815**	**41,432**
Age UK Stockport Trading Limited	**-**	**-**	**-**	**2**

15. Debtors

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Due within one year				
Trade debtors	**202,896**	*141,904*	**142,952**	*118,910*
Amounts owed by group undertakings	**-**	*-*	**64,399**	*108,271*
Other debtors	**3,164**	*1,411*	**3,164**	*1,411*
Prepayments and accrued income	**1,877**	*5,107*	**1,877**	*5,107*
	207,937	*148,422*	**212,392**	*233,699*

16. Creditors: Amounts falling due within one year

	Group 2021 £	*Group 2020 £*	**Company 2021 £**	*Company 2020 £*
Other loans	**10,010**	*10,010*	**10,010**	*10,010*
Trade creditors	**15,500**	*43,429*	**12,351**	*15,317*
Other taxation and social security	**69,488**	*62,976*	**69,488**	*62,976*
Other creditors	**46,278**	*93,229*	**46,278**	*93,229*
Accruals and deferred income	**6,991**	*16,131*	**3,399**	*13,685*
	148,267	*225,775*	**141,526**	*195,217*

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
General Contingency Fund	**739,000**	**-**	**-**	**53,930**	**-**	**792,930**
Accommodation and Maintenance Fund	**171,150**	**-**	**(28,835)**	**-**	**-**	**142,315**
Property and Activities Fund	**245,000**	**-**	**-**	**-**	**-**	**245,000**
IT and Infrastructure Fund	**99,866**	**-**	**(16,805)**	**-**	**-**	**83,061**
Property Legacy Fund	**38,000**	**-**	**-**	**-**	**-**	**38,000**
Specific Contingency Fund	**259,000**	**-**	**-**	**-**	**-**	**259,000**
Vehicle Replacement Fund	**78,250**	**-**	**-**	**-**	**-**	**78,250**
Services Delivery Fund	**105,000**	**-**	**-**	**-**	**-**	**105,000**
Emergency Planning Fund	**55,150**	**-**	**(17,265)**	**-**	**-**	**37,885**
Fundraising Marketing Fund	**98,500**	**-**	**-**	**-**	**-**	**98,500**
	1,888,916	**-**	**(62,905)**	**53,930**	**-**	**1,879,941**
General funds						
Property Fund	**395,000**	**-**	**-**	**-**	**-**	**395,000**
General Reserve	**(362,027)**	**1,335,735**	**(1,455,204)**	**(120,745)**	**215,975**	**(386,266)**
	32,973	**1,335,735**	**(1,455,204)**	**(120,745)**	**215,975**	**8,734**

17. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Total Unrestricted funds	**1,921,889**	**1,335,735**	**(1,518,109)**	**(66,815)**	**215,975**	**1,888,675**
Restricted funds						
Prevention Services Fund	**155,323**	**-**	**-**	**-**	**-**	**155,323**
Day Care Services Fund	**175,477**	**-**	**-**	**66,815**	**-**	**242,292**
Other Restricted funds	**31,904**	**397,359**	**(67,750)**	**-**	**-**	**361,513**
	362,704	**397,359**	**(67,750)**	**66,815**	**-**	**759,128**
Total of funds	**2,284,593**	**1,733,094**	**(1,585,859)**	**-**	**215,975**	**2,647,803**

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2020* £
Unrestricted funds						
Designated funds						
General Contingency Fund	*739,000*	-	-	-	-	*739,000*
Accommodation and Maintenance Fund	*171,150*	-	-	-	-	*171,150*
Property and Activities Fund	*245,000*	-	-	-	-	*245,000*
IT and Infrastructure Fund	*139,125*	-	*(39,259)*	-	-	*99,866*
Property Legacy Fund	*38,000*	-	-	-	-	*38,000*
Specific Contingency Fund	*259,000*	-	-	-	-	*259,000*
Vehicle Replacement Fund	*78,250*	-	-	-	-	*78,250*
Services Delivery Fund	*105,000*	-	-	-	-	*105,000*
Emergency Planning Fund	*55,150*	-	-	-	-	*55,150*
Fundraising Marketing Fund	*98,500*	-	-	-	-	*98,500*
	1,928,175	-	(39,259)	-	-	*1,888,916*
General funds						
Property Fund	*235,150*	-	-	*159,850*	-	*395,000*
General Reserve	*53,315*	*1,424,355*	*(1,623,001)*	*(77,722)*	*(138,974)*	*(362,027)*
	288,465	1,424,355	(1,623,001)	*82,128*	*(138,974)*	*32,973*

17. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2020* £
Total Unrestricted funds	2,216,640	1,424,355	(1,662,260)	*82,128*	*(138,974)*	*1,921,889*
Restricted funds						
Prevention Services Fund	*121,148*	*155,323*	-	*(121,148)*	-	*155,323*
Day Care Services Fund	*136,457*	-	-	*39,020*	-	*175,477*
Other Restricted funds	*28,284*	*50,570*	*(46,950)*	-	-	*31,904*
	285,889	205,893	(46,950)	*(82,128)*	-	*362,704*
Total of funds	*2,502,529*	*1,630,248*	*(1,709,210)*	-	*(138,974)*	*2,284,593*

17. Statement of funds (continued)

Designated funds

The General Contingency Fund represents funds set aside to mitigate the risks and vulnerabilities identified to the Charity's major sources of income as part of the agreed Reserves Policy. The policy is to ensure that sufficient funds are available to meet committed costs for a period of six months of both restricted and unrestricted funds and this level has been maintained. The fund is based on charitable expenditure only.

The Accommodation and Maintenance Fund was established to provide sufficient funds to maintain the building at Commonweal, which represents a key functional asset. As the Charity's administrative base, it is essential to the efficient provision of services and in recent years it has been a key factor in enabling participation in tenders. The office was closed for any regular use for a period from March 2020 to August 2020 due to the Covid19 pandemic and the opportunity was taken to undertake some repairs and redecorate the interior This cost of £28,835 has been taken from this fund. The balance is maintained to reflect likely costs regarding the windows and exterior decoration and possible costs including concerns about the external area at the rear of the premises.

The Property and Activities Fund has been maintained at the same level but repurposed in its planned use. The Public Office in Merseyway was closed during the year in September 2020, partly as the building did not lend itself to be made safe in the pandemic recovery sense and in a strategic response to the significant shift to neighbourhood working. Funding will be needed to replace this presence in new ways.

The IT and Infrastructure Fund includes communications and general infrastructure systems and accessibility issues as all have become increasingly linked with digital technology. The fund has been reduced following completion of some of the planned investments in an upgrade of IT infrastructure. The balance has been maintained to support ongoing system developments to implement the organisations Digital Strategy, but was reduced in the year by £16,805 which was the amount invested in the organisation's communication and Intranet systems.

The Property Legacy Fund has been maintained against the risk of issues in relation to Age Concern Stockport's previous premises (Russell Morley House) which remain empty and subject to Council discussions and decisions. The situation is being monitored the and fund will be closed once the property is sold from Council ownership.

Specific Contingency Fund represents funds set aside as a contingency against a budgeted deficit and this has been adjusted accordingly as the Charity pursues a strong development and investment budget in 2020/21 to meet identified needs for local older people. This was in place prior to the Coronavirus pandemic that started at the start of the reporting year and has been maintained as the trustees have continued to invest from reserves in much needed services during this challenging time. This has included Befriending, Social Isolation work and Digital support all repurposed for supporting people during the lockdowns that dominated the year.

The Vehicle Replacement Fund represents funds set aside to purchase replacement vans used in the Handy Help Service. Vehicle replacement was put on hold for wider review which has been delayed for part of recovery planning. A vehicle was stolen shortly after the year end but Insurance monies were used to replace it so the fund has been maintained for review.

The Service Delivery Fund was set up to respond to dual pressures outside of the budget. Firstly, delivery in specific services/activities that fell outside of the new local commissioning strategy, and secondly to act as a contingency for possible central support costs beyond budget allocations. The fund has been maintained to support this commitment as in line with expectations the relevant contracts were extended following delays in recommissioning caused by the Coronavirus pandemic.

17. Statement of funds (continued)

The Emergency Planning Fund represents a fund set aside to provide backup in the case of an emergency event. The fund is under regular review and was reduced last year to reflect that more redundancy is built into some parts of the budget. It was maintained at the end of the previous year to be available for responding to the unprecedented emergency and business continuity issues of the Pandemic. Some funding was received from Age UK to support the Covid response but additional monies amounting to £17,265 were spent on supporting the various new Health & Safety measures and infection control requirements for staff and buildings.

The Marketing Fund is maintained to support the costs of the new delivery structure including plans for increased marketing of charged-for services, fundraising and new developments. Marketing continues to develop, especially social media, Fundraising planned for the reporting year was on hold but is planned as part of pandemic recovery and consequently this fund has been maintained.

General funds

The Property Fund - Fixed Asset Fund has been set up to assist in identifying those funds that are not free funds and it represents the net book value of tangible fixed assets. A revaluation was delayed due to difficulties with lock downs and safe access and is now rescheduled for the next financial year 2021/22

The general reserve represents the free funds of the charity that are not designated for particular purposes.

Restricted funds

Preventative Services Fund represents a range of services with the combined aim of preventing physical, mental, emotional or social decline and of promoting choice, wellbeing and independence in later life. This is based on the Care Act principles of prevent, reduce and delay people accessing statutory services. This includes entry point services to assess and assist, support and practical services that assist following illness/hospital discharge that focuses on supporting people in recovery/rehabilitation and help to avoid admission or readmission. It also includes a wide range of wellbeing support and general preventative work.

The Day Care Services Fund represents funds donated to support the delivery and development of day care services in the associated company. This has increased even after allocation of the agreed allocation of management costs incurred by the charity supporting Step Out.

Other Restricted Funds represent grant monies received to deliver Winter Pressure support around hospital Discharge services. At the year end this was being extended to continue to support the hospital response to the pandemic.

18. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	**1,888,916**	**-**	**(62,905)**	**53,930**	**-**	**1,879,941**
General funds	**32,973**	**1,335,735**	**(1,455,204)**	**(120,745)**	**215,975**	**8,734**
Restricted funds	**362,704**	**397,359**	**(67,750)**	**66,815**	**-**	**759,128**
	2,284,593	**1,733,094**	**(1,585,859)**	**-**	**215,975**	**2,647,803**

Summary of funds - prior year

	Balance at 1 April 2019 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2020 £*
Designated funds	*1,928,175*	*-*	*(39,259)*	*-*	*-*	*1,888,916*
General funds	*288,465*	*1,424,355*	*(1,623,001)*	*82,128*	*(138,974)*	*32,973*
Restricted funds	*285,889*	*205,893*	*(46,950)*	*(82,128)*	*-*	*362,704*
	2,502,529	*1,630,248*	*(1,709,210)*	*-*	*(138,974)*	*2,284,593*

19. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	424,017	**424,017**
Fixed asset investments	-	1,366,057	**1,366,057**
Current assets	759,128	246,868	**1,005,996**
Creditors due within one year	-	(148,267)	**(148,267)**
Total	759,128	1,888,675	**2,647,803**

19. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2020 £	*Unrestricted funds 2020 £*	*Total funds 2020 £*
Tangible fixed assets	-	441,523	*441,523*
Fixed asset investments	-	1,132,220	*1,132,220*
Current assets	362,704	573,921	*936,625*
Creditors due within one year	-	(225,775)	*(225,775)*
Total	362,704	1,921,889	*2,284,593*

20. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2021 £	*Group 2020 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**363,210**	*(217,936)*
Adjustments for:		
Depreciation charges	**17,506**	*7,270*
Gains/(losses) on investments	**(233,837)**	*138,974*
Dividends, interests and rents from investments	**-**	*(14,927)*
Increase in debtors	**(59,515)**	*(22,481)*
Increase/(decrease) in creditors	**(77,508)**	*20,384*
Net cash provided by/(used in) operating activities	**9,856**	*(88,716)*

21. Analysis of cash and cash equivalents

	Group 2021 £	*Group 2020 £*
Cash in hand	**798,059**	*788,203*

22. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	**788,203**	**9,856**	**798,059**
Debt due within 1 year	**(10,010)**	**-**	**(10,010)**
	778,193	**9,856**	**788,049**

23. Pension commitments

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £33,026 (*2020 - £30,331*). Contributions totalling £nil (*2020 - £112*) were payable to the fund at the balance sheet date and are included in creditors.

24. Related party transactions

There were no related party transactions in the year.

Signable

Issuer	HURST Accountants
Document generated	Fri, 17th Dec 2021 12:48:39 UTC
Document fingerprint	f43fad087234fb969e1cf18da8decdd2

Parties involved with this document

Document processed	Party + Fingerprint
Fri, 17th Dec 2021 13:42:00 UTC	Margaret Brade - Signer (eea7387fa961cd9add9533ef7b74071e)
Fri, 17th Dec 2021 13:59:45 UTC	Susan Carpentier Alting - Signer (ba64dc295c3ace4d3cfc1e4909fe03d9)
Fri, 17th Dec 2021 14:24:57 UTC	Helen Besant Roberts - Signer (06b7d12436d00bd033380256f4bd5b28)
Fri, 17th Dec 2021 14:24:57 UTC	Joanne flynn - Copied In (3daa746b66c4f41f49794147c98b9003)

Audit history log

Date	Action
Fri, 17th Dec 2021 14:24:57 UTC	The envelope has been signed by all parties. (82.30.251.26)
Fri, 17th Dec 2021 14:24:57 UTC	Sent a copy of the envelope to Joanne flynn (joanne.flynn@hurst.co.uk). (82.30.251.26)
Fri, 17th Dec 2021 14:24:57 UTC	Helen Besant Roberts signed the envelope. (82.30.251.26)
Fri, 17th Dec 2021 14:24:31 UTC	Helen Besant Roberts viewed the envelope. (20.49.151.171)
Fri, 17th Dec 2021 14:24:29 UTC	Helen Besant Roberts viewed the envelope. (20.49.151.171)
Fri, 17th Dec 2021 14:24:05 UTC	Helen Besant Roberts viewed the envelope. (82.30.251.26)
Fri, 17th Dec 2021 13:59:53 UTC	Document emailed to hbr@hurst.co.uk (3.8.98.158)
Fri, 17th Dec 2021 13:59:45 UTC	Sent the envelope to Helen Besant Roberts (hbr@hurst.co.uk) for signing. (92.5.247.151)
Fri, 17th Dec 2021 13:59:45 UTC	Susan Carpentier Alting signed the envelope. (92.5.247.151)
Fri, 17th Dec 2021 13:54:28 UTC	Susan Carpentier Alting viewed the envelope. (92.5.247.151)
Fri, 17th Dec 2021 13:53:50 UTC	Susan Carpentier Alting viewed the envelope. (92.5.247.151)
Fri, 17th Dec 2021 13:48:53 UTC	Susan Carpentier Alting opened the document email. (87.248.116.79)
Fri, 17th Dec 2021 13:43:00 UTC	Susan Carpentier Alting opened the document email. (87.248.116.214)
Fri, 17th Dec 2021 13:42:09 UTC	Document emailed to suealting@aol.com (18.132.193.9)
Fri, 17th Dec 2021 13:42:00 UTC	Sent the envelope to Susan Carpentier Alting (suealting@aol.com) for signing. (51.11.34.87)

Fri, 17th Dec 2021 13:42:00 UTC	Margaret Brade signed the envelope. (51.11.34.87)
Fri, 17th Dec 2021 13:41:21 UTC	Margaret Brade viewed the envelope. (51.11.34.87)
Fri, 17th Dec 2021 12:53:45 UTC	Document emailed to Margaret.Brade@ageukstockport.org.uk (35.177.43.102)
Fri, 17th Dec 2021 12:53:37 UTC	Sent the envelope to Margaret Brade (Margaret.Brade@ageukstockport.org.uk) for signing. (94.13.158.154)
Fri, 17th Dec 2021 12:49:57 UTC	Joanne flynn has been assigned to this envelope (94.13.158.154)
Fri, 17th Dec 2021 12:49:57 UTC	Helen Besant Roberts has been assigned to this envelope (94.13.158.154)
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