
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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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

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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

Age UK Stockport
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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.

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Trustees' Report (continued)
For the year ended 31 March 2021

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.

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Trustees' Report (continued)
For the year ended 31 March 2021

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 provided food.

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Trustees' Report (continued)
For the year ended 31 March 2021

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".

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Trustees' Report (continued)
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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 through 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

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Trustees' Report (continued)
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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 through 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.

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Trustees' Report (continued)
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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 Switch 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.

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Trustees' Report (continued)
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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.

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Trustees' Report (continued)
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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.

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Trustees' Report (continued)
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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.

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Trustees' Report (continued)
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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 Board 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.

Age UK Stockport
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

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.

Age UK Stockport
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

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.

Age UK Stockport
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

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.

Age UK Stockport
(A Company Limited by Guarantee)

Trustees' Report (continued)
For the year ended 31 March 2021

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,.....

1:59pm)
Ms Susan Carpentier Alting

Director

Date: 17 Dec 2021

Age UK Stockport
(A Company Limited by Guarantee)

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.

Age UK Stockport
(A Company Limited by Guarantee)

Independent Auditors' Report to the Members of Age UK Stockport (continued)

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.

Age UK Stockport
(A Company Limited by Guarantee)

Independent Auditors' Report to the Members of Age UK Stockport (continued)

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.

Age UK Stockport
(A Company Limited by Guarantee)

Independent Auditors' Report to the Members of Age UK Stockport (continued)

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.

Age UK Stockport
(A Company Limited by Guarantee)

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 £	<i>Total funds 2020 £</i>
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
		<u>1,790,074</u>	<u>1,573,743</u>
Current assets			
Debtors	15	207,937	148,422
Cash at bank and in hand		798,059	788,203
		<u>1,005,996</u>	<u>936,625</u>
Creditors: amounts falling due within one year	16	(148,267)	(225,775)
Net current assets		<u>857,729</u>	<u>710,850</u>
Total net assets		<u><u>2,647,803</u></u>	<u><u>2,284,593</u></u>
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
		<u>1,888,675</u>	<u>1,921,889</u>
Total funds		<u><u>2,647,803</u></u>	<u><u>2,284,593</u></u>

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)
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 £	<i>As restated</i> 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
Susan Carpentier Alting (90047, 2021,
Chair)

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

Age UK Stockport
(A Company Limited by Guarantee)

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.

Age UK Stockport
(A Company Limited by Guarantee)

Notes to the Financial Statements
For the year ended 31 March 2021

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.

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For the year ended 31 March 2021

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.

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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 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.

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.

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Notes to the Financial Statements
For the year ended 31 March 2021

3. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Donations	-	41,792	41,792	56,654
Government grants	66,853	-	66,853	-
	<u>66,853</u>	<u>41,792</u>	<u>108,645</u>	<u>56,654</u>
<i>Total 2020</i>	<u>-</u>	<u>56,654</u>	<u>56,654</u>	

4. Income from charitable activities

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
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	<u>330,506</u>	<u>970,984</u>	<u>1,301,490</u>	<u>1,259,913</u>
<i>Total 2020</i>	<u>205,893</u>	<u>1,054,020</u>	<u>1,259,913</u>	

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Notes to the Financial Statements
For the year ended 31 March 2021

5. Income from other trading activities

Income from non charitable trading activities

	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Fundraising trading income	303,387	303,387	295,431
	<u> </u>	<u> </u>	<u> </u>
<i>Total 2020</i>	<u>295,431</u>	<u>295,431</u>	

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Dividends receivable	17,861	17,861	14,867
Foreign income	1	1	58
Bank interest receivable	1,710	1,710	3,325
	<u> </u>	<u> </u>	<u> </u>
Total 2021	<u>19,572</u>	<u>19,572</u>	<u>18,250</u>
	<u> </u>	<u> </u>	<u> </u>
<i>Total 2020</i>	<u>18,250</u>	<u>18,250</u>	

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Notes to the Financial Statements
For the year ended 31 March 2021

7. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
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	<u>194,231</u>	<u>194,231</u>	<u>202,251</u>
<i>Total 2020</i>	<u>202,251</u>	<u>202,251</u>	

8. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
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	<u>67,750</u>	<u>1,323,878</u>	<u>1,391,628</u>	<u>1,506,959</u>
<i>Total 2020</i>	<u>46,950</u>	<u>1,460,009</u>	<u>1,506,959</u>	

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For the year ended 31 March 2021

9. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
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	<u>1,313,194</u>	<u>78,434</u>	<u>1,391,628</u>	<u>1,506,959</u>
<i>Total 2020</i>	<u>1,469,201</u>	<u>37,758</u>	<u>1,506,959</u>	

10. Auditors' remuneration

	2021 £	<i>2020 £</i>
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	<u>2,000</u>	<u>2,000</u>

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Notes to the Financial Statements
For the year ended 31 March 2021

11. Staff costs

	Group 2021 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Wages and salaries	1,038,180	<i>1,136,101</i>	913,552	<i>1,012,588</i>
Social security costs	61,567	<i>64,602</i>	60,661	<i>64,260</i>
Contribution to defined contribution pension schemes	33,026	<i>30,331</i>	32,635	<i>30,223</i>
	<u>1,132,773</u>	<i><u>1,231,034</u></i>	<u>1,006,848</u>	<i><u>1,107,071</u></i>

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.	<i>Group 2020 No.</i>
Employees	<u>69</u>	<i><u>76</u></i>

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).

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Notes to the Financial Statements
For the year ended 31 March 2021

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
<i>At 31 March 2020</i>	<i>395,000</i>	<i>-</i>	<i>46,523</i>	<i>441,523</i>

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).

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Notes to the Financial Statements
For the year ended 31 March 2021

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
<i>At 31 March 2020</i>	<i>1,132,220</i>

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
<i>At 31 March 2020</i>	<i>2</i>	<i>1,132,220</i>	<i>1,132,222</i>

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Notes to the Financial Statements
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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 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Due within one year				
Trade debtors	202,896	<i>141,904</i>	142,952	<i>118,910</i>
Amounts owed by group undertakings	-	-	64,399	<i>108,271</i>
Other debtors	3,164	<i>1,411</i>	3,164	<i>1,411</i>
Prepayments and accrued income	1,877	<i>5,107</i>	1,877	<i>5,107</i>
	207,937	<i>148,422</i>	212,392	<i>233,699</i>

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16. Creditors: Amounts falling due within one year

	Group 2021 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Other loans	10,010	<i>10,010</i>	10,010	<i>10,010</i>
Trade creditors	15,500	<i>43,429</i>	12,351	<i>15,317</i>
Other taxation and social security	69,488	<i>62,976</i>	69,488	<i>62,976</i>
Other creditors	46,278	<i>93,229</i>	46,278	<i>93,229</i>
Accruals and deferred income	6,991	<i>16,131</i>	3,399	<i>13,685</i>
	148,267	<i>225,775</i>	141,526	<i>195,217</i>

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Notes to the Financial Statements
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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

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Notes to the Financial Statements
For the year ended 31 March 2021

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

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Notes to the Financial Statements
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17. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2020 £</i>
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
	<u>1,928,175</u>	<u>-</u>	<u>(39,259)</u>	<u>-</u>	<u>-</u>	<u>1,888,916</u>
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)
	<u>288,465</u>	<u>1,424,355</u>	<u>(1,623,001)</u>	<u>82,128</u>	<u>(138,974)</u>	<u>32,973</u>

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Notes to the Financial Statements
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17. Statement of funds (continued)

Statement of funds - prior year (continued)

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2020 £</i>
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

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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 and the 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.

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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.

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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

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2020 £</i>
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

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19. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Restricted funds 2020 £</i>	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
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	<u>362,704</u>	<u>1,921,889</u>	<u>2,284,593</u>

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

	Group 2021 £	<i>Group 2020 £</i>
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	<u>9,856</u>	<u>(88,716)</u>

21. Analysis of cash and cash equivalents

	Group 2021 £	<i>Group 2020 £</i>
Cash in hand	<u>798,059</u>	<u>788,203</u>

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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)
	<u>778,193</u>	<u>9,856</u>	<u>788,049</u>

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.



Issuer HURST Accountants

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Parties involved with this document

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Fri, 17th Dec 2021 13:42:00 UTC	Margaret Brade - Signer (eea7387fa961cd9add9533ef7b74071e)
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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)

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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)
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Fri, 17th Dec 2021 13:59:45 UTC	Susan Carpentier Alting signed the envelope. (92.5.247.151)
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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)
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