THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION

England & Wales · Charity number 210729

Details

Other names	THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION, INDEPENDENT AGE, INDEPENDENTAGE, RUKBA
Status	Registered
Legal form	Other
Registered	1962-08-11
Register	View on the Charity Commission register

Contact

Address	18 Avonmore Road London W14 8RR
Phone	02076054206
Email	charity@independentage.org
Website	www.independentage.org

Activities

Objects: THE OBJECTS OF THE CHARITY ARE PRIMARILY TO ASSIST AND PROVIDE RELIEF TO OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE. THE CHARITY MAY ALSO ASSIST AND PROVIDE RELIEF TO OTHERS IN NEED BY REASON OF ILL-HEALTH, DISABILITY, SOCIAL OR FINANCIAL HARDSHIP.

Activities: Our mission is to enable older people to lead independent and fulfilling lives. We do this by providing high quality advice & information services, befriending & support services and campaigning work on behalf of older people.

Classification

- **How:** Makes Grants To Individuals, Provides Other Finance, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People

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Geography

- **Area of benefit:** THE BRITISH ISLES
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£8,155,000	£15,280,000	£174,515,000	102
2023-12-31	£7,609,000	£12,570,000	£166,521,000	128
2022-12-31	£7,794,000	£13,387,000	£163,809,000	137
2021-12-31	£7,346,000	£12,469,000	£177,481,000	151
2020-12-31	£8,685,000	£16,562,000	£166,169,000	160

Trustees

Name	Role	Appointed
Amitkumar Nitin Patel		2019-11-11
Guillermo Pablo Donadini		2022-05-10
Helena Rebecca Herklots		2024-08-20
Joan Elliott		2023-01-20
Joshua Greenspan		2024-07-24
Julia Shelley		2024-07-16
Karen Elizabeth Byrne		2019-11-11
Kate Cavelle		2026-01-01
Mary Bernadette O'Hagan		2026-04-13
Peter Mobbs		2026-04-13
Professor Caroline Glendinning		2022-05-05
Richard Anderson		2020-03-12

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Linked charities

- THE F E COBBOLD TRUST FUND (210729-1)
- THE NINA MACNAIR FUND (210729-10)
- THE ELIZA SWAFFIELD ANNUITIES FUND (210729-11)
- THE JAMES WITHAM THOMPSON TRUST FUND (210729-12)
- THE NINA MACNAIR FUND (210729-13)
- THE ELIZA SWAFFIELD ANNUITIES FUND (210729-14)
- THE JAMES WITHAM THOMPSON TRUST FUND (210729-15)
- THE JAMES PORTER RUKBA CHARITY (210729-16)
- FILSTONE FUND (210729-17)
- THE BACKSETTOWN ENDOWED CHARITY (210729-18)
- THE BACKSETTOWN CHARITY (210729-19)
- THE JOHN WALTON FUND (210729-2)
- RUKBA HOLIDAYS FUND (210729-20)
- GEORGINA TOMPKINS LADIES HOME (210729-21)
- CHARITY CALLED ALL SAINTS HOME (210729-3)
- THE ALLEN CHARITY FUND (210729-4)
- THE H F BAILEY ANNUITIES FUND (210729-5)
- THE GEORGE BALLARD PENSION CHARITY (210729-6)
- THE EALING LADIES HOME PENSION FUND (210729-7)
- ALL SAINTS HOME (210729-8)
- THOMAS HAWE (210729-9)

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THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION

England & Wales - Charity number 210729

Accounts

Independent Age

Annual Report and Accounts 2024

Our vision

We can all live a financially secure, happy, connected and purposeful later life.

Independent Age is the national charity focused on improving the lives of people facing financial hardship in later life.

Our Helpline and expert advisers offer free, practical support to older people without enough money to live on. Through our grants programmes, we support not-for-profit local and community organisations working directly with older people across the UK. We use the knowledge and insight gained from our support services and partnerships to highlight the issues experienced by older people in poverty and to campaign for change.

We believe no one should face financial hardship in later life.

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Welcome from Richard Anderson and Joanna Elson

Through our work supporting people facing financial hardship in later life, we often come up against the myth that everyone is living a care-free and financially secure retirement.

Sadly, this is not the case. Around two million older people live in poverty and another million hover precariously on the edge. Living in poverty affects health and wellbeing, and reduces quality of life, so it's vital that we work together to prevent it.

We all hope to grow older with dignity, yet a huge number of people in later life are currently facing unacceptable financial hardship. Our work at Independent Age has never been needed more.

In 2024 our charity made significant strides to tackle poverty in later life, and we had measurable successes across all our areas of work.

Our services team identified more than £5.7 million in social security payments – a combination of one-off and annual payments – available to older people in financial hardship. This is three times that identified last year, and often life-changing amounts to older people who don't have enough money to live on.

Our policy and influencing team amplified the voices of older people through 11 reports and briefings, meeting around 30 MPs since the general election, mobilising 16,000 campaigners to take 54,000 actions, and leading a coalition of organisations to deliver Winter Fuel Payment petitions of more than 500,000 signatures to Downing Street.

We also launched two grants programmes, awarding more than £5.2 million over three years to fund 37 projects run by not-for-profit community and local organisations to support older people facing financial hardship.

In June we held our *Two Million Too Many* conference. The conference heard from older people on a low income about their experience, and hosted discussion between journalists, academics and charity partners about our new *Keys to the future* research report, which looks into the future of renting in later life and how this could predict poverty figures.

In 2024 we also launched our *Two Million Too Many* campaign in the UK Parliament, and were joined there by Independent Age ambassadors, MPs and stakeholders to set out our key recommendations to influencers.

In July we launched our new Advice and Support service, which allows callers to our Helpline with more complex enquiries to be immediately transferred to one of our specialist advisers for expert advice on welfare benefits, care or housing.

Richard Anderson took over as our new Chair of Trustees in September when Baroness Julia Neuberger stepped down after five years. We are hugely grateful to Julia for her service, and delighted that she has now become one of our five valued ambassadors. With more than three decades of advisory experience, and as a former Chair of Bowel Cancer UK, Richard is well positioned to lead the charity through the challenges of the coming years. During 2024 we also thanked and said goodbye to Vivienne Dews and Letizia Perna, whose service as trustees we had much appreciated.

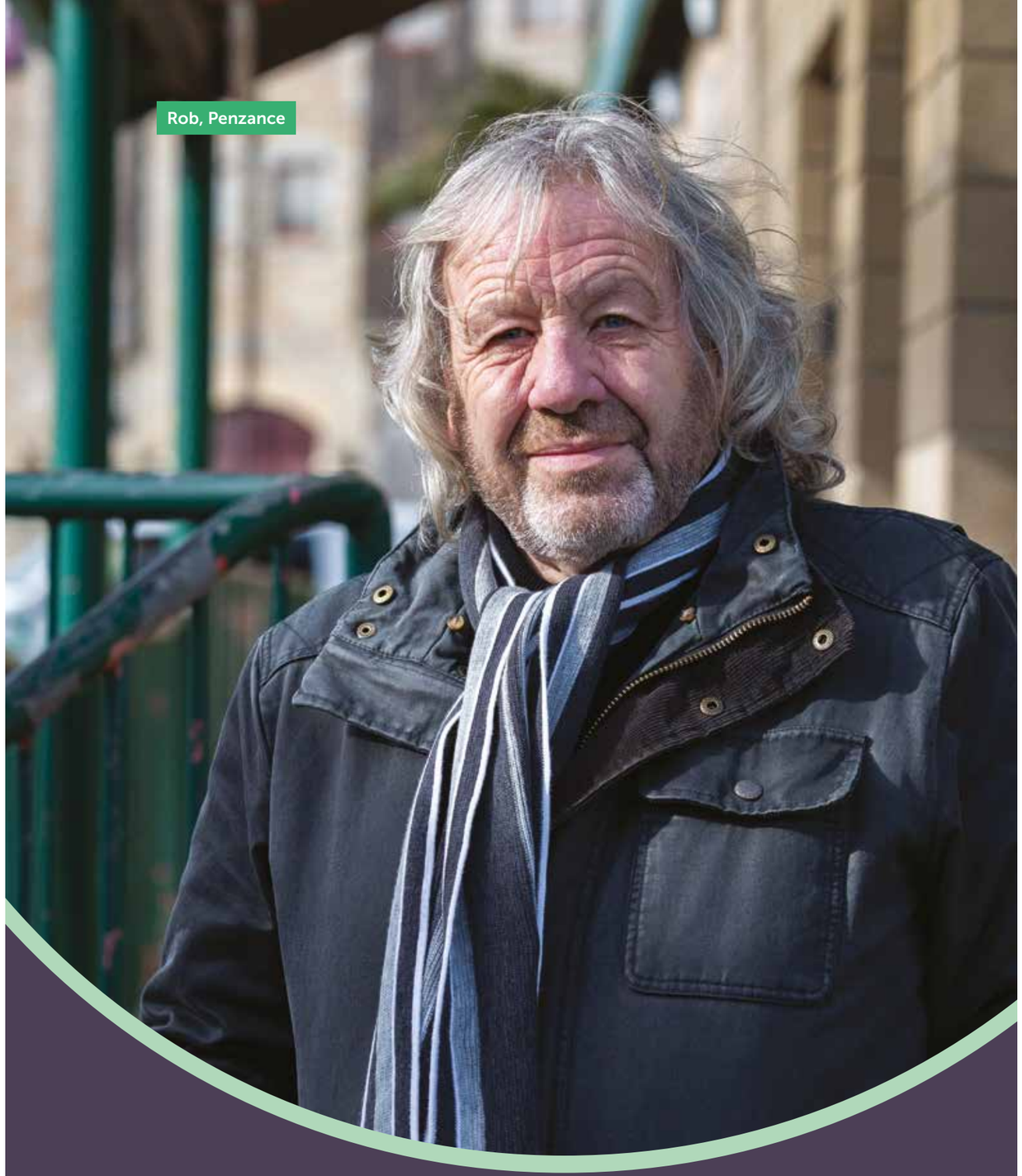
Together, we've achieved so much during 2024. And we couldn't do this work without our supporters and staff. To our campaigners, media volunteers, donors, partners, colleagues, ambassadors and trustees, a heart-felt thank you. We are looking forward to 2025 and the work we can continue to do together to tackle financial hardship in later life. There are many opportunities to work in partnership to make real and lasting change – not just to protect today's older generation, but tomorrow's.

Richard Anderson

Richard Anderson
Chair

Joanna Elson

Joanna Elson, CBE
Chief Executive



Strategic and Trustees' report

Our strategy

Chaplin and Claudius, Croydon

Tackling poverty in later life

In 2022 we repositioned the charity to focus on tackling poverty in later life. The strategy set out how Independent Age would improve the lives of older people living in poverty and facing financial hardship – by increasing their income, reducing their costs, ensuring their homes are safe and affordable, and making sure they have the connections and support they need in their communities.

We set the ambitious goal to improve the lives of one million older people in financial hardship by 2027. We are now two years into this strategy period and, along the way, we have learnt more about how our different delivery strands reach and make a difference to older people in financial hardship. We are also learning more about how to meaningfully measure and report on the difference we make, and to adjust our targets accordingly.

It remains our goal to improve the lives of as many older people in financial hardship as possible, through our direct services, grants, and policy and influencing work. We will report our progress against this goal at the end of the strategy period, and use the learnings to ensure we direct our resources into the most impactful areas of delivery – helping to set the right targets and aims for our next strategy, beginning in 2027.

Vision

We can all live a financially secure, happy, connected and purposeful later life.

Mission

To ensure that as we grow older, we all have the opportunity to live well and with dignity, choice and purpose.

Values

Purpose-driven

Compassionate

Expert

Collaborative

Accountable

Inclusive

Progress in 2024

In 2024 the challenges facing older people in financial hardship continued to deepen. In a year that saw a UK general election and policy changes affecting older people, we have responded across our three delivery strands to provide more support to the increasing number of older people who are facing financial hardship.

- We redesigned our advice service, by developing a live transfer service to specialist advisers. This means we can provide advice and support immediately to those who most need it, and so reach more people who need our help.
- We developed and introduced new grant programmes that provide targeted funding to communities at most risk of financial hardship.
- We made sure the needs of older people in financial hardship, and the policy solutions that could help them, are in the public spotlight. Alongside our specific policy calls and strategic influencing activity, we brought together more than 70 charities to support our Statement of Intent, demonstrating broad consensus that no one should face poverty in later life.

Since the start of the strategy period, the themes of income, costs and home have provided the focus for our work. They guide us on how we can best support older people in financial hardship to overcome the challenges that prevent them from having a decent standard of living in later life. As the strategy has developed, we have reflected that while the theme of community clearly runs through all our work across income, costs and home, it underpins our approach rather than stands alone.

Strategic objectives

To effectively deliver our strategy, we plan our work against our strategic objectives. Our mission-focused objectives set out how we will improve the lives of older people in poverty and financial hardship through the themes of income, costs and home. Our objectives are:

1. Independent Age reaches and supports older people most at risk of financial hardship in later life to increase their income, reduce their costs and improve their housing situation.
2. Our activity will catalyse change to policy and practice that will improve the lives of older people facing financial hardship by increasing their income, reducing their costs, and improving the security and affordability of their housing.

To achieve these objectives, we need to ensure that we are efficient, have a proportionate infrastructure and are known and trusted by our key stakeholders. We must have the systems and data to effectively demonstrate our impact. We must also grow and diversify our income for long-term sustainability.

> Since I spoke to Independent Age and got help from them, I have been able to get Attendance Allowance awarded for both myself and my wife. We are now able to afford to do the things we couldn't do before.
>
> **Anonymous Helpline user**

Poverty in later life

Every day we hear from older people who don't have enough money for a decent standard of living.

This is a growing problem – research we commissioned in 2024 showed that the number of older people in poverty could go from around two million now to four million by 2040, without policy interventions that make a difference. This projection must not become a reality. As the number of people facing financial hardship in later life grows, we need action to prevent and alleviate it.

1.9 million

people (16%) over State Pension age were living in poverty in the UK in 2022/23, up from 1.6 million in 2012. One million more people were living on a low income.

Who is at greater risk?

Older people living on a low income are a diverse group, facing different challenges. Research we commissioned identified six groups at greater risk of financial hardship in later life.

Women

Older women are more likely than older men to experience poverty in the UK. There are multiple reasons for this, but it is largely down to structural inequalities women have faced throughout their lives, including employment, pay, pensions, maternity and housing discrimination. Some 23% of women aged 85+ are in poverty.

Racially minoritised groups

Older people from racially minoritised groups are at a higher risk of experiencing poverty. There are well-known structural reasons that contribute to this, with many people facing disadvantage and discrimination earlier in life around earnings and private pension savings. Some 25% of Asian people and 26% of Black people over State Pension age are living in poverty – compared to only 16% of white people over State Pension age.

Single people

Compared to couples, single people are likely to be living on a lower income in later life while still facing relatively high costs. Some 22% of single pensioners are in poverty compared to 13% of pensioners living in couples.

Private renters

Older renters, both social and private, are among those most likely to be in poverty in later life. Some 34% of pensioners who are socially renting and 35% of private renters were in poverty in 2022/23 – compared to only 12% of homeowners.

Carers

Despite incurring extra costs to support the person they are caring for, too many carers miss out on the financial support they should receive. Some 20% of carers over 65 are in poverty compared to 13% of non-carers.

People living with long-term conditions or disabilities

Living with a long-term condition or disability comes with extra costs for individuals – for example, the need to purchase specialist equipment. Poverty rates in older age are higher, with 22% of people over State Pension age with a disability being in poverty compared to 17% of those who are not disabled.

Stephen, Wiltshire

Key challenges

Older people facing financial hardship experience many challenges. Living on a low income and facing unaffordable costs restricts their access to the essentials, including being able to afford suitable housing.

Living on a low income

Many of the older people Independent Age advisers hear from tell us they don't have enough money to live on. Their low, often fixed, income makes them feel constantly anxious about what the future holds. In many instances, they haven't been made aware of money they might be entitled to through the social security system.

One million older people are living in material deprivation – which means they do not have enough income to afford one filling meal a day, to live in a damp-free home or to pay their bills regularly. This has increased from **800,000** people since 2012.

13% (**1 in 8**) people over State Pension age have no income other than the State Pension and state entitlements. This rises to **20%** (**1 in 5**) among single pensioners.

Only 65% of pensioners eligible for Pension Credit receive it. This means **35%** of those eligible do not – up to **970,000** people.

Facing unaffordable costs

Whether it's electricity, gas, food, water, phone, broadband or Council Tax, rising bills and increased costs are squeezing older people on low incomes from every angle. The thought of not being able to cover these costs fills many with dread, and most of the people Independent Age speak to are making severe cutbacks.

1.9 million older households in the UK were living in fuel poverty in 2024 – that's around **1 in 6** (**16%**).

Between January 2024 and July 2024:

- **52%** of older people on a low income struggled to pay for food and drink
- half of this group struggled to keep up with their electricity (**51%**) and gas (**49%**) bills
- **55%** were cutting back on heating
- **49%** were cutting back on social activities like meeting friends.

Experiencing high rents and poor-quality homes

The hidden reality is that not everyone in later life owns their own home mortgage-free, and the number of older renters is on the rise. The State Pension does not adequately support people with private rents to pay, and Housing Benefit often doesn't fill the gap. Being able to afford their rent, and any unexpected costs on top, constantly plays on the minds of the people facing financial hardship in later life we speak to.

The number of older people privately renting is increasing. In 2011, **252,553** older households were privately renting in England, and this went up to **331,467** by 2021 – an increase of 31%.

More than a quarter of older renters in England live in a non-decent home – higher than for other age groups.

Paula's story

When Paula, 75, from Bridgend heard about the Winter Fuel Payment cut in July 2024, she faced the drastic choice between eating or heating. But a call to the Independent Age Helpline made all the difference.

"I'm one of the millions of 'threshold' people who will be enormously affected by the UK Government's decision to cut the Winter Fuel Payment to pensioners not receiving Pension Credit. I'm more than worried about this announcement – I'm very, very stressed about it. I'm losing sleep over it.

"I pay £700 a month on rent. As a pensioner, that's half my income gone – and, for the rest, I have to budget very, very carefully. That £200 was vital for me to get through the winter. Without it, I will have to choose: eat or heat. I won't be able to do both – there's just no way. I have to eat to stay alive, so I'll have to keep the heating off and wear layers and layers of clothes. But I might get hypothermia this winter and die. It's a pretty grim situation to be in.

"I was brought up to work hard all my life and to make provision for my retirement. I've never not worked. I'm a qualified home economist and I've also worked for the Civil Service and NHS and in local government. I've always made sure that I had jobs that paid an occupational pension. Every time I changed jobs, I transferred the pension with me.

"I first retired in 2007, then went back to work three more times. I finally retired in November 2023 and, still, I can't afford to live well or get any help. I applied for Pension Credit and I was told, 'You don't qualify, sorry'.

"I'm already preparing for the winter ahead with thermal clothes to layer on so I can keep warm. I will have to stay in one room – the living room – and I will have to sleep on my sofa. I will keep my cooking to a minimum and just use the microwave. I will also have to shower less and I definitely won't be able to put my central heating on! This is the reality of my retirement.

"The price of food has gone up so much, it's simply unbelievable. I've been forced to make use of foodbanks and the mobile community pantry.

"In the private renting sector, prices just keep going up and up. I know that my rent could increase at any moment, and I have no security. I could be evicted at any time.

"I have chronic kidney disease so I can't walk very far, and my house is on a steep gradient. So, all I have to look forward to is a freezing winter, with no social activities and just enough food to keep me alive. What kind of a life is that? That's not living. It's barely existing."

A life-changing phone call

"When I called Independent Age's Helpline, I was very upset. I'd just heard the government announcement about cutting the Winter Fuel Payment, so I phoned them for advice as I didn't know how I was going to face the winter ahead.

"I got through to one of the agents... she thought I might be eligible for Attendance Allowance and offered me an appointment so that we could fill in the claim form. I'd never even heard of Attendance Allowance and doubted whether I'd get it.

"It took a full two hours to get through the form together – it's so long and detailed. I didn't think I'd need help filling in a form but there's a certain way you need to answer the questions.

"Then, one day, I checked my bank balance and couldn't believe what I saw! Not only did Independent Age help me to get the highest possible rate of Attendance Allowance, getting this benefit opened the gateway to other benefits too. I now get increased Housing Benefit as well as Council Tax Reduction. I was paying £109 in Council Tax, but now I only pay £22.

"Being awarded Attendance Allowance has changed my life. Before, I was struggling to keep my head above water and had to watch every single penny I spent. I'm in a much better place now. I can't thank Independent Age enough for all their help!"

"Being awarded Attendance Allowance has changed my life.

Our work

Tackling poverty in later life conference, June 2024

At Independent Age, our vision is that we can all live a financially secure, happy, connected and purposeful later life.

We deliver across three strands: **services**, **grants**, and **policy and influencing**. Our delivery strands work together to improve the lives of older people in financial hardship, by ensuring they:

have sufficient **income** and receive the financial support they're entitled to

are protected from unfair or avoidable **costs**

live in safe, secure and suitable **housing**.

Services

Our services provide free, confidential advice over the telephone, by email and on webchat, and information resources for older people in financial hardship, their families and carers.

Grants

Our grants provide funding directly to not-for-profit community and local organisations that are well placed to work with different groups and communities of older people in financial hardship.

Policy and influencing

Our policy and influencing activity identifies systems that are letting down older people in financial hardship and engages with decision makers to convince them to take action to improve them.

Adding value through collaboration

Each of our delivery strands has a distinct role to play in delivering our strategy. They also work together: we share insights, knowledge and expertise across all three to improve the lives of older people in financial hardship.

Using insights to inform our policy and influencing activity

Our services team speak with, and directly support, older people living in financial hardship every day. They hear about their challenges, the issues that matter to them, and what is preventing them from having enough money to live a fulfilled life. As well as providing advice and support to these older people to help improve their situation, the insights inform our research and strengthen our case when speaking with policy makers on the issues facing older people living in financial hardship – helping us advocate and influence change.

The not-for-profit local and community organisations we fund through our grants programmes work predominantly face to face with older people, with a focus on the groups our research indicated are most likely to be at risk of financial hardship. Insights from recipients of our grants inform our research and policy development, and, this year, grantees supported us by sharing evidence on public panels, including at the Scottish Labour Party conference and the Liberal Democrats' conference.

Our specialist advisers, along with organisations that have received our grants, contributed to our policy project on the complexities of the social security system, helping us to identify appropriate policy solutions. Our specialist advisers also trained parliamentary staff to ensure they understand the challenges facing older people in financial hardship and how they can signpost to our support.

Designing evidence-led grants programmes

Research and evidence gathered from our policy work supports the development and design of our grants. For instance, we are currently using evidence and best practice to develop an appropriate grants programme to support older people in need of housing advice. Our staff work together across teams to deliver training to our grantee organisations, ensuring our expertise is shared to support local advice solutions.

Developing partnerships to increase our reach

Our services and grants teams work with partners to generate referrals to the advice service, to increase our reach and to improve the access to advice for older people living in financial hardship.

Our impact in numbers

In 2024 we made significant strides to tackle poverty in later life, and we had measurable successes across all our areas of work.

Through our direct service delivery and grant-making, we support older people facing financial hardship to increase their income, reduce their costs and improve their housing situation. Through our policy and influencing work, we catalyse policy and practice change to improve the lives of older people in financial hardship across those same themes of income, costs and housing.

As we evolve our data collection and impact measurement processes, we are learning ever more about the difference we are making, and will continue to develop our reporting to evidence this impact.

Services

Aim
Provide information and advice to older people facing financial hardship to increase their income, reduce their costs, ensure they have suitable housing, and help them to be more connected and supported in their communities.

We had **27,107** interactions on our Helpline.

We distributed **275,006** information guides and factsheets.

We provided **1,712** advice appointments.

Our information resources were downloaded **38,552** times.

Aim
Identify unclaimed welfare benefits that older people facing financial hardship are entitled to, to help increase their income.

Aim
Deliver training to people who work with older people in financial hardship, so they can identify potential benefits and entitlements, and signpost to the relevant places.

We identified more than **£5.7 million** in unclaimed benefits that **1,067** older people in financial hardship are entitled to claim over the next year – in a combination of one-off and annual payments.

We delivered **125** training sessions to **2,327** people who are in regular contact with older people in financial hardship.

Grants

Boosting Advice Fund
This fund will help increase the local reach and provision of advice and support available for older people in financial hardship.

We awarded **£3.1 million** in 2024 in grants to **19** organisations to support older people in financial hardship.

Older People's Fund
This fund directs funding to organisations supporting priority groups who are more likely to be in financial hardship.

We awarded **£2.1 million** in 2024 in grants to **18** organisations to support older women from minoritised ethnic communities in financial hardship.

Cost-of-living Fund
This fund increased the amount of money in the pockets of older people, maximising income by providing support to claim benefits or to reduce expenditure.

We awarded **£0.9 million** in 2023 to **27** organisations. Grantees who have completed their projects supported approximately **12,000** older people living in financial hardship in 2024.

The cost of living grants, awarded in 2023, helped **4,606** older people to access more than **£11.0 million** in entitlements and identified at least another **£3.0 million** in unclaimed benefits in 2024.

Policy and influencing

Aim
Independent Age secures the support of key decision makers and influencers for our calls to change policy.

We secured the support of key decision makers and persuaders for our policy calls **41** times.

Aim
The challenges experienced by older people facing financial insecurity are amplified on public platforms and by key organisations and figures.

Our research and policy calls were amplified on public platforms resulting in positive endorsements **50** times in the year.

Aim
A growing number of people complete Independent Age campaign actions that target and influence decision makers.

We generated **54,172** campaign actions.

Comparisons with prior year: In 2024 we changed how we record and report data. For example, the introduction of our new duty service led to changes in how we record case work on our customer relationship management (CRM) system. While the metrics we are reporting on remain much the same, we have made minor revisions to some of the figures reported in our 2023 Annual Report and Accounts, and those amended comparatives are shown here alongside the 2024 figures. We have also identified ways to improve our data-recording, which we will address in 2025 to make sure we report consistently.

For comparison, in 2023:* we had 21,993 interactions on our Helpline. We provided 2,012 advice appointments. We distributed 274,237 copies of our guides and factsheets. Our guides and factsheets were downloaded 34,051 times. We identified £1.6 million in unclaimed benefits. We identified unclaimed benefits for 313 older people. We delivered 30 training sessions to 558 people who support older people in financial hardship. We awarded £1.5 million in grants to 36 organisations. We gained an extra 12 supporters/key decision makers for our calls to change policy. We did not start to measure the number of positive endorsements until 2024. We supported 22,467 campaign actions.

*As amended.

Services

Our services in numbers

- We had **27,107** interactions on our Helpline.
- We delivered **1,712** advice appointments.
- We distributed **275,006** information guides and factsheets.
- Our information resources were downloaded **38,552** times.
- We identified more than **£5.7 million** in additional benefits that **1,067** older people in financial hardship are entitled to claim over the next year – in a combination of one-off and annual payments.
- We delivered **125** training sessions to **2,327** people who are in regular contact with older people in financial hardship.

Our services work provides information, advice and support to older people to support them to increase their income, reduce their costs, and help them live in suitable housing with the care and support they need.

We publish a range of quality-assured guides, factsheets and webpages containing vital information to help older people understand their options and entitlements. Our Helpline runs Monday to Friday, 8.30am to 5.30pm, and is there for people who want help with their enquiry from a friendly adviser.

Our new Advice and Support service enables the Helpline to transfer callers with more complex enquiries to an adviser for expert advice on welfare benefits, care or housing. We can support older people to apply for benefits, challenge a negative decision, and negotiate the complex social care and housing systems.

Progress on our plans in 2024

We will expand our information and advice services, including a service redesign to improve the experience of older people contacting us for help.

In 2024 we transformed our service offer to older people. In July we launched a new Advice and Support service, offering immediate, expert advice to older people facing financial hardship. The new service has increased our capacity, meaning we're able to help more older people, at the time they most need it.

The greatest impact has been in enabling more older people to find out what their entitlement may be to welfare benefits. In 2024 we trebled the number of detailed welfare benefit checks we carry out and identified more than £5.7 million in unclaimed entitlements due over the next year.

The withdrawal of the Winter Fuel Payment for many older people led to an influx of calls from those worried about paying bills – we experienced a spike in call volumes from August to November. Overall, our Helpline answered 23% more calls in 2024 compared to 2023, with almost 3,000 calls answered in October alone.

We will develop our service and information around housing and older people. This includes developing a new guide for older renters in England and upskilling front-facing services in housing law and options.

In 2024 we ramped up our ability to support older people with housing problems. We launched a new guide for older renters in England to make sure people understand their rights as tenants and what to do if things go wrong.

The charity Shelter trained our advisers, who are now able to offer housing advice, including on homelessness, threatened eviction and disrepair. We supported people to make their case for emergency housing to the local authority and, where possible, worked with people to prevent homelessness and provided guidance to tenants about maintaining their tenancies.

Social care continues to be a major concern for older people. We helped people to understand their options for finding and paying for care and talked them through the complexities of the social care system, including hospital discharge. We supported older people and their families to challenge care charges and to make sure all their care needs were properly assessed.

We will develop our external training and consultancy service, working with strategic partners to build capacity in the voluntary and community sector, as well as the statutory and, potentially, the commercial sectors to support older people maximise income and reduce costs. This includes developing an e-learning offer.

We know that many older people are not comfortable calling a national helpline. It takes a lot for someone to ask for help. That's why we decided to offer free training to community organisations' staff and volunteers, so that people who are in regular contact with older people in their community know more about the financial entitlements those people could be missing out on.

In 2024 we delivered more than 120 training sessions to more than 2,300 staff in community-based organisations, focusing on how to identify entitlement to Pension Credit, Attendance Allowance, Carers Allowance and Council Tax Reduction. We had positive feedback from participants, with many saying it has given them the confidence to talk about money and benefits with the older people they support.

We are also developing training to support commercial organisations such as banks to better serve their more vulnerable customers, specifically older people in financial hardship. This will be a paid training offer intended to generate income for the charity as well as supporting organisations to provide a better service.

We have put our plans for e-learning on hold while we work to understand more about how and when statutory and commercial organisations train their staff.

Newara, Leeds

Grants

Our grants in numbers

- **Boosting Advice Fund** – In 2024 we awarded **£3.1 million** in grants to **19** organisations to support older people in financial hardship with specialist advice – projected to reach 32,000 older people over three years.
- **Older People's Fund** – In 2024 we awarded **£2.1 million** in grants to **18** organisations to support older women from minoritised ethnic communities in financial hardship. Their work is projected to reach 13,000 older people over three years.
- **Cost-of-living Fund** – In 2023 we awarded **£0.9 million** to **27** organisations to support older people in financial hardship in community settings. The grantees who have completed their projects so far* supported more than **12,000** older people living in financial hardship in 2024, across the themes of income, costs, housing and community support. These grantees helped **4,606** older people to access more than **£11.0 million** in entitlements and identified at least a further **£3.0 million** in unclaimed benefits.

Our grants provide funding to not-for-profit community and local organisations that are well placed to work with different groups and communities of older people in financial hardship.

Funding provides essential resources and capacity to these organisations so they can increase their reach and deliver tailored services for older people's needs – such as more face-to-face services at a local level – complementing our direct service delivery.

We also offer a suite of additional support for our grant partners, such as regular training opportunities, which help them to keep developing their specialist income, costs and housing support for the older people they work with.

*The remaining projects are completing in spring 2025.

Progress on our plans in 2024

We will plan and deliver up to three grant programmes in 2024 and manage existing programmes, in line with our grants strategy. We will make sure that impact and evaluation are embedded, and that learning is reviewed and used to shape future development.

In 2024, £5.2 million was awarded to 37 organisations in two new grants programmes: the Boosting Advice Fund and the Older People's Fund.

The Boosting Advice Fund focuses on specific geographic areas, funding organisations to deliver essential advice to increase older people's income and reduce their household costs. This initiative addresses the financial challenges faced by older individuals, ensuring they have access to necessary resources and support.

The Older People's Fund provides funding to organisations working with groups more likely to experience financial hardship. The first programme focuses on women from racially minoritised groups. By directing resources to organisations working with and for specific populations, the fund aims to address financial hardship through income, costs and housing, and to promote economic equity.

To explore the effectiveness and sustainability of these initiatives, we have developed new logic models and impact frameworks. These tools measure and evaluate the outcomes of our programmes. Learning from previous years' programmes has been incorporated into the new grants, which are now designed to be longer term and of higher value. This approach emphasises relationship development and continuous learning, to ensure programmes remain relevant and effective over time.

We will establish robust grant-making systems and processes and embed standard operating procedures to strengthen our foundations for future grants programmes.

We also made significant improvements to our grants-management systems. We have implemented a new form service, making it easier for applicants to submit their proposals and for the grants team to review and manage them. The supporting grants systems have undergone a comprehensive overhaul, including stronger grants governance, to ensure transparency and accountability in how we distribute funds.

We will engage and support key strategic partnerships so we can deliver on our grants strategy, reach key audiences and scope new funded partnerships for the future.

Developing the grants programmes in 2024 was a collaborative effort, having consulted with partners and sector experts throughout the process. Their input has been invaluable in shaping our programmes so they meet the needs of the target populations and achieve the desired outcomes. Additionally, we are developing a comprehensive training and engagement offer in collaboration with grant partners, with our full offer set to launch in 2025. This initiative aims to increase the capacity of grant partners, by building on their skills and knowledge to support even more older people in financial hardship with specialist advice.

Overall, our grants programmes for 2024 represented a significant investment in addressing financial hardship and promoting financial stability among older people, particularly those more likely to be in financial hardship in later life.

Campaigning for a Commissioner for Older People and Ageing

Policy and influencing

Our policy and influencing in numbers

- We secured the support of key decision makers and persuaders for our policy calls **41** times.
- Our research and policy calls were amplified on public platforms resulting in positive endorsements **50** times in the year.
- We generated **54,172** campaign actions.

Our policy and influencing activity identifies systems that are letting down older people in financial hardship and engages with, and convinces, decision makers to improve them.

We share our research and policy solutions, draw attention to the complexities of the broken systems older people in poverty need to engage with, and influence decision makers to act so that everyone can have a later life free of financial hardship. We engage with politicians across Westminster and Holyrood, and support our campaigners to act.

Progress on our plans in 2024

We will conduct focused and innovative research, analysis and policy development across the nations, spotlighting the stories of older people facing financial hardship, exposing the unacceptable lack of security and dignity they face, and developing the systematic solutions they need.

Effective policy and influencing is grounded in lived experience and strong evidence. During 2024 we conducted research with older people on a low income. We learned more about the situation for older private renters in non-decent homes, the complexity of the social security system, whether the state provides a robust financial safety net, the impact of high energy and water bills and, crucially, what could help.

We conducted the majority of our research and analysis in-house, and strategically partnered with academics and think tanks on more significant modelling projects.

We will deliver intelligence-led and targeted influencing strategies across the nations – using evidence and our expert knowledge of the policy landscape – to increase the profile of financial hardship in later life and secure opportunities to improve policy and practice.

Throughout 2024, we ensured the policy changes needed by older people in poverty were in the spotlight. We connected with decision makers, including ministers in both the UK and Scottish Governments, members of the UK and Scottish Parliaments, civil servants, local authorities and regulators. We brought together more than 70 charities from across the UK to support our Statement of Intent, demonstrating broad consensus that no one should face poverty in later life. We also secured significant media coverage, coordinated joint letters and submitted powerful consultation responses.

In the spring we launched our *Two Million Too Many* campaign, with clear actions that political parties could commit to in advance of the UK general election. Many of our calls were included in political party manifestos. After the election, numerous MPs met with us to learn more about our organisation and the issues faced by older people in poverty, and hundreds of MP advisers attended our training to help them better support older people living on a low income.

We raised the voices of older renters to inform the Renters Rights Bill (England) and the Housing Bill (Scotland). We challenged the UK Government on their decision to restrict the Winter Fuel Payment, including meeting with politicians across the nations and delivering a joint petition of more than 500,000 signatures to Downing Street. We lobbied the water regulator and water companies around the price review, shone a spotlight on the impact of high energy bills and drew attention to the inaccessibility of the social security system. We also continued to make the case publicly to introduce an Older People's Commissioner for England and Scotland.

There was positive progress in 2024. Proposed rental reform in England will ban no-fault evictions and give people longer to move house if they are evicted. The UK Government introduced selective licensing, which could improve the situation for many older private renters. We have influenced on all these policy calls.

The Scottish Government committed to reintroducing a universal element of the Winter Fuel Payment in 2025. Analysis found that 270,000 older households in fuel poverty in Scotland were set to lose the Winter Fuel Payment; this group will now get at least the £100 universal payment. The Scottish Government also provided an additional £20 million for the Scottish Welfare Fund and £20 million for the Warmer Homes Scotland scheme. They also committed to uprating all devolved social security payments. The UK Government invested in Pension Credit awareness-raising activity and claims have risen.

Ofgem, the energy regulator, announced a consultation on proposals to require energy companies to provide tariff options with low or no standing charges – something we have called for – alongside a consultation on a debt relief scheme – a call we have supported in coalition.

We will amplify the voices of people who care about older people facing financial hardship through creative and strategic influencing campaigns, growing and mobilising our campaign network to take action, and turning up the volume on our policy recommendations.

Our campaign network increased by 10,000 people in 2024. Members of the network took more than 54,000 actions to support our calls. Actions included sending letters to politicians in Westminster and Holyrood, sharing their experiences through surveys, telling their stories to parliamentarians and the media, supporting petitions and taking part in creative activities.

How we operate

To achieve our objectives, we need to ensure that we are efficient, have a proportionate infrastructure and are known and trusted by our key stakeholders.

We must also have the systems and data to effectively demonstrate our impact, enabling us focus our resources on the things that deliver most impact, and to grow and diversify our income for long-term sustainability.

We will understand what we need to measure to report back on our goals and strategic objectives. We will integrate learning and review across all our activities to ensure we focus on areas that are having the most impact and cease activities not meeting our objectives.

In April 2024 we engaged an impact and evaluation specialist to develop our impact measurement and reporting practices. A key component of this work has been to determine effective and meaningful metrics that measure progress against our goals and strategic objectives. In addition to supporting internal decision-making, these metrics are helping us to re-engineer how we report our impact. This work, which will continue through 2025, has also contributed to developing a more effective learning culture within the organisation.

We will grow and develop our leadership and management capabilities to create an environment where people can thrive and deliver the strategy.

Our Leadership Team, of senior management and department heads, are responsible for delivering our mission and ensuring we are deploying our resources effectively. During the year we developed the team's ways of working to maximise collaboration, efficiency and effectiveness.

We provided development opportunities to our leaders and managers on a range of topics, including recruitment, interviewing without bias, effective inductions, policies and processes, performance management and offboarding. We delivered change management training to support managers in our services team as they transitioned to a new service delivery model. We also offered courses managers could attend on equity, diversity and inclusion (EDI), project management and communication.

We will continue to embed our values and behaviours to ensure they are consistently demonstrated and applied in all we do.

We have six core values: to be purpose-driven, compassionate, expert, collaborative, accountable and inclusive. Each one drives a set of behaviours that we incorporate in our work and in the internal and external relationships we build.

This year we continued to embed our values into our employee annual review and planning processes. We promoted our values through our internal communications and used them to guide activities, including away days, our conference, employee events, policies and procedures, and learning and development.

We will ensure that equity, diversity and inclusion is central to all we do.

In 2024 we developed a new EDI plan. It sets out how, over the next three years, we will ensure our services are accessible and inclusive for all, how we will work with those older people at greatest risk of financial hardship, how we will strive for diverse representation across our charity, and how we will ensure EDI is at the core of everything we do.

We started to collect EDI data from a sample of our service users to understand more about who is accessing our services. We encountered challenges in collecting this data; following a review, in 2025 we are evolving our EDI data collection to streamline the data collection process, increase the accuracy of the data, and align our data collection with the groups we identified as being at more risk of financial hardship.

In 2024 we also developed and rolled out a new equality impact assessment process, developed new policies that align with our EDI priorities, and delivered more EDI training for staff and trustees to broaden their knowledge.

Future plans

In 2025 we will continue to build on the strong foundations we have established, so that our work continues to improve the lives of older people facing financial hardship by increasing their income, reducing their costs and making sure they have secure and affordable housing.

How we will support older people in financial hardship

Services

- We will grow the access to our Advice and Support service, through referral partnerships and direct marketing.
- We will develop and scale our external training offer to the voluntary and community sector, and to statutory and corporate audiences.
- We will improve the accessibility of our information, by producing animations, videos and translated materials.

Grants

- We will deliver two grants programmes, committing a budget of £3 million in 2025.
- We will deliver training to our grantees to build their knowledge and skills to support older people in financial hardship.
- We will create opportunities for grantees to engage with and learn from each other to support improved services.

Policy and influencing

- We use the insights from our research and analysis to inform our work, and develop tangible policy recommendations.
- We will deliver intelligence-led and targeted influencing strategies to increase the profile of poverty in later life and to secure opportunities to improve policy and practice.
- We will mobilise people to support our policy calls through creative and strategic activity that turns up the volume on our recommendations.
- We will secure impactful public-facing activity, including media coverage, which raises the profile of Independent Age's services, grants, fundraising and influencing objectives.

Organisation-wide plans

Defining impact
We will continue to develop our impact and evaluation work and embed an effective learning culture, including determining effective and meaningful measurements and KPIs, and clearly setting out the 'value add' of our three delivery strands working together.

Building partnerships
We will build, maintain and grow our partnerships with other organisations to increase our reach with older people in financial hardship, and influence change with policymakers. We expect to lead some coalitions and be seen as the leading charity for older age poverty.

Involving people with lived experience
We will continue to listen to older people in poverty through lived-experience panels and focus and research groups, and will amplify their voices with personal stories featured in our reports, evidence submissions, briefings and media coverage. This will ensure our activity is authentic and doesn't add to the stigma associated with poverty. In 2025 we are working towards ensuring our decision-making at all levels is informed by an understanding of financial hardship in later life.

Improving our approach to inclusion
We will continue to be an inclusive employer, embracing diversity and supporting all colleagues to increase their awareness and understanding of EDI.

Building a diversified fundraising model
Through our fundraising plans we will work hard to grow our individual giving, major donors and grants and donations income, to both diversify our fundraised income and reduce reliance on our investments to fund our work.

Governance structure and management

Under the guidance of our trustees, we continue to review and improve our governance in line with the Charity Governance Code.

We undertook an external review of Board effectiveness at the end of 2023, which concluded that our governance is broadly good. We implemented the recommendations from the review, including a revised committee structure, shorter more strategic board papers and improvements to trustee inductions, during 2024.

At the end of 2024 we started a smaller internal board effectiveness review, and we are implementing the recommendations from that, and any changes required as a result of the updated Charity Governance Code, during 2025.

Our charitable purpose

Our charitable purpose is set out in the Royal Charter 1911 (otherwise known as our charitable objects). It is to assist and provide relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage. The charity may also assist and provide relief to others in need by reason of ill health, disability, or social or financial hardship.

> I don't have savings, with what I'm paying out. I'm living month to month.
>
> **Anonymous Helpline user**

Legal structure

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA) – registered as a charity by the Charity Commission for England and Wales (210729).

The charity was established in 1863 and is incorporated by Royal Charter, setting out our objects, powers and byelaws. The latest Supplementary Royal Charter came into force in August 2014. In February 2017 the charity was registered with the Office of the Scottish Charity Regulator (SC047184).

The financial regulations and procedures adopted by the charity must comply with the relevant stipulations of the Royal Charter. These cover matters such as:

- limitation on private benefits for trustees, such as paid employment with the charity
- terms of office
- arrangements for the appointment of external auditors.

Independent Age is the sole legal member of Counsel and Care for the Elderly, a charitable company limited by guarantee registered in England and Wales (charity number 203429, company number 00645708). The results of Counsel and Care for the Elderly are consolidated into these accounts. A summary of Counsel and Care for the Elderly's results is shown in Note 21 to the Financial Statements on page 67.

Independent Age is the corporate trustee of Universal Beneficent Society (UBS), registered charity number 220978, which was merged with Independent Age in 2011; the merger was included on the registers of mergers in 2024. The charity is also responsible for several other linked charities, namely the F E Cobbold Trust Fund, Backsettown Endowed Charity and the Wharton & Wittrick Fund.

The charity has a wholly owned trading subsidiary, Independent Age Enterprises Limited (IAE Ltd) (company number 04735201). The company is used to transact non-charitable activities. The results of IAE Ltd are consolidated into those of the charity.

Our trustees

The Independent Age Board of Trustees is responsible for overseeing our performance and providing strategic direction.

Richard Anderson (Chair from September 2024)
Lucy Blythe – to 12 March 2025
Karen Byrne
Charles Counsell – from 29 April to 7 May 2025*
Vivienne Dews – to 11 June 2024
Guillermo Donadini
Jannine Edgar – to 27 March 2025
Joan Elliott – Treasurer
Prof Caroline Glendinning
Joshua Greenspan – from 24 July 2024
Heléna Herklotts – from 20 August 2024
Baroness Julia Neuberger, DBE (Chair) – to September 2024
Amit Patel
Letizia Perna – to September 2024 (on sabbatical from January to July 2024)
Julia Shelley – from 16 July 2024

At 31 December 2024 the Board had 11 trustees. The Board met formally five times and informally once in 2024.

Richard Anderson was appointed the charity's Chair at the AGM in September 2024. We are extremely grateful to our previous chair Baroness Julia Neuberger for everything she has done for Independent Age over many years; Julia stepped down from the Board at the AGM but continues to support us, now serving as one of our Ambassadors.

The Board recruits trustees through an open recruitment and selection process. Charter Members elect all trustees, except the chair and treasurer, who are elected by the Board of Trustees at the AGM. Trustees are generally co-opted to the Board before being formally elected at the AGM. The Board may appoint new Charter Members at its discretion.

*became aware of a conflict of interest subsequent to appointment

Trustees are required to abide by our code of conduct, including the declaration of other interests and fit and proper person assurance. All trustees receive an induction pack and training, so they are aware of key policies and procedures. In line with the recommendations from our external Board review, we formalised our induction processes in 2024, bringing more structure to meetings with senior management, and introducing a checklist to ensure all key matters are covered.

On appointment Trustees are provided with the charity's policies and are asked to sign a code of conduct and trustee agreement.

Committees

The Board reviews the terms of reference of its committees and subcommittees annually. At the date of this report there were four committees and one subcommittee which have delegated authority and report to the Board. All the committees and subcommittees meet at least quarterly. Following the recommendations from the Board effectiveness review, a number of changes were made to the Committees and their membership during the year. The committees as at 31 December 2024 are shown below:

Finance Audit and Risk Committee

The Finance Audit and Risk Committee reviews budgets and plans and makes sure we have effective arrangements in place to safeguard and manage the charity's resources. It also oversees our audit, statutory reporting, defined benefit pension, IT and risk management. It has one subcommittee, the Investment Subcommittee.

Prior to 2024 it was a Finance and Resources Committee, and People matters, now overseen by the Governance Committee, were included in its remit. Our new Chair, Richard Anderson, joined the committee in August 2024 to ensure he has a strong understanding of the charity's finances. He is also a member of the Engagement Committee which oversees fundraising plans, and provided a vital link between the two committees at this crucial time in the implementation of our fundraising plans. To ensure appropriate segregation between chair and audit, from March 2025 he became an observer at Finance Audit and Risk Committee meetings rather than a committee member.

Governance structure and management

Governance Committee
This committee reviews the structure, size and composition of the Board and its committees. It is responsible for succession planning of trustees and makes recommendations to the Board for the appointment of new trustees and the chief executive. It oversaw the external Board effectiveness review in 2023 and the implementation of its recommendations in 2024, and is overseeing this year's annual internal review. Oversight of People matters moved to this committee in 2024, and its remit also includes EDI. Prior to 2024 it was a Governance and Nominations Committee.

Engagement Committee
The Engagement Committee is responsible for overseeing the development of Independent Age's awareness-raising, marketing, communications and supporter-engagement activities, and implementation of the charity's plans to grow its fundraising. The requirement to maintain this Committee is being reviewed on an annual basis, however it will continue to operate throughout 2025.

Delivery and Impact Committee
The Delivery and Impact Committee oversees Independent Age's services, grants and policy and influencing activity, alongside its work to better understand and report its outputs, outcomes and impact. It provides insight and expertise in relation to developing Independent Age's service delivery, its grant-making and its policy positions. Prior to 2024, this was a Services and Policy Committee.

Investment Subcommittee
The Investment Subcommittee monitors the performance of the charity's investments and managers and makes recommendations about the investment strategy. It is a Subcommittee of the Finance Audit and Risk Committee.

Management
The Board delegates day-to-day management of the charity to the chief executive and the Senior Leadership Team (SLT). The SLT develops strategies and plans for the Board to scrutinise and approve and provides reporting on performance against targets which the Board monitors.

Remuneration of key management personnel
The trustees consider that the Board of Trustees and the SLT comprise the key management personnel of the charity, in charge of directing, controlling, running and operating the charity on a day-to-day basis. SLT members are remunerated in line with the charity's pay framework, in the same way as other employees. All trustees give their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related-party transactions are disclosed in Note 21 to the Financial Statements on page 67.

Remuneration statement and pay policy
Every role at Independent Age is assigned to a level within our pay framework. The pay for each level is determined using benchmarking data obtained from a salary survey of other charitable and voluntary-sector organisations. We distinguish between pay levels for roles that are London office based and those that are home based. We reviewed and simplified our pay framework in 2024.

We are an accredited Living Wage Foundation employer, and we make sure the salaries for more junior roles are either aligned with or above Living Wage Foundation London and UK rates. We support the Show The Salary campaign, so salaries are openly stated in advertisements. We do not have performance-related pay or a bonus scheme. Annual pay awards are not guaranteed.

Gender pay gap
The gender pay gap is the difference between the average (mean or median) earnings of men and women across a workforce. Although not required to do so, we calculate this using the methodology laid down by government for employers with 250 or more staff. Our gender pay gap has improved markedly since we first started measuring it in 2022. The mean pay gap for 2024 was minus 2.1% (2023: plus 14.5%) and the median pay gap was 4.9% (2023:19%). We note that:

- there were more women occupying senior roles than previously and more men in junior roles than previously
- the distortion resulting from historical pay rates, which predate our pay framework, has reduced significantly over recent years
- in a small organisation the gender pay gap can fluctuate from year to year

As well as through our pay framework, we help promote gender equality through recruitment practices that are inclusive and free from bias, including anonymised shortlisting, and a commitment to openly advertising salaries. We make flexible working the norm, offer paid dependants', pregnancy and baby loss leave and enhanced maternity pay and have menstruation and menopause policies. In 2024 we introduced a fertility and assisted conception policy. We provide unconscious bias and gender equality training to staff.

We aim to calculate our ethnicity pay gap in the future.

Volunteers
We are extremely grateful to all our volunteers for everything they do to support our work.

In 2024 our 378 Readers Panel volunteers reviewed new advice guides and publications, and our 69 Information Champion volunteers helped spread the word about our information and advice services in their local area. Our 27 Lived Experience Advisory Panel volunteers helped shape and support the work of the Policy and Influencing Team. Our Media volunteers shared their experiences to help us raise awareness of financial hardship in later life in the media, and our Campaigners helped us speak to decision makers about the issues that matter to older people. 476 people volunteered with us in other volunteering roles.

In 2024 we launched our Ambassadors programme and we currently have five ambassadors who help us in our work though, for instance, hosting and chairing events, and using their networks and expertise to promote our cause.

Fundraising
2024 was the first year of our 10-year fundraising strategy, which aims to grow our public fundraising, major donors, and grants and donations. Over the ten years of the plan, we aim to increase our fundraised income from around a third of our total income (in 2023), to around two thirds of our income by 2033. This will make us less reliant on income from our investments to fund our work and will enable us to spend down reserves on achieving our mission.

In 2024 we generated £3.2 million (2023: £2.2 million) in fundraised income. Fundraised income was above budget in 2024 primarily because of generous support from Trusts and Foundations, and because of unexpected legacy income notifications.

In 2024, our fundraised income represented 39% of our total income, compared with 28% in 2023 however, given our current low levels of fundraising income, a single substantial grant, such as the very generous donation of £0.93 million committed by the Julia Rausing Trust this year, has a big effect on income ratios.

This year we have been developing our strategy for working with corporate partners and trusts and foundations, with a focus on building long-term partnerships to support our work as well as increase our income. In order to grow our individual giving income over the 10 years of the plan, we have been developing our brand and testing our fundraising proposition. We are continuing to test during 2025, and we have set aside increased budget for further brand awareness and media campaigns; the outcome of these tests will inform the plans for 2026 and beyond.

Governance structure and management

Thank you

We are immensely grateful to everyone who has supported us over the past year.

Thousands supported us through a regular monthly gift, a one-off gift or a gift in their will, including legacy donations of £0.7 million.

- 447 fundraisers took part in 11 events last year, including the Pension Insurance Corporation (PIC) treasure hunt, the London Marathon and a skydive, raising £60,146.
- We enjoyed the support of four corporate partners – 3i (£90,000), UK Power Networks (£25,000), SGN (£24,318) and Rothesay (£5,000) – in 2024. We also continued to enjoy the support provided by a generous grant made by PIC at the end of 2022. Google once again provided advertising support, this year to the value of £337,527. We are grateful to all of the businesses who supported us this year.
- We were supported by 84 trusts and foundations, including Julia Rausing Trust (£930,000); the John Laing Charitable Trust (£282,300), Garfield Weston Foundation (£150,000), and the Samuel William Farmer Trust (£10,000).

Our approach to fundraising

Independent Age is committed to following best practice and complies with fundraising regulations. We subscribe to relevant fundraising regulatory bodies, including the Fundraising Regulator, the Lotteries Council and the Chartered Institute of Fundraising, and are registered with the Information Commissioner's Office. We always respect the privacy of supporters and potential supporters. We adhere to the UK GDPR and Data Protection Act 2018. Our privacy policy is available at independentage.org/our-privacy-policy.

We monitor fundraising results, risk and complaints, keeping senior management and trustees informed of performance. We are in regular consultation with other charities and regulatory bodies.

Fundraising complaints

We received one complaint from individual donors or members of the public in 2024 compared with three complaints in 2023. The complaint received in 2024 was resolved. We make sure we learn from complaints and use them to improve our fundraising practice.

We work with two specialist partner agencies:

Arthur London support the strategic and creative delivery of our individual giving and legacy programmes, focusing on our brand development and marketing support.

Woods Valldata process our donations and are our licensed external lottery manager. They are a member of the Chartered Institute of Fundraising and registered with the Gambling Commission.

Energy and carbon reporting

In 2024, our staff Green Team continued to work on our environmental initiatives. We improved signage on our office recycling and waste bins to make proper disposal easier, started using plastic-free teabags and reduced plastic and paper waste from drinks supplies and paper towels. We also initiated checks to ensure office lights are not left on unnecessarily.

We started measuring our carbon emissions in June 2022 and continue to develop our methodology. Our estimated carbon emissions in 2024 were 28 tonnes of CO_2e from energy (2023: 37 tonnes CO_2e), despite the fact that we included emissions from data storage in the cloud in our calculations for the first time this year. Additionally we had 46 tonnes CO_2e (2023: 72 tonnes CO_2e) of carbon emissions from paper use, excluding printing and delivery; these emissions are primarily generated from our information and advice leaflets, policy reports and marketing materials and have been reducing as more is done digitally.

Priorities in 2025 include upgrading our office lighting to an energy-efficient LED system and introducing food waste bins in our office kitchen; this aligns with a new local council programme to improve disposal of food waste, tea bags, and other compostable material.

Managing risk

We have a risk management process which supports the Board to monitor and manage the charity's risks.

This includes:

- operational risks, managed through risk assessments and operational risk registers
- strategic risks, considered as part of the planning and budgeting process and managed through the strategic risk register
- external risks, reviewed through the strategic planning processes by considering potential scenarios.

The Finance Audit and Risk Committee reviews the full strategic risk register each quarter; the Board reviews a summary each quarter and the full risk strategic register annually.

This year we held a risk workshop for trustees and senior management to support our risk management and improved the reporting of risks not currently managed in line with our risk appetite.

The charity's key strategic risks, which could prevent us from achieving the outcomes we want are:

Risk	Mitigation
Strategy and leadership To be impactful, the charity needs to have a clear strategic focus and objectives.	Independent Age has a strategic framework and manages the risk of failing to direct resources to achieve its strategy through annual planning and budgeting. The current strategy runs to the end of 2026 and during 2024 the charity developed indicative plans for 2026 alongside its formal plans and budgets for 2025. Work to develop the charity's next strategy will start in the summer of 2025.
Impact We are evolving our data collection and impact measurement processes and have further work to do in this area to ensure we fully understand, and can evidence and report, the impact we are making. There is a risk that we are not currently able to incorporate the learning from our work into future plans as much as we would like, including directing our resources to the most impactful areas of our work and developing our service offer. This could also hamper our ability to grow our fundraised income.	During 2024, we have been developing our data collection and impact measurement and reporting, to ensure that we can fully understand and evidence our impact. This work will continue during 2025.
Cybersecurity Due to continuing rapid changes in technology, the charity considers cybersecurity to be an ongoing key risk. A cyber security incident could cause significant harm to stakeholders including beneficiaries, volunteers or staff members. It could result in a loss of organisational data, the inability to access data or to operate more broadly, financial loss and /or reputational damage.	We manage our cybersecurity risk through a combination of technical solutions and staff training, supported by external reviews, and gap analysis between current practice and appropriate frameworks. We carefully consider budget allocations to ensure we have sufficient resources to manage the risk in a proportionate way. We have cyber insurance in place to help us respond to and recover from the financial costs of a cyber event.

Managing risk

Risk	Mitigation
Working with or investing in unethical third parties and reputation Our work and our impact could be damaged by a decision we take, because of a poorly managed serious incident, or through association with third parties who are unethical or who develop a poor public profile.	We manage our reputation through clear decision-making processes, supported by our values and our ethical policies. We have plans in place to respond to major incidents and crises. We are reviewing our approach to responsible investments as part of a wider investment strategy review, in 2025.
Fundraising We are still in the early stages of our ten-year fundraising plan, and the risk that we will not be able to generate income in line with the plan remains considerable. The individual giving plan requires significant expenditure to raise awareness of Independent Age and its cause, and to attract donors.	The risk of spending without appropriate return is mitigated through a test and learn approach, which ensures results are reported and learnings incorporated into future plans. Whilst we have designated substantial funds to growing our fundraising over the next decade, we will continue to spend carefully, and trustee approval is required for significant expenditure at each stage.
Investments Our financial assets need to be invested and managed in a way that allows us to maximise impact now while remaining financially sustainable for the future.	This risk is managed through our reserves policy, and our financial planning and reporting processes. Investment market volatility is managed through our diversified investment strategy and monitoring of investment manager performance. Trustees closely oversee this work through the Investment Subcommittee and the Finance Audit and Risk Committee, which reports to the Board. During 2025 we are reviewing our investment strategy, including the split between our short-term and long-term investment portfolios and any protections we need in place.
External environment The external environment remains volatile, complex and uncertain. Factors such as: geopolitical uncertainty; an increased cost base resulting from the cumulative impact of several years of high inflation; the ongoing effects of the cost-of-living crisis on our beneficiaries, staff, volunteers and donors; and the domestic political and economic agenda, are likely to continue to affect the charity and its work in 2025.	We manage these risks through horizon-scanning, regular meetings of the Board and its committees, and clearly delegated authority to senior management. We can respond quickly to change, taking decisions between Board meetings if needed. Incident response teams are set up as required to react to specific issues.

> Before I spoke to IA, I was panicking, and wondered how I would be able to pay bills.
>
> **Anonymous Helpline user**

Financial review

Results for 2024

The Consolidated Statement of Financial Activities on page 41 sets out the financial results as required by the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102).

The charity's financial strategy is to plan an annual operating deficit which it meets from its reserves or investment gains, whilst growing its fundraised income to reduce its operating deficits over time. The Operating Deficit in 2024 was £7.1 million (2023: £5.0 million). However, investment gains of £15.1 million (2023: £7.6 million), driven by strong stock-market performance in 2024, resulted in an overall surplus (net movement in funds) in 2024 of £8.0 million (2023: £2.7 million).

Income

The charity's income in 2024 was £8.2 million, an increase of £0.5 million from 2023.

Fundraising income

Donations and Legacies increased by £1.1 million this year (49%) to £3.2 million. This was due to an increase of £1.2 million in grants income, primarily from Trusts and Foundations, to fund our grants programme and advice and support service in 2024 and future years. Legacy income increased by £0.1 million whilst donations fell by £0.3 million.

Fundraising income	2024 £'000	2023 £'000
Donations	1,023	1,289
Grants	1,534	321
Legacies	658	553
Sub total – Donations and legacies	**3,215**	**2,163**
Lotteries (Other Trading activities)	147	135
Other income	1	-
Sub total – Fundraising income	**3,363**	**2,298**
Cost of raising fundraising income	2,546	1,391
Net fundraising income	**817**	**907**

We invested £2.5 million (2023: £1.4 million) in our fundraising activity in 2024, and due to this increased expenditure, net fundraising income fell from £0.9 million to £0.8 million. We have reviewed the way we allocate the costs of marketing and communications across the different aspects of our work it is intended to impact; this led to a much higher allocation of £0.7 million to fundraising in 2024. At the end of 2023 the board approved a new ten-year fundraising strategy to grow the charity's voluntary income and reduce its reliance on its investments. Whilst we continue to benefit from legacies and individual giving generated from past fundraising programmes, the lack of investment in fundraising during the Covid pandemic and while the charity subsequently reviewed its strategy, has led to a decline in individual giving and in our legacies pipeline.

We made significant investment in our marketing this year; this is intended to support our fundraising, primarily individual giving, and then, eventually legacy income, as part of our 10-year fundraising plan. Following a review of our reserves policy during the year, we created a Fundraising Growth designated fund, setting aside the funds we intend to invest to grow our fundraised income. The payback period for this type of fundraising expenditure is not immediate, and we have modelled a negative return on investment in the early years of our plan, with income growing steadily over time and resulting in substantially increased individual giving income with a strong return on investment in later years. At the same time, we expect to increase awareness of our mission which will support growth in our income from corporates, trusts and foundations.

The brand awareness work is also intended to raise awareness of financial hardship in later life to a wider audience, thereby aiding our policy and influencing work, and promoting our Helpline and information and advice services.

The learnings from our marketing campaign in 2024 were incorporated into our Winter Campaign, launched in January 2025. We will be carefully scrutinising the results of this and future fundraising campaigns, and adapting them according to the results, to ensure that they deliver in line with expectations.

Financial review

Investment income and capital gains and losses

The charity remains very dependent on its investments to fund its activity. This year investments generated approximately 59% of its income (2023: 70%). After exceptional performance in 2023, investment income fell by 10% to £4.8 million this year. During the year, the charity transferred £80.7 million from three other managers to a passive global equities fund run by Amundi. We made gains on our investment assets of £15.1 million in 2024 (2023: £7.6 million), although markets have become very volatile since the year end.

Over recent years the charity has targeted an average total return (both income and capital) on its long-term investment portfolio of 3.5% per annum above inflation (measured by the Consumer Prices Index (CPI)) over rolling periods of five years. Overall performance since 2015 is in line with this target. The long-term portfolio delivered a total return of 13.9% net of fees in 2024, compared with an expected return of 6%, with December 2024 CPI of 2.5%.

Independent Age is reviewing its investment strategy in 2025, including: responsible investments; target return; and, given the charity's reliance on investments to fund its expenditure, the size of the short-term portfolio and whether an income target should form part of the overall target return.

Included within the Gains on investment assets of £15.1 million is a loss of £145,000 on investment properties and assets held for sale.

Expenditure on charitable activities

Expenditure on charitable activities was £12.3 million, an increase of £1.5 million (14%) compared with 2023. This increase was predominately due to a large expansion in our grant giving during the year, in part offset by the closure of our Community Services work during 2023. We believe we can achieve greater impact through making grants to third party community organisations than we were able to through our own work in a limited number of local communities. In 2024 we expended £5.6 million on grant making, compared with £1.9 million in 2023.

Expenditure on Services (previously National Services), which includes our Helpline and information and advice service and guides, reduced by £1.0m to £3.9m. This was due to a combination of lower staffing and reduced support costs as we reviewed the way we allocate costs and continued to ensure our cost effectiveness.

Expenditure on Policy and Influencing increased by £0.3 million to £2.8 million.

In line with our grants strategy, as noted above, we made a substantial increase in our grant making expenditure in 2024, when we launched two new major multiyear grants programmes, which will continue to run in 2025 and 2026. To demonstrate our commitment to grant making to smaller local charities and community organisations, this year we designated £30.0 million from our reserves to fund future grants programmes; we hope that other funders will join us in supporting this initiative through co-funding, so that our own funds stretch further into the future.

We hold a provision for grants to individuals to which we are committed. The provision at 31 December 2024 was £2.7 million (2023: £3.4 million). Following 2024 payments, and a decrease in the discount factor applied to the provision, £0.1 million was credited to grants expenditure this year.

> My husband is 81 and still has to work for us to be able to afford to put the heating on and help pay the bills.
>
> **Anonymous Helpline user**

Reserves

As a result of strong investment performance, the charity's Total funds increased by £8.0 million in the year to £174.5 million. The general fund, which is maintained at a level equivalent to one year's budgeted expenditure other than that funded by the endowments and restricted funds, has been reduced by £2.3 million to £10.0 million as at 31 December 2024.

Reserves comprise endowments, designated funds, restricted funds and a general fund. Independent Age sets its reserves policy using a free reserves approach. Free reserves are the total reserves available less those either endowed or restricted, and those designated by trustees for a specific purpose or because they are held as property and fixed assets.

Transfers are made to the endowments in order to maintain their value in line with CPI.

Reserves policy

Independent Age generally reviews its reserves policy annually, taking into consideration the major risks faced by the charity, their likely effect on income and planned expenditure, and an assessment of possible actions to mitigate those risks. This year, as a result of the review, the board agreed to close the charity's designated Future Impact Fund and Endowments Protection Fund and to create a designated Grants Fund, a designated Fundraising Growth Fund and a designated Deficits and Investments Volatility Fund.

More detail about the charity's reserves follows:

Reserves	2024 £million	2023 £million
Endowments	74.4	70.9
Restricted Funds	7.1	7.7
General Fund	10.0	12.3
Grants Fund	30.0	-
Fundraising Growth Fund	24.0	-
Deficits and Investment Volatility Fund	26.0	-
Other non-expendable Funds	3.0	3.2
Future Impact Fund	-	47.4
Endowments Protection fund	-	25.0
Total	**174.5**	**166.5**

Endowment funds (£74.4 million)

These are permanent endowments. The trustees have adopted a Total Return Investment policy in accordance with Charity Commission regulations, so that both capital gains and income from investments can be applied to income. Trustees have elected to maintain the capital value of the endowments in real terms, with CPI as the benchmark.

Except for funds that are associated with specific properties, the capital on these funds is invested to provide income for charitable activities. The investment policy aims to provide a return of 3.5% per annum above CPI on a rolling five-year basis.

Should any year experience a return below CPI, then a negative balance is transferred to the Unapplied Total Return Fund and held there until such time as future returns on the investments eliminate the negative balance. At the end of 2022, due to high inflation combined with investment losses, a negative balance of £6.9 million was held in the Unapplied Total Return Fund. Investment gains in 2023 reduced the negative balance to £1.9 million, and it has now been eliminated as a result of investment gains in 2024. Trustees have elected not to hold positive balances on the Unapplied Total Return to offset any future losses.

Restricted reserves (£7.1 million)

These are funds that the charity will spend on activities specified by the restrictions of the fund.

Restricted funds are invested until such time as they are used. Any capital gains or losses and income generated are allocated to restricted funds.

Unrestricted reserves

These are funds over which the trustees have discretion in how they are used to further the objects of the charity. In accordance with Charity Commission guidance, some of these funds have been designated to mitigate the charity's financial risks and to indicate which reserves are held in property and fixed assets and are therefore not available as 'free' reserves.

Financial review

General Fund (£10.0 million)

The trustees have reviewed the risks to the charity, including its ongoing operating deficits which are expected to remain large for some years until fundraised income increases. The trustees therefore consider that a general fund (free reserves) equivalent to one year's unrestricted expenditure – other than the amount funded by the endowments and restricted funds – is required to protect the activity of the charity. The trustees will keep the level of General Fund needed under review according to the success of the fundraising strategy and the level of future budgeted operating deficits.

The balance of unrestricted reserves is transferred to the designated Deficits and Investment Volatility Fund, which is used to top up the General Fund as required.

General Fund reserves at the Balance Sheet date are in line with the policy amount, which has been calculated as £10.0 million. The trustees consider that this is sufficient to respond to short-term falls in income or increases in expenditure due to unforeseen circumstances.

Designated funds (£83.1 million)

The designations the trustees have made are as follows:

- **Grants Fund (£30.0 million)**
  The charity intends to continue to make grants to other organisations for the foreseeable future and has set aside a considerable amount of funds for this purpose which it intends to grant over the next 10 years. As part of its fundraising plans, Independent Age will encourage funders to contribute to this fund and thus enable it to extend the scale and duration of its grant-making.

- **Fundraising Growth Fund (£24.0 million)**
  In order to secure the ability of the charity to operate at its current level and meet the need of its beneficiaries in future, it is vital that it increases its fundraising.

  The creation of the Fundraising Growth Fund demonstrates our commitment to growing our fundraised income over the 10 years of our fundraising and awareness-raising plan. Through this plan we expect to boost the charity's profile and increase its fundraised income from a range of sources, including donations from individuals, trusts and foundations and corporates.

  This plan requires £24.0 million of resource over the next decade, and so Independent Age has designated these funds to finance its planned fundraising growth.

  Whilst this investment is considerable, we expect that the return on investment over the duration of the plan will be substantial. Our aim is to both grow our total income, to reduce our operating deficits, and to increase the proportion of our income which comes from fundraising from around a third to around two thirds of our total income. This will reduce our reliance on our investments, which currently fund the majority of our work, and enable us to spend some of the funds we have invested on achieving our mission.

  The charity will keep the plan under close review and will make necessary changes to the plan according to its success in different areas of fundraising. Should the charity not show sufficient progress in the plan's initial years, the trustees will reconsider the remaining funds designated to support the fundraising plan and may then decide to repurpose those funds to support the charity's mission in the light of a shortfall in income.

> We have worked hard all our lives, and we have never begged for anything, and it feels quite humiliating that we have to ask for help in our later life.
>
> **Anonymous Helpline user**

- **The Deficits and Investment Volatility Fund (£26.0 million)**
  The Deficits and Investments Volatility Fund has been created to respond to our current financial position and the variability of our financial performance.

  Independent Age holds substantial investments on which it relies to generate the income needed to fund its activities. The charity is forecasting deficits for the next seven years whilst growing its fundraised income. The size of those deficits is highly dependent on investment performance, which will, in some years, turn operating losses into overall surpluses, whilst in other years operating deficits will increase as a result of investment losses. Investment performance varies substantially year on year and the charity most recently experienced investment losses, which it funded from its reserves, in 2022.

  In addition to general fluctuations in investment performance, there is a risk of a large, sustained fall in investment markets which would result in a large deficit for the charity, substantially reducing its reserves.

  To mitigate the risk of such an event impacting the charity's plans in the short-to medium term, the charity has designated a Deficits and Investment Volatility Fund. This broadly replaces the Endowment Activity Protection Fund it previously held. The fund is intended to absorb future deficits resulting from operating losses which cannot be met from investment gains, and to provide funds to ensure we are able to maintain the value of our endowments in line with CPI; we expect that in most years our operating losses will exceed investment gains. The fund may be used to cover the gap in funding charitable activities until any deficit arising on the Unapplied Total Return Fund is eliminated.

  At initiation, and following strong investment performance in 2024, this Fund represents around 35% of Independent Age's endowments, and 15% of total investments. Independent Age considers that, taking into account other reserves and the ability to reconsider expenditure, the fund is sufficient to enable it to maintain its endowments in line with CPI inflation, and to continue its activities, following a large and sustained reduction in market values.

  The Fund balance will fluctuate according to the charity's unrestricted surplus or deficit each year, once the impact on other funds has been accounted for. The unrestricted surplus or deficit is highly dependent on investment performance.

  The fund balance is calculated after other reserves amounts have been set aside.

  The requirement for, and size of, this fund will be reviewed periodically and will depend on the success of the fundraising plan. The aim of the fundraising plan is to substantially increase fundraised and other income and to reduce the charity's dependence on investment returns. Depending on the success of the fundraising plan and the level of future budgeted operating deficits, the trustees believe that it should be possible to reduce the size of this designated fund in the future.

- **Tangible and Intangible Fixed Assets Fund and Investment Property and Assets Held for Sale Fund (£3.0 million)**
  The purpose of these designated funds is to indicate reserves that are not available for expenditure because they are related to property or other capital assets.

  It is the charity's intention to realise the value of the investment properties, once the obligations to current tenants have been met. This fund will then reduce as cash proceeds move to other funds.

  More detail about these funds is contained in Notes 19 and 20 to the Financial Statements from page 62. Note 19 also shows the transfers to the General Fund from the charity's previous designated funds, which have been closed, and from the General Fund to the newly created designated funds.

Financial review

Investment policy

The charity drew down £3.7 million of investment capital to fund activities during 2024. Realised investment gains were £7.0 million (2023: Nil) and unrealised gains £8.3 million (2023: £7.6 million). This took the total value of investments from £159.3 million at 31 December 2023 to £170.8 million at 31 December 2024. The composition of the investment portfolio at 31 December 2024 is set out in Note 12 to the Financial Statements on page 56.

During the year the Investment Subcommittee continued to closely monitor the performance and investment style of fund managers in light of geopolitical events, including a number of elections across the democratic world and the wars in Ukraine and the Middle East. £80.7 million was invested in an Amundi Passive Global Equities Fund following divestment from Vanguard UK Equities Fund (£7.2 million), L&G Global Equities Fund (£56.0 million) and M&G Global Equities Fund (£17.5 million); this divestment resulted in the £7.0 million of realised gains. Following these transfers, the charity is not invested in tobacco or controversial weapons, in line with its current responsible investment policy. The holding of a higher proportion of investments in passive funds is in line with the investment beliefs, which were updated towards the end of 2023; the charity believes that active managers should only be used when justified by the type of asset class or when active management offers specific diversification or protection not available through passive funds. As at 31 December 2024 around 43% of the portfolio was under active management held as UK equities, diversified growth funds, multi-asset credit funds and infrastructure; this reduced to around 39% following divestment from the UK equities fund in January 2025.

As at 31 December 2024 the balance on the Short-term Portfolio was £31.6 million, of which £8.8 million was held with BlackRock. This amount was at the lower end of the policy requirement to maintain a balance of between 12 and 18 months of operational cash flow requirements in quoted liquid funds; this approach is intended to minimise the risk of liquidating assets at undervalue when markets fall. The BlackRock fund was replenished in January 2025 using funds divested from UK equities.

The Board approved the charity's current approach to responsible investment in early 2022. The trustees believe responsible investment is important to better align their approach to investing with the charity's purpose and to manage and mitigate financial and reputational risks. The trustees have a strong preference for actively engaging with investment managers and companies over exclusion-based investment, because they believe this approach is both best practice and more likely to lead to changes in corporate behaviour. However, the trustees believe that the charity should exclude material investments in tobacco and controversial weapons, because investing in:

- tobacco runs directly counter to the charity's strategy to improve health outcomes for older people
- controversial weapons present sufficient risk to the charity's brand and reputation with current and future donors and beneficiaries to warrant exclusion.

The trustees believe that potential investments in climate-tilted funds and other climate-positive investment approaches should be considered in all future investment decisions. They believe such investments should be assessed on a financial basis, rather than being preferred on principle for environmental, social and governance reasons. Given the size of the charity's investment portfolio, the trustees believe the most appropriate strategy for investing responsibly – while maximising risk-adjusted financial returns – is to appoint investment managers and invest in pooled investment funds. These, where practical and proportionate, align with the trustees' beliefs on responsible investment and trustees are able to hold them actively to account for the performance of those funds.

The charity is reviewing its approach to responsible investment as part of its investment strategy review in 2025.

Grant-making policy

In 2023 Independent Age developed its grant-making strategy in line with the organisational strategy. Trustees agreed to grow the grants expenditure through new programmes aligned to the mission, and earmarked up to £11.0 million for grants to institutions from 2024 to 2026. We expect to commit up to £3.0 million in 2025.

In 2024 we committed £5.2 million in grants to institutions (2023: £1.5 million), of which £3.1 million was for our Boosting Advice Fund and £2.1 million for our Older People's Fund. Under the Boosting Advice Fund we awarded 19 three-year grants ranging from £113,000 to £180,000 with an average total grant award of £164,500. Under the Older People's Fund we awarded 18 three-year grants ranging from £78,000 to £124,000 with an average total grant award of £114,000.

In 2023 we awarded 32 grants under the Cost-of-Living and local grants programmes ranging from £20,000 to £99,000, with an average grant award of £37,300. The grant projects were completed in 2024.

Independent Age's grant making policy sets our principles, criteria, and processes for awarding grants. Our grants aim to support impactful activities to improve the lives of older people in financial hardship.

During 2024, the Board approved the grant-making process and the terms of reference of the grants panel, which is chaired by a Trustee. Decision-making follows transparent criteria, with risk management as a core principle, ensuring the impact of our funds aligns with our goals.

Grants programmes are specific and are open to applications. Clear guidance is provided to prospective applicants on the objectives of grants programmes, which are for restricted funding. Awards will normally be no more than 40% of an organisation's annual income. The standard application process involves an expression of interest, invitation to submit a full application, assessments, decision-making panels, and formal approval by the Board of Trustees.

Grants partners are required to complete funding reports at designated intervals and may be asked to provide receipts and other accounting information to ensure grant monies are spent as intended. Payment is generally staged in instalments, contingent on satisfactory delivery in line with the terms and conditions.

In 2024 we continued to make regular grant payments directly to older people in line with our historical commitment to individual grantees. We paid out £488,000 in 2024 (2023: £570,000) to 704 (2023: 810) older people as part of this legacy programme. Taking into account movements in the provision and discount rate for regular payments, there was a credit of £146,000 to expenditure. We do not accept new applications to this programme.

Public benefit

The public benefit of the charity is set out in our mission, which is to ensure that as we grow older, we all have the opportunity to live well and with dignity, choice and purpose. Our work to improve the lives of people facing financial hardship in later life benefits tens of thousands of older people across the UK. Our Helpline and information resources also benefit their families and carers and those who work with older people. All our services are free and without restriction.

In setting our objectives and planning activities for the year, the Board of Trustees confirms that it has considered the Charity Commission's guidance on public benefit and considers that Independent Age clearly satisfies the public benefit test.

> Thank you for your time, just by talking to you has made me feel so much better.
>
> **Anonymous Helpline user**

Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law, applicable to charities in England and Wales and Scotland, requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the group, and of the incoming resources and application of resources of the group 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 in the Charities Statement of Recommended Practice (SORP)
- make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards 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 and charity will continue in business.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy, at any time, the financial position of the charity and the group, and that enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 and the provisions of the Royal Charter. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps to prevent and detect fraud and other irregularities.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware
- the Trustees have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Board of Trustees on 4 June 2025 and signed on its behalf by:

Richard Anderson
Chair of the Board of Trustees

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

Opinion

We have audited the financial statements of Independent Age (the 'parent charity') and its subsidiaries for the year ended 31 December 2024 which comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Group and Charity Consolidated Statement of Cashflows and Notes to the Financial Statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 groups and charity's affairs as at 31 December 2024 and of their incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.
- have been prepared in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter.

Basis for opinion

We have been appointed auditors under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under section 151 of the Charities Act 2011 and report in accordance with regulations made under those Acts.

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and 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 and charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, we do not express any form of assurance conclusion thereon.

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Annual Report; or
- sufficient accounting records have not been kept by the parent charity; or
- the parent charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities [set out on page 36], the trustees 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 parent charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory framework, that the group and parent charity operates in and how the group and parent charity is complying with the legal and regulatory framework;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), and the Charities Act 2011, the parent charity's governing document, tax legislation. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Annual Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents, inspecting correspondence with tax authorities.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to General Data Protection Regulations and safeguarding legislation. We performed audit procedures to inquire of management whether the charitable company is in compliance with these law and regulations and inspected correspondence with regulatory authorities.

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business and challenging judgments and estimates.

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005, and regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RSM UK Audit LLP

RSM UK AUDIT LLP
Statutory Auditor
Chartered Accountants
25 Farringdon Street
London
EC4A 4AB

RSM UK Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

4 June 2025

Financial statements

Consolidated Statement of Financial Activities

for the year ended 31 December 2024

	Notes	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2024 Total funds £'000	Year to 31 December 2023 Total funds £'000
Income and endowments from						
Donations and legacies	2	1,764	1,451	-	**3,215**	2,163
Other trading activities		147	-	-	**147**	135
Investment income	3	2,384	253	2,155	**4,792**	5,311
Other income		1	-	-	**1**	-
Total income and endowments		**4,296**	**1,704**	**2,155**	**8,155**	7,609
Expenditure on raising funds						
Raising Funds	4	2,546	-	-	**2,546**	1,391
Investment and property management		277	7	120	**404**	316
Total cost of raising funds		**2,823**	**7**	**120**	**2,950**	1,707
Expenditure on charitable activities						
Services*	4	1,473	2,472	-	**3,945**	4,980
Community Services	4	-	-	-	**-**	1,474
Policy and Influencing	4	2,813	8	-	**2,821**	2,516
Grant Making	4,5,17	5,307	257	-	**5,564**	1,893
Total cost of charitable activities		**9,593**	**2,737**	**-**	**12,330**	10,863
Total expenditure		**12,416**	**2,744**	**120**	**15,280**	12,570
Operating (deficit)/surplus		**(8,120)**	**(1,040)**	**2,035**	**(7,125)**	(4,961)
Gains on investment assets	11,12,14	4,086	433	10,553	**15,072**	7,626
Net (expenditure)/income		**(4,034)**	**(607)**	**12,588**	**7,947**	2,665
Other recognised gains/(losses)						
Transfers between funds	19	9,031	-	(9,031)	**-**	-
Re-measurement of the defined benefit pension scheme	18	47	-	-	**47**	47
Net movement in funds		**5,044**	**(607)**	**3,557**	**7,994**	2,712
Reconciliation of funds						
Fund balances brought forward at 1 January		88,008	7,663	70,850	**166,521**	163,809
Fund balances carried forward at 31 December	19	**93,052**	**7,056**	**74,407**	**174,515**	166,521

All of the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Services* formerly called National Services.

Group and Charity Balance Sheets

as at 31 December 2024

	Notes	Group 2024 Total funds £'000	Group 2023 Total funds £'000	Charity 2024 Total funds £'000	Charity 2023 Total funds £'000
Fixed assets					
Tangible assets	9	**1,615**	1,715	**1,615**	1,715
Intangible assets	10	**36**	45	**36**	45
Investment properties	11	**1,380**	2,520	**1,380**	2,520
Investments	12	**170,764**	159,287	**170,764**	159,287
Concessionary loans	13	**57**	60	**57**	60
Total fixed assets		**173,852**	163,627	**173,852**	163,627
Current assets					
Assets held for sale	14	**4,225**	3,365	**4,225**	3,365
Debtors	15	**2,880**	1,929	**2,880**	1,938
Cash at bank and in hand		**1,526**	2,455	**1,518**	2,438
Total current assets		**8,631**	7,749	**8,623**	7,741
Creditors: amounts falling due within one year	16	**(2,736)**	(2,003)	**(2,733)**	(1,999)
Net current assets		**5,895**	5,746	**5,890**	5,742
Total assets less current liabilities		**179,747**	169,373	**179,742**	169,369
Creditors and provisions: amounts falling due after one year	17	**(5,232)**	(2,852)	**(5,232)**	(2,852)
Net assets		**174,515**	166,521	**174,510**	166,517
The funds of the charity					
Endowed funds	19	**74,407**	70,850	**74,407**	70,850
Restricted funds	19	**7,056**	7,663	**7,056**	7,663
Unrestricted funds					
Designated funds	19	**83,053**	75,716	**83,053**	75,716
General fund	19	**9,999**	12,292	**9,994**	12,288
Total unrestricted funds		**93,052**	88,008	**93,047**	88,004
Total charity funds		**174,515**	166,521	**174,510**	166,517

Approved by the Board of Trustees and authorised for issue on 4 June 2025 and signed on their behalf by:

Richard Anderson

Richard Anderson, Chair

Notes 1 to 25 form part of the financial statements.

Group and Charity Statements of Cash Flows

for the year ended 31 December 2024

	Notes	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Net cash outflow from operating activities					
Net cash used in operating activities	22	**(9,603)**	**(11,860)**	**(9,594)**	**(11,860)**
Cash flow from investing activities					
Payments to acquire tangible fixed assets	9	**-**	**(9)**	**-**	**(9)**
Payments to acquire intangible fixed assets	10	**-**	**(50)**	**-**	**(50)**
Payments to acquire investments	12	**(80,684)**	**(30,041)**	**(80,684)**	**(30,041)**
Loan repayments received	13	**8**	**16**	**8**	**16**
Receipts from sale of assets held for sale		**135**	**-**	**135**	**-**
Receipts from sales of investments and cash transfers		**84,423**	**37,542**	**84,423**	**37,542**
Interest received	3	**31**	**26**	**31**	**26**
Dividends received	3	**4,726**	**5,248**	**4,726**	**5,248**
Rents received from investment properties	3	**35**	**37**	**35**	**37**
Net cash flow from investment activities		**8,674**	**12,769**	**8,674**	**12,769**
Net (decrease)/increase in cash and cash equivalents		**(929)**	**909**	**(920)**	**909**
Cash and cash equivalents at 1 January		**2,455**	**1,546**	**2,438**	**1,529**
Cash and cash equivalents at 31 December		**1,526**	**2,455**	**1,518**	**2,438**

Notes 1 to 25 form part of the financial statements.

Notes to the Financial Statements

for the year ended 31 December 2024

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows.

a) Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The going concern basis has been adopted because, having considered the risks and uncertainties to which the charity is exposed, and the current strong reserves position, the trustees have a reasonable expectation that Independent Age will continue in operation for the foreseeable future and meet its liabilities as they fall due.

The statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – Charities SORP FRS 102, and the Charities Act 2011 and the Charities and Trustees (Scotland) Act (2005) and the Charities Accounts (Scotland) Regulations 2006.

The Consolidated Statement of Financial Activities, Group Balance Sheet and Group Statement of Cash Flows consolidate the financial statements of Independent Age and Counsel and Care for the Elderly (Counsel and Care), which is a registered charity (203429) and a limited company (645708), and Independent Age Enterprises Limited (IAE Ltd), a limited company (04735201). For the purposes of the financial statements, Independent Age is deemed to control 100% of Counsel and Care and IAE Ltd because it is the sole legal member of both companies. The results of Counsel and Care and IAE Ltd are consolidated on a line-by-line basis. The income, expenditure and funds of Counsel and Care and summary trading results for IAE Ltd are shown in Note 19 and Note 21.

The charity's income and expenditure is shown in Note 25.

The charity was entered on the Scottish Charity Register (SC047184) as of 17 February 2017.

Independent Age 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 note(s). The accounts are presented in pounds, the functional currency of the charity and group, and are rounded to the nearest thousand.

b) Fund accounting

Independent Age has a number of discrete funds which are grouped by type as shown below.

Endowed funds
These are funds normally arising as a result of a Will that contained restrictions on the retention of the capital value and disposal of any income.

The General Endowment Fund was created by the Supplementary Royal Charter, which came into effect on 1 August 2014.

Independent Age is the Managing Trustee of the F E Cobbold Trust Fund, Backsettown Endowed Charity and Wharton & Wittrick Fund. As such, the Board of Trustees considers and approves resolutions specific to these funds as appropriate.

As shown in Note 1 c), the trustees are required to maintain the capital of these funds, but they may choose to spend some or all of the income and the Unapplied Total Return – see Note 19.

Restricted funds
These are funds that can be spent, at the discretion of the trustees, on particular restricted purposes within the objects of Independent Age. Restrictions arise when specified by the donor, as modified by any Charity Commission scheme, or when funds are raised for particular purposes.

Where assets have been transferred to Independent Age under Charity Commission schemes, and there are restrictions as to the use of the sums transferred, these are treated as Restricted Funds.

Unrestricted funds
These are funds that can be spent in accordance with Independent Age's objects at the discretion of the trustees.

Designated funds
Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

General Fund
This Fund represents the charity's free reserves, equivalent to one year's unrestricted expenditure, other than the amount funded by the endowment funds, to protect the planned activity of the charity from unforeseen shortfalls in income or unplanned additional costs.

Further details of the charity's funds are disclosed in Note 19.

c) Total Return Accounting

Independent Age adopted Total Return Accounting for its permanent endowed funds with effect from 1 January 2015. This adoption is permitted for the General Endowment Fund by virtue of the Byelaws to the Supplementary Royal Charter 2014 and for the other permanent endowed funds through the resolutions relating to the other funds passed by the Board of Trustees in December 2014.

The trustees have chosen to maintain the capital of the permanent endowed funds in real terms by making a transfer from the Unapplied Total Return equal to the increase in Consumer Price Index (CPI) from the base point to the Balance Sheet date. Should any year experience a return below CPI, a negative balance will be held in the Unapplied Total Return Fund until such time as future returns on the investments eliminate it. Trustees have chosen not to hold positive balances in the Unapplied Total Return.

d) Income recognition

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 following specific policies apply to categories of income:

Donations are recognised when the charity has been notified in writing of both the amount and settlement date or on a receipts basis if earlier. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Legacy gifts are recognised on a case-by-case basis following the granting of probate and when sufficient information has been received to judge the receipt of income as probable. For more complex residuary larger legacies, only 80% of the income is recognised, assessed on a case-by-case basis to allow for the potential of additional costs such as legal fees. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy. Reversionary legacies are not recognised during the lifetime of the original beneficiary under the will.

Gifts in kind and donated services are included at the value to the charity where this can be quantified (that is, the price the charity would have paid on the open market). An equivalent amount is recognised in costs. No amounts are included in the financial statements for services donated by volunteers.

Notes to the Financial Statements

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally on notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally on notification by our investment adviser of the dividend yield of the investment portfolio. This also applies to returns on accumulation units held in pooled funds, which are reinvested by default.

Where investment management costs incurred within a scheme can be measured with reasonable accuracy, costs are included within cost of raising funds. Where it is not practicable to identify such costs with reasonable accuracy, the investment income is reported net of these costs.

e) Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis. The charity registered for VAT during 2024, but is only able to recover a very small proportion of any VAT paid, therefore costs include VAT where applicable. IAE Ltd is registered for VAT so is able to recover VAT incurred on business activities. Income and expenditure of IAE Ltd is, therefore, accounted for on an accruals basis net of VAT. Grant payments are recognised as expenditure when the conditions for their payment have been met or where there is a constructive obligation to make a payment. A constructive obligation arises when:

- the charity has communicated its intention to award a grant to a recipient who then has a reasonable expectation that they will receive a grant, or
- the charity has made a public announcement about a commitment that is specific enough for the recipient to have a reasonable expectation that they will receive a grant.

Grants are not usually awarded with conditions attached. However, when they are, then those conditions have to be met before the liability is recognised.

Where an intention has not been communicated, then no expenditure is recognised, but an appropriate designation may be made in the appropriate fund. If a grant has been offered but there is uncertainty as to whether it will be accepted or whether conditions will be met, then no liability is recognised but a contingent liability is disclosed.

Expenditure on raising funds includes the direct cost of raising fundraising income, with a proportion of marketing and support costs allocated and costs associated with investment and property management fees.

Charitable activities comprise direct expenditure, and a proportion of the support costs.

Support costs include governance costs and other indirect costs. Governance costs comprise all expenditure involving the public accountability of the charity and its compliance with regulation and good practice. These costs include some legal fees, plus the costs of trustees' and Charter Members' meetings, the costs of compliance such as audit fees and staff time spent serving the committees. Support costs (including Governance costs) are allocated to the costs of Raising Funds and Charitable Activities on the basis of the numbers of staff engaged in each of these elements. This allocation is reviewed annually.

f) Tangible and intangible assets

Tangible and intangible individual assets costing £5,000 or more, including any incidental expenses of acquisition, are capitalised and recorded at cost.

The costs of implementing computer software designed to improve the handling of data within the charity, with a consequent cost savings benefit, have been capitalised as **intangible assets**.

Depreciation/amortisation is calculated and charged to the Statement of Financial Activities on a quarterly basis commencing in the first full quarter after the asset was acquired/came into use.

Depreciation/amortisation is calculated so as to write off the cost of the assets on a straight-line basis over the expected useful economic lives of the assets concerned, which are taken as:

Tangible assets
Buildings

Freehold buildings	50 years

No value has historically been recorded for freehold land owned by the charity because it cannot be practically measured.

Plant and machinery

Electrical installations	10 to 25 years
Mechanical installations	10 to 25 years
Architectural components	20 to 30 years
Lift	15 years

The expected useful economic life of each item of plant and machinery has been determined by independent consulting quantity surveyors.

Fixtures, fittings and equipment

Furniture and fittings	10 to 15 years
ICT hardware	3 years
Office equipment	3 years

Intangible assets

Computer software	3 years

Representing the useful economic life of the assets.

g) Investment properties

The Board of Trustees determined in February 2014 that all property not required for operational purposes should be disposed of at the appropriate time. Prior to sale these properties are treated as investment properties. Investment properties are initially recognised at their transaction value and subsequently measured at their fair value as at the Balance Sheet date. Fair value is ascertained either by an independent valuer or reference to movements in the market value of similar properties.

Surpluses on the sale of properties are taken to the Statement of Financial Activities as they are realised. Unrealised gains and losses on revaluation of investment properties are shown in the Statement of Financial Activities.

Properties for sale at the Balance Sheet date are reported as **assets held for sale** within current assets.

h) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value using the closing quoted market price. All gains and losses are taken to the Statement of Financial Activities as they arise. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year.

The charity does not acquire or hold put options, derivatives or other complex financial instruments.

i) Financial Instruments

The charity only holds basic financial instruments. The financial assets and financial liabilities of the charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 15. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors are classified as financial instruments, and are measured at amortised cost as detailed in Note 16. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, because the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

Notes to the Financial Statements

j) Concessionary loans

These are amounts that were awarded to further the charity's purposes as loans to individual beneficiaries who were leaseholders or freeholders of their property, mainly for household repairs and maintenance. The loans are not subject to interest charges. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

It is expected that loans will be repaid when the beneficiary has the capital available or from the beneficiary's estate on the death of the beneficiary.

A provision for non-repayment is made against the aggregate value of loans issued and is reviewed annually. The provision has been calculated as 67% (2023: 67%) based on past experience of repayments and on management's current expectations. Loans are written off when there is no realistic prospect of any further recovery and are treated as charitable expenditure.

k) Regular payments provision

These are life-long bimonthly payments made to individual grantees. Payments are no longer awarded to new beneficiaries. The estimated net present value of the regular payments to Independent Age's beneficiaries is treated as a long-term liability. The long-term provision is calculated using life expectancy tables to determine the period for which the regular payments may be made. The commitment is discounted using a rate based on the discount rate used for the defined benefit pension scheme, adjusted for the differing expected timeframes of the two liabilities. The movement on the regular payments provision is included within grant-making in the Statement of Financial Activities. The movement in the year includes the unwinding of the discount factor used to estimate the current value of future commitments.

Regular payments due in more than one year are shown as provisions as they represent an estimate of future outflows and therefore there is some uncertainty in the accounting estimates used in their calculation.

l) Pensions

Independent Age operates a defined contribution pension scheme for its staff. Contributions are accounted for in the period to which they relate. This scheme has been accredited for the purposes of auto-enrolment.

Independent Age also operates a defined benefit (final salary) pension scheme, which has deferred and pensioner members, but no active members. The current service costs of the scheme, together with the interest cost less the expected return on assets for the year, are charged to the Statement of Financial Activities within staff costs. The actuarial gains and losses are recognised immediately after net income/ expenditure as other recognised gains and losses. Further details are provided in Note 18.

The assets of the scheme are measured at fair value at the Balance Sheet date. Liabilities are measured on an actuarial basis at the Balance Sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit pension liability is presented separately after any other net assets on the face of the Balance Sheet. A resulting surplus is restricted to zero because it cannot be returned to the employer.

m) Foreign currencies

Foreign currency transactions are initially recognised by applying the exchange rate between the functional currency and the foreign currency at the spot rate on the date of the transaction.

Monetary assets and liabilities denominated in a foreign currency at the Balance Sheet date are translated using the closing rate.

n) Taxation

Independent Age is a registered charity (210729) and as such is entitled to certain tax exemptions on income and profits on investments and surpluses on any trading activities carried on to further the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

o) Redundancy and termination payments

Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to terminate the employment of an employee or group of employees. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

p) Critical accounting estimates and judgements

In preparing the financial statements the trustees are required to make certain estimates and judgements that have an impact on the carrying value of assets and liabilities. These estimates and assumptions are reviewed on an ongoing basis, and are based on historical experience and other factors considered relevant at the time the estimates and judgements are made. The key sources of estimation uncertainty are:

- defined benefit pension scheme – measurement requires a number of significant assumptions as disclosed in Note 18
- regular payments provision – the charity provides for future regular payments to its individual grantees, a life-long commitment to each individual. Estimation uncertainty arises from the discount rate applied to reflect the time value of money, and assumptions around life expectancy. Further details of how this provision is calculated can be found in Note 17
- investment properties – the charity holds a number of investment properties that it carries on the Balance Sheet at fair value. Further detail is provided in Note 11
- assets held for sale – these are investment properties held for sale at the Balance Sheet date carried at fair value. Measurement of the fair value of the properties requires a number of assumptions specific to each property about local market conditions, the stage of the sales process and other factors which are detailed in Note 14. External surveyors are used when their expertise is needed to augment internal assessments.

Notes to the Financial Statements

2. Donations and legacies

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2024 Total funds £'000	2023 Total funds £'000
Donations	1,023	-	-	**1,023**	1,289
Grants	83	1,451	-	**1,534**	321
Legacies	658	-	-	**658**	553
Total	**1,764**	**1,451**	**-**	**3,215**	**2,163**

Donations include £337,527 (2023: £385,173) of donated services received in the year.

3. Investment income

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2024 Total funds £'000	2023 Total funds £'000
Fixed interest income	31	-	-	**31**	26
Dividend income	2,318	253	2,155	**4,726**	5,248
Investment property rental income	35	-	-	**35**	37
Total	**2,384**	**253**	**2,155**	**4,792**	**5,311**

4. Expenditure allocations

Current year	Raising Funds £'000	Services £'000	Community Services £'000	Policy and Influencing £'000	Grant Making £'000	Marketing and Comms £'000	2024 Total £'000
Staff costs	463	1,273	-	960	182	755	**3,633**
Non-staff costs	1,061	758	-	305	5,008	908	**8,040**
Sub total – Direct costs	**1,524**	**2,031**	**-**	**1,265**	**5,190**	**1,663**	**11,673**
Support costs	320	1,212	-	854	140	677	**3,203**
Sub total – All costs	**1,844**	**3,243**	**-**	**2,119**	**5,330**	**2,340**	**14,876**
Reallocation – Marketing and Comms	702	702	-	702	234	(2,340)	**-**
Expenditure by charitable activity	**2,546**	**3,945**	**-**	**2,821**	**5,564**	**-**	**14,876**
Investment and property management							**404**
Total expenditure							**15,280**

Previous year	Raising Funds £'000	Services £'000	Community Services £'000	Policy and Influencing £'000	Grant Making £'000	Marketing and Comms £'000	2023 Total £'000
Staff costs	569	1,514	752	847	244	782	**4,708**
Non-staff costs	848	790	30	257	1,400	721	**4,046**
Sub total – Direct costs	**1,417**	**2,304**	**782**	**1,104**	**1,644**	**1,503**	**8,754**
Support costs	321	1,531	266	615	143	624	**3,500**
Sub total – All costs	**1,738**	**3,835**	**1,048**	**1,719**	**1,787**	**2,127**	**12,254**
Reallocation – Fundraising	(347)	347	-	-	-	-	**-**
Reallocation – Marketing and Comms	-	798	426	797	106	(2,127)	**-**
Expenditure by charitable activity	**1,391**	**4,980**	**1,474**	**2,516**	**1,893**	**-**	**12,254**
Investment and property management							**316**
Total expenditure							**12,570**

Support costs	Staff costs £'000	Non-staff costs £'000	2024 Total £'000	Staff costs £'000	Non-staff costs £'000	2023 Total £'000
Chief Executive's Office	179	6	**185**	149	3	**152**
Corporate Services	57	2	**59**	30	-	**30**
Facilities	244	362	**606**	256	352	**608**
ICT	434	432	**866**	738	438	**1,176**
People and Organisational Development	514	274	**788**	527	372	**899**
Finance	452	85	**537**	486	19	**505**
Governance	81	81	**162**	78	52	**130**
Total	**1,961**	**1,242**	**3,203**	**2,264**	**1,236**	**3,500**

Notes to the Financial Statements

Note 4 continued

Governance costs	2024 £'000	2023 £'000
Auditor's remuneration for the statutory audit	58	40
Legal and other professional fees	1	-
Trustee recruitment fees	13	7
Trustees' meetings including expenses and AGM costs	9	5
Staff costs	81	78
Total governance costs	**162**	**130**

The apportionment of support costs was made pro rata to the number of staff (full-time equivalent) in each of the activity areas.

The charity indemnifies trustees in respect of any liability arising from or in respect of the charity.

5. Regular payments and grants

	Grants £'000	Support costs £'000	2024 £'000	2023 £'000
Grants to institutions				
Cost-of-Living Grants	(2)	-	**(2)**	1,284
Grant to National Academy of Social Prescribing	-	-	**-**	270
Local Grants	(23)	-	**(23)**	305
Boosting Advice Grants	3,125	332	**3,457**	-
Older People's Fund	2,059	219	**2,278**	-
Other Grants	-	-	**-**	130
Total Grants to institutions	**5,159**	**551**	**5,710**	**1,989**
Grants to Individuals	(163)	17	**(146)**	(96)
Total	**4,996**	**568**	**5,564**	**1,893**

In 2024 the charity committed £5.2m to 37 grants delivery partners, primarily local charities and community organisations. The negative expenditure relates to funds no longer required by institutions.

The negative expenditure on grants to individuals results from the movement in the provision and unwinding of the discount (see note 17).

6. Staff costs and employee benefits

	2024 £'000	2023 £'000
Salaries	**4,485**	5,593
Temporary staff costs	**18**	63
Employer National Insurance	**478**	601
Employer defined contribution pension costs	**531**	526
Employer defined benefit pension costs	**78**	72
Sub total	**5,590**	6,855
Redundancy and termination payments	**4**	117
Total	**5,594**	6,972

Total remuneration of the key management personnel (the trustees with the Senior Leadership Team, comprising the Chief Executive and Directors), including Pension and National Insurance contributions, was £545,704 (2023: £582,844). The trustees are not remunerated.

7. Average monthly staff numbers

	2024	2023
Services and Grant making	**31**	45
Community services	**-**	7
Policy and influencing	**20**	17
Fundraising	**7**	9
Marketing and communications	**16**	17
Support services	**28**	33
Total	**102**	**128**

8. Number of employees with total emoluments (excluding pensions) of more than £60,000

	2024	2023
£60,001 – £70,000	**7**	8
£70,001 – £80,000	**2**	2
£80,001 – £90,000	**2**	2
£90,001 – £100,000	**1**	2
£120,001 – £130,000	**1**	-
Total	**13**	14

Staff are able to sacrifice up to 20% of their salaries into a defined contribution pension scheme. Total emoluments in this table are shown after any salary sacrifice.

Notes to the Financial Statements

9. Tangible fixed assets (Charity and Group)

	Freehold Buildings £'000	Plant and Machinery £'000	Fixtures, Fittings and Equipment £'000	Totals £'000
Cost				
As at 1 January 2024	1,346	1,119	233	**2,698**
Additions	-	-	-	**-**
Total	**1,346**	**1,119**	**233**	**2,698**
Depreciation				
As at 1 January 2024	250	526	207	**983**
Depreciation charge in the year	38	54	8	**100**
Total	**288**	**580**	**215**	**1,083**
Net book value				
As at 31 December 2024	**1,058**	**539**	**18**	**1,615**
As at 31 December 2023	**1,096**	**593**	**26**	**1,715**

10. Intangible fixed assets (Charity and Group)

	Assets Under Construction £'000	Computer Software £'000	Totals £'000
Cost			
As at 1 January 2024	23	628	**651**
Additions	-	-	**-**
Disposals	-	(550)	**(550)**
Total	**23**	**78**	**101**
Amortisation			
As at 1 January 2024	-	606	**606**
Amortisation charge in the year	-	9	**9**
Disposals	-	(550)	**(550)**
Total	**-**	**65**	**65**
Net book value			
As at 31 December 2024	**23**	**13**	**36**
As at 31 December 2023	**23**	**22**	**45**

11. Investment properties

	2024 £'000	2023 £'000
As at 1 January	**2,520**	2,670
Additions	**-**	-
Revaluation	**60**	-
Transfer to Assets held for sale	**(1,200)**	(150)
As at 31 December	**1,380**	**2,520**
Historic cost	**932**	**1,332**

The investment properties were last independently valued as at 31 December 2014 by a combination of external surveyors, use of the Royal Institution of Chartered Surveyors Red Book or comparison to the market values of similar properties. The trustees are satisfied that, having reviewed recent available data on market activity in the respective locations, the investment properties are carried at fair value at the Balance Sheet date.

The transfer in the year to Assets held for sale relates to investment properties now vacant and available for sale.

The charity has a reversionary interest in a property which it will acquire on the death of its resident, and its interest has not been valued.

Notes to the Financial Statements

12. Investments (Charity and Group)

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2024 £'000	2023 £'000
Quoted investments	85,724	2,790	52,986	**141,500**	127,067
Quoted liquid funds	8,843	-	-	**8,843**	12,583
Non-quoted investments	-	-	20,421	**20,421**	19,637
Investments held with fund managers	**94,567**	**2,790**	**73,407**	**170,764**	**159,287**

Reconciliation of investments held with fund managers	2024 £'000	2023 £'000
Market value at 1 January	**159,287**	159,152
Additions	**80,684**	30,041
Disposals	**(80,684)**	(30,041)
Realised gains	**6,952**	-
Net unrealised gains	**8,264**	7,636
Movement in cash	**(3,739)**	(7,501)
Market value at 31 December	**170,764**	**159,287**
Historic cost at 31 December	**165,825**	**145,593**

Investments held with fund managers – analysis by type	2024 £'000	2023 £'000
UK equities – FTSE 350	**8,260**	14,919
Global equities	**87,962**	67,062
Diversified growth funds	**22,551**	23,624
Infrastructure	**20,421**	19,637
Multi-asset credit funds	**22,727**	21,462
Quoted liquid funds	**8,843**	12,583
Total	**170,764**	**159,287**

The charity has invested £1 in the share capital of its wholly owned trading subsidiary, Independent Age Enterprises Limited.

13. Concessionary loans (Charity and Group)

	2024 £'000	2023 £'000
Loan balance as at 1 January	**227**	215
Loans repaid	**(8)**	(16)
Write backs	**1**	28
Total loans outstanding	**220**	227
Provision	**(163)**	(167)
Total	**57**	**60**

These loans represent interest-free advances to qualifying individuals in furtherance of the charity's objectives to assist with essential house repairs, and are repayable as the individual's circumstances allow as described in Note 1. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

14. Assets held for sale (Charity and Group)

	2024 £'000	2023 £'000
As at 1 January	**3,365**	3,225
Transfer from investment properties	**1,200**	150
Revaluation	**(200)**	(10)
Disposal	**(140)**	-
As at 31 December	**4,225**	3,365
Historic cost	**441**	**191**

The charity exchanged contracts for the sale of its land at Henfield in December 2022 at a price of £4.3m. The land is included in Horsham District Council's Development Plan and has a notional allocation of 30 properties. Completion of the sale is subject to the buyer obtaining planning permission to develop the land for housing.

In 2024, formal agreement was reached with the buyers to reduce the sales price by up to £0.3m to enable the buyers to purchase water neutrality licenses. This means the sales price is now expected to be £4.0m.

The buyers submitted their planning application in 2024. In March 2025 the planning committee resolved to delegate authority to officers to approve the application, subject to a review of the transport impacts of the site.

Based on the advice of Daniel Watney LLP in March 2025, the valuation of the land has been maintained at £3.2m in the charity's 2024 accounts. The value already reflected the price reduction to £4.0 million, and the expected sales price is discounted by approximately 20% to reflect the ongoing risks to the sale completing. Daniel Watney LLP is registered with the Royal Institution of Chartered Surveyors (RICS).

During the year the charity transferred its properties, Wharton House and Wittrick House in Saffron Walden, to Assets Held for sale and reduced their value by £0.2 million to £1.0 million based on expected sales proceeds. The properties are being marketed in spring 2025.

In 2024, it disposed of its share of a property for £135,000. The property was put on the market in 2023 and the disposal resulted in a loss of £5,000 from the £140,000 carrying value.

15. Debtors: amounts falling due within one year

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Trade debtors	**-**	3	**-**	3
Other debtors	**22**	62	**79**	76
Prepayments	**297**	241	**296**	241
Accrued income	**2,561**	1,623	**2,505**	1,618
Total	**2,880**	**1,929**	**2,880**	**1,938**

16. Creditors: amounts falling due within one year

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Trade creditors	**241**	355	**241**	355
Grants to institutions	**1,750**	836	**1,750**	836
Grants to individuals liability – see Note 17	**423**	503	**423**	503
Other creditors	**67**	177	**67**	176
Accruals	**255**	132	**252**	129
Total	**2,736**	**2,003**	**2,733**	**1,999**

Notes to the Financial Statements

17. Creditors and provisions: amounts falling due after more than one year (Charity and Group)

Breakdown of creditors and provisions: amounts falling due after more than one year (Charity and Group)	2024 £'000	2023 £'000
Creditors: Grants to institutions payable after one year	**2,951**	-
Provisions: Grants to invididuals payable after one year	**2,281**	2,852
Total	**5,232**	**2,852**

Reconciliation of grants to individuals	2024 £'000	2023 £'000
Commitments at 1 January	**3,355**	4,021
Movement in provision	**(723)**	(708)
Unwinding of the discount	**560**	612
Amount paid in the year	**(488)**	(570)
Commitments at 31 December	**2,704**	**3,355**
Payable within one year – see Note 16	**423**	503
Payable after one year	**2,281**	2,852
Commitments at 31 December	**2,704**	**3,355**

The movement in the provision is derived from changes in the number of individual grantees at the year end and changes in the mortality tables used to determine life expectancy.

At 31 December 2024 the number of individual grantees was 595, which was 109 fewer than in the previous year (2023: 704). The discount factor increased from 3.91% to 4.28%. Taking into account the movements in the factors above, there was a reduction in the overall liability and a negative expense for the year (see note 5).

Payments to grants to individuals due in less than one year have been accounted for as creditors rather than a provision as they are more certain.

18. Pension schemes

Independent Age operates a defined contribution pension scheme administered by TPT Retirement Solutions. The employer contributes up to 10% of employees' earnings to the scheme and, for employees in the salary sacrifice scheme, additionally contributes its resulting employers' national insurance saving to individual employees' pensions. Total employer contributions towards this scheme in the year were £530,831 (2023: £525,520).

Independent Age also operates a defined benefit (final salary) scheme, which was closed to future accrual from the end of April 2021.

A full actuarial valuation was carried out at 30 September 2022 and updated to 31 December 2024 by a qualified actuary, independent of the scheme's sponsoring employer. The major assumptions used by the actuary are shown below. The Scheme is in surplus at 31 December 2024. The surplus has been restricted to zero as it cannot be returned to the employer.

The most recent actuarial valuation at 30 September 2022 showed a surplus of £802,000.

Present values of Defined Benefit Asset/(Obligation), fair value of Assets and Defined Benefit Liability	31 December 2024 £'000	31 December 2023 £'000
Equity-type assets	**12**	12
Bonds	**4,839**	7,214
Property	**1,651**	1,764
Cash	**330**	643
Other	**2,245**	1,371
Liability-driven investments (LDI)	**4,906**	4,620
Private Credit	**-**	97
Total market value of assets	**13,983**	15,721
Present value of Scheme liabilities	**(13,406)**	(14,496)
Surplus	**577**	1,225
Effect of asset ceiling	**(577)**	(1,225)
Net pension asset under FRS 102	**-**	**-**

None of the fair value of the assets shown above include any direct investments in the employer's own financial instruments or any property occupied by, or any other assets used by, the employer.

Reconciliation of opening and closing balances of the defined benefit obligation	31 December 2024 £'000	31 December 2023 £'000
Defined benefit obligation at start of period	**14,496**	14,411
Interest cost on defined benefit obligation	**671**	705
Benefits paid	**(848)**	(748)
Actuarial (loss)/gain on changes in demographic and financial assumptions	**(963)**	220
Experience gain/(loss) on liabilities	**50**	(92)
Defined benefit obligation at end of period	**13,406**	**14,496**

Reconciliation of opening and closing balances of the fair value of plan assets	31 December 2024 £'000	31 December 2023 £'000
Fair value of plan assets at start of period	**15,721**	16,190
Interest income on assets	**729**	793
Expenses	**(125)**	(119)
Return on assets excluding interest income	**(1,572)**	(467)
Employer contribution	**78**	72
Benefits paid	**(848)**	(748)
Fair value of plan assets at end of period	**13,983**	**15,721**

Movement in Balance Sheet asset during the year	31 December 2024 £'000	31 December 2023 £'000
Surplus in scheme at the beginning of the period	**-**	-
Expenses	**(125)**	(119)
Re-measurements included in the Statement of Financial Activities	**47**	47
Employer contributions	**78**	72
Surplus in Scheme at the end of the period	**-**	**-**

Notes to the Financial Statements

Note 18 continued

Defined benefit costs recognised in the Statement of Financial Activities	31 December 2024 £'000	31 December 2023 £'000
Expenses	**125**	119
Operating charge	**125**	**119**
Interest income on assets	**(729)**	(793)
Interest cost on defined benefit obligation	**671**	705
Interest on surplus that is not recoverable	**58**	88
Net Interest credit	**-**	**-**
Defined benefit costs recognised in Statement of Financial Activities	**125**	**119**

Other comprehensive income	31 December 2024 £'000	31 December 2023 £'000
Return on assets excluding interest income	**(1,572)**	(467)
Experience (losses)/gain on liabilities	**(50)**	92
Gain/(loss) from change of assumptions	**963**	(220)
Effects of changes in the amount of surplus that is not recoverable (excluding amounts included in net interest cost)	**706**	642
Actuarial gain on defined benefit pension scheme in the Statement of Financial Activities	**47**	**47**

Movement in assumption	Effect on liabilities
Discount rate + /- 0.1%	- /+ 2%
Inflation assumptions + /- 0.1%	- /+ 2%
Life expectancy + /- 1 year	- /+ 3-5%

Financial assumptions	31 December 2024	31 December 2023
Discount rate	**5.50% p.a.**	4.77% p.a.
Inflation (RPI)	**3.20% p.a.**	3.08% p.a.
Inflation (CPI)	**2.83% p.a.**	2.64% p.a.
Deferred revaluations	**3.20% p.a.**	3.08% p.a.
Pension increases in payment CPI max 5% p.a.	**2.77% p.a.**	2.61% p.a.
Pension increases in payment CPI max 2.5% p.a.	**1.98% p.a**	1.91% p.a
Pension increases in payment CPI max 3% p.a.	**2.24% p.a.**	2.14% p.a.

Note 18 continued

Demographic assumptions	31 December 2024	31 December 2023
Mortality		
Base tables	**Pre-retirement: nil** **Post-retirement: 103% of S3PXA**	Pre-retirement: nil Post-retirement: 103% of S3PXA
Improvement allowance	**CMI_2023 (1.25%) for females** **CMI_2023 (1.5%) for males**	CMI_2022 (1.25%) for females CMI_2022 (1.5%) for males
Smoothing parameter	**7.0**	7.0
Life expectancy from age 65		
Pensioners (currently aged 65)	**Female: 23.9** **Male: 21.6**	Female: 23.9 Male: 21.6
Non-pensioners (currently aged 45)	**Female: 25.3** **Male: 23.2**	Female: 25.3 Male: 23.2
Commutation	**75% of maximum allowance**	75% of maximum allowance
Proportion married at retirement	**75% for both females and males**	75% for both females and males
Other demographic assumptions	**As per most recent Technical Provisions assumptions**	As per most recent Technical Provisions assumptions

Contingent liability

We have been notified by the Trustee of the Scheme that they have performed a review of the changes they made to The Pensions Trust's Schemes' benefits over the years, and the result is that there is now some uncertainty surrounding some of these changes. The Trustee has determined that it is prudent to follow best practice and seek clarification from the Court on the changes made.

The court hearing, known as Verity Trustees Limited v Wood, commenced in February 2025 and determination is expected no earlier than the summer of 2025; after this the Trustee and its advisers will consider the outcome and communicate next steps to employers. Depending on the outcome of the hearing, it may be necessary to ask further questions of the Court to clarify certain additional points. If determination supports the way that benefit changes have been made in practice, then there would be no action needed by Independent Age and no impact on its accounts.

The court case has an interaction with the issues considered in the Virgin Media Limited v NTL Pension Trustees II Limited case, and this case may or may not impact the schemes within the Trust, depending on the outcome of the Verity Trustees Limited v Wood case. It is unclear at this stage whether the Verity Trustees Limited v Wood case, including the impact of the Virgin Media judgment, may give rise to an additional liability.

The judgment is likely to require detailed interpretation and consideration before the nature and scale of any additional liabilities could be determined. Given the uncertainty of the outcome and difficulty in measuring any financial impact for Independent Age, no allowance has been made for the potential impact of this review in Independent Age's financial statements.

It is expected that there is still likely to be uncertainty over the precise scale of any additional liabilities by 31 December 2025. However, if determination does not support the way that benefit changes have been made in practice, then we would expect to be able to make an estimate of the value of additional liabilities in our financial statements for the year ended 31 December 2025.

Notes to the Financial Statements

19. Movement on funds (Group and charity)

	Balance at 1 January 2024 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gains (losses) £'000	Balance at 31 December 2024 £'000
Endowed funds						
F E Cobbold Trust Fund	1,799	-	-	46	-	**1,845**
Backsettown Endowed Charity Fund	351	-	-	9	-	**360**
Wharton & Wittrick Fund	1,200	-	-	-	(200)	**1,000**
General Endowment Fund	69,418	-	-	1,784	-	**71,202**
Unapplied Total Return	(1,918)	2,155	(120)	(10,870)	10,753	**-**
Total endowed funds	**70,850**	**2,155**	**(120)**	**(9,031)**	**10,553**	**74,407**
Restricted funds						
F E Cobbold Trust Fund	4,069	252	(1,972)	-	431	**2,780**
Backsettown Endowed Charity Fund	3,225	-	-	-	-	**3,225**
Ulster Ladies Trust Fund	14	1	(7)	-	2	**10**
Pension Insurance Corporation (Helpline)	256	-	(256)	-	-	**-**
Julia Rausing Trust	-	930	-	-	-	**930**
The John Laing Charitable Trust	-	282	(258)	-	-	**24**
Other Restricted Funds	99	239	(251)	-	-	**87**
Total restricted funds	**7,663**	**1,704**	**(2,744)**	**-**	**433**	**7,056**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,320	-	-	-	60	**1,380**
Assets Held for Sale Fund	140	-	-	(135)	(5)	**-**
Tangible and Intangible Fixed Assets Fund	1,760	-	(109)	-	-	**1,651**
Endowment Funded Activity Protection Fund	25,048	327	(43)	(24,849)	(483)	**-**
Future Impact Fund	47,448	3,906	(12,202)	(43,713)	4,561	**-**
Deficits and Investment Volatility Fund	-	-	-	26,022	-	**26,022**
Grants Fund	-	-	-	30,000	-	**30,000**
Fundraising Growth Fund	-	-	-	24,000	-	**24,000**
Total designated funds	**75,716**	**4,233**	**(12,354)**	**11,325**	**4,133**	**83,053**
General Fund	12,288	-	-	(2,294)	-	**9,994**
Total unrestricted funds	**88,004**	**4,233**	**(12,354)**	**9,031**	**4,133**	**93,047**
Sub total Independent Age	**166,517**	**8,092**	**(15,218)**	**-**	**15,119**	**174,510**
Counsel and Care for the Elderly						
General Fund	4	6	(5)	-	-	**5**
Sub total Counsel and Care for the Elderly	**4**	**6**	**(5)**	**-**	**-**	**5**
Independent Age Enterprises Limited						
General Fund	-	57	(57)	-	-	**-**
Sub total Independent Age Enterprises Limited	**-**	**57**	**(57)**	**-**	**-**	**-**
Total Group	**166,521**	**8,155**	**(15,280)**	**-**	**15,119**	**174,515**

Group General Funds comprise the General Funds of the Charity, Counsel and Care for the Elderly and Independent Age Enterprises Limited.

Note 19 continued

Fund descriptions

The Supplementary Royal Charter 2014 stipulated the establishment of a General Endowment Fund comprising all of the monies previously held in the Permanent Annuities Fund, the Provision of Homes Capital Fund, the Annuitants' Relief Fund and part of the Life Annuities Fund.

The Charity Commission scheme, which became effective on 23 October 2014, defined the nature and purposes of the three endowed funds of which Independent Age is the Managing Trustee, namely F E Cobbold Trust Fund, Backsettown Endowed Charity Fund, and the Wharton and Wittrick Fund. The Scheme further provided confirmation that both the capital and income of the Ulster Ladies Trust Fund could be expensed in accordance with its restrictions; and amended the restrictions on other named funds.

The funds of Independent Age are as described below .

Permanent Endowed Funds

The **F E Cobbold Trust Fund** represents monies to be held on trust to invest and apply relief to older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who are residents of Suffolk, by the provision of grants and other financial assistance and the provision of advice and support.

The **Backsettown Endowed Charity Fund** is to relieve persons who are in conditions of need, hardship or distress or who, by reason of physical or mental illness or otherwise, are in need of rest and recuperation by making of grants or the provision of facilities that are calculated to relieve such need. The restricted element of the fund is held as land under Assets Held for Sale.

The **Wharton & Wittrick Fund** is to be held on trust to invest and apply the income to relief older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who have been employed with the health and social care professions, by the provision of grants and other assistance relating to accommodation. The fund is held as properties which were transferred to Assets Held for Sale in the year.

The **General Endowment Fund**, which was established by the Supplementary Royal Charter in 2014, provides for the general purposes of the charity.

The **Unapplied Total Return** is the balance of income earned, less investment management fees, less investment losses after the maintenance of the capital value of the Permanent Endowed Funds calculated by the movement in CPI for the respective period. The trustees have elected not to hold positive balances on the Unapplied Total Return, but in years in which the return is below CPI, a negative balance is held in the Unapplied Total Return Fund until future returns on the investments eliminate it.

Under section 104(A) of the Charities Act 2011 on 1 January 2015, the trustees have the power to invest permanently endowed funds to maximise total return and therefore to apply an appropriate portion of the total return to income.

Notes to the Financial Statements

Note 19 continued

Movement on endowed funds	Endowed for investment £'000	Unapplied Total Return £'000	Total endowed £'000
At start date: 1 January 2024			
Gift component of permanent endowment	72,768	-	**72,768**
Unapplied Total Return	-	(1,918)	**(1,918)**
Sub total	**72,768**	**(1,918)**	**70,850**
Movements			
Recoupment of trust for investment*	1,839	(1,839)	**-**
Dividend return	-	2,155	**2,155**
(Loss)/Gains	(200)	10,753	**10,553**
Investment management costs	-	(120)	**(120)**
Sub total	1,639	10,949	**12,588**
Unapplied total return retained	-	-	**-**
Unapplied total return transferred to income funds	-	(9,031)	**(9,031)**
Total	**74,407**	**-**	**74,407**

*This represents the sum elected to offset the impact of inflation.

Restricted funds

These are funds that the charity must spend on activities specified by the restrictions of the fund.

The **Ulster Ladies Trust Fund:** the income and capital may be applied for the relief of persons in need by reason of ill-health, disability, financial hardship or other disadvantage with a preference for those living or formerly living in Northern Ireland.

Pension Insurance Corporation (Helpline): The Pension Insurance Corporation provided funding to support our Helpline in 2024 and 2023, which has been fully spent.

Julia Rausing Trust: provided funding for 3 years to support our Helpline and Advice and Support Services.

The John Laing Charitable Trust: provided funding for 3 years to support our Boosting Advice Grants programme.

Other Restricted Funds: represent donations and grants on which a restriction is placed by the donor, predominantly for the Helpline. In 2024, these amounted to £239k, (2023: £340k) and includes £150k from Garfield Weston Foundation.

Note 19 continued

Designated funds

In accordance with the Charity Commission guidance, the trustees have designated funds to mitigate the charity's financial risks and to indicate which reserves are held for specific purposes or in property and therefore not available as 'free' reserves. Individual purposes of these funds are described below.

The **Investment Property** and **Assets Held For Sale Funds** represent the amount of reserves relating to investment properties not held in restricted and endowed funds.

The **Tangible and Intangible Fixed Asset Fund** recognises the net book value of operational fixed assets, primarily the head office building at 18 Avonmore Road.

The **Endowment Funded Activity Protection Fund** and **Future Impact Fund** were closed by Trustees at 31 December 2024, following a review of the reserves policy.

The **Deficits and Investments Volatility Fund** is calculated after other reserves amounts have been set aside. The fund, created at 31 December 2024, is intended to absorb future deficits resulting from operating losses which cannot be met from investment gains, and to provide funds to ensure we are able to maintain the value of our endowments in line with CPI.

The **Grants Fund** was created at 31 December 2024 to support our grant-making over the next decade. We aim to fundraise to increase its size so that our own funds can go further and last longer.

The **Fundraising Growth Fund** was created at 31 December 2024 to support the investment we need to make to grow our fundraising; this will enable us to reduce our dependence on investment income and will support the charity's long-term financial sustainability.

The **Universal Beneficent Society Fund** related to legacy income due to this charity which merged with Independent Age in 2011; the merger was included on the registers of mergers in 2024, meaning this fund is no longer required.

General funds

The **General Fund** represents free reserves used for the general work of Independent Age.

Transfers between funds are made in order to maintain the value of the endowed funds such that they grow each year in line with CPI, maintain the General Fund at an amount equivalent to one year's unrestricted expenditure and transfer any remaining balance to the Deficits and Investment Volatility Fund.

Comparatives for 2023 of movement on funds are shown on the next page.

Notes to the Financial Statements

Note 19 continued

	Balance at 1 January 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gains (losses) £'000	Balance at 31 December 2023 £'000
Endowed funds						
F E Cobbold Trust Fund	1,731	-	-	68	-	**1,799**
Backsettown Endowed Charity Fund	338	-	-	13	-	**351**
Wharton & Wittrick Fund	1,200	-	-	-	-	**1,200**
General Endowment Fund	66,792	-	-	2,626	-	**69,418**
Unapplied Total Return	(6,892)	3,044	(88)	(2,707)	4,725	**(1,918)**
Total endowed funds	**63,169**	**3,044**	**(88)**	**-**	**4,725**	**70,850**
Restricted funds						
F E Cobbold Trust Fund	6,152	241	(2,480)	-	156	**4,069**
Backsettown Endowed Charity Fund	3,225	-	-	-	-	**3,225**
Ulster Ladies Trust Fund	86	3	(77)	-	2	**14**
Pension Insurance Corporation (Helpline)	500	-	(244)	-	-	**256**
Reconnections	38	40	(78)	-	-	**-**
Other Restricted Funds	104	340	(345)	-	-	**99**
Total restricted funds	**10,105**	**624**	**(3,224)**	**-**	**158**	**7,663**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,470	-	-	(150)	-	**1,320**
Assets Held for Sale Fund	-	-	-	150	(10)	**140**
Tangible and Intangible Fixed Assets Fund	1,811	-	(113)	62	-	**1,760**
Endowment Funded Activity Protection Fund	24,100	224	(31)	1,107	(352)	**25,048**
Future Impact Fund	51,713	3,675	(9,070)	(2,022)	3,152	**47,448**
Universal Beneficent Society Fund	-	20	(20)	-	-	**-**
Total designated funds	**79,094**	**3,919**	**(9,234)**	**(853)**	**2,790**	**75,716**
General Fund	11,435	-	-	853	-	**12,288**
Total unrestricted funds	**90,529**	**3,919**	**(9,234)**	**-**	**2,790**	**88,004**
Sub total Independent Age	**163,803**	**7,587**	**(12,546)**	**-**	**7,673**	**166,517**
Counsel and Care for the Elderly						
General fund	3	5	(4)	-	-	**4**
Sub total Counsel and Care for the Elderly	**3**	**5**	**(4)**	**-**	**-**	**4**
Independent Age Enterprises Limited						
General Fund	3	17	(20)	-	-	**-**
Sub total Independent Age Enterprises Limited	**3**	**17**	**(20)**	**-**	**-**	**-**
Total Group	**163,809**	**7,609**	**(12,570)**	**-**	**7,673**	**166,521**

20. Analysis of net assets between funds

	Unrestricted funds £'000	Designated funds £'000	Restricted funds £'000	Endowed funds £'000	2024 Total funds £'000
Tangible and intangible fixed assets	-	1,651	-	-	**1,651**
Investments	14,545	80,022	2,790	73,407	**170,764**
Investment properties	-	1,380	-	-	**1,380**
Concessionary loans	57	-	-	-	**57**
Current assets	3,365	-	4,266	1,000	**8,631**
Current liabilities	(2,736)	-	-	-	**(2,736)**
Creditors and provisions: amounts falling due after one year	(5,232)	-	-	-	**(5,232)**
Total	**9,999**	**83,053**	**7,056**	**74,407**	**174,515**

Comparatives for 2023 analysis of net assets between funds are shown below:

	Unrestricted funds £'000	Designated funds £'000	Restricted funds £'000	Endowed funds £'000	2023 Total funds £'000
Tangible and intangible fixed assets	-	1,760	-	-	**1,760**
Investments	13,058	72,496	4,083	69,650	**159,287**
Investment properties	-	1,320	-	1,200	**2,520**
Concessionary loans	60	-	-	-	**60**
Current assets	4,029	140	3,580	-	**7,749**
Current liabilities	(2,003)	-	-	-	**(2,003)**
Provisions: amounts falling due after one year	(2,852)	-	-	-	**(2,852)**
Total	**12,292**	**75,716**	**7,663**	**70,850**	**166,521**

21. Trustees, related parties and connected charities

No Trustee received any remuneration from Independent Age during the year ended 31 December 2024, (2023: none). Three trustees (2023: four) were reimbursed for travel expenses incurred in furtherance of the charity's activities totalling £5,026 (2023: £3,178).

Counsel and Care for the Elderly merged with Independent Age in October 2011 but continues to operate as a separate charitable company for the collection of donations and legacies, with two trustees of Independent Age serving as its trustees and company directors. Independent Age continues to provide the services previously offered by Counsel and Care. In the year ended 31 December 2024, the income for Counsel and Care was £6k (2023: £5k) and expenditure was £5k (2023: £4k), and total net assets value was £5k (2023: £4k).

Independent Age Enterprises Limited (IAE Ltd), the subsidiary company, handles the non-primary purpose trading activites. The available profits are donated to the Charity each year as Gift Aid under a deed of covenant. In the year ended 31 December 2024, the income for IAE Ltd was £57k (2023: £17k) and expenditure was £3k (2023: £3k); after Gift Aid payable to the parent undertaking, total net assets value was £Nil (2023: £Nil).

Notes to the Financial Statements

22. Reconciliation of net movements in funds to net cash flow from activities

	2024 Group £'000	2023 Group £'000	2024 Charity £'000	2023 Charity £'000
Net income for the year	**7,947**	2,665	**7,946**	2,667
Dividends received	**(4,726)**	(5,248)	**(4,726)**	(5,248)
Interest receivable including bank interest	**(31)**	(26)	**(31)**	(26)
Rents received from investment properties	**(35)**	(37)	**(35)**	(37)
Depreciation and impairment of tangible fixed assets	**100**	98	**100**	98
Amortisation and impairment of intangible fixed assets	**9**	12	**9**	12
Revaluation of investment property	**(60)**	-	**(60)**	-
Revaluation of asset held for sale	**200**	10	**200**	10
Gains on investments	**(15,216)**	(7,636)	**(15,216)**	(7,636)
Loss on disposal of asset held for sale	**5**	-	**5**	-
Movement in the provision for concessionary loans	**(6)**	(16)	**(6)**	(16)
Movement in the provision for grants to individuals	**(651)**	(666)	**(651)**	(666)
Re-measurement of defined benefit pension	**47**	47	**47**	47
(Increase) in debtors	**(951)**	(557)	**(941)**	(557)
Increase/(decrease) in creditors	**3,765**	(506)	**3,765**	(508)
Net cash flow from operating activities	**(9,603)**	(11,860)	**(9,594)**	(11,860)

23. 2023 Consolidated Statement of Financial Activities

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2023 Total funds £'000
Income and endowments from				
Donations and legacies	1,783	380	-	**2,163**
Other trading activities	135	-	-	**135**
Investment income	2,023	244	3,044	**5,311**
Total Income and endowments	**3,941**	**624**	**3,044**	**7,609**
Expenditure on raising funds				
Raising funds	1,391	-	-	**1,391**
Investment and property management	220	8	88	**316**
Total cost of raising funds	**1,611**	**8**	**88**	**1,707**
Expenditure on charitable activities				
Services	2,005	2,975	-	**4,980**
Community Services	1,277	197	-	**1,474**
Policy and Influencing	2,516	-	-	**2,516**
Grant Making	1,849	44	-	**1,893**
Total cost of charitable activities	**7,647**	**3,216**	**-**	**10,863**
Total expenditure	**9,258**	**3,224**	**88**	**12,570**
Operating (deficit)/surplus	**(5,317)**	**(2,600)**	**2,956**	**(4,961)**
Gains on investment assets	2,743	158	4,725	**7,626**
Net (expenditure)/income	**(2,574)**	**(2,442)**	**7,681**	**2,665**
Other recognised gains/(losses)				
Re-measurement of defined benefit pension	47	-	-	**47**
Net movement in funds	**(2,527)**	**(2,442)**	**7,681**	**2,712**
Reconciliation of funds				
Fund balances brought forward at 1 January	90,535	10,105	63,169	**163,809**
Fund balances carried forward at 31 December	**88,008**	**7,663**	**70,850**	**166,521**

Notes to the Financial Statements

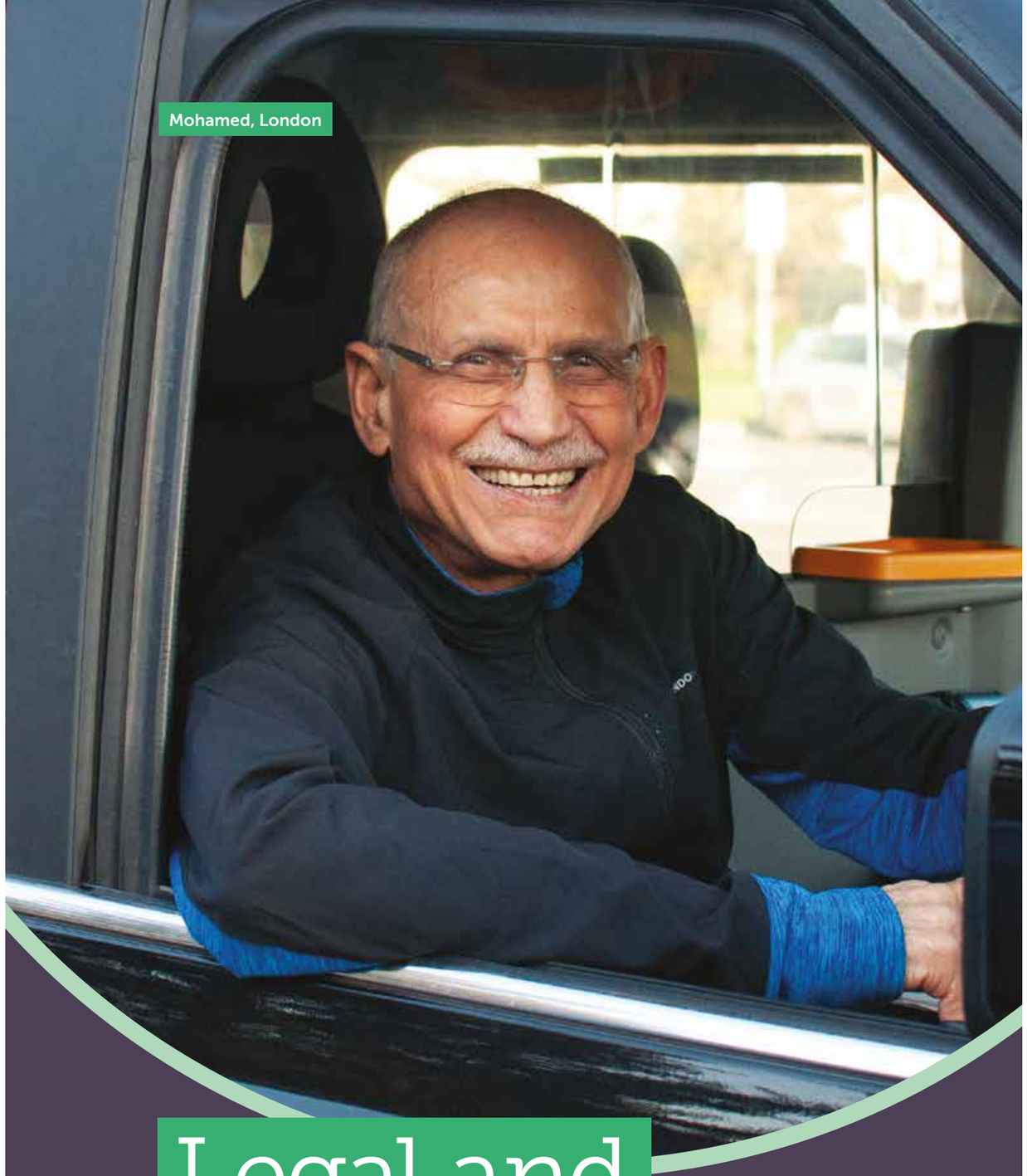
24. Operating lease commitments

The Group had no outstanding commitments at the year-end under operating leases (2023: £nil).

25. Charity-only Statement of Financial Activities for the year ended 31 December 2024

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2024 Total funds £'000	Year to 31 December 2023 Total funds £'000
Income and endowments from					
Donations and legacies	1,817	1,451	-	**3,268**	2,178
Other trading activities	90	-	-	**90**	118
Investment income	2,384	253	2,155	**4,792**	5,311
Other income	1	-	-	**1**	-
Total income and endowments	**4,292**	**1,704**	**2,155**	**8,151**	7,607
Expenditure on raising funds					
Raising funds	2,543	-	-	**2,543**	1,388
Investment and property management	277	7	120	**404**	316
Total cost of raising funds	**2,820**	**7**	**120**	**2,947**	1,704
Expenditure on charitable activities					
Services	1,473	2,472	-	**3,945**	4,979
Community Services	-	-	-	**-**	1,474
Policy and Influencing	2,813	8	-	**2,821**	2,516
Grant Making	5,307	257	-	**5,564**	1,893
Total cost of charitable activities	**9,593**	**2,737**	**-**	**12,330**	10,862
Total expenditure	**12,413**	**2,744**	**120**	**15,277**	12,566
Operating (deficit)/surplus	**(8,121)**	**(1,040)**	**2,035**	**(7,126)**	(4,959)
Gains on investment assets	4,086	433	10,553	**15,072**	7,626
Net (expenditure)/income	**(4,035)**	**(607)**	**12,588**	**7,946**	2,667
Other recognised gains/(losses)					
Transfers between funds	9,031	-	(9,031)	**-**	-
Re-measurement of the defined benefit pension scheme	47	-	-	**47**	47
Net movement in funds	**5,043**	**(607)**	**3,557**	**7,993**	2,714
Reconciliation of funds					
Fund balances brought forward at 1 January	88,004	7,663	70,850	**166,517**	163,803
Fund balances carried forward at 31 December	**93,047**	**7,056**	**74,407**	**174,510**	166,517

All the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.



Legal and administrative details

Legal and administrative details

Charity information

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA).

It is registered in England and Wales with the Charity Commission under charity number 210729 and was entered on the Scottish Charity Register under charity number SC047184 on 17 February 2017.

Trustees

Richard Anderson (1,4, 5) – Chair from September 2024

Lucy Blythe (4,5) – to March 2025

Karen Byrne (4,5)

Charles Counsell (3,4) – from April to May 2025*

Vivienne Dews – to June 2024

Guillermo Donadini (1,2)

Jannine Edgar (1) – to April 2025

Joan Elliott (1,2, 4) – Treasurer

Prof Caroline Glendinning (3)

Joshua Greenspan (1,2) – from July 2024

Heléna Herklotts (3, 4) – from August 2024

Baroness Julia Neuberger, DBE – to September 2024 – Chair

Amit Patel (2,5)

Letizia Perna – to September 2024 – and on sabbatical during 2024

Julia Shelley (3) – from July 2024

The Trustees' Committee Membership during the year

There were a number of changes to our Board committees and their membership during the year. Trustees' Committee Membership at the end of the year is indicated after each trustee's name.

1. Finance Audit and Risk Committee
2. Investment Subcommittee
3. Delivery and Impact Committee
4. Governance Committee
5. Engagement Committee

Royal Patron

Her Royal Highness Princess Alexandra, the Hon Lady Ogilvy, KG, GCVO

Senior Leadership Team

Joanna Elson, CBE, Chief Executive Officer

Sofia Haque, Director of Engagement from February 2025

John Palmer, Director of Influencing & Engagement to February 2025

Stuart Rogers, Chief Operating Officer

Morgan Vine, Director of Policy & Influencing from September 2024

Clare Wadd, Director of Finance and Governance

Professional advisers

Auditors

RSM UK Audit LLP
25 Farringdon Street
London EC4A 4AB

Principal bankers

NatWest Bank plc
156 Fleet Street
London EC4A 2DX

Insurance broker

PIB Insurance Brokers
Rossington's Business Park
West Carr Road
Retford
Nottingham
DN22 7SW

Solicitors

Bates Wells & Braithwaite London LLP
10 Queen Street Place
London EC4R 1BE

Investment advisers

Lane Clark & Peacock LLP
95 Wigmore Street
London W1U 1DQ

Investment managers

Amundi Investment Solutions
1 George's Quay Plaza
George's Quay
Dublin 2
Ireland

BlackRock Investment Management (UK) Limited
12 Throgmorton Avenue
Drapers Gardens
London EC2N 2DL

JP Morgan Institutional Investments Inc
270 Park Avenue
New York NY 10017
US

Legal & General Investment Management Limited
One Coleman Street
London EC2R 5AA

Lindsell Train Ltd (to January 2025)
66 Buckingham Gate
London SW1E 6AU

M&G Securities Limited
Laurence Pountney Hill
London EC4R 0HH

Ruffer LLP
80 Victoria Street
London
SW1E 5JL

Charter Members at annual report signing date

Charter Members are appointed when an application, which may have been invited by the trustees, has been approved by the trustees. Trustees are appointed Charter Members for the period of their trusteeship only.

At each annual general meeting, the Charter Members shall resolve on the appointment or reappointment of trustees who have been nominated by the trustees, and the appointment of the auditors.

2020 Mr R Anderson
2003 Mr U D Barnett
2019 Ms K Byrne
2009 Mr P Cann
2008 Ms S Collins
2012 Ms M Dangoor
2022 Mr G Donadini
2023 Ms J Elliott
2022 Prof C Glendinning
2024 Mr J Greenspan
2024 Ms H Herklots
2006 Mr T J Howe
2005 Mrs F C Hughes
2008 Mr R Humphries
1986 Mrs I Macdonald
2019 Mr A Patel
2012 Mr G Patterson
1985 Mr P G Pollock
2004 Mr H M Priestley
2024 Ms J Shelley
2013 Ms L Romeo
1985 Mr J G Tregoning

*became aware of a conflict of interest subsequent to appointment

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Independent Age is the operating name of the Royal United Kingdom Beneficent Association.

Registered charity number 210729
(England and Wales) SC047184 (Scotland).

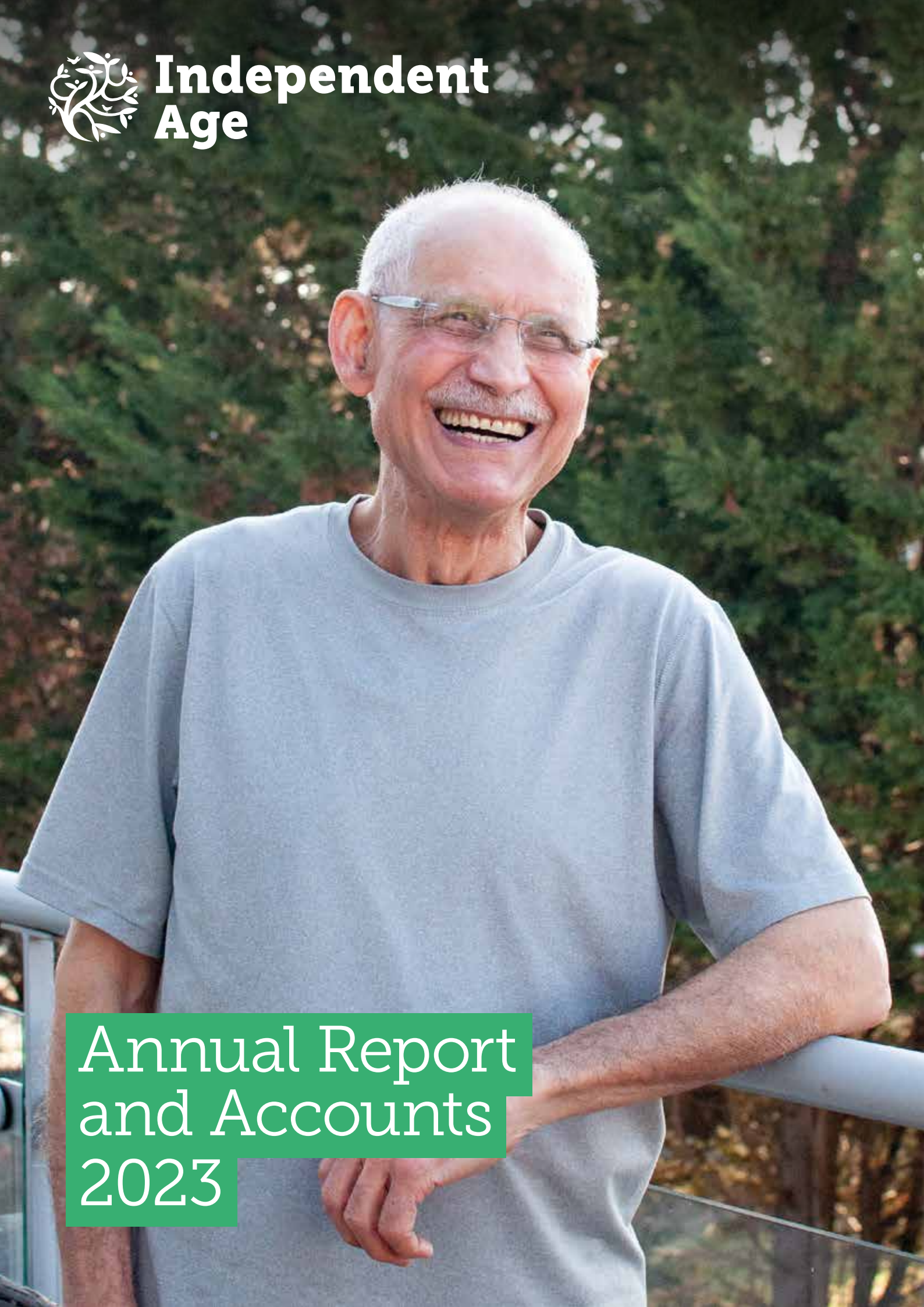
IA-CP-046

THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION

England & Wales - Charity number 210729

Accounts

Independent Age



Annual Report and Accounts 2023

We can all live a financially secure, happy, connected and purposeful later life

Independent Age is the national charity focused on improving the lives of people facing financial hardship in later life.

Our Helpline and expert advisers offer free, practical support to older people without enough money to live on. Through our grants programme, we support local organisations working directly with older people across the UK.

We use the knowledge and insight gained from our support services and partnerships to highlight the issues experienced by older people in poverty and to campaign for change.

We believe no one should face financial hardship in later life.

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Cover: Mohamed

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Kaz and Shaz

Welcome from Julia Neuberger and Joanna Elson

Our work at Independent Age has never been needed more. Around two million older people in the UK live in poverty, while another million live with precarious finances and face real financial hardship.

Independent Age's history and expertise are rooted in supporting older people facing financial hardship – it's been a priority since our foundation. In recent years, we've strengthened that expertise through research and through our information and advice, campaigns and communications.

Poverty affects people of all ages, but older people without enough money to live on are often invisible, overlooked and unheard. They face ageist assumptions about the comfort of their financial situation – when, too often, the dream of a carefree, financially secure retirement is just that. Living in financial hardship affects older people's health, intensifies loneliness and reduces quality of life, so we can and must work to prevent and alleviate it.

In 2022 our trustees refocused our work on supporting older people experiencing financial hardship through the prism of income, costs, community and home. We set about transforming our work, winding down some programmes and workstreams and developing new ones, to reach those older people research tells us are most likely to be living in financial hardship: women, single people, people from minoritised ethnic communities, carers, people with long-term conditions or disabilities and private renters.

In 2023 trustees, staff and partners worked together to finalise our strategy. It gives us a clear plan to meet our ambitious goal of improving the lives of one million older people experiencing financial hardship by 2027.

2023 saw many older people face mounting pressure from the increasing cost of living. This year we:

- provided up-to-date information and advice through our information guides, telephone groups, Helpline and specialist advisers, ensuring older people can access benefits and social tariffs they are entitled to
- grew our grants programme to support partner organisations working directly with older people in financial hardship, especially those hit hard by the cost-of-living crisis
- continued our successful policy and influencing work, particularly around Pension Credit take-up.

We also continued to highlight stories of poverty in later life, through our reports *The hidden two million*, about at-risk groups across the UK, and *Not enough to live on*, which focused on the financial realities for older people living in Scotland. Our research into private renters, another group more likely to struggle with low income and high costs later in life, led to the launch of our *Hidden renters* report in September.

In September 2023 Joanna joined us as our new Chief Executive. Joanna's track record working with people struggling with their finances, and her commitment to financial inclusion, made her the right choice to lead our new strategy. We are also hugely indebted to Stuart Rogers, who served as interim CEO during 2022 and for most of 2023. We're delighted to have retained him in his new role of Chief Operating Officer.

Julia has provided inspirational leadership as Chair of Independent Age since 2019. She will step down at our AGM in September 2024 and we are so pleased to have appointed Richard Anderson as the next Chair from that date.

Independent Age is now in a strong position to deliver our ambitious strategy over the next three years. We are immensely grateful for the support of all our funders and donors, campaigners, our diligent and capable trustees, and our dedicated staff team – without whom we couldn't continue our life-changing work.

Baroness Neuberger, DBE
Chair

Joanna Elson, CBE
Chief Executive

> Independent Age is now in a strong position to deliver our ambitious strategy over the next three years.

Our year in numbers

As we work towards meeting our ambitious goal of improving the lives of one million older people experiencing financial hardship by 2027, here are the numbers that demonstrate our progress in 2023.

Following this transition year to our new strategy, we will be reviewing our key performance indicators in 2024.

We awarded **£1.5 million** in grants to 36 partners.

We granted **£570,000** directly to 810 older people.

We generated nearly **4,000** significant media mentions.

682,213 people accessed our services.

We supported **46,732** older people to access our services.

We distributed **252,574** copies of our information resources.

Our guides and factsheets were downloaded **36,389** times.

Our web pages were viewed **1,011,502** times.

Our advice pages were viewed **674,213** times.

For comparison: In 2022, we awarded £2 million in grants to 50 organisations. We granted £651,000 directly to 921 older people. We generated nearly 2,000 significant media mentions. 737,191 people accessed our services. We supported 28,869 older people. We distributed 528,266 printed guides and factsheets and 15,541 digital guides and factsheets were downloaded. Our web pages were viewed 699,903 times, of which 655,522 views were of our advice pages. We answered 31,855 Helpline enquiries and had 1,191 enquiries over web chat. 41% of calls led to publications being sent out. 59% of calls were about welfare benefits. 13% of calls were about social care. We supported more than 2,000 people with specialist advice. We identified £1.49 million in unclaimed benefits. Almost 14,000 campaign actions were taken. We had more than 70 MP champions. We had more than 20,000 campaigners in our network.

We answered **20,138** Helpline calls and had **1,635** web chat enquiries.

17% of calls led to publications being sent.

37% of calls were about welfare benefits.

12% of calls were about social care.

We supported **2,114** people with specialist advice.

We identified **£2,132,718** in unclaimed benefits.

There were **22,467** actions to support our campaigns.

We have **63** MP champions.

We had **21,199** campaigners in our network at the end of the year.

Our grants programme supported at least **37,000** older people living in financial hardship.

Grantees unlocked **£10 million** in additional benefits for those they supported.

We enabled funded organisations to employ **81** new staff members.

Left Colleagues and campaigners at the Department for Work and Pensions in April 2023 to deliver our research into Pension Credit uptake.

Below Runner at the London Landmarks Half Marathon 2023.

Left Attendees at our strategy launch event, *The hidden two million*.

Below Colleagues from Independent Age speaking to MSPs about the need to tackle pensioner poverty in Scotland.

What we achieved in 2023

Here we reflect on some of our most significant achievements in 2023.

National services

Providing high-quality, independent information and advice is at the heart of what Independent Age does – making sure older people are aware of their options so that they can make informed decisions about their lives.

In 2023 we supported 35,403 people through our services, and we reached 682,213 people through our information guides and website. We expanded our advice service, adding two generalist advisers who now support older people with in-depth advice on issues relating to money, housing and care.

As part of our transition to supporting older people facing financial hardship, we reviewed our guides and factsheets, to make sure older people can use the information they offer to increase their income, reduce costs and live in safe and suitable housing, with the care and support they need.

We also reviewed and recommissioned our Helpline, so older people who need help can always get through to someone who cares and is knowledgeable about issues that matter to them. The Helpline team is also expert at putting older people in touch with local support where it's needed. We've added web chat and email as contact channels for our Helpline too, giving people more choice than just phone. And we continue to offer live interpretation services to anyone who needs them.

Our partnership with Nationwide has gone from strength to strength. As well as providing support to victims of scams, we're now accepting direct referrals from Nationwide where people have been bereaved or need specialist support.

We have improved our processes for working with our volunteer Readers' Panel. We now offer more ways for members to get involved, including video and phone calls, and we've developed a guide for new members about how the panel works and how they can be involved. Our volunteers are one reason we secured the PIF quality mark again this year for our public information.

Our Good to Know telephone groups developed over the year, too. We launched our first *Getting help at home* webinar, with 29 participants who gave it an average rating of 4.25 out of 5 for quality.

Community services

During the year we closed our community services, which connected people, places and services to reduce isolation and loneliness, and allowed us to reach marginalised groups through community events in a small number of locations. Following a review, we came to the difficult conclusion that the service, although excellent, was high-cost and not scalable, and that we would reach more older people in financial hardship by expanding our grants programme.

Our befriending service, through which volunteers supported older people experiencing loneliness, with visits and telephone calls, had been winding down for some time. The service was not in line with our new focus on supporting those in financial hardship, so we accelerated the wind-down and the service was discontinued from 30 September 2023. Some older people and volunteers decided to continue their relationship informally as friends. And we partnered with Re-engage, transitioning 82 older people to its befriending service, supported by a grant of £20,000.

Policy and influencing

In 2023 our policy and influencing activity focused on gathering new evidence directly from older people in financial insecurity. We listened to the experiences of thousands of older people on a low income through surveys, one-to-one conversations and polling, and used this insight to determine the policy and systemic changes that could improve their lives. This enabled us to make recommendations to decision makers across the UK.

We conducted innovative research on specific issues too, and published our report *The hidden two million* looking at the situation for groups at risk of poverty across the UK, and our *Not enough to live on* report focusing on poverty in later life in Scotland.

We also built partnerships with other charitable organisations in England, Scotland and Wales, and received support for our policy calls from Westminster and Holyrood parliamentarians and government ministers. We gained high-profile media coverage and mobilised thousands of campaigners to support our recommendations for change.

Grant-making

We awarded £1.5 million to 36 grant-delivery partners in England, Wales and Scotland in 2023. Including 2022 grants which continued into 2023, we supported a total of 87 partners with grants in the year.

We ran three grants programmes in 2023: cost-of-living grants, local grants and grants to strategic partners, with 27 of the 36 new grants (totalling £979,000) for the cost-of-living grants programme. In 2023 we made 32 grants to organisations in England, two to organisations in Scotland and two to organisations in Wales.

Our strategy

More than three million older people are living with limited financial means and experiencing inequalities which affect their quality of life, ability to make choices and their independence.

Our objective by 2027

We will have improved the lives of **one million older people** facing financial hardship.

We will ensure older people facing financial hardship...

- have sufficient **income** and receive the financial support they're entitled to
- are protected from unfair or avoidable **costs**
- have the connections and support they need in their **communities**
- live in safe, secure and suitable **housing** with the care and support they need

How we'll do it

- **Work directly** with older people facing financial hardship to improve their lives
- **Use evidence** and our **expert knowledge** to campaign to **change policies** and practices
- **Support organisations** financially through **grants** and **practical support**
- **Work with others** to explore **innovative** ways of providing **support** and improving the lives of older people facing financial hardship

Who we work with and for

- Charities, community organisations, partners, businesses and grant recipients
- Donors, volunteers and supporters
- Families, friends, neighbours, and health and social care professionals
- Policy and decision makers, media
- People beyond state retirement age facing financial hardship, on a low income or in areas of multiple deprivations

Strategic report

> I grow quite a bit of stuff in the garden so we do manage with food costs quite well.
>
> **Stephen, Wiltshire**

Our vision, mission and values

2023 was a year of transition to our new strategy, for which we have an ambitious yet clear strategic objective: by 2027 we will have improved the lives of one million older people facing financial hardship.

During 2023 we developed our impact strategy, in which we detailed the activities that will improve the lives of a million people in financial hardship by 2027 and the target numbers we will reach through each of our activities. Those activities include our Helpline, advice and support offer, printed information guides, training and consultancy, e-learning, grant-making and strategic partnerships, and direct grants to individuals. An improved life means increased financial wellbeing, enabling greater choice and independence in wider areas of life.

Every day we hear from people in later life who are struggling financially. While they are resourceful, careful and resilient, and employ many tactics to make their low income work for them, life is hard. The people we engage with – through our services, grant-giving, campaigning, research and volunteering – tell us about their cripplingly high rents, the anxiety they feel when they receive their utility bills and their worries about how they will survive living on a low income.

Vision

We can all live a financially secure, happy, connected and purposeful later life.

Mission

To ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

Values

Purpose-driven
Compassionate
Expert
Collaborative
Accountable
Inclusive

Our goals

Our four strategic goals are:

Income
We will make sure older people facing financial hardship have sufficient income and receive the financial support they're entitled to.

Costs
We will ensure that older people facing financial hardship are protected from unfair or avoidable costs.

Community
By working in partnership with other organisations, we will ensure older people facing financial hardship have the connections and support they need in their communities.

Home
We will ensure that older people facing financial hardship live in safe, secure and suitable housing with the care and support they need.

> I feel safe for the rest of my life knowing I have you there for me.
>
> **Anonymous Helpline user**

National data proves they are not alone. Statistics released in March 2023 show that in 2021/22, 2.1 million pensioners – 18% of all pensioners – were living in poverty across the UK[1]. This number has grown over the past decade, with approximately 500,000 more pensioners in poverty now than in 2012. To make things worse, there are also 1.1 million pensioners who are financially insecure and living just above the poverty line.

People who spend any time in poverty are more likely than others to go without a filling meal every day and are more likely to live in a cold home. In our conversations with older people facing financial hardship, we hear of the difficult decisions they're making: do they skip a meal to keep the lights on? Do they keep the heating off over winter so they can afford a taxi to their hospital appointment? The effect of monitoring every penny and constantly living on the edge is significant, both mentally and physically.

Our research and analysis identified certain groups of people aged 65 and over who are at greater risk of facing financial hardship, including people who are single, women, people from minoritised ethnic communities, private renters, older carers, and people with long-term health conditions or disabilities.

Intersectionality is prominent among those facing financial hardship, with many people likely to identify with more than one of these seldom heard groups. We have tried to learn more about them and why they might be more likely to face financial hardship in later life.

Our research and analysis identified certain groups of people aged 65 and over who are at greater risk of facing financial hardship, including:

Single people

Women

People from minoritised ethnic communities

Private renters

Older carers

People with long-term conditions or disabilities

1 UK Government Households below average income (HBAI) statistics

Janet

Goal 1: Income

We will make sure older people facing financial hardship have sufficient income and receive the financial support they're entitled to.

We will expand our income maximisation advice to support people on a low income, including those living in deprived areas and at most risk of financial hardship, such as private renters, women and single people. We will develop and provide training to third-party organisations to do the same.
In National Services, in 2023 we took 8,584 calls to our Helpline about welfare benefits. We trained more of our staff to carry out welfare benefits checks and identified £2,132,718 in unclaimed benefits that older people were missing out on. We now offer a form-filling service, with more staff able to support older people with complex benefits claims, such as for Attendance Allowance. This service fills a gap in advice provision nationally.

All our printed guides now have information relating to Scotland and Wales, reflecting the different social security legislation across the UK.

On top of direct support, our National Services branched out this year to provide free training to community organisations and professionals who work with older people. Our aim is to raise their awareness of entitlements like Pension Credit and Attendance Allowance and to be confident using our online benefits checker. So far, 558 people have attended training and we estimate they will be able to support 15 older people each – a total of 8,370 people.

Through our Grants, we supported more than 40 projects intended to maximise income for older people in financial hardship, including helping with benefits advice and reviews and support with form-filling.

We will make our advice more accessible, with translations into different languages and audio versions, and always make sure our content represents people from different communities.
We continue to offer live interpretation services to anyone who needs them through Language Line. In 2023 Greater Manchester Combined Authority produced translated versions of our Winterwise guide in partnership with us. Our other advice guides are now being translated in 2024..

We will gather evidence to explore the systemic barriers older people in financial hardship face when trying to increase their income and use these insights to shape our activity, content and communication materials.
Our Policy and Influencing research showed that many older people in poverty in Scotland didn't know about the Scottish Welfare Fund (SWF), which provides emergency support. We called on Members of the Scottish Parliament and local authorities to do more targeted advertising focused on older people facing financial hardship. Our research was quoted in the Scottish Government's SWF action plan, which committed to more effective promotion to older people.

We will pressure governments to increase access to and uptake of financial entitlements, including campaigning to increase Pension Credit uptake, improve benefit adequacy and call for an Older People's Commissioner.
Through our Policy and Influencing work, we continued to try to persuade the UK Government to increase Pension Credit uptake. We spoke to journalists and politicians, submitted evidence to inquiries, and did campaign stunts and activity. We published our Local Authority Pension Credit toolkit, with examples of innovative approaches some local authorities have adopted to increase take-up. We were pleased to see the UK Government trial new ways to increase uptake, including working with data held by local councils. From January to May 2023 about 70,000 new people began receiving Pension Credit, giving them an average of £3,000 extra a year.

We will engage government, key influencers and service providers to tackle systemic problems that prevent older people in financial hardship from maximising their income.
We contributed to the UK Government review of the State Pension, making the case that now is not the time to increase the State Pension age, given falling life expectancy, rising rates of poverty in later life and the cost-of-living crisis. There is evidence to show that increasing the State Pension age by just one year plunges more people into poverty during that time. Early in 2023 the UK Government announced it would not increase the State Pension age at present.

"I'm frugal but still need to work.

Rob's story
Penzance

I drive a taxi in Cornwall and absolutely love it. I never know who I'm going to meet or where I'm going, so it keeps me on my toes.

I've had my State Pension for nearly a year, but I couldn't survive on it alone. I have to work. My rent is £675 a month, council tax £104, and I have to pay for the electric. I'm frugal – I'll batch cook and keep the lights off – and, when winter comes, I won't use the heating.

I'm trying to save money. I'm going vegetarian, I don't drink, but I run a car and have to get dental work done, so any extra money just goes. I never looked at prices before but now I do, because I've only got so much disposable income and still have debts.

My taxi licence runs out in two years' time – when I'm nearly 70. What if I don't get through the medical? I've got type 2 diabetes, enlarged prostate issues – I'm just getting older, you know? That's my biggest fear – losing my income and then my housing.

I envy people the same age who don't pay rent or a mortgage and have a good pension. I've been working since I was 18. I could see myself living in a tent, and that's scary.

Gwenda

Goal 2: Costs

We will ensure that older people facing financial hardship are protected from unfair or avoidable costs.

We will conduct research to understand the causes and effects of unfair and avoidable costs to inform our service development, policy priorities and focus.
Our Policy and Influencing team conducted research to draw attention to the impact of rising broadband, water, energy and Council Tax bills on older people facing financial hardship across the UK, and made recommendations to ease the burden. Our report *A constant struggle* included insight from 1,700 older people and was supported by politicians, other charities and business.

We will provide support and advice to older people to enable them to make informed choices about how they can minimise costs and protect themselves from financial shocks.
In National Services in 2023 our Helpline answered 290 calls about money and costs. This included providing information and advice on avoiding scams and what to do if you've been scammed. We dealt with many enquiries from people worried about paying bills, how to switch utility provider to secure a better deal and how to access grants to help cushion the blow of financial shocks such as boiler repairs, replacement of white goods, urgent home maintenance and other costs.

Through our Grants programme we funded more than 10 organisations with projects directly aimed at supporting older people to reduce costs. These ranged from tackling funeral poverty in Essex, specialist advice on reducing energy costs in Scotland, and providing warm spaces and advice sessions in the North West.

Healthy and Active in East Kilbride was one of our grant partners in Scotland. In partnership with East Kilbride Citizens Advice, they ran a project combining expert advice with a preventative approach to support local residents facing increased costs. This included access to community larders and community growing initiatives, advice on healthy eating on a budget, peer support, and energy saving efficiencies. The organisation's holistic approach and longer-term solutions enabled them to support over 1,400 people.

We will work with partners to share and distribute information about minimising costs and avoiding scams to reach more older people more efficiently.
Our National Services Signposting+ service now offers support with using cost comparison websites to older people who are digitally excluded and, through our Good to Know groups, we ran Scams Bingo sessions working with UK Finance, as well as a standalone session on scams.

We will develop policy positions and clear asks of government, influencers and service providers that protect older people in financial hardship from unfair costs and penalties.
Our Policy and Influencing team had clear evidence that the planned increase in the Energy Price Guarantee (EPG) in April 2023 from £2,500 to £3,000 would hit older people on low incomes hard. As well as sharing our concerns in the media, we supported a campaign led by financial journalist and broadcaster Martin Lewis calling for the UK Government to postpone the planned increase. The Chancellor referenced the campaign in his Budget statement and confirmed the UK Government would no longer increase the EPG threshold.

We've also been campaigning alongside others for an energy social tariff which, in 2023 involved meetings with the UK Government Energy Minister, signing public joint letters, speaking at roundtables with civil servants and energy providers, and responding to public consultations on topics like the energy price cap.

"...all my bills have gone up, so my savings are gone.

Aminah's story
Middlesbrough

I relocated to the UK 13 years ago, having been a community support worker for a UK women's development charity in Uganda. For the past seven years, I've worked as a carer in Middlesborough for an older lady three nights a week. Since she died, though, I've been struggling to find work. I feel that's because of my age.

Although I'm managing to pay my rent on my council house, all my bills have gone up, so my savings are gone. I've never missed a payment. I use a little heating, but it's still cold and means I only eat twice a day. How is this possible? And you no longer eat what you want; you eat what's there. Chicken and beef are so expensive, so I buy vegetables, rice and beans.

I have indefinite leave to remain in the UK but not the £600 to apply for citizenship. My passport has expired and now I can't afford to go home. I haven't seen most of my grandchildren in person. I keep myself happy but inside I am struggling.

Carer's First, Essex

Goal 3: Community

By working in partnership with other organisations, we will ensure older people facing financial hardship have the connections and support they need in their communities.

We will undertake research and determine which communities we should work in and how this supports our financial hardship focus.
Our Policy and Influencing team produced a report, *The hidden two million,* which looked at the groups most at risk of financial hardship in later life across the UK, and secured significant media coverage to draw attention to the challenges they face and what could be done to improve their situation.

We will support older people to be connected to their community, have greater knowledge of services and have increased access to entitlements.
Through National Services we distributed 252,574 information guides – the most popular being Winterwise and Scamwise – in community locations.

In 2023 we had 223 calls to our Helpline about community services, 67 about bereavement, 417 about loneliness and isolation, and 105 about transport, the Blue Badge and mobility.

We produced a policy briefing looking at the barriers that prevent older people from minoritised communities from exiting poverty. This work received significant media coverage and allowed us to draw attention to seldom-heard groups in later life.

We published our *Not enough to live on* report focusing on the financial reality for older people living in poverty in Scotland. This received significant media coverage and interest from Scottish Government ministers who have referenced it in meetings and initiatives.

We will collaborate on projects that foster partnerships, pool assets, build capacity and share best practice, and which support older people to be more connected to services and support.
We joined forces with more than 70 organisations in England, and 30 in Scotland, to call for a Commissioner for Older People both in England and in Scotland. We worked with celebrities to make a short film supporting this recommendation, coordinated events in Westminster and Holyrood Parliaments in support of it, and included it in policy reports, briefings and consultation submissions. We ran commissioner roadshows at which we heard powerful testimony from older people who told us they feel disempowered and ignored, and how a Commissioner for Older People could change that. In September we launched our *Who wants to listen to me?* report sharing this insight.

2023 was the second year of our pioneering partnership with the National Academy of Social Prescribing – to which we committed a grant of £200,000 in the year – to better understand how financial hardship may affect health outcomes and the barriers people may face to accessing services and support in their communities. We fund an older people's specialist and two local pilot sites in Hastings and Leicester. We are developing and trialling solutions, including training social prescribers on a national scale, to understand how financial hardship may affect older people, and are holding conversations on finances.

Our local grants programme in 2023 concentrated in two key areas of the UK – Essex and Middlesbrough – and supported local organisations to address specific community issues for older people in financial hardship.

Before its closure, our Community Services, including our Reconnections service, directly supported an average of 65 people a month.

We will raise awareness of our work, volunteering opportunities and campaigns.
Our campaigns network grew to more than 21,000 people, and campaigners took more than 22,000 actions to support our campaigns and highlight our recommendations to decision makers across the UK.

Mohamed's story
London

I'm a physical education teacher by qualification, so I've always practised some kind of sport or physical activity, like going to the park for a walk. But for my 70th birthday in 2018, someone suggested running the marathon, so I said "okay"!

In 2023, I decided to run another marathon, this time for Independent Age, because the charity has helped my neighbours at our retirement community in a variety of ways. It was an easy decision choosing them as my charity for the London Marathon – they do brilliant work supporting older people like me.

I didn't find the training difficult – I always feel motivated and excited about a challenge ahead. Since 2018, I've run four or five half-marathons, and I did a 10k run in 56 minutes when I was 70 – quite a feat.

I'm proud to do something for vulnerable people. It's a privilege to help others less fortunate and I'm really impressed by how Independent Age is run. I've represented other charities before and they just don't care. Independent Age is different.

> "[Independent Age] do brilliant work supporting older people like me.

Goal 4: Home

We will ensure that older people facing financial hardship live in safe, secure and suitable housing with the care and support they need.

We will conduct research to identify the biggest housing problems for older people in financial hardship and challenge assumptions about older people's housing situations.
Through our Policy and Influencing work we carried out research into older renters in England and Scotland and, in autumn 2023, launched our *Hidden renters* report about the experience of older private renters in England. We shared our recommendations with civil servants, politicians and other charities, and secured a large amount of media coverage. We have been working with housing charities including Shelter and Crisis and, in line with our recommendations, during 2023 the UK Government introduced the Renters Reform Bill, which could greatly improve the lives of renters of all ages.

We will use our insight from older people in financial hardship who live in insecure, unsafe or unsuitable housing to shape our activity, content and communication materials.
We've increased our capacity to provide direct housing advice to older people, including advice on housing options, moving into residential care, issues with leasehold properties and rented accommodation. We've reviewed all our existing housing information to focus on issues affecting people in financial hardship.

Our *Hidden renters* report was informed and shaped by interviews with around 40 older private renters living on low income and by nationally representative polling through which thousands of renters shared their experiences and views. We secured national and local media coverage on our policy recommendations to improve life for renters. We also sourced stories from older renters and produced blogs and short films to continue to ensure these stories are seen and heard by decision makers.

We will develop and expand our services to support people affected by housing issues, including private renters.
In 2023 through our National Services we started offering housing advice for the first time, filling a gap in housing advice provision for older people. Often older people will call our Helpline because they are struggling to stay independent at home. We talk through options available to them, including home care, supported living and residential care, and how to fund care and housing provision. By the end of 2023 we had answered 2,729 calls to our Helpline about care and health, and another 537 about housing and housing options. We introduced four new paying-for-care guides, which include information for Scotland, in an updated design that makes them easier to access and understand.

We will develop policy solutions that would benefit older people who live in financial hardship and have housing problems.
In the autumn the UK Government announced an increase to Local Housing Allowance so that it matches at least the lowest 30% of rents across the UK. This has been one of our key policy calls, and will benefit the more than 400,000 privately rented households with at least one person aged 65 or over in England and the almost 50,000 older private renters in Scotland. We're expecting a Housing Bill to be introduced to the Scottish Parliament and will share older Scottish renters' experiences to influence it.

"When I got a Section 21, I felt lost.

Susan's story
Romford

I've lived in Romford nearly all my life and been a private tenant with my landlord for 12 years. She recently said she was selling because of the mortgage payments going up. She gave me a Section 21, so I have to move out.

The rent used to be £675, but for the past couple of months she's asked £900. We had a bit of a tiff because the flat's not in great condition. The bathroom window is broken, it's very draughty, the double glazing has blown, the boiler is on its last legs and one of the gas radiators has never worked.

When I got the Section 21, I felt lost – like I was running around in the dark. A housing officer at the council said, because of my age and disability – I have COPD – I qualify for sheltered accommodation, but not until I'm forced out by a bailiff. I need to look into it.

Even then, what if they offer me housing that doesn't work for me? I have a cat and I want to stay close to my daughter – who's got stage 4 cancer and is diabetic – and grandson. I like to be close in case she needs me for anything.

I just don't think it's right. I'd never planned on moving out of here anyway.

How we operate

To achieve our strategic objective – that by 2027 we will have improved the lives of one million older people facing financial hardship – we need to ensure our charity is well run, has sufficient income, and has the right skills and infrastructure.

We will manage our resources well, taking careful expenditure decisions and ensuring we get value for money

- In 2023 we decided to withdraw from our direct community services work in a few local communities. This allowed us to redirect £0.5 million into our grants programme, through which we could put money in the hands of organisations working in areas of high deprivation across England, Scotland and Wales.
- We also completed the closure of our volunteer befriending service. Although this was important work, under our new poverty remit we were no longer the right organisation to deliver it. We partnered with Re-engage, experts in this area, and were pleased that some of the long-standing pairings of volunteers and older people moved across to Re-engage for ongoing support.

We will learn from our outcomes, including developing our impact strategy and reviewing our framework for monitoring, reporting and measuring our impact

- During 2023 we focused on developing our impact strategy.
- Whilst we have not made as much progress as we would have liked with monitoring, reporting and measuring our impact this year, this will be a key focus for 2024.

We will become known as the experts on financial hardship in later life

- In 2023 we built our profile. By the end of the year, we had achieved nearly 4,000 significant media mentions.
- We delayed our brand and visual identity work so that we could fully research our renewed focus proposition with our target audiences and develop our brand model with key insights in the first quarter of 2024.

We will increase our voluntary and commercial income to reduce our dependence on investment income

- We delayed plans to grow our voluntary income until we could be sure our strategy was the right one for the charity. As a result, both investment in income generation and the resulting fundraised income were below budget in 2023. The Board approved a new income-generating strategy at the end of the year. Key to raising voluntary income is raising the profile of Independent Age and conveying both the scale and the urgent need of older people in financial hardship through authentic and emotive storytelling. We have now created a strong case for support that will form the foundation of both our philanthropic and public fundraising approaches.
- Following extensive research and evaluation, in 2023 we launched a pilot of a commercial income proposition called Differently – a membership website providing experiences and offers to the over-55s. This did not generate the desired income at pilot stage, however, so we took the decision not to continue with the project.

We will make sure the charity has the skills it needs, is inclusive and is a great place to work and volunteer

- During the year we reshaped some aspects of the charity to ensure that our resources are being deployed where they can have the greatest impact. We carried out two restructures during 2023 and were sorry to lose colleagues in the areas of community services and befriending, where we were providing services that either didn't fit with the new strategy or couldn't be scaled to run cost efficiently.
- This services restructure meant reviewing our supporting functions, to make sure they are in line with the new scale of the organisation. We were also sad to lose colleagues who had given valuable service to the charity – in some cases, for many years – from those functions.
- We want Independent Age to have a strong values-based culture with equity, diversity and inclusion at its core, which we support through our training. We carry out an employee engagement survey at the end of every year. This year, following the restructures, our overall engagement score fell to 76% against our benchmark of 80% and compared with 84% the prior year.

Future plans

This year we have evolved our focus, restructured the charity and appointed a new Chief Executive – putting us in a strong position to really press forward with our work to support a million older people facing financial hardship by 2027.

Although inflation may be falling, prices are unlikely to return to pre-crisis levels. The effect of those now-embedded higher costs is cumulative. For those on a fixed or low income, savings, once spent, cannot be replaced. And, as time goes on, higher-value purchases that have been put off – a new winter coat, a new washing machine – eventually need to be made. The cost-of-living crisis might slip from the headlines as inflation comes down, but we know that for older people in financial hardship it will remain all too present. We also know that the number of people living in financial hardship will continue to grow.

In 2024 and beyond, we will continue to provide information and advice, make grants to organisations and individuals, and carry out our policy and influencing work – and to amplify the voices of older people who are so often overlooked. At the same time, we will continue to take the steps we need to take to ensure our charity is well run, spends carefully and delivers value for money. In 2024 a key focus will be to develop how we measure and report our outcomes and impact. We have now appointed an impact specialist to lead this work on a 12-month contract.

Under our new grant-making strategy, we plan to allocate a larger amount of our expenditure to grants to organisations working directly with older people in financial hardship. We have earmarked up to £11 million for grants in 2024–26, of which we hope to commit up to £5 million in 2024.

During 2023 we also reviewed our national services, including our Helpline, looking at our 'customer journey' to ensure our services give users the outcomes they need. We completed this work early in 2024. We have now developed a service model which prioritises in-depth support for those who are not able to access information or support themselves, or who have no one who can do this on their behalf.

Under this new model, those who need more support than our Helpline can provide will be transferred directly to either a generalist or specialist duty adviser – with an appointment system still in place for the most complex cases, such as form-filling and challenging local authority decisions. We plan to increase capacity under this new service model.

In November 2023 the Board approved a new 10-year fundraising strategy, which has building our brand at its heart. Over the next decade we plan to grow our fundraised income from around 28% to around two thirds of our total income. This will reduce our reliance on investment income and allow us to spend a portion of the reserves that currently generate so much of our income. We know that this will not be easy and that many other charities are trying to grow their income at the same time – and all against a backdrop of constrained personal finances. However, we are confident that, if we can increase awareness of our important mission and demonstrate the impact of our work, we will be able to meet these goals.

> "I'm very cautious with money. I'm careful to make sure I've got enough for food."
>
> **June, Inverclyde**

Governance structure and management

Under the guidance of our Chair, Baroness Julia Neuberger, DBE and our trustees, we continue to review and improve our governance in line with the Charity Governance Code, updated in 2020.

Trustees are provided with the charity's policies and asked to sign a code of conduct on appointment.

We undertook an external review of Board effectiveness in 2023, which concluded that our governance is broadly good. There were some recommendations – including a revised committee structure, shorter more strategic board papers and improvements to trustee inductions – which we are putting into place during 2024.

Our charitable purpose

Our charitable purpose is set out in the Royal Charter 1911 (otherwise known as our charitable objects). It is to assist and provide relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage. The charity may also assist and provide relief to others in need by reason of ill health, disability, or social or financial hardship.

Legal structure

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA) – registered as a charity by the Charity Commission for England and Wales (210729).

The charity was established in 1863 and is incorporated by Royal Charter, setting out our objects, powers and byelaws. The latest Supplementary Royal Charter came into force in August 2014. In February 2017 the charity was registered with the Office of the Scottish Charity Regulator (SC047184).

The financial regulations and procedures adopted by the charity must comply with the relevant stipulations of the Royal Charter. These cover matters such as:

- limitation on private benefits for trustees, such as paid employment with the charity
- terms of office
- arrangements for the appointment of external auditors.

Independent Age is the sole legal member of Counsel and Care for the Elderly, a charitable company limited by guarantee registered in England and Wales (charity number 203429, company number 00645708). The results of Counsel and Care for the Elderly are consolidated into these accounts. A summary of Counsel and Care for the Elderly's results is shown in Note 21 to the Financial Statements on page 67.

Independent Age is the corporate trustee of Universal Beneficent Society (UBS), registered charity number 220978, which was merged with Independent Age in 2011.

The charity is also responsible for several other linked charities, namely the F E Cobbold Trust Fund, Backsettown Endowed Charity and the Wharton & Wittrick Fund.

The charity has a wholly owned trading subsidiary, Independent Age Enterprises Limited (IAE Ltd) (company number 04735201). The company is used to transact non-charitable activities and is registered for VAT. The results of IAE Ltd are consolidated into those of the charity.

Our trustees

The Independent Age Board of Trustees meets regularly and is responsible for overseeing our performance and providing strategic direction.

Richard Anderson

Lucy Blythe

Karen Byrne

Karl Demian – to 7 November 2023

Vivienne Dews – to 11 June 2024

Guillermo Donadini

Jannine Edgar – from 21 January 2023

Joan Elliott – from 20 January 2023 – Treasurer from 26 July 2023

Prof Caroline Glendinning

John Hannaford – Treasurer – to 26 July 2023

Simon Inchley – to 26 July 2023

Baroness Julia Neuberger, DBE – Chair

Amit Patel

Letizia Perna – from 20 January 2023 – on sabbatical from January to July 2024

At 31 December 2023 the Board had 11 trustees. The Board met formally five times and informally once in 2023.

At the AGM in September 2024 Baroness Julia Neuberger will be stepping down as the Chair of Independent Age. Richard Anderson will be the charity's new Chair from September 2024.

The Board recruits trustees through an open recruitment and selection process. Trustees are required to abide by our code of conduct, including the declaration of other interests and fit and proper person assurance. All trustees receive an induction pack and training, so they are aware of key policies and procedures. They meet with senior employees, including directors, soon after joining the Board. We are reviewing our induction processes in 2024 in response to recommendations from the Board effectiveness review. Charter Members elect all trustees, except the chair and treasurer, who are elected by the Board of Trustees. The Board may appoint new Charter Members at its discretion.

Committees

The Board reviews the terms of reference of all committees and subcommittees annually. At the date of this report there were four committees and one subcommittee that have delegated authority and report to the Board. All the committees and subcommittees meet at least quarterly. In response to the Board effectiveness review, a number of changes to the Committees have been made since the year end.

Finance and Resources Committee

During the year, the Finance and Resources Committee reviewed budgets and plans and made sure we have effective arrangements in place to safeguard and manage the charity's resources. It also oversaw our statutory reporting, pensions, audit, People, organisational development, IT and risk management arrangements. It has one subcommittee, the Investment Subcommittee.

In 2024 the Finance and Resources Committee became a Finance, Audit and Risk Committee and oversight of People matters moved to the Governance and Nominations Committee.

Governance and Nominations Committee

This committee reviews the structure, size and composition of the Board and its committees. It is responsible for succession planning of trustees and makes recommendations to the Board for the appointment of new trustees and the chief executive. It oversaw the Board effectiveness review in 2023. Oversight of People moved to this committee in 2024 and it has become the Governance Committee.

Engagement Committee

The Engagement Committee is responsible for overseeing the development of Independent Age's marketing, communications, profile-raising and supporter-engagement activities. This Committee is evolving to oversee brand and fundraising growth during 2024 and 2025, with a 12-month review about its future.

Services and Policy Committee

The Services and Policy Committee (SPC) oversees Independent Age's services and policy and influencing activity. The SPC provides insight and expertise in relation to developing Independent Age's service delivery, its grant-making and its policy positions. In 2024, this committee became a Delivery and Impact Committee.

Investment Subcommittee

The Investment Subcommittee monitors the performance of the charity's investments and managers and makes recommendations about the investment strategy.

Management

The Board delegates day-to-day management of the charity to the chief executive and the Senior Leadership Team (SLT). The SLT develops strategies and plans for the Board to scrutinise and approve.

The Board subsequently monitors reports on performance against targets.

Joanna Elson CBE took up the role of Chief Executive in September 2023, following an open recruitment process. Stuart Rogers was Acting Chief Executive from January 2022 to September 2023.

Remuneration of key management personnel

The trustees consider that the Board of Trustees and the SLT comprise the key management personnel of the charity, in charge of directing and controlling, running and operating the charity on a day-to-day basis.

All trustees give their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related-party transactions are disclosed in Note 21 to the Financial Statements on page 67.

SLT members are remunerated in line with the charity's pay framework, in the same way as other employees.

Governance structure and management

Remuneration statement and pay policy

Every role at Independent Age is assigned to a level within our pay framework. The pay band for each level is determined using benchmarking data obtained from a salary survey of other charitable and voluntary-sector organisations. We will be reviewing our pay framework in 2024.

We became an accredited Living Wage Foundation employer in 2023. We make sure the salaries for more junior roles are either aligned with or above Living Wage Foundation London and UK rates.

We distinguish between roles that are London based and those roles based outside London, with separate pay bands for each.

We support the Show The Salary campaign, so all salaries are openly stated in advertisements.

We do not operate any performance-related pay and we do not have a bonus scheme. Annual pay awards are not guaranteed.

Gender pay gap

The gender pay gap is the difference between the average (mean or median) earnings of men and women across a workforce. Although we are not legally required to report our gender pay gap, we calculate this, using the methodology laid down by government for employers with 250 or more staff.

The mean pay gap for 2023 was 14.5% and the median pay gap was 19%. We noted that:

- we had more men in senior roles and more women in junior roles
- there is some distortion resulting from historical pay rates, which predate our pay framework
- some roles that have a market supplement typically attract more male candidates.

Our gender pay gap has improved since 2022. As well as our pay framework, and our commitment to openly advertising salaries, we help promote gender equality through making flexible working the norm, paid dependants leave, enhanced maternity pay, menstruation and menopause policies, and paid pregnancy and baby loss leave. In 2023 we reviewed our recruitment processes to make sure they are inclusive and free from bias; we provided unconscious bias and gender equality training to staff and now use anonymised shortlists.

In 2024 we will be collecting equalities data and are planning to calculate our ethnicity pay gap.

Volunteers

In 2023 our 401 Readers Panel volunteers helped review new advice guides and publications, our 30 Information Champion volunteers helped spread the word about our information and advice services in their local area, and our Lived Experience Advisory Panel volunteers helped shape and support the work of the Policy and Influencing Team including our campaigning toolkit and our campaign calling for a Commissioner for Older People and Ageing. Our Media volunteers helped us to raise awareness of the experiences of financial hardship in later life in the media, and our Campaigners helped us speak to decision makers about the issues that matter to older people.

464 people volunteered with us in other volunteering roles.

We discontinued our Community Volunteer and Telephone Befriender Volunteer roles in October 2023.

We are extremely grateful to all our volunteers for everything they do to support our work.

Fundraising

In 2023 we generated £2.2 million in voluntary income and we invested £1.4 million in our fundraising activity. This provided an overall return-on-investment ratio of 1.55:1.

Fundraised income was below budget as our original intention had been to invest in our public fundraising during 2023, however the investment was put on hold while the trustees considered the best approach. A new brand-led fundraising strategy was agreed in November 2023, and we started testing different propositions with a Christmas campaign at the end of the year. Testing will continue during the first half of 2024, with a view to investing more heavily in 2025 depending on the results of the tests.

Our new fundraising strategy aims to grow our public fundraising, major donors, and grants and donations so that, over the ten years of the plan, our fundraised income increases from around 28% of our income to around two thirds. This will make us less reliant on income from our investments to fund our work and will enable us to spend down reserves on achieving our mission.

Thank you

We are immensely grateful to everyone who has supported us over the past year.

- Thousands supported us through a regular monthly gift, a one-off gift or a gift in their will, including legacy donations of £0.6 million. 577 fundraisers took part in 16 events last year, including the Pensions Insurance Corporation (PIC) treasure hunt, London Landmarks Half Marathon, the Great North Run and the London Marathon, raising £77,000.
- We enjoyed the support of five official corporate partners in 2023. PIC added to their amazing donation of £1.5 million at the end of 2022 with a further £34,419, and we were supported by Nationwide (£100,208), 3i Group (£80,702) UK power Networks (£25,000) and Vodafone (£6,760). Google once again provided advertising support, this year to the value of £385,173. We are grateful to all of the businesses who supported us this year.
- We were supported by 95 trusts and foundations, including the John Laing Charitable Trust (£50,000) Rangoonwala Foundation (£40,000) and the Samuel William Farmer Trust (£10,000).

Our approach to fundraising

Independent Age is committed to following best practice and complies with fundraising regulations. We subscribe to relevant fundraising regulatory bodies, including the Fundraising Regulator, the Lotteries Council and the Chartered Institute of Fundraising, and are registered with the Information Commissioner's Office.

We work with several specialist partner agencies and suppliers to help us deliver our fundraising strategy. All our partner agencies adhere to their relevant regulations. These specialist partnerships are essential to raising income to fund our vital work with older people and include:

Arthur London
Arthur London supports the strategic and creative delivery of our individual giving and legacy programmes, focusing on our brand development and marketing support.

Woods Valldata
This agency supports the delivery of our individual giving campaigns and is our licensed external lottery manager. Woods is a member of the Chartered Institute of Fundraising and is registered with the Gambling Commission.

> "It's like a breath of fresh air to get through to someone without a 40-50 minute wait and get good advice."
>
> Anonymous

Governance structure and management

How we monitor fundraising activity

Independent Age and its agencies' monitoring guidelines include:

- regular meetings
- monitoring performance, risk and complaints
- training
- observing and shadowing agency activity conducted on our behalf
- keeping senior management and trustees informed of performance
- regular consultation with other charities and regulatory bodies
- due diligence and data protection clauses in contracts.

Fundraising complaints

We received three complaints from individual donors or members of the public in 2023 compared with two complaints in 2022. All three complaints have been resolved. We make sure we learn from complaints and use them to improve our fundraising practice.

Where any of our partner agencies communicate with new or existing supporters, we require them to adhere to our procedures for communicating with vulnerable supporters and/or have their own procedures in place that are consistent with our own. Our procedures require a training session with fundraisers to educate them about communicating with vulnerable people. Before working with any partner, we review their procedures and attend their fundraiser training, which includes communicating with vulnerable people.

We always respect the privacy of supporters and potential supporters. We adhere to the UK GDPR and Data Protection Act 2018. Our privacy policy is available at independentage.org/our-privacy-policy.

Energy and carbon reporting

In 2022 we set up a Green Team of staff who wanted to support Independent Age to reduce its carbon emissions. During 2023 the team helped us to: start using more environmentally friendly cleaning products; promoted cycling to work; improved recycling and waste bin signage; monitored our printing; and started carrying out sweeps of the office to turn off unnecessary lighting. We reported on our improvements at staff meetings, and shared ideas for helping the environment with colleagues.

In 2024 we plan to reduce office waste and improve recycling, including food waste disposal.

We started measuring our carbon emissions in June 2022. Our estimated carbon emissions in 2023, calculated using an improved reporting methodology, were 37 tonnes of CO_2e from energy (June-December 2022: 10 tonnes CO_2e), and 72 tonnes CO_2e from paper use excluding the emissions from printing and delivery. (June-December 2022: 65 tonnes CO_2e).

> My rent was £800 a month. It increased on 1 September to £845 a month, which has to be paid weekly...so I have to find £195 every week to pay my rent.
>
> **Chris, Cambridgeshire**

Phillip's story

My wife, Carol, and I live in a one-bedroom flat, which costs us £111 a week. That doesn't include any of the bills: £67 every fortnight for the gas and electric, £200 every month for the council tax, the TV licence is £24, the water rates are £35, and there's the car for Carol's work.

She's a cleaner and normally works 12 hours a week on the minimum wage, which is £10.42 an hour. But she's just lost one of her two cleaning jobs, so we're worrying. Her money was our way to pay the rent, and there's not a lot of work around here.

Carol just turned 62. I get my State Pension, and a partial pension from when I worked at the steelworks. I'm on PIP – I've got epilepsy. Carol also used to claim PIP because she's got osteoporosis, but they cancelled it this year. They said if she can operate a manual car, then she's fit to do anything and so doesn't qualify.

We're really struggling financially. We've got no savings, my credit card is maxed out and we don't qualify for Universal Credit because Carol's working. Some weeks we can't even afford to buy food – we just eat whatever's left in the fridge or freezer. We haven't asked our children to help us, because they've got their own families to worry about.

We live in retirement housing. It's got a lift, which is good for Carol's leg – she's had a hip replacement. We were in a council flat before, and we put our name down to move here. But without Carol's second job, we'll only just be able to cover the rent – nothing else.

It used to be that a woman's pension age was 60. Now it's 66. For Carol, it's likely she won't get the pension until 67, so she's got another five years to work. They're making it harder for people to claim their pensions. I worked 51 years to get where I am right now, and it doesn't seem right that we can't get help when we need it.

> It doesn't seem right that we can't get help when we need it.

Managing risk

We have a risk management process that allows the Board to monitor and manage risks to the charity.

These include:

- operational risks, managed through risk assessments
- strategic risks, considered as part of the planning and budgeting process and managed through the strategic risk register
- external risks, primarily reviewed through the strategic planning processes by considering potential scenarios.

In 2023 we developed our operational risk management framework, ensuring that all Heads of Department have risk registers for their areas of work. During 2024 we will be developing our risk appetite and upskilling colleagues in risk management.

The charity's strategic risks, which could prevent us from achieving the outcomes we want, follow.

Strategy and leadership

To be impactful, the charity needs to have a clear strategic focus and objectives. This is achieved through setting a strategic framework, and through annual planning and budgeting.

During 2023 we finalised our detailed strategic plan, with the key goal that, by 2027, we will have improved the lives of one million older people facing financial hardship. We also developed our impact strategy which demonstrates how we will achieve this through our grants, information and advice and new services.

We have not included the impact of our policy work in these figures, as it is difficult to attribute policy successes to one single organisation, however we are confident that our policy and influencing work will drive meaningful change.

Impact

Failure to understand and evidence the impact we are making will affect our ability to improve our service offer, raise brand awareness, increase our voluntary income and benchmark ourselves against others.

During the first part of 2024, we will be developing our evaluation and impact measurement and reporting supported by an Impact and Evaluation Specialist.

Reputation

Our work and our impact could be damaged by a decision we take, because of a poorly managed serious incident, or through association with third parties who are unethical or who develop a poor public profile.

We manage our reputation through clear decision-making processes, which are supported by our values and ethical policies. We have plans in place to respond to major incidents and crises, which we keep under review.

People and culture

Everything we do is dependent on our employees and volunteers and is for the benefit of older people. To help recruit, retain and develop our people, we invest in training, benchmark salaries, use employee engagement surveys and monitor staff turnover and sickness.

We have health and safety, safeguarding and whistleblowing policies, procedures and training in place, and effectively manage our employees and volunteers to make sure we operate safely.

Financial sustainability

Our financial resources need to be invested and managed in a way that allows us to maximise impact now while remaining financially sustainable for the future. This risk is managed through our reserves policy, and our financial planning and reporting processes. We set annual income generation targets and have agreed a new strategy to increase our fundraised income to reduce reliance on our investments to fund our activities.

Investment market volatility is managed through our diversified investment strategy and monitoring of investment manager performance.

Trustees closely oversee this work through the Finance Audit and Risk Committee and Investments Subcommittee, which regularly report to the Board.

Compliance and infrastructure

We must meet our regulatory obligations to manage our assets responsibly and protect everyone who interacts with us.

We do this by investing in our business systems, policies and procedures, and reviewing them regularly to make sure they remain fit for purpose.

External environment

Our external environment remains volatile, complex and uncertain. Factors such as: geopolitical uncertainty; an increased cost base as a result of high inflation; the effect of the cost-of-living crisis on our beneficiaries, staff and volunteers; and the domestic political and economic agenda are likely to continue to affect the charity and its work in 2024.

We manage these risks through horizon scanning, and through clearly delegated authority to senior management and regular meetings of the Board and its committees. We can take decisions between Board meetings if needed, so we can respond quickly to change. Incident response teams are set up as required to react to specific issues. We review our plans and reforecast our financial out-turn twice a year and evaluate the difference our work is making.

> It was never explained to me about benefits, and I always thought it was for people who are desperate. And so I didn't apply for anything.
>
> **Anonymous Helpline user**

Financial review

Results for 2023

The Consolidated Statement of Financial Activities on page 41 sets out the financial results as required by the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102).

The charity's financial current strategy is to plan an annual operating deficit which it meets from its reserves each year. The operating Deficit in 2023 was £5.0 million (2022: £5.6 million). However, investment gains of £7.6 million in 2023 resulted in an overall surplus (net movement in funds) of £2.7 million. This compares with 2022 when losses on investment assets of £8.1 million led to an overall deficit of £13.7 million.

Income

The charity's income in 2023 was £7.6 million, a decrease of £0.2 million from 2022.

Net voluntary income

Donations and Legacies fell by £1.7 million (45%) to £2.2 million. Legacy income fell by 21%, whilst voluntary income from other sources fell by 50%. This reduction was primarily due to the exceptional amount of income raised in 2022 for our cost-of-living grants fund, which supports charities working with older people in greatest need.

At the end of 2023 the board approved a new ten-year fundraising strategy to grow the charity's voluntary income and reduce its reliance on its investments. Whilst we continue to benefit from past fundraising programmes, the lack of new investment in individual giving and legacies in recent years as a result of the Covid pandemic and while the charity subsequently reviewed its strategy, has led to a reduction in this income.

Net voluntary income

	2023 £'000	2022 £'000
Donations	1,289	2,783
Grants	321	423
Legacies	553	702
Lotteries (Other trading activities)	135	164
Subtotal	**2,298**	**4,072**
Cost of raising voluntary income	1,391	1,749
Other income	-	20
Net voluntary income	**907**	**2,343**

Investment income and capital gains and losses

The charity remains very dependent on its investments, which this year generated approximately 70% of its income (2022: 47%). Investment income increased by 43% to £5.3 million. This resulted from higher interest rates combined with the transfer, at the start of the year, of approx. £25 million from a Baillie Gifford Diversified Growth Fund which reinvested the income to a Ruffer Diversified Growth Fund from which we received quarterly dividends.

After experiencing large falls in the value of our investments in 2022, we made gains on our investment assets of £7.6 million in 2023, although markets remain volatile. The charity targets an average total return (both income and capital) on its long-term portfolio of 3.5% per annum above inflation (measured by the Consumer Prices Index (CPI)) over rolling periods of five years.

Based on an opening long-term portfolio of £124.1 million, and with December 2023 CPI of 4%, we would therefore have expected on average to generate a total return of around £9.3 million on the long-term portfolio in 2023. The long-term portfolio delivered a total return of £10.3 million and the total portfolio delivered £12.9 million (£12.6 million after costs).

The trustees remain focused on our five-year rolling average benchmark. Performance of the long-term portfolio over the five years to December 2023 was 6.7% against a benchmark of 8.2%.

Included within the Gains on investment Assets of £7.6 million is a loss of £10,000 on assets held for sale following the revaluation of a property.

Expenditure on charitable activities

Expenditure on charitable activities was £10.9 million, a decrease of £0.4 million (3%) compared with 2022, predominantly due to the closure of our Community Services work during the year.

Expenditure on National Services, which includes our Helpline and Information and Advice Guides, increased by £0.4m to £5.0m. Expenditure on Policy and Influencing was broadly unchanged at £2.5 million. Grants expenditure in 2023 was £1.9 million, including a further £1.0 million committed to a Cost-of-Living Grants fund. We hold a provision for grants to individuals (annuitants) to which we are committed. Following 2023 payments, and as a result of a decrease in the discount factor applied to the provision, a credit of £0.1 million was applied to grants expenditure this year. Having reduced our expenditure on Community Services in 2022, we reviewed the services and then brought them to a close during 2023, with expenditure falling by £0.7 million to £1.5 million in this final year.

Reserves policy

Independent Age sets its reserves policy using a free reserves approach. Free reserves are the total reserves available less those either endowed or restricted, and those designated by trustees for a specific purpose or because they are held in property and fixed assets. Independent Age generally reviews its reserves policy annually, taking into consideration the major risks faced by the charity, their likely effect on income and planned expenditure, and an assessment of possible actions to mitigate those risks.

Reserves

The charity's Total funds increased by £2.7million in the year to £166.5 million. Reserves comprise endowments, a designated endowment funded activity protection fund, other designated funds, restricted funds and a general fund. The general fund, which is maintained at a level equivalent to one year's budgeted expenditure other than that funded by the endowments, has been increased by £0.9 million to £12.3 million as at 31 December 2023. Transfers are made to the endowments and the endowments protection fund In order to maintain their value in line with CPI. This resulted in a reduction of £4.3 million in the designated Future Impact Fund at the end of 2023. More detail about the charity's reserves follows:

Reserves

	2023 £million	2022 £million
Endowed (non-expendable and related designated funds)	95.9	87.3
Other non-expendable funds	3.2	3.3
General Fund	12.3	11.4
Expendable restricted funds	7.7	10.1
Future Impact Fund	47.4	51.7
Total	**166.5**	**163.8**

Endowment funds (£70.9 million)

These are permanent endowments. The trustees have adopted a Total Return Investment policy in accordance with Charity Commission regulations, so that both capital gains and income from investments can be applied to income. Trustees have elected to maintain the capital value of the endowments in real terms, with CPI as the benchmark.

Except for funds that are associated with specific properties, the capital on these funds is invested to provide income for charitable activities. The investment policy aims to provide a return of 3.5% per annum above CPI on a rolling five-year basis.

Any investment gains and income above CPI are transferred to the Unapplied Total Return Fund and then used to fund expenditure in the current year or immediate future.

Should any year experience a return below CPI, then a negative balance is transferred to the Unapplied Total Return Fund and either offset against any existing positive balance or held there until such time as future returns on the investments eliminate the negative balance.

At the end of 2022, due to high inflation combined with investment losses, a negative balance of £6.9 million was held in the Unapplied Total Return Fund. Investment gains in 2023 reduced the negative balance to £1.9 million. This will be held until such time as future returns on the investments eliminate the negative balance.

Financial review

Restricted reserves (£7.7 million)

These are funds that the charity will spend on activities specified by the restrictions of the fund. Restricted funds are invested until such time as they are used. Any capital gains or losses and income generated are allocated to restricted funds.

Unrestricted reserves

These are funds over which the trustees have discretion in how they are used to further the objects of the charity.

In accordance with Charity Commission guidance, some of these funds have been designated to mitigate the charity's financial risks and to indicate which reserves are held in property and fixed assets and are therefore not available as 'free' reserves.

General Fund (£12.3 million)

Having reviewed the risks to the charity, the trustees consider that a general fund equivalent to one year's unrestricted charitable expenditure – other than the amount funded by the endowments and protected by the reserve above – is required to protect the activity of the charity. The balance of unrestricted reserves is transferred to the designated Future Impact Fund.

General Fund reserves at the Balance Sheet date are in line with this policy amount, which has been calculated as £12.3 million. The trustees consider that this is sufficient to respond to short-term falls in income or increases in expenditure due to unforeseen circumstances.

Designated funds (£75.7 million)

The designations the trustees have made are as follows:

The Endowment Funded Activity Protection Fund
There is a risk that the endowed investments will generate short-term negative returns while remaining on target to meet the rolling five-year benchmark set by the trustees. This could result in charitable activity being underfunded, potentially for several years, because of market volatility.

Having taken professional advice, which included modelling the impact of previous falls in markets and the Value at Risk of the investment portfolio, the trustees have designated a fund equivalent to 35% of endowments, excluding those held as properties, to mitigate this risk. The endowment protection fund increased by £0.9 million in 2023 as the value of the endowments was maintained in line with CPI.

This fund may be used to cover the gap in funding charitable activities until any deficit arising on the Unapplied Total Return Fund is eliminated.

Tangible and Intangible Fixed Assets Fund and Investment Property and Assets Held For Sale Funds
The purpose of these designated funds is to indicate reserves that are not available for expenditure because they are related to property or other capital assets.

It is the charity's intention to realise the value of the investment properties where possible, once the obligations to current tenants have been met.

Future Impact Fund
Having set aside amounts to manage the financial risks of the charity, the balance of unrestricted reserves has been designated as the Future Impact Fund, to be used in the near to medium term to increase our impact.

More detail about these funds is contained in Notes 19 and 20 to the Financial Statements from page 62.

Universal Beneficent Society Fund
This fund was created to show legacies to Universal Beneficent Society. See Note 19.

> I didn't know about Pension Credit until I received the leaflet about it. That's when I called Independent Age.
>
> **Anonymous Helpline user**

Investment policy

The charity drew down £7.5 million of investment capital to fund activities during 2023. Investment gains during the year were £7.6 million. This took the total value of our investments from £159.2 million at 31 December 2022 to £159.3 million at 31 December 2023.

The composition of the investment portfolio at 31 December 2023 is set out in Note 12 to the Financial Statements on page 56.

During the year the Investments Subcommittee continued to closely monitor the performance and investment style of fund managers in light of the wars in Ukraine and the Middle East and other geopolitical events. £5.0 million was disinvested from the M&G Multi Asset Credit Fund and transferred to the BlackRock Fund and £25.0 million was disinvested from a Baillie Gifford Growth Fund and transferred into a Ruffer Diversified Growth Fund. As at 31 December 2023 the balance on the Short-term Portfolio was £34.0 million, of which £12.6 million was held with BlackRock in line with the policy to maintain a balance of between 12 and 18 months of operational cash flow requirements in quoted liquid funds. This approach is designed to minimise the risk of liquidating assets at an undervalue when markets fall.

The Board approved the charity's approach to responsible investment in early 2022. The trustees believe responsible investment is important to better align their approach to investing with the charity's purpose and to manage and mitigate financial and reputational risks.

The trustees have a strong preference for actively engaging with investment managers and companies over exclusion-based investment, because they believe this approach is both best practice and more likely to lead to changes in corporate behaviour. However, the trustees believe that the charity should exclude material investments in tobacco and controversial weapons, because investing in:

- tobacco runs directly counter to the charity's strategy to improve health outcomes for older people
- controversial weapons present sufficient risk to the charity's brand and reputation with current and future donors and beneficiaries to warrant exclusion.

The trustees believe that potential investments in climate-tilted funds and other climate-positive investment approaches should be considered in all future investment decisions. They believe such investments should be assessed on a financial basis, rather than being preferred on principle for environmental, social and governance reasons.

Given the size of the charity's investment portfolio, the trustees believe the most appropriate strategy for investing responsibly – while maximising risk-adjusted financial returns – is to appoint investment managers and invest in pooled investment funds. These, where practical and proportionate, align with the trustees' beliefs on responsible investment and trustees are able to hold them actively to account for the performance of those funds.

Grant-making policy

During 2023 we developed our grant-making strategy in line with the new organisational strategy. The strategy is to grow our grants programmes, and trustees have earmarked up to £11.0 million for grants from 2024 to 2026, with the expectation that up to £5.0 million of this will be committed in 2024. We also started to develop our grant making policy this year, for finalisation in 2024.

Independent Age operates several grants programmes each year, depending on priorities and levels of available funding. The charity is committed to high standards of grants governance, and we publish our grant-making criteria, including the activities and work the charity wishes to support.

Grant-making processes are transparent and are intended to safeguard Independent Age's funds whilst being mindful of the needs of applicants and of the expectations of funding partners. Applications are reviewed, a risk assessment carried out, and they are assessed against programme specific criteria by a grants panel before an award is made.

We usually award restricted grants which are generally for between one and three years. Grants partners are required to complete funding reports at designated intervals and may be asked to provide receipts and other financial accounting details to ensure grant monies are spent as intended. Payment may be staged in instalments, contingent on satisfactory delivery in line with the terms and conditions.

Financial review

In 2023 we committed £1.5 million to grants, of which £0.9 million was for cost-of-living grants. We also granted £226,000 for locally and culturally informed solutions addressing financial hardship for older people in Essex and Middlesbrough. The balance was awarded primarily to: continuing our strategic partnership with the National Academy of Social Prescribing; and to the Greater Manchester Combined Authority, with whom we started collaborating in 2022 on a pilot project to establish networks and explore the best pathways for local people in financial hardship, and to Re-Engage to support the transition of older people who had been using our Befriending Service. Grants awarded under the cost-of-living and local grants programmes ranged from £10,000 to £99,000, with an average grant award of £39,000. The local grants programme was developed in 2022 and aligned to our Community Services work and delivery locations; following the closure of Community Servies in 2023, the local grants programme will not continue.

We continued to make regular grant payments directly to older people. We paid out £570,000 in 2023 (2022: £651,000) to around 810 (2022: 920) older people as part of this legacy programme. Taking into account movements in the provision and discount rate for regular (annuitant) payments, there was a credit of £96,000 to expenditure for direct grants to older people in the year. We no longer accept new applications to this programme.

Public benefit

The public benefit of the charity is set out in our mission, which is to improve the lives of a million people facing financial hardship by 2027.

Our work benefits tens of thousands of older people, their families and carers across the UK. Our Helpline and information resources also benefit those who work with older people. All our services are free and without restriction.

In setting our objectives and planning activities for the year, the Board of Trustees confirms that it has considered the Charity Commission's guidance on public benefit and considers that Independent Age clearly satisfies the public benefit test.

> With the energy crisis as well, I don't drink tea anymore, because putting the kettle on, six pence. Got to try and pull my belt in, in many ways.
>
> **Peter, Cornwall**

Stephen's story

I live with my wife, Marg. We've been married for 57 years. I'm 80 and spent my life working on farms and with horses, including 25 years as maintenance manager at Bath Racecourse. I met the late Queen quite often at the races and use to take the present King hunting.

I get the State Pension and another small pension – which should have paid out £400 a month, but it's only come to £90. I think it must have been bad investments. Marg just gets the basic State Pension.

I phoned up Independent Age to ask about Pension Credit. Our combined pensions were getting a bit tight, and we were cutting back on things to pay the bills. Our number one cost was the heating, so we reduced that. We sold the car because the insurance and petrol costs were so high and bought a mobility scooter instead. I grow quite a bit in the garden, so we were managing with food costs.

Through Independent Age, we discovered we were entitled to quite a bit more than we thought: the higher rate of Attendance Allowance, Council Tax Reduction and, because we qualified for Guarantee Pension Credit, free eye and dental care. We're a lot better off now thanks to the benefits. I've used some of the money to buy a wood burner, which heats the whole house and saves on gas.

It's been difficult lately with our health. Marg had breast cancer and then I had an aneurysm. Then I got leukaemia – they called the family to say I wasn't going to make it. I pulled through but it's damaged my heart and I struggle to walk. Our two daughters live not too far away, and our grandson comes over once a week to help out.

I was worried before – but now I'm happy with how things are going for us financially. I'm very grateful for the help we could get. If the pension was higher, we wouldn't need the benefits. But you do the best with what you've got.

> I was worried before – but now I'm happy with how things are going for us financially.

Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law, applicable to charities in England and Wales and Scotland, requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the group, and of the incoming resources and application of resources of the group 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 in the Charities Statement of Recommended Practice (SORP)
- make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards 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 and charity will continue in business.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy, at any time, the financial position of the charity and the group, and that enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 and the provisions of the Royal Charter. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps to prevent and detect fraud and other irregularities.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware
- the Trustees have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Board of Trustees on 6 June 2024 and signed on its behalf by:

Baroness Julia Neuberger, DBE
Chair of the Board of Trustees

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

Opinion

We have audited the financial statements of Independent Age (the 'parent charity') and its subsidiaries for the year ended 31 December 2023 which comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 groups and charity's affairs as at 31 December 2023 and of their incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.
- have been prepared in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter.

Basis for opinion

We have been appointed auditors under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under section 151 of the Charities Act 2011 and report in accordance with regulations made under those Acts.

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and 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 parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, we do not express any form of assurance conclusion thereon.

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept by the parent charity; or
- the parent charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out on page 36, the trustees 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 parent charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory framework, that the group and parent charity operates in and how the group and parent charity is complying with the legal and regulatory framework;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), and the Charities Act 2011, the parent charity's governing document, tax legislation. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents, inspecting correspondence with tax authorities.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to General Data Protection Regulations and safeguarding legislation. We performed audit procedures to inquire of management whether the charitable company is in compliance with these law and regulations and inspected correspondence with regulatory authorities.

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business and challenging judgments and estimates.

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005, and regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RSM UK Audit LLP

RSM UK AUDIT LLP
Statutory Auditor
Chartered Accountants
25 Farringdon Street
London
EC4A 4AB

RSM UK Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

19 June 2024

Financial statements

“It has been a very difficult past two years. But Independent Age gave me my dignity back. Without them, I think I’d be homeless.

Thabani, London

Consolidated Statement of Financial Activities

for the year ended 31 December 2023

	Notes	Unrestricted funds £’000	Restricted funds £’000	Endowed funds £’000	Year to 31 December 2023 Total funds £’000	Year to 31 December 2022 Total funds £’000
Income and endowments from						
Donations and legacies	2	1,783	380	-	**2,163**	3,908
Other trading activities		135	-	-	**135**	164
Investment income	3	2,023	244	3,044	**5,311**	3,702
Other income		-	-	-	**-**	20
Total income and endowments		**3,941**	**624**	**3,044**	**7,609**	7,794
Expenditure on raising funds						
Raising voluntary income	4	1,391	-	-	**1,391**	1,749
Investment and property management		220	8	88	**316**	404
Total cost of raising funds		**1,611**	**8**	**88**	**1,707**	2,153
Expenditure on charitable activities						
National Services	4	2,005	2,975	-	**4,980**	4,595
Community Services	4	1,277	197	-	**1,474**	2,210
Policy and Influencing	4	2,516	-	-	**2,516**	2,433
Grant Making	4,5,17	1,849	44	-	**1,893**	1,996
Total cost of charitable activities		**7,647**	**3,216**	**-**	**10,863**	11,234
Total expenditure		**9,258**	**3,224**	**88**	**12,570**	13,387
Operating (deficit)/surplus		**(5,317)**	**(2,600)**	**2,956**	**(4,961)**	(5,593)
Gains/(losses) on investment assets	11,12,14	2,743	158	4,725	**7,626**	(8,079)
Net income/(expenditure)		**(2,574)**	**(2,442)**	**7,681**	**2,665**	(13,672)
Other recognised gains/(losses)						
Re-measurement of the defined benefit pension scheme	18	47	-	-	**47**	-
Net movement in funds		**(2,527)**	**(2,442)**	**7,681**	**2,712**	(13,672)
Reconciliation of funds						
Fund balances brought forward at 1 January		90,535	10,105	63,169	**163,809**	177,481
Fund balances carried forward at 31 December	19	**88,008**	**7,663**	**70,850**	**166,521**	163,809

All of the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Group and Charity Balance Sheets

as at 31 December 2023

	Notes	Group 2023 Total funds £'000	Group 2022 Total funds £'000	Charity 2023 Total funds £'000	Charity 2022 Total funds £'000
Fixed assets					
Tangible assets	9	**1,715**	1,804	**1,715**	1,804
Intangible assets	10	**45**	7	**45**	7
Investment properties	11	**2,520**	2,670	**2,520**	2,670
Investments	12	**159,287**	159,152	**159,287**	159,152
Concessionary loans	13	**60**	60	**60**	60
Total fixed assets		**163,627**	163,693	**163,627**	163,693
Current assets					
Assets held for sale	14	**3,365**	3,225	**3,365**	3,225
Debtors	15	**1,929**	1,372	**1,938**	1,381
Cash at bank and in hand		**2,455**	1,546	**2,438**	1,529
Total current assets		**7,749**	6,143	**7,741**	6,135
Creditors: amounts falling due within one year	16	**(2,003)**	(2,585)	**(1,999)**	(2,583)
Net current assets		**5,746**	3,558	**5,742**	3,552
Total assets less current liabilities		**169,373**	167,251	**169,369**	167,245
Provisions: amounts falling due after one year	17	**(2,852)**	(3,442)	**(2,852)**	(3,442)
Net assets		**166,521**	163,809	**166,517**	163,803
The funds of the charity					
Endowed funds	19	**70,850**	63,169	**70,850**	63,169
Restricted funds	19	**7,663**	10,105	**7,663**	10,105
Unrestricted funds					
Designated funds	19	**75,716**	79,094	**75,716**	79,094
General fund	19	**12,292**	11,441	**12,288**	11,435
Total unrestricted funds		**88,008**	90,535	**88,004**	90,529
Total charity funds		**166,521**	163,809	**166,517**	163,803

Approved by the Board of Trustees and authorised for issue on 6 June 2024 and signed on their behalf by:

Baroness Julia Neuberger, DBE, Chair

Notes 1 to 25 form part of the financial statements.

Group and Charity Statements of Cash Flows

for the year ended 31 December 2023

	Notes	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Net cash outflow from operating activities					
Net cash used in operating activities	22	**(11,860)**	**(10,170)**	**(11,860)**	**(10,098)**
Cash flow from investing activities					
Payments to acquire tangible fixed assets	9	**(9)**	**(5)**	**(9)**	**(5)**
Payments to acquire intangible fixed assets	10	**(50)**	**-**	**(50)**	**-**
Payments to acquire investments	12	**(30,041)**	**(15,346)**	**(30,041)**	**(15,346)**
Loan repayments received	13	**16**	**7**	**16**	**7**
Receipts from sales of investments and cash transfers		**37,542**	**20,377**	**37,542**	**20,377**
Interest received	3	**26**	**5**	**26**	**5**
Dividends received	3	**5,248**	**3,655**	**5,248**	**3,655**
Rents received from investment properties	3	**37**	**42**	**37**	**42**
Net cash flow from investment activities		**12,769**	**8,735**	**12,769**	**8,735**
Net increase/(decrease) in cash and cash equivalents		**909**	**(1,435)**	**909**	**(1,363)**
Cash and cash equivalents at 1 January		**1,546**	**2,981**	**1,529**	**2,892**
Cash and cash equivalents at 31 December		**2,455**	**1,546**	**2,438**	**1,529**

Notes 1 to 25 form part of the financial statements.

Notes to the Financial Statements

for the year ended 31 December 2023

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows.

a) Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The going concern basis has been adopted because, having considered the risks and uncertainties to which the charity is exposed, and the current strong reserves position, the trustees have a reasonable expectation that Independent Age will continue in operation for the foreseeable future and meet its liabilities as they fall due.

The statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – Charities SORP FRS 102, and the Charities Act 2011 and the Charities and Trustees (Scotland) Act (2005) and the Charities Accounts (Scotland) Regulations 2006.

The Consolidated Statement of Financial Activities, Group Balance Sheet and Group Statement of Cash Flows consolidate the financial statements of Independent Age and Counsel and Care for the Elderly (Counsel and Care), which is a registered charity (203429) and a limited company (645708), and Independent Age Enterprises Limited (IAE Ltd), a limited company (04735201). For the purposes of the financial statements, Independent Age is deemed to control 100% of Counsel and Care and IAE Ltd because it is the sole legal member of both companies. The results of Counsel and Care and IAE Ltd are consolidated on a line-by-line basis. The income, expenditure and funds of Counsel and Care and summary trading results for IAE Ltd are shown in Note 19 and Note 21.

The net movement of funds of Independent Age, the charity, was £2,714,000 surplus (2022: £13,661,000 deficit). The charity's income and expenditure is shown in Note 25.

The charity has been entered on the Scottish Charity Register (SC047184) as of 17 February 2017.

Independent Age 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 note(s). The accounts are presented in pounds, the functional currency of the charity and group, and are rounded to the nearest thousand.

b) Fund accounting

Independent Age has a number of discrete funds which are grouped by type as shown below.

Endowed funds
These are funds normally arising as a result of a Will that contained restrictions on the retention of the capital value and disposal of any income.

The General Endowment Fund was created by the Supplementary Royal Charter, which came into effect on 1 August 2014.

Independent Age is the Managing Trustee of the F E Cobbold Trust Fund, Backsettown Endowed Charity and Wharton & Wittrick Fund. As such, the Board of Trustees considers and approves resolutions specific to these funds as appropriate.

As shown in Note 1 c), the trustees are required to maintain the capital of these funds, but they may choose to spend some or all of the income and the Unapplied Total Return – see Note 19.

Restricted funds
These are funds that can be spent, at the discretion of the trustees, on particular restricted purposes within the objects of Independent Age. Restrictions arise when specified by the donor, as modified by any Charity Commission scheme, or when funds are raised for particular purposes.

Where assets have been transferred to Independent Age under Charity Commission schemes, and there are restrictions as to the use of the sums transferred, these are treated as Restricted Funds.

Unrestricted funds
These are funds that can be spent in accordance with Independent Age's objects at the discretion of the trustees.

Designated funds
Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

General Fund
This Fund represents the charity's free reserves, equivalent to one year's unrestricted charitable expenditure, other than the amount funded by the endowment funds, to protect the planned activity of the charity from unforeseen shortfalls in income or unplanned additional costs.

Further details of the charity's funds are disclosed in Note 19.

c) Total Return Accounting

Independent Age adopted Total Return Accounting for its permanent endowed funds with effect from 1 January 2015. This adoption is permitted for the General Endowment Fund by virtue of the Byelaws to the Supplementary Royal Charter 2014 and for the other permanent endowed funds through the resolutions relating to the other funds passed by the Board of Trustees in December 2014.

The trustees have chosen to maintain the capital of the permanent endowed funds in real terms by making a transfer from the Unapplied Total Return equal to the increase in Consumer Price Index (CPI) from the base point to the Balance Sheet date. Any amounts remaining after this transfer in the Unapplied Total Return will be applied to income funds or retained as the trustees see fit. Any income funds not disbursed in the financial year are retained as Unapplied Total Return. Should any year experience a negative return, a negative balance will be held in the Unapplied Total Return Fund until such time as future returns on the investments eliminate it.

d) Income recognition

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 following specific policies apply to categories of income:

Donations are recognised when the charity has been notified in writing of both the amount and settlement date or on a receipts basis if earlier. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Legacy gifts are recognised on a case-by-case basis following the granting of probate and when sufficient information has been received to judge the receipt of income as probable. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy. Reversionary legacies are not recognised during the lifetime of the original beneficiary under the will.

Gifts in kind and donated services are included at the value to the charity where this can be quantified (that is, the price the charity would have paid on the open market). An equivalent amount is recognised in costs. No amounts are included in the financial statements for services donated by volunteers.

Notes to the Financial Statements

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally on notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally on notification by our investment adviser of the dividend yield of the investment portfolio. This also applies to returns on accumulation units held in pooled funds, which are reinvested by default.

Where investment management costs incurred within a scheme can be measured with reasonable accuracy, costs are included within cost of raising funds. Where it is not practicable to identify such costs with reasonable accuracy, the investment income is reported net of these costs.

e) Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis. The charity is not registered for VAT so is unable to recover any VAT paid, therefore costs include VAT where applicable. IAE Ltd is registered for VAT so is able to recover VAT incurred on business activities. Income and expenditure of IAE Ltd is, therefore, accounted for on an accruals basis net of VAT. Grant payments are recognised as expenditure when the conditions for their payment have been met or where there is a constructive obligation to make a payment. A constructive obligation arises when:

- the charity has communicated its intention to award a grant to a recipient who then has a reasonable expectation that they will receive a grant, or
- the charity has made a public announcement about a commitment that is specific enough for the recipient to have a reasonable expectation that they will receive a grant.

Grants are not usually awarded with conditions attached. However, when they are, then those conditions have to be met before the liability is recognised.

Where an intention has not been communicated, then no expenditure is recognised, but an appropriate designation may be made in the appropriate fund. If a grant has been offered but there is uncertainty as to whether it will be accepted or whether conditions will be met, then no liability is recognised but a contingent liability is disclosed.

Expenditure on raising funds comprises investment and property management fees and the direct costs of raising voluntary income where not included within charitable activities.

Charitable activities comprise direct expenditure, including 20% of the total costs of raising voluntary income invested in generating funds to further the objects of the charity for information and advice, and a proportion of the support costs.

Support costs include governance costs and other indirect costs. Governance costs comprise all expenditure involving the public accountability of the charity and its compliance with regulation and good practice. These costs include some legal fees, plus the costs of trustees' and Charter Members' meetings, the costs of compliance such as audit fees and staff time spent serving the committees. Support costs (including Governance costs) are allocated to the costs of Raising Funds and Charitable Activities on the basis of the numbers of staff engaged in each of these elements. This allocation is reviewed annually.

f) Tangible and intangible assets

Tangible and intangible individual assets costing £5,000 or more, including any incidental expenses of acquisition, are capitalised and recorded at cost.

The costs of implementing computer software designed to improve the handling of data within the charity, with a consequent cost savings benefit, have been capitalised as **intangible assets**.

Depreciation/amortisation is calculated and charged to the Statement of Financial Activities on a quarterly basis commencing in the first full quarter after the asset was acquired/came into use.

Depreciation/amortisation is calculated so as to write off the cost of the assets on a straight-line basis over the expected useful economic lives of the assets concerned, which are taken as:

Tangible assets

Plant and machinery

Electrical installations	10 to 25 years
Mechanical installations	10 to 25 years
Architectural components	20 to 30 years
Lift	15 years

The expected useful economic life of each item of plant and machinery has been determined by independent consulting quantity surveyors.

Fixtures, fittings and equipment

Furniture and fittings	10 to 15 years
ICT hardware	3 years
Office equipment	3 years

Buildings

Freehold buildings	50 years

No value has historically been recorded for freehold land owned by the charity because it cannot be practically measured.

Intangible assets

Computer software	3 years

Representing the useful economic life of the assets.

g) Investment properties

The Board of Trustees determined in February 2014 that all property not required for operational purposes should be disposed of at the appropriate time. Prior to sale these properties are treated as investment properties. Investment properties are initially recognised at their transaction value and subsequently measured at their fair value as at the Balance Sheet date. Fair value is ascertained either by an independent valuer or reference to movements in the market value of similar properties.

Surpluses on the sale of properties are taken to the Statement of Financial Activities as they are realised. Unrealised gains and losses on revaluation of investment properties are shown in the Statement of Financial Activities.

Properties for sale at the Balance Sheet date are reported as **assets held for sale** within current assets.

h) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value using the closing quoted market price. All gains and losses are taken to the Statement of Financial Activities as they arise. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year. As investments are revalued continuously to fair value, no realised gains or losses arise.

The charity does not acquire or hold put options, derivatives or other complex financial instruments.

i) Financial Instruments

The charity only holds basic **financial instruments**. The financial assets and financial liabilities of the charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 15. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors are classified as financial instruments, and are measured at amortised cost as detailed in Note 16. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, because the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

Notes to the Financial Statements

j) Concessionary loans

These are amounts that were awarded to further the charity's purposes as loans to individual beneficiaries who were leaseholders or freeholders of their property, mainly for household repairs and maintenance. The loans are not subject to interest charges. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

It is expected that loans will be repaid when the beneficiary has the capital available or from the beneficiary's estate on the death of the beneficiary.

A provision for non-repayment is made against the aggregate value of loans issued and is reviewed annually. The provision has been calculated as 67% (2022: 67%) based on past experience of repayments and on management's current expectations. Loans are written off when there is no realistic prospect of any further recovery and are treated as charitable expenditure.

k) Regular payments provision

These are life-long bimonthly payments made to individuals (annuitants). Payments are no longer awarded to new beneficiaries. The estimated net present value of the regular payments to Independent Age's beneficiaries is treated as a long-term liability. The long-term provision is calculated using life expectancy tables to determine the period for which the regular payments may be made. The commitment is discounted using a rate based on the discount rate used for the defined benefit pension scheme, adjusted for the differing expected timeframes of the two liabilities. The movement on the regular payments provision is included within grant-making in the Statement of Financial Activities. The movement in the year includes the unwinding of the discount factor used to estimate the current value of future commitments.

Regular payments due in more than one year are shown as provisions as they represent an estimate of future outflows and therefore there is some uncertainty in the accounting estimates used in their calculation.

l) Pensions

Independent Age operates a defined contributions pension scheme for its staff. Contributions are accounted for in the period to which they relate. This scheme has been accredited for the purposes of auto-enrolment.

Independent Age also operates a defined benefits (final salary) pension scheme, which has deferred and pension members, but no active members. The current service costs of the scheme, together with the interest cost less the expected return on assets for the year, are charged to the Statement of Financial Activities within staff costs. The actuarial gains and losses are recognised immediately after net income/ expenditure as other recognised gains and losses. Further details are provided in Note 18.

The assets of the scheme are measured at fair value at the Balance Sheet date. Liabilities are measured on an actuarial basis at the Balance Sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit pension liability is presented separately after any other net assets on the face of the Balance Sheet. A resulting surplus is restricted to zero because it cannot be returned to the employer.

m) Foreign currencies

Foreign currency transactions are initially recognised by applying the exchange rate between the functional currency and the foreign currency at the spot rate on the date of the transaction.

Monetary assets and liabilities denominated in a foreign currency at the Balance Sheet date are translated using the closing rate.

n) Taxation

Independent Age is a registered charity (210729) and as such is entitled to certain tax exemptions on income and profits on investments and surpluses on any trading activities carried on to further the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

o) Redundancy and termination payments

Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to terminate the employment of an employee or group of employees before normal retirement date. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

p) Critical accounting estimates and judgements

In preparing the financial statements the trustees are required to make certain estimates and judgements that have an impact on the carrying value of assets and liabilities. These estimates and assumptions are reviewed on an ongoing basis, and are based on historical experience and other factors considered relevant at the time the estimates and judgements are made. The key sources of estimation uncertainty are:

- defined benefit pension scheme – measurement requires a number of significant assumptions as disclosed in Note 18
- regular payments provision – the charity provides for future regular payments to its annuitants, a life-long commitment to each individual. Estimation uncertainty arises from the discount rate applied to reflect the time value of money, and assumptions around life expectancy. Further details of how this provision is calculated can be found in Note 17
- investment properties – the charity holds a number of investment properties that it carries on the Balance Sheet at fair value. Further detail is provided in Note 11
- assets held for sale – these are investment properties held for sale at the Balance Sheet date carried at fair value. Measurement of the fair value of the land at Henfield requires a number of assumptions about local market conditions and other factors. The charity has accepted an offer for sale of the land and has exchanged contracts with the buyer. A reduction on the sales price of up to £290,000 has been accepted to resolve a water neutrality issue. The sales price has been discounted by around 20% following consultation with advisers Daniel Watney LLP, to reflect the remaining risks to the sale, primarily that it is subject to obtaining planning permission. Further detail is provided in Note 14.

Notes to the Financial Statements

2. Donations and legacies

Current year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2023 Total funds £'000
Donations	1,174	115	-	**1,289**
Grants	56	265	-	**321**
Legacies	553	-	-	**553**
Total	**1,783**	**380**	**-**	**2,163**

Donations include £385,173 (2022: £357,620) of donated services received in the year.

Previous year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2022 Total funds £'000
Donations	1,167	1,616	-	**2,783**
Grants	101	322	-	**423**
Legacies	702	-	-	**702**
Total	**1,970**	**1,938**	**-**	**3,908**

3. Investment income

Current year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2023 Total funds £'000
Fixed interest income	26	-	-	**26**
Dividend income	1,960	244	3,044	**5,248**
Investment property rental income	37	-	-	**37**
Total	**2,023**	**244**	**3,044**	**5,311**

Previous year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2022 Total funds £'000
Fixed interest income	5	-	-	**5**
Dividend income	1,122	108	2,425	3,655
Investment property rental income	42	-	-	**42**
Total	**1,169**	**108**	**2,425**	**3,702**

4. Expenditure allocations

Current year	Raising Voluntary Income £'000	National Services £'000	Community Services £'000	Policy and Influencing £'000	Grant Making £'000	Marketing and Comms £'000	2023 Total £'000
Staff costs	569	1,514	752	847	244	782	**4,708**
Non-staff costs	848	790	30	257	1,400	721	**4,046**
Sub total – Direct costs	1,417	2,304	782	1,104	1,644	1,503	**8,754**
Support costs	321	1,531	266	615	143	624	**3,500**
Sub total – All costs	1,738	3,835	1,048	1,719	1,787	2,127	**12,254**
Reallocation – Fundraising	(347)	347	-	-	-	-	**-**
Reallocation – Marketing and Comms	-	798	426	797	106	(2,127)	**-**
Expenditure by charitable activity	1,391	4,980	1,474	2,516	1,893	-	**12,254**
Investment and property management							**316**
Total expenditure							**12,570**

Previous year	Raising Voluntary Income £'000	National Services £'000	Community Services £'000	Policy and Influencing £'000	Grant Making £'000	Marketing and Comms £'000	2022 Total £'000
Staff costs	577	1,184	1,166	751	246	655	4,579
Non-staff costs	1,226	719	83	389	1,489	871	4,777
Sub total – Direct costs	1,803	1,903	1,249	1,140	1,735	1,526	9,356
Support costs	383	1,501	558	538	160	487	3,627
Sub total – All costs	2,186	3,404	1,807	1,678	1,895	2,013	12,983
Reallocation – Fundraising	(437)	437	-	-	-	-	-
Reallocation – Marketing and Comms	-	754	403	755	101	(2,013)	-
Expenditure by charitable activity	1,749	4,595	2,210	2,433	1,996	-	12,983
Investment and property management							404
Total expenditure							**13,387**

Support costs	Staff costs £'000	Non-staff costs £'000	2023 Total £'000	Staff costs £'000	Non-staff costs £'000	2022 Total £'000
Chief Executive's Office	149	3	**152**	154	3	157
Corporate Services	30	-	**30**	95	-	95
Facilities	256	352	**608**	247	336	583
ICT	738	438	**1,176**	750	470	1,220
People and Organisational Development	527	372	**899**	516	374	890
Finance	486	19	**505**	459	30	489
Governance	78	52	**130**	53	140	193
Total	**2,264**	**1,236**	**3,500**	**2,274**	**1,353**	**3,627**

Notes to the Financial Statements

Note 4 continued

Governance costs	2023 £'000	2022 £'000
Auditor's remuneration for the statutory audit of the financial statements – current year	40	44
Auditor's remuneration for the statutory audit of the financial statements – prior year	-	45
Legal and other professional fees	-	3
Trustee recruitment fees	6	45
Trustees' meetings including expenses and AGM costs	5	3
Staff costs	78	53
Total governance costs	**129**	**193**

The apportionment of support costs was made pro rata to the number of staff (full-time equivalent) in each of the activity areas.

The charity indemnifies trustees in respect of any liability arising from or in respect of the charity.

5. Regular payments and grants

	Grants £'000	Support costs £'000	2023 £'000	2022 £'000
Grants to institutions				
Cost-of-Living Grants	945	339	**1,284**	2,499
Grant to National Academy of Social Prescribing	200	70	**270**	-
Local Grants	226	79	**305**	-
Other Grants	95	35	**130**	96
Total Grants to institutions	**1,466**	**523**	**1,989**	**2,595**
Grants to Individuals (Annuitants)	(96)	-	**(96)**	(599)
Total	**1,370**	**523**	**1,893**	**1,996**

In 2023 the charity committed £1.5m to 36 grants delivery partners, primarily local charities and community organisations.

The negative expenditure on grants to individuals results from the movement in the provision and unwinding of the discount (see note 17).

6. Staff costs and employee benefits

	2023 £'000	2022 £'000
Salaries	**5,593**	5,539
Temporary staff costs	**63**	188
Employer National Insurance	**601**	595
Employer defined contribution pension costs	**526**	453
Employer defined benefit pension costs	**72**	73
Sub total	**6,855**	6,848
Redundancy and termination payments	**117**	5
Total	**6,972**	6,853

Total remuneration of the key management personnel (the trustees with the Senior Leadership Team, comprising the Chief Executive and Directors), including Pension and National Insurance contributions, was £582,844 (2022: £603,399).

7. Average monthly staff numbers

	2023	2022
National services and Grant making	**45**	47
Community services	**7**	16
Policy and influencing	**17**	15
Fundraising	**9**	11
Marketing and communications	**17**	14
Support services	**33**	34
Total	**128**	**137**

8. Number of employees with total emoluments (excluding pensions) of more than £60,000

	2023	2022
£60,001 – £70,000	**8**	9
£70,001 – £80,000	**2**	3
£80,001 – £90,000	**2**	3
£90,001 – £100,000	**2**	-
£110,001 – £120,000	**-**	1
Total	**14**	16

Since July 2022, staff have been able to sacrifice up to 20% of their salaries into a defined contribution pension scheme. Total emoluments in this table are shown after any salary sacrifice.

9. Tangible fixed assets (Charity and Group)

	Freehold Buildings £'000	Plant and Machinery £'000	Fixtures, Fittings and Equipment £'000	Totals £'000
Cost				
As at 1 January 2023	1,346	1,119	224	**2,689**
Additions	-	-	9	**9**
Total	**1,346**	**1,119**	**233**	**2,698**
Depreciation				
As at 1 January 2023	213	469	203	**885**
Depreciation charge in the year	37	57	4	**98**
Total	**250**	**526**	**207**	**983**
Net book value				
As at 31 December 2023	**1,096**	**593**	**26**	**1,715**
As at 31 December 2022	**1,133**	**650**	**21**	**1,804**

10. Intangible fixed assets (Charity and Group)

	Computer Software £'000	Totals £'000
Cost		
As at 1 January 2023	601	601
Additions	50	50
Disposals	-	-
Total	**651**	**651**
Amortisation		
As at 1 January 2023	594	594
Amortisation charge in the year	12	12
Total	**606**	**606**
Net book value		
As at 31 December 2023	**45**	**45**
As at 31 December 2022	**7**	**7**

11. Investment properties

	2023 £'000	2022 £'000
As at 1 January	**2,670**	2,350
Additions	**-**	150
Revaluation	**-**	170
Transfer to Assets held for sale	**(150)**	-
As at 31 December	**2,520**	2,670
Historic cost	**1,332**	**1,482**

The investment properties were last independently valued as at 31 December 2014 by a combination of external surveyors, use of the Royal Institution of Chartered Surveyors Red Book or comparison to the market values of similar properties. The trustees are satisfied that, having reviewed recent available data on market activity in the respective locations, the investment properties are carried at fair value at the Balance Sheet date.

The transfer in the year to Assets held for sale relates to the charity's share of a reversionary interest in a property, to which it became entitled following the death of the life tenant in December 2022. The charity has a reversionary interest in another property which it will acquire on the death of its resident, and its interest has not been valued.

Notes to the Financial Statements

12. Investments (Charity and Group)

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2023 £'000	2022 £'000
Quoted investments	72,971	4,083	50,013	**127,067**	124,588
Quoted liquid funds	12,583	-	-	**12,583**	14,597
Non-quoted investments	-	-	19,637	**19,637**	19,967
Investments held with fund managers	**85,554**	**4,083**	**69,650**	**159,287**	**159,152**

Reconciliation of investments held with fund managers	2023 £'000	2022 £'000
Market value at 1 January	**159,152**	173,730
Additions	**30,041**	15,346
Disposals	**(30,041)**	(15,346)
Net unrealised gains/(losses)	**7,636**	(9,549)
Movement in cash	**(7,501)**	(5,029)
Market value at 31 December	**159,287**	**159,152**
Historic cost at 31 December	**145,593**	**145,060**

Investments held with fund managers – analysis by type	2023 £'000	2022 £'000
UK equities – FTSE 350	**14,919**	14,484
Global equities	**67,062**	65,275
Diversified growth funds	**23,624**	24,407
Infrastructure	**19,637**	19,967
Multi-asset credit funds	**21,462**	20,422
Quoted liquid funds	**12,583**	14,597
Total	**159,287**	159,152

The charity has invested £1 in the share capital of its wholly owned trading subsidiary, Independent Age Enterprises Limited.

13. Concessionary loans (Charity and Group)

	2023 £'000	2022 £'000
Loan balance as at 1 January	**215**	239
Loans repaid	**(16)**	(7)
Write backs/(impairment)	**28**	(17)
Total loans outstanding	**227**	215
Provision	**(167)**	(155)
Total	**60**	**60**

These loans represent interest-free advances to qualifying individuals in furtherance of the charity's objectives to assist with essential house repairs, and are repayable as the individual's circumstances allow as described in Note 1. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

14. Assets held for sale (Charity and Group)

	2023 £'000	2022 £'000
As at 1 January	**3,225**	1,925
Transfer from investment properties	**150**	-
Revaluation	**(10)**	1,300
As at 31 December	**3,365**	3,225
Historic cost	**191**	**41**

The charity exchanged contracts for the sale of its land at Henfield in December 2022 at a price of £4.3m. Completion of the sale is subject to the buyer obtaining planning permission to develop the land for housing. The land is included in Horsham District Council's Development Plan and has a notional allocation of 30 properties.

In the charity's 2022 accounts the agreed sales price was discounted by 25% on the advice of advisers Daniel Watney LLP to reflect the risks to the sale completing. Daniel Watney LLP is registered with the Royal Institution of Chartered Surveyors (RICS).

During 2023 the buyers conducted various surveys and worked to address a number of issues including concerns about access to the site. All new developments in the area are required to be water neutral, and a reduction to the sales price of up to £0.3m was agreed in principle in early 2024 to enable the buyer to purchase water neutrality licenses and submit its planning application.

Following further consultation with Daniel Watney LLP, the valuation of the land has been maintained at £3.2m in 2023, taking into account the agreed price reduction whilst at the same time recognising the resolution of a number of issues which could have prevented the development going ahead. This valuation represents a discount of approximately 20% on the revised sales price of £4m.

The charity's 50% share of a reversionary interest in a property has been transferred to Assets held for sale as the property was put on the market in March 2023. The charity's share was revalued to £140,000 following acceptance of an offer of £280,000 for its sale in November 2023. The offer was withdrawn in April 2024 and the property was put back on the market.

Notes to the Financial Statements

15. Debtors: amounts falling due within one year

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Trade debtors	**3**	9	**3**	9
Other debtors	**62**	89	**76**	98
Prepayments	**241**	257	**241**	257
Accrued income	**1,623**	1,017	**1,618**	1,017
Total	**1,929**	**1,372**	**1,938**	**1,381**

The increase in accrued income is due to higher values of investment income accrued at the year end.

16. Creditors: amounts falling due within one year

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Trade creditors	**355**	542	**355**	540
Grants to individuals liability (annuitants) – see Note 17	**503**	579	**503**	579
Other creditors	**1,013**	1,308	**1,012**	1,308
Accruals	**132**	156	**129**	156
Total	**2,003**	**2,585**	**1,999**	**2,583**

17. Provisions: amounts falling due after more than one year (Charity and Group)

Reconciliation of grants to individuals (annuitants)	2023 £'000	2022 £'000
Commitments at 1 January	**4,021**	5,281
Movement in provision	**(708)**	(1,417)
Unwinding of the discount	**612**	808
Amount paid in the year	**(570)**	(651)
Commitments at 31 December	**3,355**	**4,021**
Payable within one year – see Note 16	**503**	579
Payable after one year	**2,852**	3,442
Commitments at 31 December	**3,355**	4,021

The movement in the provision is derived from changes in the numbers of annuitants at the year end and changes in the mortality tables used to determine life expectancy.

At 31 December 2023 the number of annuitants was 704, which was 108 fewer than at the same date in the previous year (2022: 812). The discount factor decreased from 3.91% to 3.71%. Taking into account the movements in the factors above, there was a reduction in the overall liability and a negative expense for the year (see note 5).

Payments to annuitants due in less than one year have been accounted for as creditors rather than a provision as they are more certain.

18. Pension schemes

Independent Age operates a defined contributions pension scheme administered by TPT Retirement Solutions. The employer contributes up to 10% of employees' earnings to the scheme and, for employees in the salary sacrifice scheme, additionally contributes its resulting employers' national insurance saving to individual employees' pensions. Total employer contributions towards this scheme in the year were £525,520 (2022: £453,008).

Independent Age also operates a defined benefit (final salary) scheme, which was closed to future accrual from the end of April 2021.

A full actuarial valuation was carried out at 30 September 2022 and updated to 31 December 2023 by a qualified actuary, independent of the scheme's sponsoring employer. The major assumptions used by the actuary are shown below. The Scheme is in surplus at 31 December 2023. The surplus has been restricted to zero as it cannot be returned to the employer.

The most recent actuarial valuation at 30 September 2022 showed a surplus of £802,000.

Present values of defined benefit asset/(obligation), fair value of assets and defined benefit liability	31 December 2023 £'000	31 December 2022 £'000
Equity-type assets	**12**	2
Bonds	**7,214**	6,732
Property	**1,764**	2,076
Cash	**643**	1,140
Other	**1,371**	1,988
LDI	**4,620**	3,844
Liquid Alternatives	**-**	218
Private Credit	**97**	190
Total market value of assets	**15,721**	16,190
Present value of Scheme liabilities	**(14,496)**	(14,411)
Surplus	**1,225**	1,779
Effect of asset ceiling	**(1,225)**	(1,779)
Net pension asset under FRS 102	**-**	**-**

None of the fair value of the assets shown above include any direct investments in the employer's own financial instruments or any property occupied by, or any other assets used by, the employer.

Notes to the Financial Statements

Note 18 continued

Reconciliation of opening and closing balances of the defined benefit obligation	31 December 2023 £'000	31 December 2022 £'000
Defined benefit obligation at start of period	**14,411**	21,850
Interest cost on defined benefit obligation	**705**	388
Benefits paid	**(748)**	(795)
Actuarial gain/(loss) on changes in demographic and financial assumptions	**220**	(8,681)
Experience (loss)/gain on liabilities	**(92)**	1,649
Defined benefit obligation at end of period	**14,496**	**14,411**

Reconciliation of opening and closing balances of the fair value of plan assets	31 December 2023 £'000	31 December 2022 £'000
Fair value of plan assets at start of period	**16,190**	25,115
Interest income on assets	**793**	447
Expenses	**(119)**	(78)
Return on assets excluding interest income	**(467)**	(8,571)
Employer contribution	**72**	72
Benefits paid	**(748)**	(795)
Fair value of plan assets at end of period	**15,721**	**16,190**

Movement in Balance Sheet asset during the year	31 December 2023 £'000	31 December 2022 £'000
Surplus in scheme at the beginning of the period	**-**	-
Expenses	**(119)**	(78)
Net interest credit	**-**	-
Re-measurements included in the Statement of Financial Activities	**47**	6
Employer contributions	**72**	72
Surplus in Scheme at the end of the period	**-**	**-**

Defined benefit costs recognised in the Statement of Financial Activities	31 December 2023 £'000	31 December 2022 £'000
Current service cost	**-**	-
Expenses	**119**	78
Operating charge	**119**	**78**
Interest income on assets	**(793)**	(447)
Interest cost on defined benefit obligation	**705**	388
Interest on surplus that is not recoverable	**88**	59
Net Interest credit	**-**	**-**
Defined benefit costs recognised in Statement of Financial Activities	**119**	**78**

Note 18 continued

Other comprehensive income	31 December 2023 £'000	31 December 2022 £'000
Return on assets excluding interest income	**(467)**	(8,571)
Experience gain/(losses) on liabilities	**92**	(1,649)
(Loss)/gain from change of assumptions	**(220)**	8,681
Effects of changes in the amount of surplus that is not recoverable (excluding amounts included in net interest cost)	**642**	1,545
Actuarial gain on defined benefit pension scheme in the Statement of Financial Activities	**47**	**6**

Movement in assumption	Effect on liabilities
Discount rate + /- 0.1%	- /+ 2%
Inflation assumptions + /- 0.1%	- /+ 2%
Life expectancy + /- 1 year	- /+ 3-5%

Financial assumptions	31 December 2023	31 December 2022
Discount rate	**4.77% p.a.**	5.02% p.a.
Inflation (RPI)	**3.08% p.a.**	3.14% p.a.
Inflation (CPI)	**2.64% p.a.**	2.83% p.a.
Deferred revaluations	**3.08% p.a.**	3.14% p.a.
Pension increases in payment CPI max 5% p.a.	**2.61% p.a.**	2.77% p.a.
Pension increases in payment CPI max 2.5% p.a.	**1.91% p.a**	1.98% p.a
Pension increases in payment CPI max 3% p.a.	**2.14% p.a.**	2.24% p.a.

Demographic assumptions	31 December 2023	31 December 2022
Mortality		
Base tables	**Pre-retirement: nil Post-retirement: 103% of S3PXA**	Pre-retirement: nil Post-retirement: 106% of S3PXA
Improvement allowance	**CMI_2022 (1.25%) for females CMI_2022 (1.5%) for males**	CMI_2021 (1.00%) for females CMI_2021 (1.25%) for males
Smoothing parameter	**7.0**	7.5
Life expectancy from age 65		
Pensioners (currently aged 65)	**Female: 23.9 Male: 21.6**	Female: 23.8 Male: 21.7
Non-pensioners (currently aged 45)	**Female: 25.3 Male: 23.2**	Female: 25.0 Male: 23.0
Commutation	**75% of maximum allowance**	75% of maximum allowance
Proportion married at retirement	**75% for both females and males**	75% for both females and males
Other demographic assumptions	**As per most recent Technical Provisions assumptions**	As per most recent Technical Provisions assumptions

Contingent liability

Following a review by the Trustee of the Scheme of the changes they have made to The Pensions Trust's Schemes' benefits over the years, there is some uncertainty surrounding some of these changes. The Trustee has determined that it is prudent to follow best practice and seek clarification from the Court on the changes made. This process is ongoing, and the matter is unlikely to be resolved before 2025 at the earliest. It is recognised that this could potentially impact the value of Scheme liabilities but, as the Court direction is pending, it is not possible to calculate the impact with any accuracy at this time. Therefore, no adjustment has been made in these financial statements.

Notes to the Financial Statements

19. Movement on funds (Group and charity)

	Balance at 1 January 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gains (losses) £'000	Balance at 31 December 2023 £'000
Endowed funds						
F E Cobbold Trust Fund	1,731	-	-	68	-	**1,799**
Backsettown Endowed Charity	338	-	-	13	-	**351**
Wharton & Wittrick Fund	1,200	-	-	-	-	**1,200**
General Endowment Fund	66,792	-	-	2,626	-	**69,418**
Unapplied Total Return	(6,892)	3,044	(88)	(2,707)	4,725	**(1,918)**
Total endowed funds	**63,169**	**3,044**	**(88)**	**-**	**4,725**	**70,850**
Restricted funds						
F E Cobbold Trust Fund	6,152	241	(2,480)	-	156	**4,069**
Backsettown Endowed Charity	3,225	-	-	-	-	**3,225**
Ulster Ladies Trust Fund	86	3	(77)	-	2	**14**
Pensions Insurance Corporation (Helpline)	500	-	(244)	-	-	**256**
Reconnections	38	40	(78)	-	-	**-**
Other Restricted Funds	104	340	(345)	-	-	**99**
Total restricted funds	**10,105**	**624**	**(3,224)**	**-**	**158**	**7,663**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,470	-	-	(150)	-	**1,320**
Assets Held for Sale Fund	-	-	-	150	(10)	**140**
Tangible and Intangible Fixed Assets Fund	1,811	-	(113)	62	-	**1,760**
Endowment Funded Activity Protection Fund	24,100	224	(31)	1,107	(352)	**25,048**
Future Impact Fund	51,713	3,675	(9,070)	(2,022)	3,152	**47,448**
Universal Beneficent Society Fund	-	20	(20)	-	-	**-**
Total designated funds	**79,094**	**3,919**	**(9,234)**	**(853)**	**2,790**	**75,716**
General Fund	11,435	-	-	853	-	**12,288**
Total unrestricted funds	**90,529**	**3,919**	**(9,234)**	**-**	**2,790**	**88,004**
Sub total Independent Age	**163,803**	**7,587**	**(12,546)**	**-**	**7,673**	**166,517**
Counsel and Care for the Elderly						
General Fund	3	5	(4)	-	-	**4**
Sub total Counsel and Care for the Elderly	**3**	**5**	**(4)**	**-**	**-**	**4**
Independent Age Enterprises Limited						
General Fund	3	17	(20)	-	-	**-**
Sub total Independent Age Enterprises Limited	**3**	**17**	**(20)**	**-**	**-**	**-**
Total Group	**163,809**	**7,609**	**(12,570)**	**-**	**7,673**	**166,521**

Group General Funds comprise the General Funds of the Charity and its two subsidiaries.

Note 19 continued

Fund descriptions

The Supplementary Royal Charter 2014 stipulated the establishment of a General Endowment Fund comprising all of the monies previously held in the Permanent Annuities Fund, the Provision of Homes Capital Fund, the Annuitants' Relief Fund and part of the Life Annuities Fund.

The Charity Commission scheme, which became effective on 23 October 2014, defined the nature and purposes of the three endowed funds of which Independent Age is the Managing Trustee, namely F E Cobbold Trust Fund, Backsettown Endowed Charity Fund, and the Wharton and Wittrick Fund. The Scheme further provided for the merger of Homes of Rest for Gentlewomen and the Georgina Tompkins Ladies Fund into the RUKBA Holiday Fund, which is now fully spent; confirmation that both the capital and income of the Ulster Ladies Trust Fund could be expensed in accordance with its restrictions; and amended the restrictions on other named funds.

The funds of Independent Age are as described below.

Permanent Endowed Funds

The **F E Cobbold Trust Fund** represents monies to be held on trust to invest and apply relief to older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who are residents of Suffolk, by the provision of grants and other financial assistance and the provision of advice and support.

The **Backsettown Endowed Charity Fund** is to relieve persons who are in conditions of need, hardship or distress or who, by reason of physical or mental illness or otherwise, are in need of rest and recuperation by making of grants or the provision of facilities that are calculated to relieve such need.

The **Wharton & Wittrick Fund** is to be held on trust to invest and apply the income to relief older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who have been employed with the health and social care professions, by the provision of grants and other assistance relating to accommodation.

The **General Endowment Fund**, which was established by the Supplementary Royal Charter in 2014, provides for the general purposes of the charity.

The **Unapplied Total Return** is the balance of income earned, less investment management fees, less investment losses after the maintenance of the capital value of the Permanent Endowed Funds calculated by the movement in CPI for the respective period.

Under section 104(A) of the Charities Act 2011 on 1 January 2015, the trustees have the power to invest permanently endowed funds to maximise total return and therefore to apply an appropriate portion of the Unapplied Total Return to income. The Unapplied Total Return remains invested as part of the permanent endowment until that power is exercised.

Notes to the Financial Statements

Note 19 continued

Movement on endowed funds	Endowed for investment £'000	Unapplied Total Return £'000	Total endowed £'000
At start date: 1 January 2023			
Gift component of permanent endowment	70,061	-	**70,061**
Unapplied Total Return	-	(6,892)	**(6,892)**
Sub total	**70,061**	**(6,892)**	**63,169**
Movements			
Recoupment of trust for investment*	2,707	(2,707)	**-**
Dividend return	-	3,044	**3,044**
Gains	-	4,725	**4,725**
Investment management costs	-	(88)	**(88)**
Sub total	2,707	4,974	**7,681**
Unapplied total return retained	-	-	**-**
Unapplied total return transferred to income funds	-	-	**-**
Total	**72,768**	**(1,918)**	**70,850**

*This represents the sum elected to offset the impact of inflation.

Restricted funds

These are funds that the charity must spend on activities specified by the restrictions of the fund.

The **Ulster Ladies Trust Fund**: the income and capital may be applied for the relief of persons in need by reason of ill-health, disability, financial hardship or other disadvantage with a preference for those living or formerly living in Northern Ireland.

Pensions Insurance Corporation (Helpline): The Pensions Insurance Corporation has provided funding to support our Helpline in 2023 and 2024.

Reconnections: We received further income to support the reconnections service, which closed during the year.

Other Restricted Funds represent donations and grants on which a restriction is placed by the donor, predominantly for the Helpline. In 2023, this amounted to £340k, (2022: £308k).

Designated funds

In accordance with the Charity Commission guidance, the trustees have designated funds to mitigate the charity's financial risks and to indicate which reserves are held in property and therefore not available as 'free' reserves. Individual purposes of these funds are described below.

The **Investment Property** and **Assets Held For Sale Funds** represent the amount of reserves relating to investment properties not held in restricted and endowed funds.

The **Tangible and Intangible Fixed Asset Fund** recognises the net book value of operational fixed assets, primarily the head office building at 18 Avonmore Road.

The **Endowment Funded Activity Protection Fund** will be used to cover a gap in funding of charitable activities arising from a potential negative return on the endowed investment. Trustees have designated for this purpose a value equivalent to 35% of the endowments other than those held as property and not including any balance on the Unapplied Total Return.

The **Future Impact Fund** represents the balance of unrestricted reserves that, together with growth of voluntary income, will be used to continue to expand the scale, scope and depth of charity services now and in the future. Now that the charity's strategy has been finalised, the timescale over which this will be spent is being determined through work taking place during 2024. Transfers are made annually between general funds and designated funds to maintain designated funds at the levels specified by trustees as set out above.

The **Universal Beneficent Society Fund** relates to legacy income due to this charity which merged with Independent Age in 2011. As its purposes are wider than those of Independent Age the funds have been designated rather than restricted, and they were spent in full during the year.

General funds

The **General Fund** represents free reserves used for the general work of Independent Age. Transfers between funds are made in order to maintain the value of the endowed funds such that they grow each year in line with CPI, maintain the value of the Endowment Funded Activity Protection Fund at 35% of the endowed investments, maintain the General Fund at an amount equivalent to one year's unrestricted expenditure and transfer any remaining balances, including on the Unapplied Total Return Fund, to the Future Impact Fund. Comparatives for 2022 of movement on funds are shown on the next page.

Notes to the Financial Statements

Note 19 continued

	Balance at 1 January 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gains (losses) £'000	Balance at 31 December 2022 £'000
Endowed funds						
F E Cobbold Trust Fund	1,566	-	-	165	-	**1,731**
Backsettown Endowed Charity	306	-	-	32	-	**338**
Wharton & Wittrick Fund	1,030	-	-	-	170	**1,200**
General Endowment Fund	60,440	-	-	6,352	-	**66,792**
Unapplied Total Return	-	2,425	(93)	(6,549)	(2,675)	**(6,892)**
Total endowed funds	**63,342**	**2,425**	**(93)**	**-**	**(2,505)**	**63,169**
Restricted funds						
F E Cobbold Trust Fund	9,785	105	(2,265)	-	(1,473)	**6,152**
Backsettown Endowed Charity	1,925	-	-	-	1,300	**3,225**
Ulster Ladies Trust Fund	269	3	(146)	-	(40)	**86**
Pensions Insurance Corporation (Grants)	-	1,000	(1,000)	-	-	**-**
Pensions Insurance Corporation (Helpline)	-	500	-	-	-	**500**
Reconnections	12	130	(104)	-	-	**38**
Other Restricted Funds	139	308	(343)	-	-	**104**
Total restricted funds	**12,130**	**2,046**	**(3,858)**	**-**	**(213)**	**10,105**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,320	150	-	-	-	**1,470**
Tangible and Intangible Fixed Assets Fund	1,907	-	(117)	21	-	**1,811**
Endowment Funded Activity Protection Fund	21,809	-	(33)	4,465	(2,141)	**24,100**
Future Impact Fund	67,174	3,162	(9,264)	(6,139)	(3,220)	**51,713**
Total designated funds	**92,210**	**3,312**	**(9,414)**	**(1,653)**	**(5,361)**	**79,094**
General Fund	9,782	-	-	1,653	-	**11,435**
Total unrestricted funds	**101,992**	**3,312**	**(9,414)**	**-**	**(5,361)**	**90,529**
Sub total Independent Age	**177,464**	**7,783**	**(13,365)**	**-**	**(8,079)**	**163,803**
Counsel and Care for the Elderly						
General fund	17	6	(20)	-	-	**3**
Sub total Counsel and Care for the Elderly	**17**	**6**	**(20)**	**-**	**-**	**3**
Total Group	**166,169**	**7,346**	**(12,469)**	**-**	**16,435**	**177,481**
Independent Age Enterprises Limited						
General Fund	-	5	(2)	-	-	**3**
Sub total Independent Age Enterprises Limited	**-**	**5**	**(2)**	**-**	**-**	**3**
Total Group	**177,481**	**7,794**	**(13,387)**	**-**	**(8,079)**	**163,809**

20. Analysis of net assets between funds

	Unrestricted funds £'000	Designated funds £'000	Restricted funds £'000	Endowed funds £'000	2023 Total funds £'000
Tangible and intangible fixed assets	-	1,760	-	-	**1,760**
Investment	13,058	72,496	4,083	69,650	**159,287**
Investment properties	-	1,320	-	1,200	**2,520**
Concessionary loans	60	-	-	-	**60**
Current assets	4,029	140	3,580	-	**7,749**
Current liabilities	(2,003)	-	-	-	**(2,003)**
Provisions: amounts falling due after one year	(2,852)	-	-	-	**(2,852)**
Total	**12,292**	**75,716**	**7,663**	**70,850**	**166,521**

Comparatives for 2022 analysis of net assets between funds are shown below:

	Unrestricted funds £'000	Designated funds £'000	Restricted funds £'000	Endowed funds £'000	2022 Total funds £'000
Tangible and intangible fixed assets	-	1,811	-	-	**1,811**
Investment	15,132	75,813	6,238	61,969	**159,152**
Investment properties	-	1,470	-	1,200	**2,670**
Concessionary loans	60	-	-	-	**60**
Current assets	2,276	-	3,867	-	**6,143**
Current liabilities	(2,585)	-	-	-	**(2,585)**
Provisions: amounts falling due after one year	(3,442)	-	-	-	**(3,442)**
Total	**11,441**	**79,094**	**10,105**	**63,169**	**163,809**

21. Trustees, related parties and connected charities

No Trustee received any remuneration from Independent Age during the year ended 31 December 2023, (2022: none). Four trustees (2022: three) were reimbursed for travel expenses incurred in furtherance of the charity's activities totalling £3,178 (2022: £1,848).

Counsel and Care for the Elderly merged with Independent Age in October 2011 but continues to operate as a separate charitable company for the collection of donations and legacies, with three trustees of Independent Age serving as its trustees and company directors. Independent Age continues to provide the services previously offered by Counsel and Care. In the year ended 31 December 2023, the income for Counsel and Care was £5k (2022: £6k) and expenditure was £4k (2022: £20k), and total net assets value was £4k (2022: £3k).

Independent Age Enterprises Limited (IAE Ltd), the subsidiary company, handles the non-charitable activities. IAE Ltd donated its 2022 profits to Independent Age during 2023. A deed of covenant was entered into during the year between the charity and IAE Ltd and the donation of IAE's 2023 profits has been recognised in both the charity and IAE Ltd's 2023 accounts. In the year ended 31 December 2023, the income for IAE Ltd was £17k (2022: £5k) and expenditure was £20k (2022: £2k), and total net assets value was £Nil (2022: £3k).

The Universal Beneficent Society merged with Independent Age in 2011. Independent Age is the corporate trustee. The trustees of Independent Age are considering the future of this charity.

Baroness Julia Neuberger, DBE, trustee at the Rayne Foundation, is Chair of Independent Age. Independent Age received a £Nil Gifts in Kind donation from the Rayne Foundation in 2023 (2022: £575).

Notes to the Financial Statements

22. Reconciliation of net movements in funds to net cash flow from activities

	2023 Group £'000	2022 Group £'000	2023 Charity £'000	2022 Charity £'000
Net income/(expenditure) for the year	**2,665**	(13,672)	**2,667**	(13,661)
Dividends received	**(5,248)**	(3,655)	**(5,248)**	(3,655)
Interest receivable including bank interest	**(26)**	(5)	**(26)**	(5)
Rents received from investment properties	**(37)**	(42)	**(37)**	(42)
Depreciation and impairment of tangible fixed assets	**98**	84	**98**	84
Amortisation and impairment of intangible fixed assets	**12**	17	**12**	17
Revaluation of investment property	**-**	(170)	**-**	(170)
Revaluation of asset held for sale	**10**	(1,300)	**10**	(1,300)
Investment property addition	**-**	(150)	**-**	(150)
(Gains)/losses on investments	**(7,636)**	9,549	**(7,636)**	9,549
Movement in the provision for concessionary loans	**(16)**	(5)	**(16)**	(5)
Movement in the provision for annuitants	**(666)**	(1,260)	**(666)**	(1,260)
Re-measurement of defined benefit pension	**47**	-	**47**	-
(Increase) in debtors	**(557)**	(405)	**(557)**	(339)
(Decrease)/increase in creditors	**(506)**	835	**(508)**	839
Independent Age Enterprises Ltd	**-**	9	-	-
Net cash flow from operating activities	**(11,860)**	(10,170)	**(11,860)**	(10,098)

23. 2022 Consolidated Statement of Financial Activities

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2022 Total funds £'000
Income and endowments from				
Donations and legacies	1,970	1,938	-	**3,908**
Other trading activities	164	-	-	**164**
Investment income	1,169	108	2,425	**3,702**
Other income	20	-	-	**20**
Total Income and endowments	**3,323**	**2,046**	**2,425**	**7,794**
Expenditure on raising funds				
Raising voluntary income	1,748	1	-	**1,749**
Investment and property management	296	15	93	**404**
Total cost of raising funds	**2,044**	**16**	**93**	**2,153**
Expenditure on charitable activities				
National Services	1,966	2,629	-	**4,595**
Community Services	1,997	213	-	**2,210**
Policy and Influencing	2,433	-	-	**2,433**
Grant Making	996	1,000	-	**1,996**
Total cost of charitable activities	**7,392**	**3,842**	**-**	**11,234**
Total expenditure	**9,436**	**3,858**	**93**	**13,387**
Operating (deficit)/surplus	**(6,113)**	**(1,812)**	**2,332**	**(5,593)**
(Losses) on investment assets	(5,361)	(213)	(2,505)	**(8,079)**
Net (expenditure)/income	**(11,474)**	**(2,025)**	**(173)**	**(13,672)**
Other recognised (losses)/gains				
Re-measurement of defined benefit pension	-	-	-	**-**
Net movement in funds	**(11,474)**	**(2,025)**	**(173)**	**(13,672)**
Reconciliation of funds				
Fund balances brought forward at 1 January	102,009	12,130	63,342	**177,481**
Fund balances carried forward at 31 December	**90,535**	**10,105**	**63,169**	**163,809**

Notes to the Financial Statements

24. Operating lease commitments

The Group had no outstanding commitments at the year-end under operating leases (2022: £nil).

25. Charity-only Statement of Financial Activities for the year ended 31 December 2023

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2023 Total funds £'000	Year to 31 December 2022 Total funds £'000
Income and endowments from					
Donations and legacies	1,798	380	-	**2,178**	3,918
Other trading activities	118	-	-	**118**	159
Investment income	2,023	244	3,044	**5,311**	3,702
Other income	-	-	-	**-**	20
Total income and endowments	**3,939**	**624**	**3,044**	**7,607**	**7,799**
Expenditure on raising funds					
Raising voluntary income	1,388	-	-	**1,388**	1,747
Investment and Property Management	220	8	88	**316**	404
Total cost of raising funds	**1,608**	**8**	**88**	**1,704**	**2,151**
Expenditure on charitable activities					
National services	2,004	2,975	-	**4,979**	4,591
Community services	1,277	197	-	**1,474**	2,210
Policy and influencing	2,516	-	-	**2,516**	2,433
Grant-making	1,849	44	-	**1,893**	1,996
Total cost of charitable activities	**7,646**	**3,216**	**-**	**10,862**	**11,230**
Total expenditure	**9,254**	**3,224**	**88**	**12,566**	**13,381**
Operating (deficit)/surplus	**(5,315)**	**(2,600)**	**2,956**	**(4,959)**	**(5,582)**
Gains/(losses) on investment assets	2,743	158	4,725	**7,626**	(8,079)
Net income/(expenditure)	**(2,572)**	**(2,442)**	**7,681**	**2,667**	**(13,661)**
Other recognised gains/(losses)					
Re-measurement of the defined benefit pension scheme	47	-	-	**47**	-
Net movement in funds	**(2,525)**	**(2,442)**	**7,681**	**2,714**	**(13,661)**
Reconciliation of funds					
Fund balances brought forward at 1 January	90,529	10,105	63,169	**163,803**	177,464
Fund balances carried forward at 31 December	**88,004**	**7,663**	**70,850**	**166,517**	**163,803**

All the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Legal and administrative details

> "The rent used to be £675 and for the past couple of months [the landlord]'s asked for £900."
>
> **Susan, Romford**

Legal and administrative details

Charity information

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA).

It is registered in England and Wales with the Charity Commission under charity number 210729 and was entered on the Scottish Charity Register under charity number SC047184 on 17 February 2017.

Trustees

Richard Anderson (5)

Lucy Blythe (4,5)

Karen Byrne (5)

Karl Demian (3) – until 7 November 2023

Vivienne Dews (1,2,3,4) – until 11 June 2024

Guillermo Donadini (1,2)

Jannine Edgar (1) – from 21 January 2023

Joan Elliott (1,2) – from 20 January 2023, Treasurer from 26 July 2023

Prof Caroline Glendinning (3)

John Hannaford (1,2) – Treasurer – until 26 July 2023

Simon Inchley (3) – until 26 July 2023

Baroness Julia Neuberger, DBE (4) – Chair

Amit Patel (2,3)

Letizia Perna (3) – from 20 January 2023

The Trustees' Committee Membership during the year

1. Finance and Resources Committee
2. Investment Subcommittee
3. Services and Policy Committee
4. Governance and Nominations Committee
5. Engagement Committee

Royal Patron

Her Royal Highness Princess Alexandra, the Hon Lady Ogilvy, KG, GCVO

Senior Leadership Team

Joanna Elson, CBE, Chief Executive Officer, from September 2023

John Palmer, Director of Policy and Communications to July 2023, Director of Influencing & Engagement from July 2023

Stuart Rogers, Director of Corporate Services & Acting CEO until September 2023, Chief Operating Officer from September 2023

Kelly Rust, Interim Director of Services to October 2023

Clare Wadd, Director of Finance and Governance

Matthew Wilkley, Director of Income Generation, to July 2023

Professional advisers

Auditors

RSM UK Audit LLP
6th Floor
25 Farringdon Street
London EC4A 4AB

Principal bankers

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156 Fleet Street
London EC4A 2DX

Insurance broker

Scrutton Bland LLP
820 The Crescent
Colchester Business Park
Colchester
Essex CO4 9YQ

Solicitors

Bates Wells & Braithwaite London LLP
10 Queen Street Place
London EC4R 1BE

Investment advisers

Lane Clark & Peacock LLP
95 Wigmore Street
London W1U 1DQ

Investment managers

BlackRock Investment Management (UK) Limited
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Drapers Gardens
London EC2N 2DL

JP Morgan Institutional Investments Inc
270 Park Avenue
New York NY 10017
US

Legal & General Investment Management Limited
One Coleman Street
London EC2R 5AA

Lindsell Train Ltd
66 Buckingham Gate
London SW1E 6AU

M&G Securities Limited
Laurence Pountney Hill
London EC4R 0HH

Ruffer LLP
80 Victoria Street
London
SW1E 5JL

Vanguard Asset Management Limited
25 Walbrook
London EC4N 8AF

Charter Members at annual report signing date

Charter Members are appointed when an application, which may have been invited by the trustees, has been approved by the trustees. Trustees are appointed Charter Members for the period of their trusteeship only.

At each annual general meeting, the Charter Members shall resolve on the appointment or reappointment of trustees who have been nominated by the trustees, and the appointment of the auditors.

2020 Mr R Anderson
2003 Mr U D Barnett
2020 Ms L Blythe
2019 Ms K Byrne
2009 Mr P Cann
2008 Ms S Collins
2012 Ms M Dangoor
2016 Ms V Dews
2022 Mr G Donadini
2023 Ms J Edgar
2023 Ms J Elliott
2022 Prof C Glendinning
2006 Mr T J Howe
2005 Mrs F C Hughes
2008 Mr R Humphries
1986 Mrs I Macdonald
2010 Baroness Neuberger, DBE
2019 Mr A Patel
2012 Mr G Patterson
2023 Ms L Perna
1985 Mr P G Pollock
2004 Mr H M Priestley
2013 Ms L Romeo
1985 Mr J G Tregoning

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Independent Age is the operating name of the Royal United Kingdom Beneficent Association.

Registered charity number 210729
(England and Wales) SC047184 (Scotland).

IA-CP-015-2023

THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION

England & Wales - Charity number 210729

Accounts

Independent Age

Annual Report and Accounts 2022

We can all live a happy, connected and purposeful later life.

Our mission at Independent Age is to make sure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

In 2022 living well became even more of a challenge for many, especially for people facing financial hardship in later life. It's an issue we committed more of our resources to this year, through cost-of-living grant-funding, new information services and strong campaigning to ensure the government's policies support older people.

We will dedicate ourselves to continuing this in 2023 as we evolve to be the recognised and trusted voice for older people in financial hardship, working to improve lives across the UK.

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Welcome from Stuart Rogers and Julia Neuberger

The emerging cost-of-living crisis in 2022 confirmed what we already knew: that older people living in financial hardship would be severely affected and that we could do something about it.

The most recent accurate statistics show that of the 12.7 million people over 65 in the UK, 2.1 million[1] live in poverty. And we estimate that up to another three million people are living with precarious finances.

2022 was a difficult year for people in later life facing financial hardship. The rising cost of living challenged everyone, but it was especially hard for those on low and fixed incomes with no savings. These were often the same people who face additional costs because of limited mobility or disability.

At Independent Age, we'd already resolved to 'go back to our roots' and focus our resources on those in most financial need: to be the charity dedicated to improving the lives of older people facing financial hardship.

Having awarded £2.3 million in COVID-19 emergency grant-funding in 2020, we responded to the cost-of-living crisis by committing £2 million in grants to 50 more organisations in 2022. Although we're relatively new to grant-making, we've learnt quickly, and now plan to map out a local grants programme to offer support beyond emergency funding.

Listening to and helping callers to our Helpline has only highlighted why this support is needed. In 2022 we gave help and advice to 12,647 callers. Increasingly, we're hearing truly awful accounts of older people making difficult choices – the unhappiest being to heat or to eat. People like Thabani, for example, on this report's cover, who called our Helpline in May, trying to "pay the bills on just [my] State Pension". We helped her successfully apply for an extra £600 a month through our specialist benefit advice service – money she didn't know she was entitled to.

[1] *Households below average income: for financial years 1995 to 2020*, Department for Work and Pensions, 25 March 2021, see gov.uk/government/statistics/households-below-average-income-for-financial-years-ending-1995-to-2020.

> "Thank you for your support and for being part of our work in 2022.

Work like this saw us pass the audit for the Advice Quality Standard in February 2022 with flying colours, and with no corrective action – a great achievement that only around 8% of services manage. We've now started supporting people to complete forms for Attendance Allowance and other benefits. This is a brilliant step forward for our advice service and delivers on a vast, unmet need for older people.

We're always incredibly grateful for the financial support we receive for services like these. We raised more than £100,000 through the Big Give appeal in 2022 and applied successfully to the BBC's Lifeline Appeal, which was broadcast in November and increased awareness of our work with a national audience. We were also delighted to receive a donation of £1.5 million from partner Pension Insurance Corporation, enabling us to double our emergency Cost-of-living Grants Fund and fund roles in our Helpline service.

To give voice to older people facing financial hardship, we launched our Poverty in later life report in January 2022, followed by a series of briefings spotlighting the experiences of older people facing financial hardship. This was timely and given excellent media coverage and attention by MPs, decision-makers and the third sector – so much so that we were invited to provide evidence to the influential Work and Pensions Committee. At the same time, after several engagement events in Scotland, we submitted a response to the Scottish Government's proposed Health and Social Care Strategy for Older People, offering several recommendations.

Our profile grew significantly in 2022 through work like this, but also because we were able to respond quickly to the news agenda, and proactively and positively promote our work. We've been able to offer news outlets views from various experts, on everything from challenging the government to do better by older people to benefits advice and guidance – and so amplify the stories and voices of older people nationally.

We've also learnt much this year about delivering for older people from minoritised communities, who are at greater risk of financial hardship in later life, particularly in the most deprived areas. In 2023 we will do more to engage with and support older people from these communities and seldom-heard groups.

Meanwhile, we continue to build a great values-based culture inside Independent Age. Our employee survey demonstrated an increase in overall satisfaction levels to 84%, compared with 78% in 2021 and 42% in 2019. We launched new and updated policies in 2022, including an agile working policy. Although staff turnover was a challenge this year – part of the 'great resignation' following the pandemic – we're now more stable, having recruited some fantastic new team members. We have also introduced several new volunteering roles to support us with our new strategic focus.

In 2023 we want to put ourselves on the map as the charity for older people facing financial hardship. We will launch a new strategy and begin our work to reach one million older people facing hardship by 2027, across four new focus areas: income, costs, community and home. It is a challenge for which our experience and history make us uniquely qualified.

It's also a challenge we couldn't meet without the help and support of our donors, fundraisers, staff and volunteers. You are all crucial. Thank you for your support and for being part of our work in 2022. Your support in 2023 will mean we can continue to improve older people's lives.

Stuart Rogers
Acting Chief Executive

Baroness Neuberger, DBE
Chair

Our year in numbers

Through the Independent Age Cost-of-living Grants Fund, we committed £2 million to 50 local charities and community organisations that work directly with older people facing financial hardship and inequalities.

We provided £651,000 in grants directly to 921 older people.

Some £3.9 million was raised to help deliver the support we provide.

In addition to this...

737,191 people accessed our services.

We supported **28,869** older people.

We distributed **543,807** copies of our **85** information resources.

We sent out **528,266** printed guides and factsheets, while **15,541** digital guides and factsheets were downloaded.

Our web pages were viewed **699,903** times – **655,522** of these views were of our advice pages.

We answered **31,855** Helpline enquiries and had **1,191** enquiries over web chat.

We took more than **18,645** Helpline calls and made **3,070** outbound calls.

41% of callers had an enquiry that led to the team sending out our publications to help them with their issue.

59% of callers had enquiries about welfare benefits.

13% of callers had enquiries about social care.

We supported more than **2,000** people with specialist advice.

We identified **£1.49 million** in unclaimed benefits.

166 people enjoyed our coffee morning telephone groups.

520 people received regular calls from a volunteer.

Almost **14,000** actions were taken to support our campaigns.

More than **2,000** people aged 65+ responded to our cost-of-living campaigner survey, sharing their experience.

We have more than **70** MP champions in the UK Parliament.

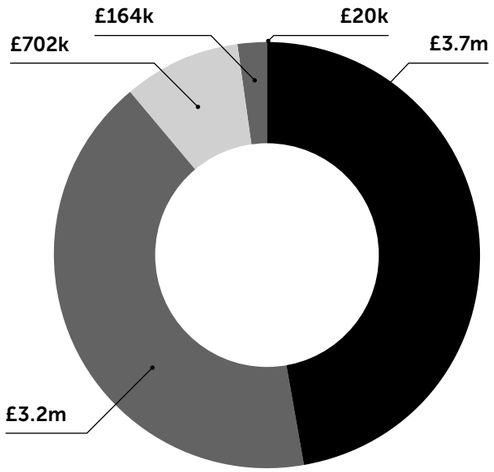
We finished the year with more than **20,000** campaigners in our network.

For comparison: In 2021, 884,023 people accessed our services. We distributed 168,087 information resources. We sent 129,692 printed guides and factsheets and 38,395 digital guides and factsheets were downloaded. Our web pages were viewed 690,000 times. More than 18,000 campaign actions were taken across 2021. We answered 21,593 Helpline enquiries. Through the Independent Age Grants Fund, we provided £0.9 million to 75 organisations that, together, had been in touch with more than 115,000 older people in 2021. We provided £724,000 in grants directly to 946 older people. Some £3.9 million was raised to help deliver the support we provide.

Our year in numbers

Our overall income

In 2022 we generated a fantastic £7.8 million to help support older people in greatest need, their families and carers. This included individual donations, income from trusts and corporate supporters, investment income and a number of very generous gifts from supporters who remembered us in their Wills.

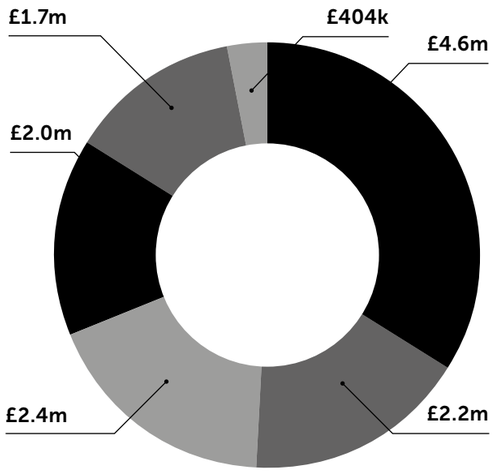


Income by type

- **Investments** 47% / £3.7m
- **Donations** 41% / £3.2m
- **Legacies** 9% / £702k
- **Other trading activites** 2% / £164k
- **Other income** <1% / £20k

Our overall spending

In 2022 we spent £13.4 million to transform the lives of older people in the UK. This included £11.2 million in charitable expenditure, and an investment of £1.7 million in activities to generate long-term voluntary income as we seek to sustainably grow our vital work.



Expenditure by activity

- **National services** 34% / £4.6m
- **Community services** 17% / £2.2m
- **Policy and influencing** 18% / £2.4m
- **Grant-making** 15% / £2.0m
- **Raising voluntary income** 13% / £1.7m
- **Investment and property management** 3% / £404k

Fiona's story

I have two children and two granddaughters, but I don't see them nearly as much as I'd like to. Loneliness, to me, is no one to talk to, no one to laugh with. I have a lot of health conditions and, when you're on your own, that can make you feel isolated and desperate. There's only you to do the housework and sort out any problems.

My mental health worker referred me to Independent Age and, honestly, it was like opening a lock. I joined a Good to Know telephone group. There are six to eight of us each week and we're all in the same situation – feeling lonely and isolated. The group gives us all a chance to talk. It's like a little community.

Every week we learn about a new topic: one week it might be how to practise good sleeping habits, and the next it's learning about poetry. I love the exercises we're given, too. It's like someone has given you permission to just sit and read a poem or to try writing some poetry of your own.

When you're on your own, small things can escalate and you feel like you're the only one struggling. That's where Independent Age comes in. The weekly calls are like having a group of friends around to your house. We catch up on each other's news, talk about our grandchildren and swap stories. And there's usually a lot of laughter going on. The calls really break up the week, and the different exercises really help my mental health.

Would I be the same person I am now without Independent Age? I don't think I would. They've helped me in so many ways – forming friendships, giving me financial advice and helping me access support I had no idea existed.

Would I be the same person I am now without Independent Age? I don't think I would.

Left Dennis, at the Afro Caribbean Care Group in Manchester – one of our grant awardees.

Above One of 15 Christmas events held in 2022. This event was held in collaboration with St Ann's Elders in Nottingham.

Highlights from 2022

Here we reflect on some of our most significant achievements in 2022 – when we amplified the voices of older people nationally, supported people in need through our Helpline and advice services and within communities, and helped reduce inequalities in older age.

Above In February, Edna turned 101 and received thousands of cards after a public plea – she received none for her 100th birthday. We partnered with Moonpig to help send even more.

Grants Fund

This year we set up our Cost-of-living Grants Fund to respond to the growing crisis. We awarded £2.0 million in 50 grants of £40,000 each to community organisations across the UK that work directly with older people facing financial hardship and inequalities.

We developed a framework for local grant-giving, which helped us to prioritise the proposals we received and to monitor and evaluate how the grants were being used.

National services

This year we re-tendered our Helpline contract, through which we give advice and support directly to older people. This will mean we can provide a more holistic and integrated service from May 2023, when the new contract starts.

We also established a strategic relationship with the Greater Manchester Combined Authority (GMCA) to increase the take-up of welfare benefits. This resulted in distributing more than 225,000 welfare benefits guides and leaflets. Additionally, we jointly produced and distributed more than 240,000 copies of the Winterwise guide – bringing together information about financial support and how to stay safe and healthy in the winter – with accompanying translations and a promotional video.

Community services

We received 539 referrals and supported 220 people through our Reconnections programmes.

We introduced Moneywise workshops for older people to share ideas and advice about coping with the cost-of-living crisis. We hosted the first seven sessions in 2022, with an average of 20 people attending each one.

We established a partnership with Clyde Valley Housing Association – a social housing provider in Scotland with 1,100 tenants aged over 60 – to work with them on an improvement plan for 2023.

We received funding that allowed us to give out more than 400 Christmas gifts, and we hosted 15 Christmas events across the UK, which helped more than 300 older people connect over the festive period.

We also partnered with Nottingham City Council to distribute food and fuel vouchers worth £41,000 to 300 older people.

Policy and influencing campaigns

Our policy and influencing activity this year – including supporting campaigners, briefing MPs, submitting evidence to inquiries and committees, securing media coverage and delivering petitions – helped keep the pressure on the UK Government, resulting in some big financial interventions in 2022.

Following pressure from us and others, the UK Government invested £3 million in Pension Credit awareness campaigns in 2022/23 and committed to giving the 1.4 million people who receive Pension Credit around £1,500 each to support them with the rising cost of living – a total investment of around £2.1 billion.

We also helped secure action from the government to uprate other social security payments, like Attendance Allowance, by the September 2022 inflation figure of 10.1%.

Engagement

Our media work generated nearly 2,000 significant media mentions in 2022, with our spokespeople featuring on ITV News, Sky News, BBC Radio, Channel 4 and Channel 5.

A targeted marketing campaign about Pension Credit led to nearly 2,000 calls to our Helpline.

We established partnerships with Vodafone UK Foundation launching Vodafone Hi Digital to teach digital skills, and with Nationwide Building Society to help protect older people from scams.

Other new partnerships included a marketing partnership with the GMCA to increase awareness of benefits, working with the Centre for Ageing Better to produce authentic age-positive images for a public image library, and working with ambassadors through our #CostOfACuppa campaign – which launched our ambassador strategy.

Fundraising

We raised £2.1 million from trusts, foundations and corporate partners, including £1.5 million from partner Pension Insurance Corporation. We also benefited from the BBC Lifeline Appeal in November, which was presented by Sue Johnston and viewed by 684,000 people.

We ended the year with 7,930 active donors and were grateful to receive £0.7 million from 39 generous gifts in people's Wills. More than 140 people took on a challenge event and fundraised for us.

As ever, we are grateful for the generosity of our other corporate partners, including 3i Group and Ikano Insight, and to have received £0.4 million from 113 charitable trusts and foundations.

Clockwise from top left: Julianna enjoying a dance workshop at the Big Week(end) in Colchester.

Susanna took on the Great North Run for us in September 2022 and raised £1,303.

Sue Johnston, who featured in our BBC Lifeline appeal in November, and which was viewed by 684,000 people.

Morgan Vine, Head of Policy and Influencing, taking part in a cost-of-living clinic on Steph's Packed Lunch on Channel 4. Morgan shared stories highlighting the struggles of older people and information and advice to help.

Strategic report

“I don’t know what I would do without the friends that I’ve met through my various community groups.

Beverley, London

Our vision, mission and values

2022 was the second year of our wide-reaching three-year strategy. Its six strategic goals guided our work and resources around health and care, loneliness and poverty.

Poverty has been the enduring thread through our work since we were formed in 1863. With this natural strength in mind, our trustees are refocusing the charity on what we know and do best: improving the lives of older people facing financial hardship.

So, from 2023, we will move our work in this new strategic direction to help even more older people. The timing couldn't be more fitting.

Our values and purpose

Our values as an organisation, and how we embed them in all we do, will be essential to successfully delivering our strategy – and to the charity we want to continue to build and develop over the next four years.

We are:

Purpose driven
The experience, needs and views of older people inform everything we do.

Compassionate
We listen, care and take action.

Expert
Our work is evidence based and solution focused.

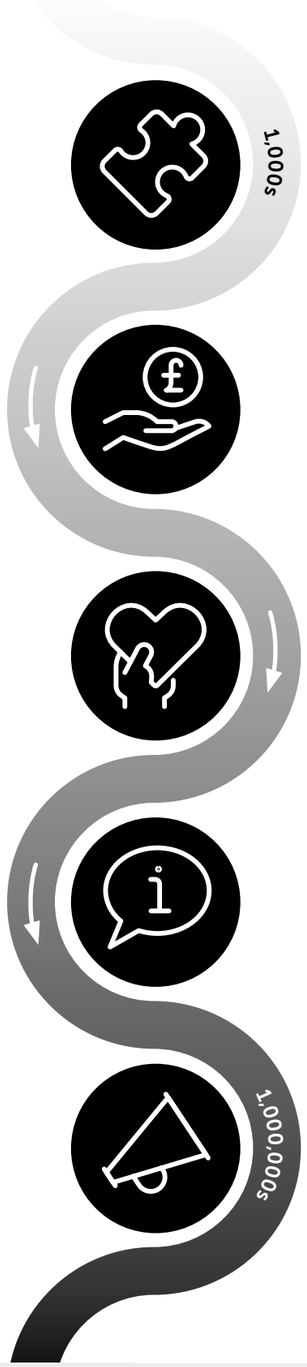
Collaborative
We work in partnership to maximise our impact.

Accountable
We work with integrity and transparency.

Inclusive
We value diversity and always treat everyone fairly with dignity and respect.

Growing our connections from service delivery to policy change

Growing our connections enables older people to live well with dignity, choice and purpose.



1 Local community (re)connecting services
Our community-based connection services are focusing on the individual. Together, we're building a plan that includes connecting people to form friendships or provide support, reconnecting people with their local community or activities they enjoy, or connecting people with services they need.

2 Grants and capacity building
Grant-making is providing an invaluable tool to build partnerships at local and national levels, helping to deepen our impact for older people, raise our profile and generate resources.

3 Communities of support
We are building a community of support to help us deliver our goals: service volunteers supporting older people, fundraisers and donors building a sustainable financial base, and campaigner activists advocating local and national policy change.

4 Information and advice
We are providing information and advice focusing on the issues that matter most as we grow older. Our information guides, Helpline and advice service equip older people to understand their rights and options, to make informed decisions and to be in control of their lives. We're here for support, wherever people are in the UK.

5 Policy and influencing
Our authoritiative policy analysis, built on a meaningful programme experience, is enabling policy, practice and behaviour change that's having a positive impact on the lives of millions of people in later life.

Goal 1: Services

To provide information and advice focusing on the issues that matter most as we grow older, and to deepen our impact within communities, connecting people, places and services to reduce isolation and loneliness.

Information and advice are at the heart of what we do to improve the lives of older people. We continued to expand the resources and services we offer to include Scotland this year, with an emphasis on cost-of-living and poverty issues.

What we achieved

This year we created new information content and a cost-of-living hub on our website. We continued to expand our range of information and advice services, and updated 20 of our guides to make them relevant in Scotland. We were awarded a Plain English Campaign award for our information guides and were reaccredited for the Patient Information Forum quality mark.

Our advice service identified £1.5 million in unclaimed welfare benefits and expanded to offer support with form filling, casework, reconsiderations and appeals. Our service was reaccredited for the Advice Quality Standard.

We established Signposting+, which directs older people to the right services to resolve their needs and issues – in total there were 1,298 signposting opportunities and 413 people were signposted to 674 organisations – and we created a scam support service with Nationwide Building Society.

Our new programme of Good to Know telephone groups provided information on sleep, mental health, technology, exercise and music. Local telephone groups connected people in the same location. And our Helpline staff continued to support friendships through 'check-in and chat' calls, linking people to our services to find sustainable support.

This year we integrated our Reconnections project in Guildford and Waverley with our three other local community services. These services connected people, places and services to reduce isolation and loneliness, and allowed us to reach marginalised groups through more than 100 community events.

In Scotland, we created links with organisations so they could use our new information guides and signpost people to our advice services. These organisations included community link workers, community transport and housing associations.

We also evaluated how effective our information guides, advice service, digital and phone services, and our Reconnections work have been; responses showed positive outcomes and high levels of satisfaction.

> "I've made a friend for life!"
>
> **Vicky, Guildford**

> "It's given me an extra purpose."
>
> **Stella, Nottingham**

Ray's story

I had a bad fall and when I come out of hospital, that's when the problems started. I live on me own. I been in this flat 11 years. I couldn't go out because I couldn't walk, I was that wobbly. I had to hold everything as a support, and I was shaking all the time. People start saying I should be in care, and I said, 'No, I don't want that. I don't want to be giving up me independence.' That's the last thing I wanted.

One of the ladies at the hospital got in touch with Independent Age. Carly and Yvonne, they done everythin' to help me. I go walking with this lady called Dani. We go half a mile there and half a mile back and it's startin' to work. On a Thursday I go up to a place called Stand Steady at the Baths. It's just to try to get rid of your wobbles. It's slowly helping things. I am getting stronger and I am getting stabler.

Goal 2: Grants and partnerships

To develop a programme of support for organisations to strengthen the sector and develop an ecosystem of organisations working more cohesively together, to make sure that everyone has the opportunity to age well.

This year we set up our Cost-of-living Grants Fund to respond to the growing crisis, awarding 50 grants of £40,000 each to community organisations that work directly with older people facing financial hardship and inequalities.

What we achieved

In order to distribute our funds where they are most needed, we sought out organisations focused on economic deprivation and working with people in vulnerable communities.

The community-based organisations funded by Independent Age offer a range of support to people in financial hardship, from help with housing issues to advice on cutting energy bills. They include a money advice centre in Nottingham, an older people's forum distributing grants to local groups in Leeds, and a financial support service targeted at African, Caribbean and South Asian communities in Manchester.

This year we also developed a framework for local grant-giving, which helped us to prioritise the proposals we received and to monitor and evaluate how the grants were being used.

Working with partners also allowed us to establish a scams support service with Nationwide Building Society. We have been able to provide holistic support through our Helpline for older people who've been scammed. This partnership launched in November and we had 12 referrals by the end of year – including two purchase scams, five romance scams, three impersonation scams and two rogue trader scams.

Through our partnership with Vodafone UK Foundation we provided content for its Hi Digital Platform, which is a free online resource that helps the over-65s to develop their digital skills and so build confidence with technology.

Grants Fund locations (50 are Cost-of-living grants)

Number of organisations funded by location:

England: 33

East Midlands: 5

East of England: 2

London and South East: 7

North East: 3

North West: 9

South West: 3

West Midlands: 3

Yorkshire and the Humber: 1

National: 1

Northern Ireland: 3

Scotland: 10

Wales: 6

Birmingham Asian Resource Centre's story

The Birmingham Asian Resource Centre (BARC) has been running immigration, money advice, housing and welfare benefit surgeries since 1977. Between 2018 and 2020, BARC had 1,800 elders from the community express a need for help with advice, help with money, and support with loneliness and isolation. Unable to meet demand, BARC applied to Independent Age for funding to extend its offer.

It proposed combining its hosted community consultations and one-day-a-week advice surgery with its Warm Hub and wellbeing sessions, where local elders can find a warm space, social activities, a warm meal and access to advice and support. The Warm Hub now hosts around 50 people a week and BARC is also hosting monthly budgeting workshops.

This success has led BARC to think about creating an older people's forum run by more senior volunteers, and for the forum to have local authority support. Our funding has given BARC more opportunities and confidence to take its work with older people beyond providing food, shelter or activities.

Goal 3: Policy and influencing

To be a catalyst for positive policy change, producing credible research and policy analysis, and use that insight to challenge the underlying causes of discrimination and inequality through effective policy and influencing activity.

Although the unstable domestic political environment made planning our policy and influencing work in 2022 difficult, it also provided opportunities to capture the attention of each new administration and to react to emerging issues – and kept the pressure on the UK Government to make some big interventions.

> I think it is a disgrace that people are eligible for [Pension Credit] and are not notified.
>
> **Anonymous Helpline caller**

What we achieved

We launched our Poverty in later life report to amplify the voices of older people facing financial hardship. The report included recommendations for the UK Government – including establishing a Commissioner for Older People for England, increasing the uptake of income-related benefits and conducting a wider review of income adequacy in later life. We also initiated new research in Scotland looking at poverty in later life, and compiled recommendations for the Scottish Government – including introducing a Commissioner for Older People for Scotland and producing a pensioner poverty strategy for Scotland.

In 2022 the UK Government invested £3 million in Pension Credit awareness campaigns. Our Credit where it's due campaign activity throughout 2022 directly secured this investment. We are determined to ensure that the 850,000 UK pensioners eligible for Pension Credit but not claiming it receive the money they're entitled to, and we are pleased to report that, since June 2022, claims for Pension Credit have increased by 275%.

We also pressed the government to increase all benefits, including Pension Credit, by the September 2022 inflation figure of 10.1%. In November 2022 the government confirmed it would do this.

We gathered evidence and insight to enable us to respond rapidly to government proposals relating to cost-of-living challenges, to ensure older people were part of the national conversation. By the end of the year, the UK Government had provided two financial support packages in response to pressure to help those on the lowest incomes.

Throughout 2022 we were active members of the steering group for the UK Commission on Bereavement. Our policy team analysed consultation responses from across the UK from more than 1,000 individuals and 130 organisations. We also submitted our own evidence based on conversations with older people. In October the Commission launched its landmark report Bereavement is everyone's business, with many recommendations that supported our own. These included recommendations concerning the financial impact of bereavement and strategies for people to have access to emotional support.

We also continued campaigning for improvements to people's experience as they wait for surgery in England, meeting with high-level government and NHS stakeholders. When the NHS operational guidance was released, it included several of the recommendations we'd been calling for.

In Scotland we submitted two responses to Scottish Government consultations: the health and social care strategy for older people, and the mental health and wellbeing strategy.

Veronica's story

Seeking help doesn't come naturally to many in my generation, but it is so important for people to know how the system works. I'm on Pension Credit now, which is an essential top-up for somebody without savings. Before I spoke to the Helpline at Independent Age, I didn't know this existed. You don't know who to ask for help.

The current pension is certainly not enough for anyone to live on. We all get unexpected expenses, which is stressful. I have little savings tricks – you can still enjoy life while you conserve money.

To me, Independent Age is such a tonic, better than any medicine. I know that there is someone I can ring and say, 'I don't quite know what to do about this.' They've helped me understand about the money I'm entitled to and give the moral support you need when you're living on your own; someone to talk things through with and be a helping hand. I don't know what I would do without this.

Goal 4: Engagement

To develop a strong reputation and significantly raise our profile to help us drive change and build our community of support.

Having a strong profile and reputation is crucial to building our community of support and creating lasting change. Our ongoing work producing inspiring content and authentic imagery is amplifying the voices of a diverse range of older people.

> We are really struggling. If it wasn't for your leaflet coming through the door, we would have never known we were entitled to anything.
>
> **Anonymous Helpline caller**

What we achieved

In 2022 our marketing and communications team had to react quickly to the effects of the increasing cost of living on older people.

We forged a strong partnership with the GMCA to deliver information and advice on benefits to its older residents, and implemented a campaign urging older people to apply for Pension Credit. This work led to more than 300 calls to our Helpline.

We increased our media coverage significantly in 2022 and, by the end of the year, had generated nearly 2,000 significant media mentions – worth nearly £4 million in media value.

We supported partnership campaigns – including the BBC Lifeline Appeal – with press releases, Facebook posts and website pages, and we designed communication materials to launch our Cost-of-living Grants Fund.

We designed and produced a range of reports, guides and merchandise, along with increasing our photography and video output, and generated new case studies. We formed a partnership with the Centre for Ageing Better to deliver authentic images of older people.

We continued to audit and streamline our website, making it easier to find us in internet searches. We also installed a web chat option to give older people another way to contact the Helpline, resulting in more than 1,000 live chats.

Finally, we started to review our brand in line with our evolving strategy. We will complete this work in 2023.

> We don't get any information from the government. We don't know what we can access or how to get it.
>
> **Darshan, Leeds**

Thabani's story

I'm 74 and was looking forward to a bright later life. My nursing career took me all over the world, but then I got osteoarthritis. So, I started a career in commercial casting but then the pandemic hit. My savings dried up and I couldn't pay the bills with just my State Pension. I was so frightened.

I found out about the Independent Age Helpline. The people on the phone were so lovely. They listened to me, didn't judge and understood. They told me I was eligible for Pension Credit, Attendance Allowance and Council Tax Reduction. I got an extra £600 a month. Independent Age gave me my dignity back. Without them, I think I'd be homeless.

Now, as a media volunteer, I can give back, by sharing my own experience and story. I was even part of the BBC Lifeline Appeal. If people don't know about [Independent Age's] services and there is someone out there who says, 'I know about them and they're real', it helps.

Goal 5: Financial sustainability

To build a financially sustainable organisation that can deliver on our vision and mission for older people, both now and in the future.

In 2022 we continued to diversify our income to reduce our reliance on our investments to fund our work. To make the biggest difference to older people, we were able to reallocate £1 million of budget to create our Cost-of-living Grants Fund this year.

> All the phone calls and emails have also been a massive help…to train that bit harder and keep pushing for more donations.
>
> **Len, London Landmarks Half Marathon runner**

What we achieved

As we moved out of the pandemic and into the cost-of-living crisis, the fundraising environment remained very challenging. So, we continued to adapt and innovate to generate £3.9 million from donations and legacies. This was an increase of 12% on 2021 and exceeded our budget.

Our total net voluntary income was £2.3 million in 2022 – an increase of £0.4 million compared with 2021. We maintained our approach of a balanced fundraising programme to diversify income and to support long-term financial sustainability. This wasn't without its challenges however, as our legacy income reduced to £0.7 million, which was significantly less than we had budgeted.

This shortfall was offset by a non-legacy donation of £1.5 million from longstanding partner Pension Insurance Corporation. We also launched partnerships with Vodafone UK Foundation and Nationwide Building Society.

We appointed a new public fundraising and marketing and communications agency with extensive experience in our sector. Audience research has identified a significant group of potential donors who would support older people in financial hardship. An initial public fundraising test campaign in response to the cost-of-living crisis led to high levels of engagement but lower-than-expected donations. So, we've paused it while more audience research is conducted, which will enable us to plan new fundraising propositions for testing in 2023.

In 2021 we started researching and evaluating possibilities for commercial income before committing to a pilot of Differently, a membership website providing experiences and offers to the over-55s. We developed this pilot towards the end of 2022 and launched it in early 2023. While we've recruited and signed up more members than we planned, and they have engaged with us more than we expected, the first business model we tested didn't generate the income we hoped for. The second business model is producing more encouraging results, so will be reviewed and evaluated in mid-2023.

Susanna's story

I'm nearly 70 and it is important that I stay active. I still want to live independently, with dignity and purpose. That means I must work at taking care of myself, especially since the pandemic changed all our lives – and wrecked my sense of wellbeing and fitness.

When I discovered Independent Age, I knew they were my charity. I noticed they were advertising the last few remaining tickets for the Great North Run 2022, so I decided to apply. They truly have our wellbeing at heart, and I was extremely happy to be raising money for them – and to be part of this awesome North East tradition.

I first ran this iconic half marathon 32 years ago and didn't think I'd be in my running shoes again in my late 60s. But I've changed my approach to running now – it's only about enjoying the experience of covering 13.2 miles. If I can inspire older people to stay independent, keep healthy and enjoy life every day, then I'm happy.

Goal 6: People and infrastructure

In 2022 we continued to focus on recruitment and retention of staff. We took more steps to ensure we are expending our resources carefully and that our operations are efficient.

We updated policies and procedures and migrated our customer relationship management and file storage systems to improve efficiency. We made sure that all those choosing to volunteer with us are equipped with the tools, training and guidance they need to carry out their roles confidently and safely.

> Everyone on the call is happy to be part of the group. An hour on the call just flies by.
>
> **Ivana, Telephone Group Facilitator**

What we achieved

We launched new and updated policies, including an agile working policy to give colleagues flexibility in the way they work. New ways of working helped us to attract talent in a challenging post-pandemic recruitment environment.

Our employee forum continues to develop and allow staff views to be heard. We ran a comprehensive learning and development programme to support staff to understand our strategy and so help them deliver their work plans. Alongside this was our focus on wellbeing, through which we provided colleagues with practical support, workshops and resources to support their physical and mental health.

We continued to build a great, values-based culture with equity, diversity and inclusion at its core through an extensive training offer. The outcome of this was reflected in our employee engagement survey results, which saw us achieve a score of 86% for respect and inclusion, and an overall engagement score of 84%.

We reviewed our procurement system and developed a plan to simplify and streamline it, to make sure it is proportionate for the size and complexity of our procurement needs.

To make sure we are making best use of our resources, we evolved our planning process so that it is more joined up across departments. Having significantly underspent against budget in recent years, we changed our budget guidance to support more accurate budgeting for 2023, better allocating our resources and allowing for more detailed scrutiny of variances. We reviewed the costs of our services and the fundraising case for support. We also made improvements to our management accounts and provided training to senior staff on financial management. We updated our financial regulations and our expenses and credit card procedures.

Finally, we migrated from Citrix to Sharepoint to make file sharing easier and are developing a hybrid cloud solution so we can remove physical servers from our premises and better use our space. We moved our customer relationship management platform from ThankQ to Salesforce because it better meets the needs of a large charity, and added other applications to Salesforce throughout the year to improve our efficiency and data quality.

Having completed our analysis and data-cleansing work, we will embed a customer relationship management system across the whole charity by the end of 2023. This will replace all our legacy systems and provide a single source of information for more joined-up working. We're also running a data-quality analysis exercise to improve our reporting.

Our learning and development meanwhile will focus on strategic themes and make sure that employees and volunteers receive the training and coaching that best helps us deliver our strategy.

Luke's story

Luke started as a community services volunteer for Independent Age in Nottingham in October 2021. He was in his final year studying for a degree in psychology at Nottingham Trent University (NTU). Having worked part-time as a supermarket delivery driver during COVID-19, he'd seen first-hand how many of his customers were often isolated and lonely older people.

We matched him with Denis, who was keen to get out and about but, because he felt very alone, wanted someone to go out with. The two met weekly for outings and activities, and Denis's confidence has grown considerably as he becomes more confident, adventurous and keen to try new things.

We nominated Luke for the Jamie Marshall award at NTU, which celebrates students whose actions go above and beyond, and who embody kindness and resilience, are supportive and have a sense of fun. Luke won! 'Meeting Denis has given me a real insight into how life can be for a lonely older person, and how simple changes can make a difference,' says Luke.

Hear from our colleagues

Some of our employees reflect on what they've heard from older people and what they're proud of being involved with in 2022.

Louise Rumble, Digital and Telephone Groups Coordinator

In 2022 we introduced our Good to Know social telephone groups and learning opportunities for people who are not online or who struggle to get out and about; we think of these groups like getting together for a cup of tea and a chat but on the phone. So far, we've discussed everything from managing finances to benefit entitlements and scam awareness. In December I interviewed a group member called Fiona for our BBC Lifeline Appeal. She told me how much we've helped her with forming friendships, financial advice and helping her to access support she hadn't known existed.

Chit Selvarajah, Policy Manager

2022 was a dramatic year in politics but I'm so pleased that we never forgot who we were helping. We listened to dozens of people in later life and heard how they were trying to cope with rising bills. Some people talked about how they were trying to save energy, others shared their tactics for keeping grocery bills down, and many expressed a sense of dread about winter. I was so proud to be part of a team that brought these real-world insights to government and helped persuade them to give extra money to older people in poverty and help them get through a tough year.

Leesa McKay, Caseworker, Essex

I'm part of the Essex Community Services team, and it was rewarding to organise and lead two Moneywise events. The events enabled people to find out ways to increase their income, decrease expenditure and eat well on a budget. We worked with local organisations such as Citizens Advice, Essex Fire Service, local foodbanks and housing organisations. The events were hugely well received, with everyone saying they had learnt something new – and with all the partner organisations asking to attend future Moneywise events. It was a privilege to see how lives were changed for the better through our work.

Kevin Tsang, Adviser, Welfare Benefits

I am most proud of supporting older people living in poverty, whether by identifying and supporting them to claim Pension Credit – and so get full Council Tax Reduction and Housing Benefit too – or more directly by helping an individual apply for and receive a grant for white goods through the Household Support Fund, something that the government set up to help those most in need. There is lots to be proud of, but there is still so much more we can do.

Lou Griffith-Jones, Content Officer

I joined Independent Age in February 2022 and was delighted to produce content for the brilliant events run by our community services teams. These events are a great illustration of the work we do with older people in local communities. My highlights included Moneywise in Essex, Northern Pride in Newcastle and coordinating festive content across London, Nottingham and Middlesbrough. And then there was the privilege of working on our BBC Lifeline Appeal, which was broadcast in November. Talking to service users who were struggling in the cost-of-living crisis was challenging but out of these conversations came stories of true resilience.

Charlotte Byrne, Events and Community Fundraising Manager

I joined Independent Age in April 2022 and am incredibly proud of the amazing achievements of our fundraisers. Their reasons for participating are inspiring, and they've pushed themselves to take on new challenges – from the London Marathon to a skydive from 10,000 feet! It's been fantastic to add lots of new activities into the events programme, including opportunities to take part in Facebook fundraiser challenges, charity wing walks and more than 350 local running events. I'm excited to see what our fundraisers do in 2023!

Dan Ellitts, Grants Consultant

I joined Independent Age in 2022 to develop the Cost-of-living Grants Fund. I was shocked by the level of need across the sector expressed in the many applications we received. Many organisations felt overwhelmed by the growing number of older people needing support over the coming winter. Whilst it was impossible to fund everyone, I feel really proud of the work we've been able to support. And, having visited some of those organisations, I have witnessed first-hand the impact this funding has on some of the most vulnerable older people.

Our new strategy

More than three million older people are living with limited financial means and experiencing inequalities that affect their quality of life, ability to make choices and independence.

Our objective by 2027

We will have improved the lives of **one million** older people facing financial hardship.

We will ensure older people facing financial hardship...

- have sufficient **income** and receive the financial support they're entitled to
- are protected from unfair or avoidable **costs**
- have the connections and support they need in their **communities**
- live in safe, secure and suitable **housing** with the care and support they need

How we'll do it

- **Work directly** with older people facing financial hardship to improve their lives
- **Use evidence** and our **expert knowledge** to campaign to **change policies** and practices
- **Support organisations** financially through **grants** and **practical support**
- **Work with others** to explore **innovative** ways of providing **support** and improving the lives of older people facing financial hardship

Who we work with and for

- Charities, community organisations, partners, businesses and grant recipients
- Donors, volunteers and supporters
- Families, friends, neighbours, and health and social care professionals
- Policy and decision makers, media
- People beyond state retirement age facing financial hardship, on a low income or in areas of multiple deprivations

During 2022 we reviewed our strategic focus to look at the impact we were making. The trustees agreed that evolving our strategy to focus more clearly on older people facing financial hardship would mean we could help more people and so increase that impact.

Supporting people facing financial hardship has been a priority for Independent Age since our foundation 160 years ago.

The number of people facing financial hardship is growing – more than two million older people live in poverty in the UK, and up to three million live with precarious finances – so we can and need to work to prevent and alleviate it.

Our history and financial position mean we are uniquely placed to address this challenge and be the only national charity dedicated to supporting people facing financial hardship in later life.

At Independent Age, we believe that no older person should face financial hardship. That's why, by 2027, our goal is to have improved the lives of one million older people.

Our impact across policy campaigning, information and advice, grant-making and partnerships improves lives by increasing the financial well-being of older people in financial hardship, enabling greater choice and independence in wider areas of life.

We'll work across four areas to help older people benefit from more income, lower costs, increased community connection and an adequate home. And we'll work to create lasting and sustainable change, across the UK.

> "We have been living off stale bread for days as we only get help with online shopping every four weeks, which is not enough.
>
> **Anonymous Helpline caller**

Our areas of focus

Income
We will make sure older people facing hardship have sufficient income and receive the financial support they're entitled to. By delivering effective services, raising awareness and building capacity, including through partnerships, we will give older people opportunities to increase their income.

Costs
We will ensure that older people facing financial hardship are protected from unfair or avoidable costs.

Community
By working in partnership with other organisations, we will ensure older people facing financial hardship will have the connections and support they need in their communities.

Home
We will ensure that older people facing financial hardship live in safe, secure and suitable housing with the care and support they need.

How will we do it?

To achieve these objectives, we know we must:

1. manage our resources well, taking careful expenditure decisions and ensuring we get value for money
2. learn from our outcomes, including developing our impact strategy and reviewing our framework for monitoring, reporting and measuring our impact
3. become known as the experts on financial hardship later in life
4. increase our voluntary and commercial income to reduce our dependence on investment income
5. make sure the charity has the skills it needs, is inclusive and is a great place to work and volunteer.

Jill's story

I live in a three-bed house that's stuck in the 1950s, which kind of suits me. I've got the original floorboards and beautiful floral wallpaper – it's just like stepping back in time. I've been here three and a half years.

I owned a bungalow in Eastbourne but sold it to move here. I chose to rent because of the inheritance tax. I paid thousands out when my mother died and had various debts to pay. There's no way I would be able to afford to buy what I'm in right now. The problem is insecurity, which you don't have when you own your bricks. You're always thinking, 'How long will this last?' They haven't put the price up but it's obviously on the cards.

I don't know any of these rich pensioners they talk about on the news. I mean, I know there must be some who were lucky in the old days to get pensions through work, but it wasn't really something we would talk about in the 70s and 80s. As a single mum with three boys my money basically went on them, rather than saving up for my old age. I was a company secretary for quite a long time, then an English-language teacher and I did home tuition. Then I was an area supervisor, and then I got into property management.

I can't believe how the costs of some things are shooting up. I get the State Pension but not Pension Credit because I have a very small private pension that dates back to the 70s, which just takes me over the limit. Just because we've worked all our lives doesn't mean we've got a lot of money. As soon as your pension goes above £11,000 or £12,000, you're paying tax again.

> "The problem is insecurity, which you don't have when you own your bricks. You're always thinking, 'How long will this last?'

Governance structure and management

Under the guidance of our Chair, Baroness Julia Neuberger, DBE and our trustees, we continue to review and improve our governance in line with the Charity Governance Code, updated in 2020.

Trustees are provided with the charity's policies and asked to sign a code of conduct on appointment. We are undertaking a Board performance review in 2023.

Our charitable purpose

Our charitable purpose is set out in the Royal Charter 1911 (otherwise known as our charitable objects). It is to assist and provide relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage. The charity may also assist and provide relief to others in need by reason of ill health, disability, or social or financial hardship.

Legal structure

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA) – registered as a charity by the Charity Commission for England and Wales (210729).

The charity was established in 1863 and is incorporated by Royal Charter, setting out our objects, powers and byelaws. The latest Supplementary Royal Charter came into force in August 2014. In February 2017 the charity was registered with the Office of the Scottish Charity Regulator (SC047184).

The financial regulations and procedures adopted by the charity must comply with the relevant stipulations of the Royal Charter. These cover matters such as:

- limitation on private benefits for trustees, such as paid employment with the charity
- terms of office
- arrangements for the appointment of external auditors.

Independent Age is the sole legal member of Counsel and Care for the Elderly, a charitable company limited by guarantee registered in England and Wales (charity number 203429, company number 00645708). The results of Counsel and Care for the Elderly are consolidated into these accounts. A summary of Counsel and Care for the Elderly's results is shown in Note 21 to the Financial Statements on page 78.

The charity is also responsible for several other linked charities, namely the F E Cobbold Trust Fund, Backsettown Endowed Charity and the Wharton & Wittrick Fund.

The charity has a wholly owned trading subsidiary, Independent Age Enterprises Limited (IAE Ltd) (company number 04735201). The company is used to transact non-charitable activities and is registered for VAT. The results of IAE Ltd have been consolidated into those of the charity this year. In 2021 the company's income was £1 and the results were not consolidated because the financial impact of this subsidiary was immaterial in the context of the charity. For this reason, the consolidation of IAE Ltd is not reflected in the comparative numbers in these accounts.

Until 1 January 2021 Independent Age's work included the Campaign to End Loneliness (CEL) and responsibility for its governance and oversight. CEL transitioned to a new host organisation, the What Works Centre for Wellbeing, on 1 January 2021. CEL operated as a directorate within Independent Age; it had no legal identity separate from that of Independent Age and the trustees of Independent Age were legally responsible for its activity.

Governance structure and management

Our trustees

The Independent Age Board of Trustees meets regularly and is responsible for overseeing our performance and providing strategic direction.

Richard Anderson
Lucy Blythe
Karen Byrne
Michael Craston – until 19 May 2022
Karl Demian
Vivienne Dews
Guillermo Donadini – from 10 May 2022
Jannine Edgar – from 21 January 2023
Joan Elliott – from 20 January 2023
Prof Caroline Glendinning – from 5 May 2022
John Hannaford – Treasurer
Simon Inchley
Baroness Julia Neuberger, DBE – Chair
Amit Patel
Letizia Perna – from 20 January 2023

At 31 December 2022 the Board had 11 trustees. The Board met formally five times and informally twice in 2022.

The Board recruits trustees through an open recruitment and selection process. Trustees are required to abide by our code of conduct, including the declaration of other interests and fit and proper person assurance. All trustees receive an induction pack and training, so they are aware of key policies and procedures. They meet with senior employees, including directors, soon after joining the Board. Charter Members elect all trustees, except the chair and treasurer, who are elected by the Board of Trustees from their number. The Board may appoint new Charter Members at its discretion.

Committees

The Board reviews the terms of reference of all committees and subcommittees annually. At the date of this report there are four committees and one subcommittee that have delegated authority and report to the Board. All the committees and subcommittees meet at least quarterly.

Finance and Resources Committee
The Finance and Resources Committee reviews budget and planning proposals and makes sure we have effective arrangements in place to safeguard and manage the charity's resources. It also oversees our statutory reporting, pensions, audit, HR, organisational development, IT and risk management arrangements. It has one subcommittee, the Investment Subcommittee.

Governance and Nominations Committee
This committee reviews the structure, size and composition of the Board and its committees. It is responsible for succession planning of trustees and makes recommendations to the Board for the appointment of new trustees and the chief executive.

Engagement Committee
This committee was started in 2021 as the Marketing and Supporter Engagement Committee. It is responsible for overseeing the development of Independent Age's marketing, communications, profile-raising and supporter-engagement activities.

Services and Policy Committee
The Services and Policy Committee (SPC) oversees Independent Age's services and policy and influencing activity. The SPC provides insight and expertise in relation to developing Independent Age's service delivery, its grant-making and its policy positions.

Investment Subcommittee
The Investment Subcommittee monitors the performance of the charity's investments and managers and makes recommendations about the investment strategy.

Management

The Board delegates day-to-day management of the charity to the chief executive and the Senior Leadership Team (SLT). The SLT develops strategies and plans for the Board to scrutinise and approve. The Board subsequently monitors reports on performance against targets.

The previous chief executive, Deborah Alsina, MBE, left the charity in January 2022. Stuart Rogers, Director of Corporate Services during 2021, was appointed Acting Chief Executive for a period of 18 months. A process to recruit a new permanent chief executive is underway, with interviews scheduled for June 2023.

Remuneration of key management personnel

The trustees consider that the Board of Trustees and the SLT comprise the key management personnel of the charity, in charge of directing and controlling, running and operating the charity on a day-to-day basis.

All trustees give their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related-party transactions are disclosed in Note 21 to the Financial Statements on page 78.

SLT members are remunerated in line with the charity's pay framework, in the same way as other employees.

Remuneration statement and pay policy

Every role at Independent Age is assigned to one of five levels within our pay framework. The pay band for each level is determined using benchmarking data obtained from a salary survey of other charitable and voluntary-sector organisations. We also benchmark against the Living Wage Foundation rates to make sure the salaries for more junior roles are either aligned with or above the London and UK real living wage rates.

We distinguish between roles that are London based and those roles based outside London, with separate pay bands for each. We support the Show The Salary campaign, so all salaries are openly stated in advertisements.

> "Technology can bring huge benefit to people's lives, but we know it can be incredibly daunting, especially for older people

Vodafone UK Foundation and Independent Age worked together to develop and promote Hi Digital – a free resource to help people over 65 develop digital skills, save money and feel more connected.

The project is part of our **everyone.connected** campaign to tackle digital exclusion. We're ambitious about the work we want to do together – by 2025 we've pledged to help four million people cross the digital divide by providing free connectivity, affordable products and services, and by working with partners to provide digital skills to businesses and communities.

Technology can bring huge benefit to people's lives, but we know it can be incredibly daunting, especially for older people. Through Hi Digital and our partnership with Independent Age, we're aiming to support 50,000 older people.

Working with Independent Age has been invaluable to help us better understand who needs support with connectivity, and how our technology and resources can help.

This project has been a great example of what businesses and partners can achieve when we work together.

Nicki Lyons, Chief of Corporate Affairs & Sustainability, Vodafone UK

Governance structure and management

We do not operate any performance-related pay and we do not have a bonus scheme. In 2022, to support colleagues with the cost-of-living crisis, each member of staff received a payment of £500 (pro rata if part time) in March and December. Annual pay awards are not guaranteed, and the Board of Trustees considers affordability in determining whether any annual award should be paid.

In 2023 we plan to become an accredited Living Wage Foundation employer.

Gender pay gap

The gender pay gap is the difference between the average (mean or median) earnings of men and women across a workforce. Although we are not legally required to report our gender pay gap, in 2022 we calculated it for the first time, using the methodology laid down by government for employers with 250 or more staff.

The mean pay gap for 2022 was 21.7% and the median pay gap was 22.1%, with men earning more than women. We noted that:

- we had more men in senior roles and more women in junior roles
- there is some distortion resulting from historical pay rates, which predate our pay framework
- some roles that have a market supplement typically attract more male candidates.

As well as our new pay framework and openly advertising salaries, we are reviewing our recruitment processes to make sure they are inclusive and free from bias – including providing unconscious bias and gender equality training to staff.

Our 2023 pay award provided a higher increase in pay to staff in lower pay bands, which include a disproportionate number of women, and we will freeze salaries that are not in line with the pay framework from 2024. Other measures introduced to help promote gender equality at work include an agile working policy that makes flexibility the norm, paid dependents' leave, a menopause policy, and paid pregnancy and baby loss leave.

We will calculate our 2023 gender pay gap based on April 2023 pay, but a pre-April analysis indicates a significant reduction in our pay gap since 2022. We are aware that, as a small organisation, changes in personnel can have quite a large effect on the pay gap.

We would like to be able to calculate our ethnicity pay gap, but do not currently have the staff data to do so.

Volunteers

Our active network of 1,194 volunteers (filling 1,323 volunteer roles) continued to show their commitment to Independent Age in 2022.

Our Community Volunteers helped older people in Tyne & Wear and Teesside, Nottingham and Essex, building community connections and supporting people to live active and independent lives.

Our Lived Experience Advisory Panel (LEAP) volunteers supported us on topics including access to bereavement support and our campaign with the NHS encouraging people to take better care of their mental health.

We also developed and launched five new volunteering roles in 2022. These included Information Champions, who distribute our information guides locally where they can be accessed by those who need them most. We also launched our Form Filling Volunteer role, through which volunteers will support older people over the phone to complete benefit forms.

> "I like the opportunity this role gives me to go out talking to people in different environments in my community. I learn something from many of the people I get to talk to."
>
> **Rod, Information Champion**

The volunteering opportunities at Independent Age continue to grow and diversify, making all the difference to the reach and impact of our work. We simply couldn't do what we do without our volunteers.

Fundraising

In 2022 we generated £3.9 million in voluntary income and invested £1.7 million in our fundraising activity. This provided an overall return-on-investment ratio of 2.2:1.

We are pleased to have achieved this above-budget result in a period of ongoing economic uncertainty and increased need, which, together, create a challenging environment for fundraising.

Whilst our fundraising programme is growing, it is yet to reach the size we initially anticipated for 2022, because activity had to be paused during the pandemic. Our return on investment was above budget again this year but, if we invest in our fundraising, it will decrease in the short term until that investment pays off.

We will continue to monitor results and review our fundraising strategy and other sources of income. Our aim is to diversify our income and reduce our dependence on investment income.

Thank you

We are immensely grateful to everyone who has supported us over the past year.

- Thousands supported us through a regular monthly gift, a one-off gift or a gift in their Wills, including legacy donations of £0.7 million. 141 fundraisers took part in 11 events last year, including the London Landmarks Half Marathon, the Great North Run and the London Marathon, raising £37,000.
- We enjoyed the support of six official corporate partners in 2022 and received a total of 81 donations from a range of businesses and their employees. We received amazing support from regular partners Pension Insurance Corporation (£1.5 million), Vodafone UK Foundation (£53,500), 3i Group (£72,592), Ikano Insight (£21,500) and BlackRock (£11,948). We worked with new corporate partners too, including Nationwide Building Society (£82,613).
- Google provided advertising support to the value of £353,814 and we benefited from the BBC Lifeline Appeal in November, which was viewed by 684,000 people and raised £9,075.
- We were supported by 113 trusts and foundations, including The Big Give (£75,000), John Laing Charitable Trust (£50,000) and The AXA XL Hearts in Action Fund (£21,241).

Our approach to fundraising

Independent Age is committed to following best practice and complies with fundraising regulations. We subscribe to relevant fundraising regulatory bodies, including the Fundraising Regulator, the Lotteries Council and the Chartered Institute of Fundraising, and are registered with the Information Commissioner's Office.

We work with several specialist partner agencies and suppliers to help us deliver our fundraising strategy. All our partner agencies adhere to their relevant regulations. These specialist partnerships are essential to raising income to fund our vital work with older people and include:

GOOD Agency
We worked with GOOD to support the strategic and creative delivery of our individual giving, events fundraising and legacy programmes. GOOD is a member of the Data & Marketing Association.

Arthur London
We appointed Arthur London to build on the work of GOOD Agency, while also focusing on our brand development and marketing support.

Woods Valldata
This agency supports the delivery of our individual giving campaigns and is our licensed external lottery manager. Woods is a member of the Chartered Institute of Fundraising and is registered with the Gambling Commission as our external lottery manager.

Gilcore
We worked with Gilcore to deliver our lottery face-to-face fundraising campaign. Gilcore is registered with the Fundraising Regulator and is a corporate member of the Chartered Institute of Fundraising.

Governance structure and management

Gather
Gather delivered our lottery face-to-face fundraising campaign. Gather is registered with the Fundraising Regulator and is a corporate member of the Chartered Institute of Fundraising.

Angel
This agency supported the delivery of our lottery recruitment campaign. It is independently assessed and accredited by Qualitas Veritas to ISO 27001:2017 standards and guidelines.

How we monitor fundraising activity

Independent Age and its agencies' monitoring guidelines include:

- regular meetings
- monitoring performance, risk and complaints
- training
- observing and shadowing agency activity conducted on our behalf
- keeping senior management and trustees informed of performance
- regular consultation with other charities and regulatory bodies
- due diligence and data protection clauses in contracts.

> "I cannot thank you enough that I have seen your number and what you do as a charity to help us older people.
> **Anonymous Helpline caller**

Fundraising complaints

We received two complaints from individual donors or members of the public in 2022 compared with four complaints in 2021. Resolution of the second complaint, received in December 2022, is ongoing. The other complaint was resolved. We make sure we learn from complaints and use them to improve our fundraising practice.

Where any of our partner agencies communicate with new or existing supporters, we require them to adhere to our procedures for communicating with vulnerable supporters and/or have their own procedures in place that are consistent with our own. Our procedures require a training session with fundraisers to educate them about communicating with vulnerable people. Before working with any partner, we review their procedures and attend their fundraiser training, which includes communicating with vulnerable people.

We always respect the privacy of supporters and potential supporters. We adhere to the UK GDPR and Data Protection Act 2018. Our privacy policy is available at independentage.org/our-privacy-policy.

Energy and carbon reporting

In 2022 we set up a Green Team of staff who wanted to support Independent Age to reduce its carbon emissions and become more sustainable. We developed our first Environmental Policy, which was approved by the Board in May 2022. The Green Team has been working with colleagues to reduce utilities usage and increase office recycling.

We started to calculate our emissions, focusing on our office usage of gas, electricity and water. We also know that our printing – predominantly the 130,000 advice guides we printed in 2022 – generates emissions. Whilst we have staff based in different locations across England and in Scotland, we do not have high levels of travel, and we encourage the use of public transport where possible.

Our initial limited estimate is that our carbon usage from June to December 2022 was 10 tonnes CO_2e from energy, with 65 tonnes CO_2e from paper use, excluding the emissions from paper printing and delivery. We will develop and add to these calculations during 2023 so that, over time, we can better understand our carbon footprint and take appropriate steps to reduce it.

Elsie's story

I live in Catford and came from Saint Vincent and the Grenadines in 1962. I used to look after older people in care homes. Now I'm 82, I still get involved with the welfare of older people. In the groups I belong to, I talk about different benefits that older people can access. I talk about Attendance Allowance. There's not enough information available and sometimes older people see applying for benefits as a weakness.

My community has to have a voice, so I'm speaking up for them. My new cause is water rates. You need Pension Credit and Attendance Allowance and, if you can get them, then you can get a huge reduction in the rate.

Then there's the television licence. Hearing a voice around them helps to stimulate a person and stops loneliness. I've found out that a lot of people are left behind because of isolation. They have a telephone but no technology. Our bus pass is under threat too, so I've been campaigning for the buses. I got involved with TfL and organised people to attend meetings.

The cost-of-living crisis is terrible. The money the government gives you doesn't meet what you need to buy at the shops. I pay £198 a month for energy, and I know the bill will go up again. I don't understand how the government defines who'll receive the energy bills discount. It's very unclear.

I'm now receiving Attendance Allowance – since I had a car accident. I thought to myself, 'I'm telling everyone else to get this benefit, so why can't I apply for it too?' It's made a difference to how much money I have. I'll use it to get a cleaner in or for shopping. I'm not as mobile as I was.

> "I talk about different benefits that you can access, because some older people see getting benefits as a weakness.

Managing risk

We have a risk management process that allows the Board to monitor and manage risks to the charity.

These include:

- preventable risks, managed through risk assessments
- strategic risks, considered as part of the planning and budgeting process and managed through the strategic risk register
- external risks, primarily reviewed through the strategic planning and budgeting processes by considering potential scenarios.

In 2022 we started work to develop our operational risk management framework. This work will continue during 2023.

The charity's strategic risks, which could prevent us from achieving the outcomes we want, are presented below.

Strategy and leadership

To be impactful, the charity needs to have a clear strategic focus and objectives. This is achieved through setting a strategic framework, and the annual planning and budget cycle.

At the end of 2022 the Board agreed to evolve the charity's strategy to focus on financial hardship in later life, with the key goal that, by 2027, we will have improved the lives of one million older people facing financial hardship. Work on our detailed strategic plan for 2023–26 is continuing in the first half of 2023.

Impact

Failure to understand and evidence the impact we are making will affect our ability to improve our service offer and brand, to benchmark ourselves against others and to attract funding, partnership opportunities and expertise.

During the first six months of 2023 we are developing our impact strategy in line with our new strategic focus on older people in financial hardship. This will ensure we maximise our impact and reach our goal of improving the lives of one million older people by 2027.

Reputation

Our work and our impact could be damaged by a decision we take, because of a poorly managed serious incident, or through an association with third parties that are unethical or who develop a poor public profile.

We manage our reputation through our decision-making processes, which are supported by the ethical policies we have in place. We have plans in place to respond to major incidents and crises, which we keep under review.

People and culture

Everything we do is dependent on our employees and volunteers and is for the benefit of older people. We monitor staff turnover and sickness, invest in training, use employee engagement surveys, and benchmark salaries to help retain and develop our people.

We have health and safety, safeguarding and whistleblowing policies and procedures and training in place, and effectively manage our employees and volunteers, to make sure we operate safely.

Financial sustainability

Our financial resources need to be invested and managed in a way that allows us to maximise impact now while remaining financially sustainable for the future. This risk is managed through our reserves and investment policies, and our financial planning and reporting processes.

We set annual income generation targets and are aiming to diversify our income to reduce reliance on our investments to fund our activities.

Trustees closely oversee these areas through the work of the Finance and Resources Committee and the Investment Subcommittee, which regularly report to the Board.

Compliance and infrastructure

We must meet our regulatory obligations to manage our assets responsibly and protect everyone who interacts with us.

We do this by investing in our business systems, policies and procedures, and reviewing them regularly to make sure they remain fit for purpose.

External environment

Our external environment remains volatile, complex and uncertain. Factors such as: geopolitical uncertainty; high inflation; the effect of the cost-of-living crisis on our beneficiaries, staff and volunteers; the ongoing impact of the pandemic; and the domestic political and economic agenda are likely to continue to affect the charity and its work in 2023.

We manage these risks through horizon scanning, and through clearly delegated authority to the SLT and regular meetings of the Board and its committees. We can make decisions between Board meetings if needed, so we can respond quickly to change. Incident response teams are set up as required to respond to specific issues. We review our plans and reforecast our financial out-turn twice a year and evaluate the difference our work is making.

> If I need help, Independent Age finds time to talk to me. That's why I love Independent Age.
>
> **Mary**

> Every day, we see the devastating after-effects that scams can bring to people's lives.

Every day, we see the devastating after-effects that scams can bring to people's lives. As well as the financial impact, which can see people losing life-changing amounts of money, there is the emotional toll that can leave people feeling vulnerable.

Our partnership with Independent Age will allow our older members who fall prey to a scam to receive ongoing support with both their financial and wellbeing needs. It will also help us continue our efforts to educate people about scams so they can prevent themselves falling victim to the crime in the first place.

Jim Winters, Director of Economic Crime, Nationwide Building Society

Financial review

Results for 2022

The Consolidated Statement of Financial Activities on page 52 sets out the financial results as required by the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102).

Overall, the Operating Deficit in 2022 was £5.6 million. However, reserves fell by £13.7 million as a result of investment losses, in part offset by revaluation gains on investment properties and assets held for sale. The charity remains very dependent on its investments, which this year generated approximately 47% of its income.

Net voluntary income

The charity's income in 2022 was £7.8 million, an increase of £0.4 million from 2021.

Donations and Legacies increased by £0.4 million (12%) to £3.9 million. Legacy income fell by 52%, whilst voluntary income from other sources increased by 60%. This increase was primarily due to income raised in 2022 for our Cost-of-living Grants Fund, to support charities working with older people in greatest need. We continue to benefit from investment made in fundraising programmes in the past few years, and we have continued to raise funds from the general public through different routes. The number of people taking part in events remains below pre-pandemic levels, and events generated only £37k of income in 2022.

Investment income was stable at £3.7 million.

Net voluntary income

	2022 £'000	2021 £'000
Donations	2,783	1,626
Grants	423	394
Legacies	702	1,469
Events and lotteries	164	109
Subtotal	**4,072**	**3,598**
Cost of raising voluntary income	1,749	1,659
Other income	20	10
Net voluntary income	**2,343**	**1,949**

Expenditure on charitable activities

Expenditure on charitable activities was £11.2 million, an increase of £0.7 million (7%) compared with 2021.

Expenditure on National Services, which includes our Helpline and information and advice guides, increased by £1.0m to £4.6m. Expenditure on Policy and Influencing increased by £0.4 million to £2.4 million. Grants expenditure in 2022 was £2.0 million, compared with £1.5 million in 2021. We committed £2 million to the Cost-of-living Grants Fund in 2022. We hold a provision for payments to individual beneficiaries (annuitants) to which we are committed. Following 2022 payments, and as a result of an increase in the discount factor applied to the provision, a credit of £0.6 million was applied to grants expenditure this year. We reduced our expenditure on Community Services by £1.2 million, having stopped working in some local areas at the end of 2021.

Our charitable expenditure accounted for 84p of every £1 of spending in 2022 (2021: 84p).

Reserves

Total funds fell by £13.7 million in the year, reflecting a combination of planned operating deficit and investment losses. The general reserve, which is maintained at a level equivalent to one year's unfunded budgeted expenditure, has increased to £11.4 million. The Future Impact Fund has been reduced by £15.5 million as a result of the 2022 deficit and the impact of investment losses, combined with high inflation increasing the value of the endowments and Endowment Protection Fund. The Future Impact Fund is designated to increasing our impact in future years, and we are in the process of developing a new strategy through which we aim to maximise our impact.

Reserves

	2022 £million	2021 £million
Endowed (non-expendable and related designated funds)	87.3	85.2
Other non-expendable funds	3.3	3.2
General Fund	11.4	9.8
Expendable restricted funds	10.1	12.1
Future Impact Fund	51.7	67.2
Total	**163.8**	**177.5**

Investment income and capital gains and losses

Investment markets fell considerably in 2022 as a result of global uncertainty, including that created by Russia's invasion of Ukraine. The charity targets an average total return (including both income and capital) on the whole non-cash portfolio of 3.5% per annum above inflation (measured by the Consumer Prices Index (CPI)) over rolling periods of five years.

Based on opening non-cash investments of £173.7 million, and with December 2022 CPI of 10.5%, we would therefore have expected on average to generate a total return of around £24.3 million in 2022. Our investment portfolio instead delivered a total return of minus £5.8 million (minus £6.0 million after costs). The trustees remain focused on our five-year rolling average benchmark, which at the end of December 2022 stood at 14% per annum. We made a gain of £1.6 million on our investment properties and assets held for sale in 2022, of which £1.3 million related to the revaluation of assets held for sale.

Reserves policy

Independent Age sets its reserves policy using a free reserves approach. Free reserves are the total reserves available less those either endowed or restricted, and those designated by trustees for a specific purpose or because they are held in property and fixed assets. Independent Age generally reviews its reserves policy annually, taking into consideration the major risks faced by the charity, their likely effect on income and planned expenditure, and an assessment of possible actions to mitigate those risks.

Endowment funds (£63.2 million)

These are permanent endowments. The trustees have adopted a Total Return Investment policy in accordance with Charity Commission regulations, so that both capital gains and income from investments can be applied to income. Trustees have elected to maintain the capital value of the endowments in real terms, with CPI as the benchmark.

Except for funds that are associated with specific properties, the capital on these funds is invested to provide income for charitable activities. The investment policy aims to provide a return of 3.5% per annum above CPI on a rolling five-year basis.

Any investment gains and income above CPI are transferred to the Unapplied Total Return Fund and then used to fund expenditure in the current year or immediate future.

Should any year experience a return below CPI, then a negative balance is transferred to the Unapplied Total Return Fund and either offset against any existing positive balance or held there until such time as future returns on the investments eliminate the negative balance.

In 2022, due to high inflation and investment losses, a loss of £7.1 million has been transferred to the Unapplied Total Return Fund to be held there until such time as future returns on the investments eliminate the negative balance. Since the year-end we have seen some recovery in the value of our investments.

Financial review

Restricted reserves (£10.1 million)

These are funds the charity will spend on activities specified by the restrictions of the fund. Restricted funds are invested until such time as they are used. Restricted capital gains or losses and income are allocated to restricted funds.

Unrestricted reserves

These are funds over which the trustees have discretion in how they are used to further the objects of the charity.

In accordance with Charity Commission guidance, some of these funds have been designated to mitigate the charity's financial risks and to indicate which reserves are held in property and fixed assets and are therefore not available as 'free' reserves.

General Fund (£11.4 million)
Having reviewed the risks to the charity, the trustees consider that a general fund (free reserves) equivalent to one year's unrestricted charitable expenditure – other than the amount funded by the endowments and protected by the reserve above – is required to protect the activity of the charity. The balance of unrestricted reserves is transferred to the designated Future Impact Fund.

General Fund reserves at the Balance Sheet date are in line with this policy amount, which has been calculated as £11.4 million. The trustees consider that this is sufficient to respond to short-term falls in income or increases in expenditure due to unforeseen circumstances.

Designated funds (£79.1 million)
The designations the trustees have made are as follows:

The Endowment Funded Activity Protection Fund
There is a risk that the endowed investments will generate short-term negative returns while remaining on target to meet the rolling five-year benchmark set by the trustees. This could result in charitable activity being underfunded, potentially for several years, because of market volatility.

Having taken professional advice, which included modelling the impact of previous falls in markets and the Value at Risk of the investment portfolio, the trustees have designated a fund equivalent to 35% of endowments, excluding those held as properties, to mitigate this risk. The endowment protection fund increased by £2.3 million in 2022 as the value of the endowments were maintained in line with CPI.

This fund may be used to cover the gap in funding charitable activities until any deficit arising on the Unapplied Total Return Fund is eliminated.

Tangible and Intangible Fixed Assets Fund and Investment Property Fund
The purpose of these designated funds is to indicate reserves that are not available for expenditure because they are related to property or other capital assets.

It is the charity's intention to realise the value of the investment properties where possible, once the obligations to current tenants have been met.

Future Impact Fund
Having set aside amounts to manage the financial risks of the charity, the balance of unrestricted reserves has been designated as the Future Impact Fund, to be used in the near to medium term to increase our impact.

More detail about these funds is contained in Notes 19 and 20 to the Financial Statements from page 74.

> It took a lot for me to call you today as I have always managed until now and I don't like to ask for help like this.
>
> **Anonymous Helpline caller**

Denis's story

I'm 85 and a former journalist. I've been targeted five times by five different scammers.

The most spectacular scam was when I had a glossy leaflet through my door advertising gardening services for older people. It looked professional, so I didn't think to check how much the person would charge. After two hours' work, he told me I owed him £2,300 and said he'd be in trouble with his boss if I didn't pay up. I was numb with shock. Luckily, I didn't have that amount of cash in the house, so said I would need some time. He was going to come back two days later. I contacted the police and never heard from him again.

I've also had someone knock on my door, demanding money for work they had done on the outside of the house while I was out. Then there was the person who stole £100 from me after asking me if I had change for £5.

You can feel foolish when it comes to scams. The scammers can be so brazen. It's important to know how to protect yourself, and to have the emotional support there if needed.

I feel lucky that I already had Independent Age's support. They had matched me with a community services volunteer called Luke, who was in his final year at Nottingham Trent University studying psychology. Our friendship has been a massive boost to my confidence and given me someone to talk to – imagine what those scams could have cost me. It's encouraging to know you've not been forgotten or overlooked just because you've gotten older.

It's hard to imagine life if Independent Age hadn't reached out to me. They have been a lifeline to me and I'm very grateful for them.

> It's hard to imagine life if Independent Age hadn't reached out to me. They have been a lifeline to me.

Financial review

Investment policy

The charity drew down £5.0 million of investment capital to fund activities during 2022. Investment losses during the year were £9.5 million. This took the total value of our investments from £173.7 million at 31 December 2021 to £159.2 million at 31 December 2022.

The composition of the investment portfolio at 31 December 2022 is set out in Note 12 to the Financial Statements on page 67. Whilst the charity suffered substantial investment losses in 2022, investment markets gained in the first months of 2023.

During the year the Investment Subcommittee continued to closely monitor the performance and investment style of fund managers in light of Russia's invasion of Ukraine and other geopolitical events. £5.3 million was disinvested from the Schroder Income Fund and transferred to the BlackRock Fund. As at 31 December 2022, the balance of the Short-term Portfolio was £35 million, of which £14.6 million was held with BlackRock in line with the policy to maintain a balance of between 12 and 18 months of operational cash flow requirements in quoted liquid funds. This approach is designed to minimise the risk of liquidating assets at an undervalue when markets fall.

The Board approved the charity's approach to responsible investment in early 2022. The trustees believe responsible investment is important to better align their approach to investing with the charity's purpose and to manage and mitigate financial and reputational risks.

The trustees have a strong preference for actively engaging with investment managers and companies over exclusion-based investment, because they believe this approach is both best practice and more likely to lead to changes in corporate behaviour.

However, the trustees believe that the charity should exclude material investments in tobacco and controversial weapons, because investing in:

- tobacco runs directly counter to the charity's strategy to improve health outcomes for older people
- controversial weapons presents sufficient risk to the charity's brand and reputation with current and future donors and beneficiaries to warrant exclusion.

The trustees believe that potential investments in climate-tilted funds and other climate-positive investment approaches should be considered in all future investment decisions. They believe such investments should be assessed on a financial basis, rather than being preferred on principle for environmental, social and governance reasons.

Given the size of the charity's investment portfolio, the trustees believe the most appropriate strategy for investing responsibly – while maximising risk-adjusted financial returns – is to appoint investment managers and invest in pooled investment funds. These, where practical and proportionate, align with the trustees' beliefs on responsible investment and trustees are able to hold them actively to account for the performance of those funds.

Grant-making policy

Responding to the impact on older people of the cost-of-living crisis, we established a Cost-of-living Grants Fund to support smaller charities working with older people in financial hardship with core or project funding. During 2022 we awarded £2 million to 50 different organisations through this fund, of which £1 million was paid out in late 2022, with the balance due in 2023.

We worked with the National Academy for Social Prescribing, to which we are granting up to £350,000 over three years. £150,000 was committed at the end of 2021, of which £75,000 was paid in 2022. The balance includes funding for the role of National Lead for Older People. The ambition of this work is to scope a scalable model of engagement for social prescribing. Subject to agreement, the grant may also fund pilot work and investigating barriers to engagement in social prescribing for older people.

In 2022 we developed a new local grant-making programme. Progress on this was delayed, however, due to the urgency of making cost-of-living grants. The local grant-making programme will entail making two-year grants to enable us to build longer-term relationships with community organisations and so provide them with more certainty. This, in turn, enables us to grow our reach and impact. Through this programme, we will provide more support to those older people living in or close to the poverty line and/or facing inequalities. We will also explore the possibility of working in collaboration with other funders to make much larger grants focused on addressing particular issues in later life.

In 2022 we developed our relationship with the GMCA, with a view to making a grant to them in 2023 for a pilot project.

We continued to make regular grant payments directly to older people. We paid out £651,000 in 2022 (2021: £724,000) to around 920 (2021: around 1,000) older people as part of this programme. We no longer accept new applications to this programme. Taking into account movements in the provision and discount rate for regular (annuitant) payments, there was a credit of £0.6 million to expenditure for direct grants to older people in the year.

Public benefit

The public benefit of the charity is set out in our mission, which in 2022 was to enable older people to stay independent and live well with dignity, choice and purpose. We are evolving our mission to focus our work on older people facing financial hardship.

Our information and advice services, including our free Helpline and information and advice guides, help hundreds of thousands of older people, their families and carers across the UK. These resources also benefit those who work with older people. All our services are free and without restriction.

We use knowledge from what older people tell us and our research projects to inform our campaigns, which aim to influence government policies and practices that affect older people.

We use grant-making to build partnerships with other organisations at a local and national level. By collaborating with others, we aim to develop and share good practice and amplify the voices of older people and the organisations working with them.

In setting our objectives and planning activities for the year, the Board of Trustees confirms that it has considered the Charity Commission's guidance on public benefit and considers that Independent Age clearly satisfies the public benefit test.

"We were delighted to donate £1.5 million to Independent Age to support its response to the cost-of-living crisis.

Pension Insurance Corporation's (PIC) purpose is to pay the pensions of our current and future policyholders, which aligns closely with Independent Age's ambition of providing people with security as they grow older.

So, in 2022 we were delighted to donate £1.5 million to Independent Age to support their response to the cost of living crisis. £1 million of that went to the innovative Cost of Living Grants Fund, enabling grassroots organisations in communities across the country to support older people most affected by rising energy and food costs. The remainder of the donation has helped to fund six new roles at Independent Age, expanding its capacity to offer older people practical advice and support during the crisis.

PIC's brilliant employees have also fundraised for Independent Age alongside this donation, raising additional funds. This included running the London Marathon, hiking the Yorkshire Three Peaks, skydiving, and organising a treasure hunt through the City of London.

We at PIC are proud to partner with Independent Age and look forward to continuing our partnership to help older people get the support they need.

Tracy Blackwell, Chief Executive Officer, PIC

Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law, applicable to charities in England and Wales and Scotland, requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the group, and of the incoming resources and application of resources of the group 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 in the Charities Statement of Recommended Practice (SORP)
- make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards 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 and charity will continue in business.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy, at any time, the financial position of the charity and the group, and that enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 and the provisions of the Royal Charter. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps to prevent and detect fraud and other irregularities.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware
- the Trustees have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Board of Trustees on 5 June 2023 and signed on its behalf by:

Baroness Julia Neuberger, DBE
Chair of the Board of Trustees

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

Opinion

We have audited the financial statements of Independent Age (the 'parent charity') and its subsidiaries for the year ended 31 December 2022 which comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 charity's affairs as at 31 December 2022 and of their incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter.

Basis for opinion

We have been appointed auditors under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under section 151 of the Charities Act 2011 and report in accordance with regulations made under those Acts.

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and 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 parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept by the parent charity; or
- the parent charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out on page 46, the trustees 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 parent charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory framework, that the group and parent charity operates in and how the group and parent charity is complying with the legal and regulatory framework;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), and the Charities Act 2011, the parent charity's governing document, tax legislation. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents, inspecting correspondence with tax authorities.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to General Data Protection Regulations and Care Act 2014 and safeguarding regulations. We performed audit procedures to inquire of management whether the charitable company is in compliance with these law and regulations and inspected correspondence with regulatory authorities.

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business and challenging judgments and estimates.

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005, and regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RSM UK Audit LLP

RSM UK Audit LLP
Statutory Auditor
Chartered Accountants
25 Farringdon Street
London
EC4A 4AB

RSM UK Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

7 June 2023

Financial statements

“I worked til I was 75 and a half and it amazes me that I can’t afford to sit down in my own home and put the heating on.

Gwenda, Middlesex

Consolidated Statement of Financial Activities

for the year ended 31 December 2022

	Notes	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2022 Total funds £'000	Year to 31 December 2021 Total funds £'000
Income and endowments from						
Donations and legacies	2	1,970	1,938	-	**3,908**	3,489
Other trading activities		164	-	-	**164**	109
Investment income	3	1,169	108	2,425	**3,702**	3,738
Other income		20	-	-	**20**	10
Total income and endowments		**3,323**	**2,046**	**2,425**	**7,794**	7,346
Expenditure on raising funds						
Raising voluntary income	4	1,748	1	-	**1,749**	1,659
Investment and property management		296	15	93	**404**	284
Total cost of raising funds		**2,044**	**16**	**93**	**2,153**	1,943
Expenditure on charitable activities						
National services	4	1,966	2,629	-	**4,595**	3,652
Community services	4	1,997	213	-	**2,210**	3,363
Policy and influencing	4	2,433	-	-	**2,433**	2,043
Grant-making	4,5,17	996	1,000	-	**1,996**	1,468
Total cost of charitable activities		**7,392**	**3,842**	**-**	**11,234**	10,526
Total expenditure		**9,436**	**3,858**	**93**	**13,387**	12,469
Operating (deficit)/surplus		**(6,113)**	**(1,812)**	**2,332**	**(5,593)**	(5,123)
(Losses)/gains on investment assets	11,12,14	(5,361)	(213)	(2,505)	**(8,079)**	16,549
Net (expenditure)/income		**(11,474)**	**(2,025)**	**(173)**	**(13,672)**	11,426
Other recognised (losses)/gains						
Re-measurement in respect of the defined benefit pension scheme	18	-	-	-	**-**	(114)
Net movement in funds		**(11,474)**	**(2,025)**	**(173)**	**(13,672)**	11,312
Fund balances brought forward at 1 January		102,009	12,130	63,342	**177,481**	166,169
Fund balances carried forward at 31 December	19	**90,535**	**10,105**	**63,169**	**163,809**	177,481

All of the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Group and Charity Balance Sheets

as at 31 December 2022

	Notes	Group 2022 Total funds £'000	Group 2021 Total funds £'000	Charity 2022 Total funds £'000	Charity 2021 Total funds £'000
Fixed assets					
Tangible assets	9	**1,804**	1,883	**1,804**	1,883
Intangible assets	10	**7**	24	**7**	24
Investment properties	11	**2,670**	2,350	**2,670**	2,350
Investments	12	**159,152**	173,730	**159,152**	173,730
Concessionary loans	13	**60**	63	**60**	63
Total fixed assets		**163,693**	178,050	**163,693**	178,050
Current assets					
Assets held for sale	14	**3,225**	1,925	**3,225**	1,925
Debtors	15	**1,372**	967	**1,381**	1,039
Cash at bank and in hand		**1,546**	2,981	**1,529**	2,892
Total current assets		**6,143**	5,873	**6,135**	5,856
Creditors: amounts falling due within one year	16	**(2,585)**	(1,847)	**(2,583)**	(1,847)
Net current assets		**3,558**	4,026	**3,552**	4,009
Total assets less current liabilities		**167,251**	182,076	**167,245**	182,059
Provisions: amounts falling due after more than one year	17	**(3,442)**	(4,595)	**(3,442)**	(4,595)
Net assets		**163,809**	177,481	**163,803**	177,464
The funds of the charity					
Endowed funds	19	**63,169**	63,342	**63,169**	63,342
Restricted funds	19	**10,105**	12,130	**10,105**	12,130
Unrestricted funds					
Designated funds	19	**79,094**	92,210	**79,094**	92,210
General fund	19	**11,441**	9,799	**11,435**	9,782
Total unrestricted funds		**90,535**	102,009	**90,529**	101,992
Total charity funds		**163,809**	177,481	**163,803**	177,464

Approved by the Board of Trustees and authorised for issue on 5 June 2023 and signed on their behalf by:

Baroness Julia Neuberger, DBE, Chair

Notes 1 to 25 form part of the financial statements.

Group and Charity Statements of Cash Flows

for the year ended 31 December 2022

	Notes	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Net cash outflow from operating activities					
Net cash used in operating activities	22	**(10,170)**	(8,722)	**(10,098)**	(8,738)
Cash flow from investing activities					
Payments to acquire tangible fixed assets		**(5)**	(110)	**(5)**	(110)
Payments to acquire investments	12	**(15,346)**	(17,500)	**(15,346)**	(17,500)
Net proceeds on disposal of investment property		**-**	-	**-**	-
Loan repayments received		**7**	20	**7**	20
Receipts from sales of investments and cash transfers		**20,377**	23,415	**20,377**	23,415
Interest received	3	**5**	-	**5**	-
Dividends received	3	**3,655**	3,684	**3,655**	3,684
Rents received from investment properties	3	**42**	54	**42**	54
Net cash flow from investment activities		**8,735**	9,563	**8,735**	9,563
Net (decrease)/increase in cash and cash equivalents		**(1,435)**	841	**(1,363)**	825
Cash and cash equivalents at 1 January		**2,981**	2,140	**2,892**	2,067
Cash and cash equivalents at 31 December		**1,546**	2,981	**1,529**	2,892

	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Cash and cash equivalents	**1,546**	2,981	**1,529**	2,892

Notes 1 to 25 form part of the financial statements.

Notes to the Financial Statements

for the year ended 31 December 2022

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows.

a) Basis of preparation
The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The going concern basis has been adopted because, having considered the risks and uncertainties to which the charity is exposed, and the current strong reserves position, the trustees have a reasonable expectation that Independent Age will continue in operation for the foreseeable future and meet its liabilities as they fall due.

The statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – Charities SORP FRS 102, and the Charities Act 2011 and the Charities and Trustees (Scotland) Act (2005) and the Charities Accounts (Scotland) Regulations 2006.

The Consolidated Statement of Financial Activities, Group Balance Sheet and Group Statement of Cash Flows consolidate the financial statements of Independent Age and Counsel and Care for the Elderly (Counsel and Care), which is a registered charity (203429) and a limited company (645708), and Independent Age Enterprises Limited (IAE Ltd), a limited company (04735201). For the purposes of the financial statements, Independent Age is deemed to control 100% of Counsel and Care and IAE Ltd because it is the sole legal member of both companies. The results of Counsel and Care and IAE Ltd are consolidated on a line-by-line basis. The income, expenditure and funds of Counsel and Care and summary trading results for IAE Ltd are shown in Note 21.

The net movement of funds of Independent Age, the charity, was £13,661,000 deficit (2021: £11,368,000 surplus). The charity's income and expenditure is shown in Note 25.

The charity has been entered on the Scottish Charity Register (SC047184) as of 17 February 2017.

Independent Age 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 note(s). The accounts are presented in pounds, the functional currency of the charity and group, and are rounded to the nearest thousand.

b) Fund accounting
Independent Age has a number of discrete funds, which are grouped by type as shown below.

Endowed funds
These are funds normally arising as a result of a Will that contained restrictions on the retention of the capital value and disposal of any income.

The General Endowment Fund was created by the Supplementary Royal Charter, which came into effect on 1 August 2014.

Independent Age is the Managing Trustee of the F E Cobbold Trust Fund, Backsettown Endowed Charity and Wharton & Wittrick Fund. As such, the Board of Trustees considers and approves resolutions specific to these funds as appropriate.

As shown in Note 1 c), the trustees are required to maintain the capital of these funds, but they may choose to spend some or all of the income and the Unapplied Total Return – see Note 19.

Restricted funds
These are funds that can be spent, at the discretion of the trustees, on particular restricted purposes within the objects of Independent Age. Restrictions arise when specified by the donor, as modified by any Charity Commission Scheme, or when funds are raised for particular purposes.

Where assets have been transferred to Independent Age under Charity Commission Schemes, and there are restrictions as to the use of the sums transferred, these are treated as Restricted Funds.

Notes to the Financial Statements

Unrestricted funds
These are funds that can be spent in accordance with Independent Age's objects at the discretion of the trustees.

Designated funds
Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

General Fund
This fund represents the charity's free reserves, equivalent to one year's unrestricted charitable expenditure, other than the amount funded by the endowment funds, to protect the planned activity of the charity from unforeseen shortfalls in income or unplanned additional costs.

Further details of the charity's funds are disclosed in Note 19.

c) Total Return Accounting
Independent Age adopted Total Return Accounting for its permanent endowed funds with effect from 1 January 2015. This adoption is permitted for the General Endowment Fund by virtue of the Byelaws to the Supplementary Royal Charter 2014 and for the other permanent endowed funds through the resolutions relating to the other funds passed by the Board of Trustees in December 2014.

The trustees have chosen to maintain the capital of the permanent endowed funds in real terms by making a transfer from the Unapplied Total Return equal to the increase in Consumer Price Index (CPI) from the base point to the Balance Sheet date. Any amounts remaining after this transfer in the Unapplied Total Return will be applied to income funds or retained as the trustees see fit. Any income funds not disbursed in the financial year are retained as Unapplied Total Return. Should any year experience a negative return, a negative balance will be held in the Unapplied Total Return Fund until such time as future returns on the investments eliminate it.

d) Income recognition
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 following specific policies apply to categories of income:

Donations are recognised when the charity has been notified in writing of both the amount and settlement date or on a receipts basis if earlier. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Legacy gifts are recognised on a case-by-case basis following the granting of probate and when sufficient information has been received to judge the receipt of income as probable. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy. Reversionary legacies are not recognised during the lifetime of the original beneficiary under the will.

Gifts in kind and donated services are included at the value to the charity where this can be quantified (that is, the price the charity would have paid on the open market). An equivalent amount is recognised in costs. No amounts are included in the financial statements for services donated by volunteers.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally on notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally on notification by our investment adviser of the dividend yield of the investment portfolio. This also applies to returns on accumulation units held in pooled funds, which are reinvested by default.

Where investment management costs incurred within a scheme can be measured with reasonable accuracy, costs are included within Cost of Raising Funds. Where it is not practicable to identify such costs with reasonable accuracy, the investment income is reported net of these costs.

e) Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis. The charity is not registered for VAT so is unable to recover any VAT paid, therefore costs include VAT where applicable.

IAE Ltd is registered for VAT so is able to recover VAT incurred on business activities. Income and expenditure of IAE Ltd is, therefore, accounted for on an accruals basis net of VAT.

Grant payments are recognised as expenditure when the conditions for their payment have been met or where there is a constructive obligation to make a payment. A constructive obligation arises when:

- the charity has communicated its intention to award a grant to a recipient who then has a reasonable expectation that they will receive a grant, or
- the charity has made a public announcement about a commitment that is specific enough for the recipient to have a reasonable expectation that they will receive a grant.

Grants are not usually awarded with conditions attached. However, when they are, then those conditions have to be met before the liability is recognised.

Where an intention has not been communicated, then no expenditure is recognised, but an appropriate designation may be made in the appropriate fund. If a grant has been offered but there is uncertainty as to whether it will be accepted or whether conditions will be met, then no liability is recognised but a contingent liability is disclosed.

Expenditure on raising funds comprises investment and property management fees and the direct costs of raising voluntary income where not included within charitable activities.

Charitable activities comprise direct expenditure, including 20% of the total costs of raising voluntary income invested in generating funds to further the objects of the charity for information and advice, and a proportion of the support costs.

Support costs include governance costs and other indirect costs. Governance costs comprise all expenditure involving the public accountability of the charity and its compliance with regulation and good practice. These costs include some legal fees, plus the costs of trustees' and Charter Members' meetings, the costs of compliance such as audit fees and staff time spent serving the committees. Support costs (including Governance costs) are allocated to the costs of Raising Funds and Charitable Activities on the basis of the numbers of staff engaged in each of these elements. This allocation is reviewed annually.

f) Tangible and intangible assets
Tangible and intangible individual assets costing more than £5,000, including any incidental expenses of acquisition, are capitalised and recorded at cost.

The costs of implementing computer software designed to improve the handling of data within the charity, with a consequent cost savings benefit, have been capitalised as **intangible assets**.

Notes to the Financial Statements

Depreciation/amortisation is calculated and charged to the Statement of Financial Activities on a quarterly basis commencing in the first full quarter after the asset was acquired/came into use.

Depreciation/amortisation is calculated so as to write off the cost of the tangible assets on a straight-line basis over the expected useful economic lives of the assets concerned, which are taken as:

Tangible assets
Plant and machinery

Electrical installations	10 to 25 years
Mechanical installations	10 to 25 years
Architectural components	20 to 30 years
Lift	15 years

The expected useful economic life of each item of plant and machinery has been determined by independent consulting quantity surveyors.

Fixtures, fittings and equipment

Furniture and fittings	10 to 15 years
ICT hardware	3 years
Office equipment	3 years

Buildings

Freehold buildings	50 years

No value has historically been recorded for freehold land owned by the charity because it cannot be practically measured.

Intangible assets

Computer software	3 years

Representing the useful economic life of the assets.

g) Investment properties
The Board of Trustees determined in February 2014 that all property not required for operational purposes should be disposed of at the appropriate time. Prior to sale these properties are treated as investment properties. Investment properties are initially recognised at their transaction value and subsequently measured at their fair value as at the Balance Sheet date. Fair value is ascertained either by an independent valuer or reference to movements in the market value of similar properties.

Surpluses on the sale of properties are taken to the Statement of Financial Activities as they are realised. Unrealised gains and losses on revaluation of investment properties are shown in the Statement of Financial Activities.

Properties for sale at the Balance Sheet date are reported as **assets held for sale** within current assets.

h) Investments
Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value using the closing quoted market price. All gains and losses are taken to the Statement of Financial Activities as they arise. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year. As investments are revalued continuously to fair value, no realised gains or losses arise.

The charity does not acquire or hold put options, derivatives or other complex financial instruments.

i) Financial Instruments
The charity only holds basic **financial instruments**. The financial assets and financial liabilities of the charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 15. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors are classified as financial instruments, and are measured at amortised cost as detailed in Note 16. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, because the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

j) Concessionary loans
These are amounts that were awarded to further the charity's purposes as loans to individual beneficiaries who were leaseholders or freeholders of their property, mainly for household repairs and maintenance. The loans are not subject to interest charges. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

It is expected that loans will be repaid when the beneficiary has the capital available or from the beneficiary's estate on the death of the member.

A provision for non-repayment is made against the aggregate value of loans issued and is reviewed annually. The provision has been calculated as 67% (2021: 67%) based on past experience of repayments and on management's current expectations. Loans are written off when there is no realistic prospect of any further recovery and are treated as charitable expenditure.

k) Regular payments provision
These are life-long bimonthly payments made to individuals (annuitants). Payments are no longer awarded to new beneficiaries. The estimated net present value of the regular payments to Independent Age's beneficiaries is treated as a long-term liability. The long-term provision is calculated using life expectancy tables to determine the period for which the regular payments may be made. The commitment is discounted using a rate based on the discount rate used for the defined benefit pension scheme, adjusted for the differing expected timeframes of the two liabilities. The movement on the regular payments provision is included within grant-making in the Statement of Financial Activities. The movement in the year includes the unwinding of the discount factor used to estimate the current value of future commitments.

Regular payments due in more than one year are shown as provisions as they represent an estimate of future outflows and therefore there is some uncertainty in the accounting estimates used in their calculation.

l) Pensions
Independent Age operates a defined contributions pension scheme for its staff. Contributions are accounted for in the period to which they relate. This scheme has been accredited for the purposes of auto-enrolment.

Independent Age also operates a defined benefits (final salary) pension scheme, which has deferred and pension members, but no active members. The current service costs of the scheme, together with the interest cost less the expected return on assets for the year, are charged to the Statement of Financial Activities within staff costs. The actuarial gains and losses are recognised immediately after net income/expenditure as other recognised gains and losses. Further details are provided in Note 18.

The assets of the scheme are measured at fair value at the Balance Sheet date. Liabilities are measured on an actuarial basis at the Balance Sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit pension liability is presented separately after any other net assets on the face of the Balance Sheet. A resulting surplus is restricted to zero because it cannot be returned to the employer.

m) Foreign currencies
Foreign currency transactions are initially recognised by applying to the foreign currency amount the spot exchange rate between the functional currency and the foreign currency at the spot rate on the date of the transaction.

Monetary assets and liabilities denominated in a foreign currency at the Balance Sheet date are translated using the closing rate.

n) Taxation
Independent Age is a registered charity (210729) and as such is entitled to certain tax exemptions on income and profits on investments and surpluses on any trading activities carried on to further the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

Notes to the Financial Statements

o) Redundancy and termination payments
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to terminate the employment of an employee or group of employees before normal retirement date. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

p) Critical accounting estimates and judgements
In preparing the financial statements the trustees are required to make certain estimates and judgements that have an impact on the carrying value of assets and liabilities. These estimates and assumptions are reviewed on an ongoing basis, and are based on historical experience and other factors considered relevant at the time the estimates and judgements are made. The key sources of estimation uncertainty are:

- defined benefit pension scheme – measurement requires a number of significant assumptions as disclosed in Note 18
- regular payments provision – the charity provides for future regular payments to its annuitants, a life-long commitment to each individual. Estimation uncertainty arises from the discount rate applied to reflect the time value of money, and assumptions around life expectancy. Further details of how this provision is calculated can be found in Note 17
- investment properties – the charity holds a number of investment properties that it carries on the Balance Sheet at fair value. Further detail is provided in Note 11
- assets held for sale – these are investment properties held for sale at the Balance Sheet date carried at fair value. Measurement requires a number of assumptions about local market conditions and other factors. The charity has accepted an offer for sale of the land and has exchanged contracts with the buyer. The sales price has been discounted by 25% following consultation with advisers Daniel Watney LLP, to reflect the remaining risks to the sale, primarily that it is subject to obtaining planning permission. Further detail is provided in Note 14.

2. Donations and legacies

Current year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2022 Total funds £'000
Donations	1,167	1,616	-	**2,783**
Grants	101	322	-	**423**
Legacies	702	-	-	**702**
Total	1,970	1,938	-	**3,908**

Donations include £357,620 (2021: £470,683) of donated services received in the year.

Previous year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2021 Total funds £'000
Donations	1,434	192	-	**1,626**
Grants	27	367	-	**394**
Legacies	1,462	7	-	**1,469**
Total	2,923	566	-	**3,489**

3. Investment income

Current year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2022 Total funds £'000
Fixed interest income	5	-	-	**5**
Dividend income	1,122	108	2,425	**3,655**
Investment property rental income	42	-	-	**42**
Total	1,169	108	2,425	**3,702**

Previous year	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2021 Total funds £'000
Dividend income	1,030	107	2,547	**3,684**
Investment property rental income	54	-	-	**54**
Total	1,084	107	2,547	**3,738**

Notes to the Financial Statements

4. Expenditure allocations

Current year	Raising voluntary income £'000	National services £'000	Community services £'000	Policy and influencing £'000	Grant-making £'000	Marketing and comms £'000	2022 Total £'000
Staff costs	577	1,184	1,166	751	246	655	**4,579**
Non-staff costs	1,226	719	83	389	1,489	871	**4,777**
Sub total – Direct costs	1,803	1,903	1,249	1,140	1,735	1,526	**9,356**
Support costs	383	1,501	558	538	160	487	**3,627**
Sub total – All costs	2,186	3,404	1,807	1,678	1,895	2,013	**12,983**
Reallocation – Fundraising	(437)	437	-	-	-	-	**-**
Reallocation – Marketing and comms	-	754	403	755	101	(2,013)	**-**
Expenditure by charitable activity	1,749	4,595	2,210	2,433	1,996	-	**12,983**
Investment and property management							**404**
Total expenditure							**13,387**

Previous year	Raising voluntary income £'000	National services £'000	Community services £'000	Policy and influencing £'000	Grant-making £'000	Marketing and comms £'000	2021 Total £'000
Staff costs	507	1,442	1,368	722	199	546	4,784
Non-staff costs	1,210	640	188	161	1,075	548	3,822
Sub total – Direct costs	1,717	2,082	1,556	883	1,274	1,094	8,606
Support costs	357	572	1,514	577	137	422	3,579
Sub total – All costs	2,074	2,654	3,070	1,460	1,411	1,516	12,185
Reallocation – Fundraising	(415)	415	-	-	-	-	-
Reallocation – Marketing and comms	-	583	293	583	57	(1,516)	-
Expenditure by charitable activity	1,659	3,652	3,363	2,043	1,468	-	12,185
Investment and property management							284
Total expenditure							**12,469**

Support costs	Staff costs £'000	Non-staff costs £'000	2022 Total £'000	Staff costs £'000	Non-staff costs £'000	2021 Total £'000
Chief Executive's office	154	3	**157**	188	5	193
Director of Corporate Services	95	-	**95**	93	20	113
Facilities	247	336	**583**	235	483	718
ICT	750	470	**1,220**	705	583	1,288
People and organisational development	516	374	**890**	356	360	716
Finance	459	30	**489**	443	20	463
Governance	53	140	**193**	44	44	88
Total	2,274	1,353	**3,627**	2,064	1,515	**3,579**

Governance costs	2022 £'000	2021 £'000
Auditor's remuneration for the statutory audit of the financial statements	**89**	34
Legal and other professional fees	**3**	-
Trustee recruitment fees	**45**	9
Trustees' meetings including expenses and AGM costs	**3**	1
Staff costs	**53**	44
Total governance costs	**193**	88

The apportionment of support costs was made pro rata to the number of staff (full-time equivalent) in each of the activity areas. Facilities costs were apportioned pro rata to office-based staff only.

The charity indemnifies trustees in respect of any liability arising from or in respect of the charity.

5. Regular payments and grants

	Grants £'000	Grants £'000	Support costs £'000	2022 £'000	2021 £'000
Cost-of-living grants	2,000	2,000	499	**2,499**	-
Other grants	80	80	16	**96**	-
COVID-19 support grants to organisations	-	-	-	**-**	1,353
Grant to National Academy of Social Prescribing	-	-	-	**-**	165
Supporting individual beneficiaries (annuitants)	(609)	(609)	10	**(599)**	(50)
Total	1,471	1,471	525	**1,996**	1,468

In 2022 the charity committed £2,000,000 to Cost-of-living grants to 50 local charities and community organisations.

The negative expenditure on grants supporting individual beneficiaries results from movement in the annuitants' provision and unwinding of the discount (see Note 17).

Notes to the Financial Statements

6. Staff costs and employee benefits

	2022 £'000	2021 £'000
Salaries	**5,539**	5,803
Temporary staff costs	**188**	9
Employer National Insurance	**595**	577
Employer defined contribution pension costs	**453**	453
Employer defined benefit pension costs	**73**	6
Sub total	**6,848**	6,848
Redundancy and termination payments	**5**	64
Total	**6,853**	6,912

Total remuneration of the key management personnel (the trustees with the Senior Leadership Team, comprising the chief executive and directors), including pension and National Insurance contributions, was £603,399 (2021: £614,251).

7. Average monthly staff numbers

	2022	2021
National services and Grant making	**47**	31
Community services	**16**	41
Policy and influencing	**15**	17
Fundraising	**11**	11
Marketing and communications	**14**	12
Support services	**34**	39
Total	**137**	151

8. Number of employees with total emoluments (excluding pensions) of more than £60,000

	2022	2021
£60,001 – £70,000	**9**	3
£70,001 – £80,000	**3**	2
£80,001 – £90,000	**3**	4
£110,001 – £120,000	**1**	1
Total	**16**	10

Staff turnover in 2021 resulted in a lower number of staff with total emoluments above £60,000 in that year.

9. Tangible fixed assets (Charity and Group)

	Freehold buildings £'000	Plant and machinery £'000	Fixtures, fittings and equipment £'000	Totals £'000
Cost				
As at 1 January 2022	1,325	1,119	240	**2,684**
Additions	21	-	-	**21**
Disposals	-	-	(16)	**(16)**
Total	1,346	1,119	224	**2,689**
Depreciation				
As at 1 January 2022	175	413	213	**801**
Depreciation charge in the year	38	56	6	**100**
Disposals	-	-	(16)	**(16)**
Total	213	469	203	**885**
Net book value				
As at 31 December 2022	1,133	650	21	**1,804**
As at 31 December 2021	1,150	706	27	**1,883**

10. Intangible fixed assets (Charity and Group)

	Computer software £'000	Totals £'000
Cost		
As at 1 January 2022	601	**601**
Total	601	**601**
Amortisation		
As at 1 January 2022	577	577
Amortisation charge in the year	17	17
Total	594	**594**
Net book value		
As at 31 December 2022	7	7
As at 31 December 2021	24	**24**

Notes to the Financial Statements

11. Investment properties

	2022 £'000	2021 £'000
As at 1 January	**2,350**	2,270
Additions	**150**	-
Revaluation	**170**	180
Transfer to Assets held for sale	**-**	(100)
As at 31 December	**2,670**	2,350
Historic cost	**1,482**	1,332

The investment properties were last independently valued as at 31 December 2014 by a combination of external surveyors, use of the Royal Institution of Chartered Surveyors Red Book or comparison to the market values of similar properties. The trustees are satisfied that, having reviewed available data on market activity in the respective locations, that investment properties are carried at fair value at the Balance Sheet date.

The additions in the year relate to the charity's share of a reversionary interest in a property, to which it became entitled following the death of the life tenant in December 2022. This amount has also been included in historic cost as the deemed cost of the of the property at the time the charity's interest crystallised. The property was put on the market for sale after the year end. The charity also has a reversionary interest in a further property not included in the accounts. The charity will acquire the property on the death of its resident, and its interest has not been valued.

12. Investments (Charity and Group)

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	2022 £'000	2021 £'000
Quoted investments	76,348	6,238	42,002	**124,588**	151,368
Quoted liquid funds	14,597	-	-	**14,597**	13,585
Non-quoted investments	-	-	19,967	**19,967**	8,777
Investments held with fund managers	90,945	6,238	61,969	**159,152**	173,730

Reconciliation of investments held with fund managers	2022 £'000	2021 £'000
Market value at 1 January	**173,730**	165,101
Additions	**15,346**	17,500
Disposals	**(15,346)**	(17,500)
Net unrealised (losses)/gains	**(9,549)**	14,544
Movement in cash	**(5,029)**	(5,915)
Market value at 31 December	**159,152**	173,730
Historic cost at 31 December	**145,060**	147,332

Investments held with fund managers – analysis by type	2022 £'000	2021 £'000
UK equities – FTSE 350	**14,484**	31,358
Global equities	**65,275**	69,798
Diversified growth funds	**24,407**	29,164
Infrastructure	**19,967**	8,777
Multi-asset credit	**20,422**	21,048
Quoted liquid funds	**14,597**	13,585
Total	**159,152**	173,730

The charity has invested £1 in the share capital of its wholly owned trading subsidiary, Independent Age Enterprises Limited (IAE Ltd).

Notes to the Financial Statements

13. Concessionary loans (Charity and Group)

	2022 £'000	2021 £'000
Loan balance as at 1 January	**239**	287
Loans repaid	**(7)**	(20)
Impairment	**(17)**	(28)
Total loans outstanding	**215**	239
Provision	**(155)**	(176)
Total	**60**	63

These loans represent interest-free advances to qualifying beneficiaries in furtherance of the charity's objectives to assist with essential house repairs, and are repayable as the individual beneficiary's circumstances allow as described in Note 1. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

14. Assets held for sale (Charity and Group)

	2022 £'000	2021 £'000
As at 1 January	**1,925**	-
Transfer from investment properties	**-**	100
Revaluation	**1,300**	1,825
As at 31 December	**3,225**	1,925
Historic cost	**41**	41

During 2021, the charity's land at Henfield was included in Horsham District Council's Development Plan, paving the way for it to be used as residential development rather than just for farming; it has a notional allocation of 30 properties.

The charity then marketed the land for sale, and accepted an offer, which is subject to obtaining planning permission, of £4.3 million in late 2021. The land was held at a value of £1,925,000 in the charity's 31 December 2021 accounts as, at the date of signature of those accounts, exchange had been delayed by various matters including concerns about access to the site, leading to a significant uncertainty that it would complete, and a resultant discounting of its value.

Contracts for sale were exchanged in December 2022. As exchange has now taken place, the probability that the sale will complete has increased, although it remains subject to obtaining planning permission. Completion is not expected to take place before 2024.

The trustees consulted their advisers, Daniel Watney LLP, who supported discounting the agreed sales price of £4.3 million by 25% to reflect the remaining risks to the sale, primarily that the sale is subject to obtaining planning permission, which has not yet been granted. Daniel Watney LLP is registered with the Royal Institution of Chartered Surveyors (RICS).

On this basis the land has been revalued by £1,300,000 to a value of £3,225,000.

15. Debtors: amounts falling due within one year

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Trade debtors	**9**	7	**9**	7
Other debtors	**89**	98	**98**	170
Prepayment	**257**	231	**257**	231
Accrued income	**1,017**	631	**1,017**	631
Total	**1,372**	967	**1,381**	1,039

16. Creditors: amounts falling due within one year

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Trade creditors	**542**	529	**540**	529
Regular payments liability (annuitants) – see Note 17	**579**	686	**579**	686
Other creditors	**1,308**	65	**1,308**	65
Accruals	**156**	562	**156**	562
Deferred income	**-**	5	**-**	5
Total	**2,585**	1,847	**2,583**	1,847

Movement in deferred income (Charity and Group)	2022 £'000	2021 £'000
Deferred income brought forward	**5**	32
Amounts released in the year	**(5)**	(32)
Amounts deferred in the year	**-**	5
Deferred income carried forward	**-**	5

The increase in Other creditors primarily relates to £1.0m (2021: £nil) Cost of Living grants committed but not paid at year end.

Deferred income comprises donations received in advance of the year to which they relate.

Notes to the Financial Statements

17. Provisions: amounts falling due after more than one year (Charity and Group)

Reconciliation of regular payments to annuitants	2022 £'000	2021 £'000
Commitments at 1 January	**5,281**	6,056
Movement in provision	**(1,417)**	(439)
Unwinding of the discount	**808**	388
Amount paid in the year	**(651)**	(724)
Commitments at 31 December	**4,021**	5,281
Payable within one year – see Note 16	**579**	686
Payable after one year	**3,442**	4,595
Commitments at 31 December	**4,021**	5,281

The movement in the provision is derived from changes in the numbers of annuitants at the year end and changes in the mortality tables used to determine life expectancy.

At 31 December 2022 the number of annuitants was 812, which was 111 fewer than at the same date in the previous year (2021: 923). The discount factor increased from 1.41% to 3.91%. Taking into account the movements in the factors above, there was a reduction in the overall liability and a negative expense for the year (see Note 5).

Regular payments to annuitants due in less than one year have been accounted for as creditors rather than a provision as they are more certain.

18. Pension schemes

Independent Age operates a defined contributions pension scheme administered by TPT Retirement Solutions. The employer contributes up to 10% of employees' earnings to the scheme. Total employer contributions towards this scheme in the year were £453,008 (2021: £381,875).

Independent Age also operates a defined benefit (final salary) scheme, which was closed to future accrual from the end of April 2021. Until April 2021 the employer paid contributions at the rate of 38.3% per annum of members' earnings in respect of non-contributory members and 32.3% per annum of members' earnings in respect of contributory members. Member contributions were payable at the rate of 6.0% per annum of members' earnings in respect of contributory members only. From 1 April 2021 the above employer contribution rates increased to 44.5% per annum of members' earnings in respect of non-contributory members and 38.5% per annum of members' earnings in respect of contributory members.

The employer continues to pay £72,000 per annum (2021: £70,770) in respect of scheme expenses, including the Pension Protection Fund levy.

A full actuarial valuation was carried out at 30 September 2019 and updated to 31 December 2022 by a qualified actuary, independent of the scheme's sponsoring employer. The major assumptions used by the actuary are shown below. The Scheme is in surplus at 31 December 2022. The surplus has been restricted to zero as it cannot be returned to the employer.

The most recent actuarial valuation at 30 September 2019 showed a surplus of £799,000.

Present values of defined benefit asset/(obligation), fair value of assets and defined benefit liability	31 December 2022 £'000	31 December 2021 £'000
Equity-type assets	**2**	82
Bonds	**6,732**	12,875
Property	**2,076**	2,579
Cash	**1,122**	258
Other	**2,413**	3,477
LDI	**3,845**	5,844
Total market value of assets	**16,190**	25,115
Present value of scheme liabilities	**(14,411)**	(21,850)
Surplus	**1,779**	3,265
Effect of asset ceiling	**(1,779)**	(3,265)
Net pension asset under FRS 102	**-**	-

None of the fair value of the assets shown above include any direct investments in the employer's own financial instruments or any property occupied by, or any other assets used by, the employer.

Notes to the Financial Statements

Note 18 continued

Reconciliation of opening and closing balances of the defined benefit obligation	31 December 2022 £'000	31 December 2021 £'000
Defined benefit obligation at start of period	**21,850**	23,213
Current service cost	**-**	6
Interest cost on defined benefit obligation	**388**	308
Benefits paid	**(795)**	(819)
Losses on curtailments	**-**	3
Actuarial loss on changes in demographic and financial assumptions	**(8,681)**	(521)
Experience gain on liabilities	**1,649**	(340)
Defined benefit obligation at end of period	**14,411**	21,850

Reconciliation of opening and closing balances of the fair value of plan assets	31 December 2022 £'000	31 December 2021 £'000
Fair value of plan assets at start of period	**25,115**	25,114
Interest income on assets	**447**	334
Expenses	**(78)**	(69)
Return on assets excluding interest income	**(8,571)**	480
Employer contribution	**72**	75
Benefits paid	**(795)**	(819)
Fair value of plan assets at end of period	**16,190**	25,115

Movement in balance sheet asset during the year	31 December 2022 £'000	31 December 2021 £'000
Surplus in scheme at the beginning of the period	**-**	114
Current service cost	**-**	(6)
Past service cost-benefit changes/curtailments	**-**	(3)
Expenses	**(78)**	(69)
Net interest credit	**-**	2
Remeasurements included in the Statement of Financial Activities*	**6**	(113)
Employer contributions	**72**	75
Surplus in Scheme at the end of the period	**-**	-

*£6k cost to Independent Age to be charged in 2023 through increased employer contributions.

Defined benefit costs recognised in the statement of financial activities	31 December 2022 £'000	31 December 2021 £'000
Current service cost (included within Staff costs)	**-**	6
Expenses (included within Staff costs)	**78**	69
Curtailment losses	**-**	3
Operating charge	**78**	78
Interest income on assets	**(447)**	(334)
Interest cost on defined benefit obligation	**388**	308
Interest on surplus that is not recoverable	**59**	24
Net Interest credit	-	(2)
Defined benefit costs recognised in Statement of Financial Activities	**78**	76

Note 18 continued

Other comprehensive income	31 December 2022 £'000	31 December 2021 £'000
Return on assets excluding interest income	**(8,571)**	480
Experience (losses)/gains on liabilities	**(1,649)**	340
Gain from change of assumptions	**8,681**	521
Effects of changes in the amount of surplus that is not recoverable (excluding amounts included in net interest cost)	**1,545**	(1,455)
Actuarial gain/(loss) on defined benefit pension scheme	**6**	(114)

Movement in assumption	Effect on liabilities
Discount rate + /- 0.1%	- /+ 2%
Inflation assumptions + /- 0.1%	- /+ 2%
Life expectancy + /- 1 year	- /+ 3-5%

Financial assumptions	31 December 2022	31 December 2021
Discount rate	**5.02% p.a.**	1.81% p.a.
Inflation (RPI)	**3.14% p.a.**	3.32% p.a.
Inflation (CPI)	**2.83% p.a.**	2.97% p.a.
Deferred revaluations	**3.14% p.a.**	3.32% p.a.
Pension increases in payment CPI max 5% p.a.	**2.77% p.a.**	2.90% p.a.
Pension increases in payment CPI max 2.5% p.a.	**1.98% p.a**	2.05% p.a
Pension increases in payment CPI max 3% p.a.	**2.24% p.a.**	2.3% p.a.

Demographic assumptions	31 December 2022	31 December 2021
Mortality		
Base tables	**Pre-retirement: nil** **Post-retirement: 106% of S3PXA**	Pre-retirement: nil Post-retirement: 106% of S3PXA
Improvement allowance	**CMI_2021 (1.00%) for females** **CMI_2021 (1.25%) for males**	CMI_2020 (1.00%) for females CMI_2020 (1.25%) for males
Smoothing parameter	**7.5**	7.5
Life expectancy from age 65		
Pensioners (currently aged 65)	**Female: 23.9** **Male: 21.7**	Female: 23.8 Male: 21.7
Non-pensioners (currently aged 45)	**Female: 25.0** **Male: 23.0**	Female: 25.0 Male: 23.0
Commutation	**75% of maximum allowance**	75% of maximum allowance
Proportion married at retirement	**75% for both females and males**	75% for both females and males
Other demographic assumptions	**As per most recent Technical Provisions assumptions**	As per most recent Technical Provisions assumptions

Contingent liability

We have been notified by the Trustee of the Scheme that they have performed a review of the changes they made to The Pensions Trust's Schemes' benefits over the years, and the result is that there is now some uncertainty surrounding some of these changes. The Trustee has determined that it is prudent to follow best practice and seek clarification from the Court on the changes made. This process is ongoing, and the matter is unlikely to be resolved before 2024 at the earliest. It is recognised that this could potentially impact the value of Scheme liabilities but, as the Court direction is pending, it is not possible to calculate the impact with any accuracy at this time. Therefore, no adjustment has been made in these financial statements.

Notes to the Financial Statements

19. Movement on funds (Group and charity)

	Balance at 1 January 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gains (losses) £'000	Balance at 31 December 2022 £'000
Endowed funds						
F E Cobbold Trust Fund	1,566	-	-	165	-	**1,731**
Backsettown Endowed Charity	306	-	-	32	-	**338**
Wharton & Wittrick Fund	1,030	-	-	-	170	**1,200**
General Endowment Fund	60,440	-	-	6,352	-	**66,792**
Unapplied Total Return	-	2,425	(93)	(6,549)	(2,675)	**(6,892)**
Total endowed funds	**63,342**	**2,425**	**(93)**	**-**	**(2,505)**	**63,169**
Restricted funds						
F E Cobbold Trust Fund	9,785	105	(2,265)	-	(1,473)	**6,152**
Backsettown Endowed Charity	1,925	-	-	-	1,300	**3,225**
Ulster Ladies Trust Fund	269	3	(146)	-	(40)	**86**
Grants	-	1,000	(1,000)	-	-	**-**
Helpline	-	500	-	-	-	**500**
Reconnections	12	130	(104)	-	-	**38**
Other restricted funds	139	308	(343)	-	-	**104**
Total restricted funds	**12,130**	**2,046**	**(3,858)**	**-**	**(213)**	**10,105**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,320	150	-	-	-	**1,470**
Tangible and Intangible Fixed Assets Fund	1,907	-	(117)	21	-	**1,811**
Endowment Funded Activity Protection Fund	21,809	-	(33)	4,465	(2,141)	**24,100**
Future Impact Fund	67,174	3,162	(9,264)	(6,139)	(3,220)	**51,713**
Total designated funds	**92,210**	**3,312**	**(9,414)**	**(1,653)**	**(5,361)**	**79,094**
General Fund	9,782	-	-	1,653	-	**11,435**
Total unrestricted funds	**101,992**	**3,312**	**(9,414)**	**-**	**(5,361)**	**90,529**
Sub total Independent Age	**177,464**	**7,783**	**(13,365)**	**-**	**(8,079)**	**163,803**
Counsel and Care for the Elderly						
General Fund	17	6	(20)	-	-	**3**
Sub total Counsel and Care for the Elderly	**17**	**6**	**(20)**	**-**	**-**	**3**
Independent Age Enterprises Limited						
General Fund	-	5	(2)	-	-	**3**
Sub total Independent Age Enterprises Limited	**-**	**5**	**(2)**	**-**	**-**	**3**
Total Group	**177,481**	**7,794**	**(13,387)**	**-**	**(8,079)**	**163,809**

Group General Funds comprise the General Funds of the Charity and its two subsidiaries.

Note 19 continued

Fund descriptions
The Supplementary Royal Charter 2014 stipulated the establishment of a General Endowment Fund comprising all of the monies previously held in the Permanent Annuities fund, the Provision of Homes Capital fund, the Annuitants' Relief fund and part of the Life Annuities fund.

The Charity Commission scheme, which became effective on 23 October 2014, defined the nature and purposes of the three endowed funds of which Independent Age is the Managing Trustee, namely F E Cobbold Trust Fund, Backsettown Endowed Charity Fund, and the Wharton & Wittrick Fund. The Scheme further provided for the merger of Homes of Rest for Gentlewomen and the Georgina Tompkins Ladies Fund into the RUKBA Holiday Fund, which is now fully spent; confirmation that both the capital and income of the Ulster Ladies Trust Fund could be expensed in accordance with its restrictions; and amended the restrictions on other named funds.

The Board of Trustees resolved in December 2014 that the charity would adopt Total Return Accounting for the three above named permanent endowed funds with effect from 1 January 2015 and acknowledged that this should also apply to the General Endowed Fund as permitted under the Supplementary Royal Charter.

The funds of Independent Age are as described below.

Permanent endowed funds
The **F E Cobbold Trust Fund** represent monies to be held on trust to invest and apply to relief to older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who are residents of Suffolk, by the provision of grants and other financial assistance and the provision of advice and support.

The **Backsettown Endowed Charity** fund is to relieve persons who are in conditions of need, hardship or distress or who, by reason of physical or mental illness or otherwise, are in need of rest and recuperation by making of grants or the provision of facilities that are calculated to relieve such need.

The **Wharton & Wittrick Fund** is to be held on trust to invest and apply the income to relief to older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who have been employed with the health and social care professions, by the provision of grants and other assistance relating to accommodation.

The **General Endowment Fund**, which was established by the Supplementary Royal Charter in 2014, provides for the general purposes of the charity.

The **Unapplied Total Return** is the balance of income earned, less investment management fees, less investment losses after the maintenance of the capital value of the permanent endowed funds calculated by the movement in CPI for the respective period.

Under section 104(A) of the Charities Act 2011 on 1 January 2015, the trustees have the power to invest permanently endowed funds to maximise total return and therefore to apply an appropriate portion of the Unapplied Total Return to income. The Unapplied Total Return remains invested as part of the permanent endowment until that power is exercised.

Notes to the Financial Statements

Note 19 continued

Movement on endowed funds	Endowed for investment £'000	Unapplied Total Return £'000	Total endowed £'000
At start date: 1 January 2022			
Gift component of permanent endowment	63,342	-	**63,342**
Unapplied Total Return	-	-	**-**
Sub total	**63,342**	**-**	**63,342**
Movements			
Recoupment of trust for investment*	6,549	(6,549)	**-**
Dividend return	-	2,425	**2,425**
Transfer	-	-	**-**
Gains/(losses)	170	(2,675)	**(2,505)**
Investment management costs	-	(93)	**(93)**
Sub total	6,719	(6,892)	**(173)**
Unapplied total return retained	-	-	**-**
Unapplied total return transferred to income funds	-	-	**-**
Total	**70,061**	**(6,892)**	**63,169**

*This represents the sum elected to offset the impact of inflation.

Restricted funds
These are funds that the charity must spend on activities specified by the restrictions of the fund.

The **Ulster Ladies Trust Fund**: the income and capital may be applied for the relief of persons in need by reason of ill-health, disability, financial hardship or other disadvantage with a preference for those living or formerly living in Northern Ireland.

In 2022, Independent Age received £1,500k, (2021: £nil) from Pension Insurance Corporation to help fund cost-of-living grants and our Helpline. In addition, income of £130k (2021: £78k) for Reconnection Services was received. Other restricted funds represent donations and grants on which a restriction is placed by the donor. In 2022, this amounted to £308k (2021: £488k).

Designated funds
In accordance with the Charity Commission guidance, the trustees have designated funds to mitigate the charity's financial risks and to indicate which reserves are held in property and therefore not available as 'free' reserves. Individual purposes of these funds are described below.

The **Investment Property Fund** represents the amount of reserves relating to investment properties not held in restricted and endowed funds.

The **Tangible and Intangible Fixed Asset Fund** recognises the net book value of operational fixed assets, primarily the head office building at 18 Avonmore Road.

The **Endowment Funded Activity Protection Fund** will be used to cover a gap in funding of charitable activities arising from a potential negative return on the endowed investment. Trustees have designated for this purpose a value equivalent to 35% of the endowments other than those held as property and not including any balance on the Unapplied Total Return.

The **Future Impact Fund** represents the balance of unrestricted reserves that, together with growth of voluntary income, will be used to continue to expand the scale, scope and depth of charity services now and in the future. The timescale over which this is spent will be determined once the new strategy is finalised. Transfers are made annually between general funds and designated funds to maintain designated funds at the levels specified by trustees as set out above.

Note 19 continued

General funds
The **General Fund** represents free reserves used for the general work of Independent Age. Transfers between funds are made in order to maintain the value of the endowed funds such that they grow each year in line with CPI, maintain the value of the Endowment Funded Activity Protection Fund at 35% of the endowed investments, maintain the General Fund at an amount equivalent to one year's unrestricted expenditure and transfer any remaining balances, including on the Unapplied Total Return fund, to the Future Impact Fund.

Comparatives for 2021 of movement on funds are shown below:

	Balance at 1 January 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfers £'000	Gains (losses) £'000	Balance at 31 December 2021 £'000
Endowed funds						
F E Cobbold Trust Fund	1,486	-	-	80	-	**1,566**
Backsettown Endowed Charity	290	-	-	16	-	**306**
Wharton & Wittrick Fund	1,030	-	-	-	-	**1,030**
General Endowment Fund	57,342	-	-	3,098	-	**60,440**
Unapplied Total Return	-	2,547	(65)	(10,510)	8,028	**-**
Total endowed funds	**60,148**	**2,547**	**(65)**	**(7,316)**	**8,028**	**63,342**
Restricted funds						
F E Cobbold Trust Fund	10,376	95	(1,816)	-	1,130	**9,785**
Backsettown Endowed Charity	100	-	-	-	1,825	**1,925**
RUKBA Holiday Fund	964	9	(1,080)	-	107	**-**
Ulster Ladies Trust Fund	386	3	(162)	-	42	**269**
Grants fund	500	-	(500)	-	-	**-**
Reconnections	5	78	(172)	101	-	**12**
Other restricted funds	100	488	(348)	(101)		**139**
Total restricted funds	**12,431**	**673**	**(4,078)**	**-**	**3,104**	**12,130**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,140	-	-	-	180	**1,320**
Tangible and Intangible Fixed Assets Fund	1,961	-	(128)	74	-	**1,907**
Endowment Funded Activity Protection Fund	20,692	-	(23)	(12)	1,152	**21,809**
Future Impact Fund	60,202	4,109	(8,102)	6,994	3,971	**67,174**
Total designated funds	**83,995**	**4,109**	**(8,253)**	**7,056**	**5,303**	**92,210**
Other						
General fund	9,522	-	-	260	-	**9,782**
Total unrestricted funds	**93,517**	**4,109**	**(8,253)**	**7,316**	**5,303**	**101,992**
Sub total Independent Age	**166,096**	**7,329**	**(12,396)**	**-**	**16,435**	**177,464**
Counsel and Care for the Elderly						
General fund	73	17	(73)	-	-	**17**
Sub total Counsel and Care for the Elderly	**73**	**17**	**(73)**	**-**	**-**	**17**
Total Group	**166,169**	**7,346**	**(12,469)**	**-**	**16,435**	**177,481**

Notes to the Financial Statements

20. Analysis of net assets between funds

	Unrestricted funds £'000	Designated funds £'000	Restricted funds £'000	Endowed funds £'000	2022 Total funds £'000
Tangible and intangible fixed assets	-	1,811	-	-	**1,811**
Investment	15,132	75,813	6,238	61,969	**159,152**
Investment properties	-	1,470	-	1,200	**2,670**
Concessionary loans	60	-	-	-	**60**
Current assets	2,276	-	3,867	-	**6,143**
Current liabilities	(2,585)	-	-	-	**(2,585)**
Creditors: amounts falling due after more than one year	(3,442)	-	-	-	**(3,442)**
Total	**11,441**	**79,094**	**10,105**	**63,169**	**163,809**

Comparatives for 2021 analysis of net assets between funds are shown below:

	Unrestricted funds £'000	Designated funds £'000	Restricted funds £'000	Endowed funds £'000	2021 Total funds £'000
Tangible and intangible fixed assets	-	1,907	-	-	1,907
Investment	12,380	88,983	10,055	62,312	173,730
Investment properties	-	1,320	-	1,030	2,350
Concessionary loans	63	-	-	-	63
Current assets	3,793	-	2,080	-	5,873
Current liabilities	(1,842)	-	(5)	-	(1,847)
Creditors: amounts falling due after more than one year	(4,595)	-	-	-	(4,595)
Total	**9,799**	**92,210**	**12,130**	**63,342**	**177,481**

21. Trustees, related parties and connected charities

No trustee received any remuneration from Independent Age during the year ended 31 December 2022, (2021: none). Three trustees (2021: one) were reimbursed for travel expenses incurred in furtherance of the charity's activities totalling £1,848 (2021: £120).

Independent Age Enterprises Limited (IAE Ltd), the subsidiary company, handles the non-charitable activities. There were no transactions between IAE Ltd and the charity during the year (2021: £nil).

Counsel and Care for the Elderly merged with Independent Age in October 2011 but continues to operate as a separate charitable company for the collection of donations and legacies. Independent Age is the Managing Trustee and continues to provide the services previously offered by Counsel and Care. In the year ended 31 December 2022 the income for Counsel and Care was £6k (2021: £17k) and expenditure was £20k (2021: £73k); total net assets value was £3k (2021: £17k).

Baroness Julia Neuberger, DBE, trustee at the Rayne Foundation, is Chair of Independent Age. Independent Age received a £575 Gifts in Kind donation from the Rayne Foundation in 2022 (2021: £nil).

22. Reconciliation of net movements in funds to net cash flow from activities

	2022 Group £'000	2021 Group £'000	2022 Charity £'000	2021 Charity £'000
Net (expenditure)/income for the year	**(13,672)**	11,426	**(13,661)**	11,482
Dividends received	**(3,655)**	(3,684)	**(3,655)**	(3,684)
Interest receivable including bank interest	**(5)**	-	**(5)**	-
Rents received from investment properties	**(42)**	(54)	**(42)**	(54)
Loss on disposal of fixed assets	**-**	33	**-**	33
Depreciation and impairment of tangible fixed assets	**84**	114	**84**	114
Amortisation and impairment of intangible fixed assets	**17**	17	**17**	17
Revaluation of investment property	**(170)**	(2,005)	**(170)**	(2,005)
Revaluation of asset held for sale	**(1,300)**	-	**(1,300)**	-
Investment property addition	**(150)**	-	**(150)**	-
Losses/(gains) on investments	**9,549**	(14,544)	**9,549**	(14,544)
Movement in the provision for concessionary loans	**(5)**	(5)	**(5)**	(5)
Movement in the provision for regular payments	**(1,260)**	(775)	**(1,260)**	(775)
(Increase)/decrease in debtors	**(405)**	215	**(339)**	143
Increase/(decrease) in creditors	**835**	540	**839**	540
Independent Age Enterprises Ltd*	**9**	-	-	-
Net cash flow from operating activities	**(10,170)**	(8,722)	**(10,098)**	(8,738)

* Cash increase from consolidation of Independent Age Enterprises Ltd, which was not consolidated in the Group accounts in the prior year.

Notes to the Financial Statements

23. 2021 Consolidated Statement of Financial Activities

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2021 Total funds £'000
Income and endowments				
Donations and legacies	2,923	566	-	**3,489**
Other trading activities	109	-	-	**109**
Investment income	1,084	107	2,547	**3,738**
Other income	10	-	-	**10**
Total Income and endowments	**4,126**	**673**	**2,547**	**7,346**
Expenditure				
Raising funds				
Raising voluntary income	1,659	-	-	**1,659**
Investment and Property Management	206	13	65	**284**
Total cost of raising funds	**1,865**	**13**	**65**	**1,943**
Charitable activities				
National services	1,305	2,347	-	**3,652**
Community services	2,145	1,218	-	**3,363**
Policy and influencing	2,043	-	-	**2,043**
Grant-making	968	500	-	**1,468**
Total cost of charitable activities	**6,461**	**4,065**	**-**	**10,526**
Total expenditure	**8,326**	**4,078**	**65**	**12,469**
Operating (deficit)/surplus	**(4,200)**	**(3,405)**	**2,482**	**(5,123)**
Gain on investment assets	5,417	3,104	8,028	**16,549**
Net income/(expenditure)	**1,217**	**(301)**	**10,510**	**11,426**
Transfers between funds	7,316	-	(7,316)	**-**
Other recognised (losses)				
Actuarial loss on defined benefit pension scheme	(114)	-	-	**(114)**
Net movement in funds	**8,419**	**(301)**	**3,194**	**11,312**
Total funds brought forward at 1 January	93,590	12,431	60,148	**166,169**
Total funds carried forward at 31 December	**102,009**	**12,130**	**63,342**	**177,481**

24. Operating lease commitments

The Group had no outstanding commitments at the year end under operating leases (2021: £nil).

25. Charity-only Statement of Financial Activities for the year ended 31 December 2022

	Unrestricted funds £'000	Restricted funds £'000	Endowed funds £'000	Year to 31 December 2022 Total funds £'000	Year to 31 December 2021 Total funds £'000
Income and endowments					
Donations and legacies	1,980	1,938	-	**3,918**	3,545
Other trading activities	159	-	-	**159**	109
Investment income	1,169	108	2,425	**3,702**	3,738
Other income	20	-	-	**20**	10
Total income and endowments	**3,328**	**2,046**	**2,425**	**7,799**	**7,402**
Expenditure					
Raising funds					
Raising voluntary income	1,746	1	-	**1,747**	1,659
Investment and Property Management	296	15	93	**404**	284
Total cost of raising funds	**2,042**	**16**	**93**	**2,151**	**1,943**
Charitable activities					
National services	1,962	2,629	-	**4,591**	3,652
Community services	1,997	213	-	**2,210**	3,363
Policy and influencing	2,433	-	-	**2,433**	2,043
Grant-making	996	1,000	-	**1,996**	1,468
Total cost of charitable activities	**7,388**	**3,842**	**-**	**11,230**	**10,526**
Total expenditure	**9,430**	**3,858**	**93**	**13,381**	**12,469**
Operating (deficit)/surplus	**(6,102)**	**(1,812)**	**2,332**	**(5,582)**	**(5,067)**
(Losses)/gains on investment assets	(5,361)	(213)	(2,505)	**(8,079)**	16,549
Net (expenditure)/income	**(11,463)**	**(2,025)**	**(173)**	**(13,661)**	**11,482**
Transfers between funds	-	-	-	**-**	-
Other recognised (losses)/gains					
Actuarial loss on defined benefit pension scheme	-	-	-	**-**	(114)
Net movement in funds	**(11,463)**	**(2,025)**	**(173)**	**(13,661)**	**11,368**
Total funds brought forward at 1 January	101,992	12,130	63,342	**177,464**	166,096
Total funds carried forward at 31 December	**90,529**	**10,105**	**63,169**	**163,803**	**177,464**

The Charity's grant income of £16,000 from Counsel and Care for the Elderly has been eliminated from the Group Statement of Financial Activities on consolidation.

Counsel and Care's income of £6,000 is not included in the Charity-only Statement of Financial Activities. The Charity-only Donations and Legacies income is therefore £10,000 more than the Group Donations and Legacies income.

All the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Legal and administrative details

> “Things are troublesome now, because I have to pay everything and everything is going up.
>
> **Ismael, London**

Legal and administrative details

Charity information

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA).

It is registered in England and Wales with the Charity Commission under charity number 210729 and has been entered on the Scottish Charity Register under charity number SC047184 as of 17 February 2017.

Trustees

Richard Anderson (5)

Lucy Blythe (4, 5)

Karen Byrne (1*, 5)

Michael Craston (1, 2) – until 19 May 2022

Karl Demian (3)

Vivienne Dews (1, 2, 3, 4)

Guillermo Donadini (1, 2) – from 10 May 2022

Jannine Edgar (1) – from 21 January 2023

Joan Elliott (1, 2) – from 20 January 2023

Prof Caroline Glendinning (3) – from 5 May 2022

John Hannaford (1, 2) – Treasurer

Simon Inchley (3)

Baroness Julia Neuberger, DBE (4) – Chair

Amit Patel (2,3)

Letizia Perna (3) – from 20 January 2023

The Trustees' Committee memberships during the year

1. Finance and Resources Committee
2. Investment Subcommittee
3. Services and Policy Committee
4. Governance and Nominations Committee
5. Engagement Committee

*until July 2022

Royal Patron

Her Royal Highness Princess Alexandra, the Hon Lady Ogilvy, KG, GCVO

Patrons

The Moderator of the General Assembly of the Church of Scotland

The Free Churches Moderator

The Cardinal Archbishop of Westminster

Senior Leadership Team

Deborah Alsina, MBE, Chief Executive – until January 2022

Stuart Rogers, Director of Corporate Services, Acting Chief Executive – from January 2022

Simon Hewett-Avison, Director of Services – until December 2022

Kelly Rust, Interim Director of Services – from November 2022

John Palmer, Director of Policy and Communications

Karen Thompson, Interim Director of Finance and Governance – until January 2022

Clare Wadd, Director of Finance and Governance – from December 2021

Matthew Wilkley, Director of Income Generation

Professional advisers

Auditors
RSM UK Audit LLP
25 Farringdon Street
London EC4A 4AB

Principal bankers
NatWest Bank plc
156 Fleet Street
London EC4A 2DX

Insurance broker
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820 The Crescent
Colchester Business Park
Colchester
Essex CO4 9YQ

Solicitors
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London EC4R 1BE

Investment advisers
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95 Wigmore Street
London W1U 1DQ

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Calton Square
1 Greenside Row
Edinburgh EH1 3AN

BlackRock Investment Management (UK) Limited
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Drapers Gardens
London EC2N 2DL

Cazenove Capital
1 London Wall
London EC2Y 5AU

Lindsell Train Ltd
66 Buckingham Gate
London SW1E 6AU

Vanguard Asset Management Limited
25 Walbrook
London EC4N 8AF

Legal & General Investment Management Limited
One Coleman Street
London EC2R 5AA

M&G Securities Limited
Laurence Pountney Hill
London EC4R 0HH

JP Morgan Institutional Investments Inc
270 Park Avenue
New York NY 10017
US

State Street Fund Services (Ireland) Limited
78 Sir John Rogerson's Quay
Dublin 2 D02 HD32
Ireland

Charter Members as at report signing date

Charter Members are appointed when an application, which may have been invited by the trustees, has been approved by the trustees. Trustees are appointed Charter Members for the period of their trusteeship only.

At each annual general meeting, the Charter Members shall resolve on the appointment or reappointment of trustees who have been nominated by the trustees, and the appointment of the auditors.

2020 Mr R Anderson
2003 Mr U D Barnett
2020 Ms L Blythe
2019 Ms K Byrne
2009 Mr P Cann
2008 Ms S Collins
2012 Ms M Dangoor
2019 Mr K Demian
2016 Ms V Dews
2022 Mr G Donadini
2023 Ms J Edgar
2023 Ms J Elliott
2022 Prof C Glendinning
2016 Mr J Hannaford
2006 Mr T J Howe
1990 Dr T G Hudson
2005 Mrs F C Hughes
2008 Mr R Humphries
2017 Mr S Inchley
1986 Mrs I Macdonald
2010 Baroness Julia Neuberger, DBE
2019 Mr A Patel
2012 Mr G Patterson
2023 Ms L Perna
1985 Mr P G Pollock
2004 Mr H M Priestley
2013 Ms L Romeo
1985 Mr J G Tregoning

We couldn't deliver our plans without the help and support of our donors, fundraisers, staff and volunteers. You are all crucial.

Thank you for your support and for being part of our work in 2022. Your support in 2023 will mean we can continue to improve older people's lives.

Get involved!

We're helping to build a society where older people can live the lives they aspire to – and you can be involved.

Your time, expertise, insight, contacts or funding – even fitness – could help change the inequalities and discrimination in our society and help people to live well in later life.

No matter who you are, there's a vital part for you to play: volunteering your free time, fundraising, running or walking a race, forming a strategic partnership, campaigning, or making a small gift or long-term investment.

Working together helps us shape our strategy, services, policies and campaigns to secure a better future for older people – and for you.

Email us at **supporters@independentage.org** to get involved.

Independent Age

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Independent Age is the operating name of the Royal United Kingdom Beneficent Association.

Registered charity number 210729
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IA-CP-015-2022

THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION

England & Wales - Charity number 210729

Accounts

Independent Age

Annual Report and Accounts 2021

We can all live a happy, connected and purposeful later life.

Our mission at Independent Age is to make sure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

Through our national and local services and our Grants Fund, we work in partnership with individuals, charitable trusts and businesses large and small, offering older people opportunities to connect with their local communities, providing free impartial advice and, crucially for the future, demonstrating a strong campaigning voice.

2021 meant more challenges for older people and our charity, from the ups and downs of a seemingly open-ended pandemic to the rising cost of living. We carried on, delivering the advice and services older people really need and, where we could, connecting people face to face again – something we know is so crucial to wellbeing.

As our transformation programme continues, those challenges have confirmed how important building a strong, sustainable charity is to those who need us. We will continue to amplify the voice of older people and raise issues with government – and with everyone, of whatever age, who wants to live in a society that values its older population fully. And we will look to focus our future work to help older people stay financially independent.

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Welcome from Stuart Rogers and Julia Neuberger

2021 saw us pick up where we left off in 2020, managing in a global pandemic while continuing to transform our charity.

Throw in a worsening economic climate and you might have forgiven us for adopting an air of doom and gloom. We are delighted to say that we did not. With our three-year strategic plan in place, we got on and implemented it, seeing the charity go from strength to strength – and enjoy real reasons for optimism. Here's why.

The ongoing pandemic has tested us all, but we've refused to be defined by it. People seeking to live a happy, connected and purposeful later life need us more than ever. We know that of those 12.9 million people aged over 65 in the UK, many are relishing older age and managing well. But between two and four million are on the margins of poverty, experiencing multiple health issues, a care crisis or social isolation, or a combination of these. More worryingly, some 2.1 million people live below the poverty line, with a weekly household income of less than £166 for a single person or £285 for a couple. They are facing a poor older age.

Our Helpline is an important part of our response to these issues. In 2021 we answered 15,256 calls comprising 21,593 different enquiries from people looking for help and advice. Many of the questions were about welfare benefits and social care, and we were able to offer many callers copies of our publications to help answer their questions, too. We're keen to learn from people whether talking to us helped improve their situation – and, if not, what we can change or do better to make that difference – and what makes for a positive Helpline experience. We're also piloting live web chat to make the Helpline even more accessible.

Like us, other charities worked tirelessly with older people across the country in 2021. Many benefited from our continuing help through the Independent Age Grants Fund, which, this year, centred on helping our charity community re-establish their face-to-face services. Building this community of support and, with it, our profile and reputation, is a key part of driving change. Another is our monitoring of the ever-changing policy landscape, examining how proposed changes could affect older people. Challenge and uncertainty in this area remain, but our work to influence policy is securing significant improvements to the social systems older people rely on.

We are incredibly grateful for all the generous support we have received in 2021, from our individual donors, fundraisers, legators, corporate partners and foundations. Thank you all for being part of our important work.

Delivering that work are our wonderful colleagues and volunteers – and 2021 saw us recruit more great people to complement our already hardworking group. In fact, with 97% responding to our employee survey, we achieved a 78% overall satisfaction level, compared with 42% in 2019. Our senior leadership team and heads of department have been visible and engaging, setting the right culture by living our values and remaining resolutely positive. Our trustees have provided great oversight and direction, with a supportive hand whenever it was needed.

We are learning about and gradually developing our approach towards equity, diversity and inclusion. Within our strategic principles we aim to challenge ageism and other forms of discrimination proactively through all our work. We will celebrate and champion diversity within and beyond our charity and create a culture in which everyone knows they belong. We will develop our leaders so they can act as role models and champions – and we will develop our employees so they can embrace these principles and apply them in their work. We are determined to deliver equal opportunities for our employees, volunteers and the people who use our services, whether they have protected characteristics or not.

Developing our values and behaviours was another priority for us in 2021. Our charity's values are to be purpose driven, compassionate, expert, collaborative, accountable and inclusive. We continue to model our desired behaviours in our everyday work to bring those values to life.

We are a charity that is changing. We are leaner these days. We are focused on building firm foundations by continually reviewing our policies and procedures, by developing our safeguarding, assurance and compliance frameworks, and by improving the quality, security and use of our data. And we have a vision of a better society that values its older citizens and wants them to live secure, contented, connected, comfortable lives.

Looking to the future, we will make sure we can continue to deliver high-quality services for the people who need them and make positive policy change happen, while remaining financially sustainable. We are so grateful to everyone who has been part of our work in 2021 – thank you. With your help, encouragement, support and generous funding we know we can fully deliver our strategy in 2022.

Stuart Rogers
Acting Chief Executive

Baroness Neuberger, DBE
Chair

> People seeking to live a happy, connected and purposeful later life need us more than ever.

In 2021 **884,023** people accessed our services.

We distributed **168,087** information resources. We sent **129,692** printed guides and factsheets while **38,395** digital guides and factsheets were downloaded. Our web pages were viewed **690,000** times.

More than **18,000** campaign actions were taken across 2021.

We answered **21,593** Helpline enquiries.

40%
of callers had an enquiry that led to the team sending out our publications to help them with their issue.

23%
of callers had enquiries about welfare benefits.

20%
of callers had general enquiries.

17%
of callers had enquiries about social care.

For comparison: In 2020 1,149,768 people accessed our services. We helped individuals 1.27 million times. More than 211,782 information resources were distributed. We answered 28,470 Helpline enquiries. We facilitated 209,402 friendship contacts for 1,560 older people. Some 4.3 million was raised to help deliver the support we provide. We provided £2.3 million in 203 grants to charities working with older people, and £1.1 million in grants directly to 1,157 older people.

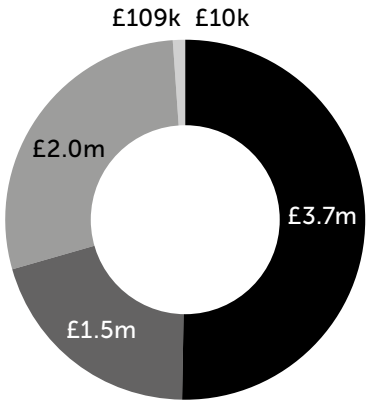
Through the Independent Age Grants Fund, we provided **£0.9 million** to **75** organisations that, together, had been in touch with more than **115,000** older people in 2021.

We provided **£724,000** in grants directly to **946** older people.

Some **£3.6 million** was raised to help deliver the support we provide.

Our overall income

In 2021 we generated a fantastic £7.3 million to help support older people in greatest need, their families and carers. This included individual donations, income from trusts and corporate supporters, investment income and a number of very generous gifts from supporters who remembered us in their wills.

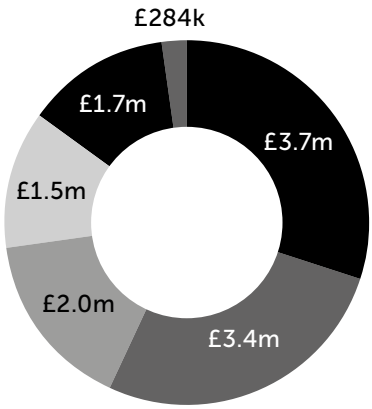


Income by type

- Investments
  50% / £3.7m
- Legacies
  20% / £1.5m
- Donations
  28% / £2.0m
- Other trading activites
  1% / £109k
- Other income
  <1% / £10k

Our overall spending

In 2021 we spent £12.5 million to transform the lives of older people in the UK. This included £10.5 million in charitable expenditure, and an investment of £1.7 million in activities to generate long-term voluntary income as we seek to sustainably grow our vital work.



Expenditure by activity

- National services
  30% / £3.7m
- Community services
  27% / £3.4m
- Policy and influencing
  16% / £2.0m
- Grant making
  12% / £1.5m
- Raising voluntary income
  13% / £1.7m
- Investment and property management
  2% / £284k

Highlights from 2021

After another uncertain year, we reflect on some of our biggest achievements from 2021 – helping empower older people to engage with their local communities, amplifying their voices nationally and continuing to reduce inequalities in older age.

Right A coffee morning group, who had to switch to online calls during COVID-19, at their first in-person catch-up in summer 2021.

Below Owen tending to the communal hens housed in the centre of his sheltered housing community.

Community services

This year we developed our approach to working with communities, launching community projects in Essex, Nottingham, and Tyne & Wear and Teesside. Focused on supporting older people to reconnect with their communities, build friendships and share their skills, these projects have supported 117 older people since their launch.

Our work is always evolving in response to the priorities of older people. We continued to provide our befriending services this year – supporting 1,033 older people with volunteer visitors – and will start to transition this service to a blended model of online, telephone and face-to-face support to help older people develop their own relationships within their local communities.

Reconnections

Reconnections is a pilot service that reconnects older people with their local communities. Our London pilot concluded in December, having received more than 450 referrals from people who wanted to find the fun in life again.

Meanwhile, our Guildford and Waverley team continued to work with volunteers and local community partners to find more opportunities to connect residents with the things that matter to them.

National services

We took more than 15,000 Helpline calls this year, over 21,000 different enquiries and supported more than 2,000 older people with specialist advice – and identified £1,796,626 in unclaimed benefits.

166 people enjoyed our coffee morning telephone groups and 520 received regular calls from volunteers.

Grants Fund

We continued to support organisations in our charity community through the challenges of the pandemic, especially re-establishing their vital face-to-face services for older people. We received 405 applications for funding, and awarded £932,000 to 75 smaller charities, along with £150,000 to the National Academy for Social Prescribing.

Policy and influencing campaigns

We led a multi-charity campaign to support people at more risk of COVID-19, including everyone aged 70 and over, by reducing the impact of supermarket delivery charges and minimum spends. This saw a major supermarket agree to refund delivery charges for those eligible for priority slots.

We also launched our Time to grieve campaign, including an open letter calling on the government to make bereavement support more available. Almost 8,500 people signed the letter, which our campaigners delivered in person to the minister at the Department of Health and Social Care.

Our engagement

Working with our local services teams and Grant Fund recipients, we created a library of new photography, showcasing older people and our volunteers.

Our case studies, which we're now developing through a more robust and transparent process, also helped to bring older people's stories to life in our publications.

We completed a new media and public relations strategy and generated more than 2,000 media mentions in 2021 – with a media value of around £4.7 million.*

And, we improved our website to help our users find the information they need.

Fundraising

We raised £3.6 million in 2021 to help deliver our advice and services.

We tested new public fundraising channels, restarted some small events and appointed a new partner agency to help increase future returns.

We ended the year with 8,781 very supportive active donors. Our legacy promotion was similarly successful, with 62 enquiries and 13 new pledges. We were also very grateful to receive 28 generous gifts in people's wills, worth £1.5 million.

We were especially appreciative of the support of 10 corporate partners, who donated £331,000 in total in 2021. We welcomed new funders such as Vodafone and Barclays and enjoyed the continued support of dedicated partners including 3i Group, Pension Insurance Corporation and Ikano Insight.

We were also delighted to receive £313,000 in continued support from more than 100 charitable trusts and foundations, including the John Laing Charitable Trust and Garfield Weston Foundation.

Left Maria running for Independent Age in the 2021 Royal Parks Half Marathon.

Centre Campaigners at the Houses of Parliament to hand in our open letter for the Time to grieve campaign.

Above More than 50 people took part in a special festive telephone group featuring live music and a singalong.

*Calculated by multiplying media rates by the page percentage on editorial placement covers.

Strategic report

> I'm very pleased to have Lauren. I think, for me, it feels like it's taken a bit of a burden from the family.
>
> **Anne**

Our vision, mission and values

2021 saw us begin our new three-year strategy to maximise the value of our work for older people.

Our strategy sees us focusing our efforts and resources on the critical areas of **health and care**, **loneliness** and **poverty** – right where we know we can have the greatest impact and reach.

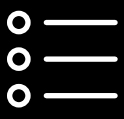
Our six strategic goals are guiding the work we do – providing information and connections, supporting likeminded organisations and influencing positive policy change – and who we are – recognised and trusted, financially sustainable and a great place to work.

Vision

We can all live a happy, connected and purposeful later life.

Mission

To ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.



Values

Purpose-driven – Compassionate – Expert – Collaborative – Accountable – Inclusive

Our purpose and focus

Over the next three years, we will challenge ageism and discrimination and tackle the inequalities that exist in older age. We will focus our resources on the critical areas of Health and Care, Loneliness and Poverty and concentrate our efforts where we will have the greatest impact and reach.

Growing our connections from service delivery to policy change

Growing our connections enables older people to live well with dignity, choice and purpose

1 Local community (re)connecting services

Our community-based connection services are focusing on the individual. Together, we're building a plan that includes connecting people to form friendships or provide support, reconnecting people with their local community or activities they enjoy, or connecting people with services they need.

2 Grants and capacity building

Grant-making is providing an invaluable tool to build partnerships at local and national levels, helping to deepen our impact for older people, raise our profile and generate resources.

3 Communities of support

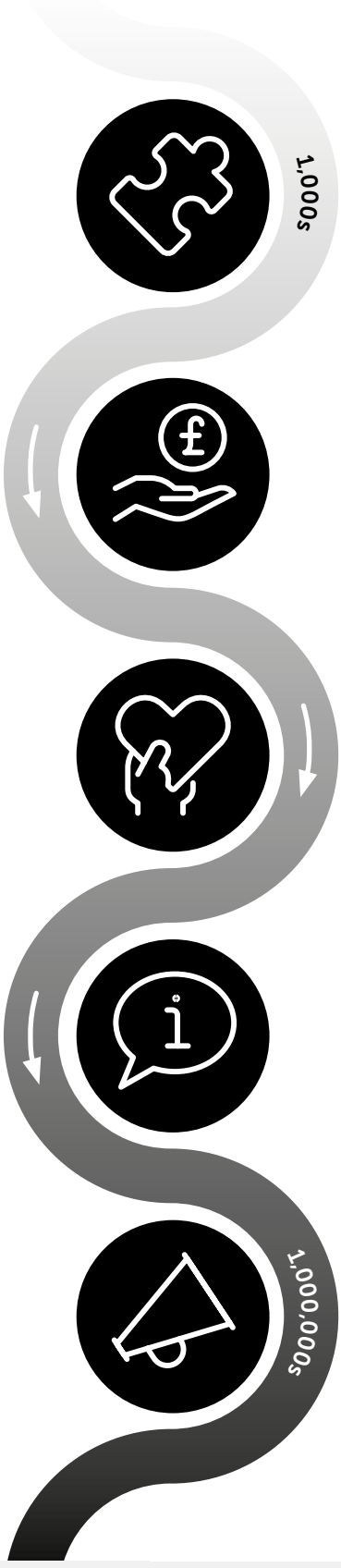
We are building a community of support to help us deliver our goals: service volunteers supporting older people, fundraisers and donors building a sustainable financial base, and campaigner activists advocating local and national policy change.

4 Information and advice

We are providing information and advice focusing on the issues that matter most as we grow older. Our information guides, Helpline and advice service equip older people to understand their rights and options, to make informed decisions and to be in control of their lives. We're here for support, wherever you are in the UK.

5 Policy and influencing

Our authoritiative policy analysis, built on a meaningful programme experience, is enabling policy, practice and behaviour change that's positively impacting the lives of millions of people in later life.



Goal 1: Services

To provide information and advice focusing on the issues that matter most as we grow older, and to deepen our impact within communities, connecting people, places and services to reduce isolation and loneliness.

Our services team rose to more challenges in 2021, maintaining support to those who really needed it, despite regularly adapting to changing COVID-19 advice and guidance.

> I was on my computer one day and came across Independent Age and I have not looked back since.
>
> **Mike**

What we achieved

To help people make sense of those pandemic changes and be confident about what was being asked of them, we developed an COVID-19 hub, drawing together important information in a simple way. It saw 1,020 users.

We also developed an online technology hub, which helped 3,023 people get online, feel safe navigating different types of technology and get extra 'tech' support.

Our telephone groups continued to grow, with more than 150 people regularly joining to chat and connect with each other on topics like cooking, music and favourite holiday destinations.

We launched three new community-based connection services in Essex, Nottingham, and Tyne & Wear and Teesside. Alongside local volunteers, our community teams connect people with others, reconnect people with things they enjoy doing, and help connect organisations and businesses to improve outcomes for older people.

Scotland
With the support of our Wellbeing team, our volunteers continued to offer friendship to older people. This was done either face to face or on the telephone, in line with the Scottish government's COVID-19 guidance.

Recognising the opportunity to extend our reach further, we appointed a head of Scotland to develop and oversee the delivery of our services and to progress our policy and influencing work based on the needs of people living in Scotland. We also started to offer money advice to people living in Scotland and our grants programme supported Scottish charities from our COVID-19 Grants Fund.

Meanwhile, our Reconnections pilot in Guildford and Waverley continued for its second year, and we concluded our two-year pilot in Barking, Dagenham and Havering. The huge amount we've learnt from these pilots continues to inform our work across other community teams and services overall.

We continued to build relationships and partnerships at local and national levels in 2021, working alongside likeminded organisations – such as The English Football League Trust, The National Academy for Social Prescribing, Healthinote and OnHand – to strengthen collaboration and increase our joint impact.

Future plans

In 2022 we want our services to have a more meaningful outcome for the older people who will most benefit from them – which means we need to better understand the difference our services are making.

To do this, we aim to:

- improve the methods we use to measure the outcomes of our services
- understand older people's satisfaction with our services
- better map our reach.

This will initially mean supporting fewer people directly. At the same time, though, we will widen and diversify our reach though grant-making and by building partnerships with specialised local and national organisations.

Our community-based teams will continue to embed our new approach in Essex, Nottingham, and Tyne & Wear and Teesside for example, deepening our collaboration with communities and organisations locally.

In Wales, meanwhile, we're investing in a team to improve our profile and create these connections too.

Scotland
We will extend our information and advice offer and look for community-based partnerships.

Betty's story

After two broken hips and the isolation of lockdown, I wanted to find some new friends and get active again. My GP referred me to the Reconnections service.

I always enjoyed swimming but thought I'd never do it again – I could hardly walk with my hips. So, Paul from Reconnections visited me and we made a plan.

He introduced me to Reconnections volunteer Erica. Together, we went to the pool at Surrey Sports Park, which offers assisted swimming. A staff member met us with a wheelchair and showed us how to use the hoist into the pool.

Next thing, I was back in the water, swimming up and down the lanes. Erica said I was beaming! Out of the pool, things got even better. I walked back out to the car – no wheelchair required.

Erica is a good friend now. I'm back on my feet – and back in the pool.

Reconnections
by Independent Age

Goal 2: Grants and partnerships

To develop a programme of support for organisations to strengthen the sector and develop an ecosystem of organisations working more cohesively together, to ensure that everyone has the opportunity to age well.

In 2021 we continued to help our charity community through the Independent Age Grants Fund, particularly helping to re-establish their face-to-face services. We also developed some valuable relationships, including through the Older People Funders' Collaborative, that will inform our future grant-making work.

> It would be difficult to overstate the impact your grant has had at this difficult time.
>
> **Cruse Bereavement Care Scotland**

What we achieved

Through our grants, we distributed £932,000 to 75 organisations in two rounds. In their funding applications, these organisations told us that they had supported more than 115,000 older people through the challenges of COVID-19 in the previous year. The organisations we funded in 2021 included those supporting carers, people living with disabilities and refugees and, as in 2020, we provided funding to organisations right across the UK.

We convened a number of regional networking opportunities for the recipients of our grants and other applicants, which taught us much about the development needs of these organisations. It also gave us insight into how other organisations have evolved their services and support for older people during different stages of the pandemic.

Building on this work, we published Lessons from befriending in the time of COVID-19, in partnership with the Mercers' Company, a livery company focused on being a philanthropic force for good. This report highlighted the invaluable preventative role befriending services play, and the value and challenges of developing more blended – that is, online, phone and face-to-face – models of support.

We have also built a great relationship with The National Academy for Social Prescribing and are funding a National Older Persons Lead for a minimum of two years, with expenditure of £150,000 in 2021.

Future plans

In 2022 we will begin our new local grant-making work. This will see us adopt a conversation-based approach to partnering with organisations and convening groups of organisations. This, alongside our community-based teams, will support activities and services in Essex, Nottingham, and Tyne & Wear and Teesside.

We will also look at opportunities to support broader, thematic investment – in collaboration with others where possible – to develop best practice and collect data to support our ongoing policy work and wider efforts to influence change.

For example, this could mean bringing a range of funders together to tackle a particular problem like poverty or loneliness. And we'll work with communities where older people are facing significant inequalities so our support reaches those who need it most.

Through our strategic partnership with the National Academy for Social Prescribing in particular, we will deepen our understanding of local, regional and national support ecosystems. That means looking for opportunities to build the capacity of organisations that are working with older people to complement our grant-making work.

WomenZone's story

WomenZone is a Bradford-based charity that empowers women experiencing deprivation – including isolated older women and their families – to live happier, healthier lives.

During the pandemic, emergency response funds meant we could deliver group, digital one-to-one, self-help and interactive projects. We offered hot meals, culturally appropriate food parcels, and clothing, hygiene and activity packs to vulnerable older women.

Returning to face-to-face services, though, has been challenging. Community contacts need to be rebuilt. We still have some women who prefer to access our help online, particularly through our Chai and Chat sessions. And many older people living alone are still vulnerable and have limited access to information, advice and support in their first language, so our bilingual volunteers have been crucial to delivering these online sessions.

But Independent Age's flexible funding approach has been invaluable. It's helped us develop new activities, like music therapy, video storytelling, theatre performances and an intergenerational project. Now, we are beginning to build confidence and re-engage many more vulnerable older women in our community.

Goal 3: Policy and influencing

To be a catalyst for positive policy change, producing credible research and policy analysis, and use that insight to challenge the underlying causes of discrimination and inequality through effective policy and influencing activity.

We continued to monitor the ever-changing policy landscape in 2021, examining how proposed changes could affect older people. Our policy reports, briefings, consultation responses, joint letters, campaign actions, conversations with high-profile stakeholders and events highlighted the challenges people in later life face – but, most importantly, secured improvements to the social systems they rely on.

What we achieved

In 2021 we secured clarity around, and improvements to, COVID-19 guidance, making sure that government and NHS policies didn't disadvantage older people. This work resulted in more housebound older people receiving vaccinations at home.

We produced a report as co-chair of the Tackling Loneliness Network and shared evidence about what could be done to better support lonely older people. This contributed to the government allocating £2 million to fund organisations tackling loneliness.

We established the independent UK Commission on Bereavement and published our Grief encounters report, which shared people's challenges accessing support after the death of someone close to them. Alongside this we launched our Time to grieve campaign, which included delivering an open letter signed by nearly 8,500 people to the government calling for it to ensure that everyone, including older people, has access to emotional support if they need it following the death of a family member or friend.

> I think it's absolutely crucial that older people's voices are heard, particularly as many of us were brought up not to make a fuss, when actually we've got to.
>
> **Michaele**

We released new research and evidence about people's experience of waiting for surgery and the pandemic's impact on the mental health of people in later life. Our reports received extensive media coverage and we've been busy meeting decision-makers to progress our recommendations to get people the right support.

Our Credit where it's due campaign, to increase uptake of Pension Credit, also gained significant media coverage – and the support of more than 70 politicians. In 2021 this work contributed to the government improving how Pension Credit is signposted and funding an awareness day.

We launched our Lived Experience Advisory Panel (LEAP) made up of volunteers aged 65 and over. We have already received great insight from the LEAP around language to use when talking about bereavement and terminology they prefer when talking about campaigns.

Future plans

To inform and shape our policy analysis and recommendations – and make sure the voices and stories of diverse groups of older people are heard – we will continue to gather insight from our colleagues delivering services, older individuals, our campaigners and our LEAP.

We will commission new cutting-edge academic research, delving into the problems different groups of older people face. We will promote this work through our own, and public, communication channels to grow our reach.

To effect change at the highest levels, we will build our effective influencing strategies to progress our policy recommendations across the themes of health, care, bereavement and poverty.

We will build and grow our valuable relationships with stakeholders across our sector, devolved parliaments in the UK nations, think tanks and other organisations.

We will also continue to grow and diversify our network of campaigners, who support our key issues – to make sure we are representing people from all walks of life.

And we will launch a new pilot campaign capacity-building project, working with older individuals, groups and forums to help us find out what support they need to campaign on their own issues and we will create resources alongside them to support their goals.

Mike's story

I was married to my wife Inez for 55 years, before she died from an inoperable brain tumour. Her death came as a terrible shock. It was one of the hardest moments of my life. I felt completely alone.

I reached out to a bereavement charity, but they couldn't offer me anything. Then, I was online one day and came across Independent Age – and haven't looked back since.

They sorted me out with a regular visitor every week and a telephone friend to talk to every Tuesday evening. I felt terribly lonely after Inez died, but Elaine and Joanne have given me a new lease of life. We talk about all sorts of things, and they've encouraged me to start going to lunch groups again, which stopped during lockdown.

Independent Age's services are very well put together. I was left on my own but now I'm around people again.

Goal 4: Engagement

To develop a strong reputation and significantly raise our profile to help us drive change and build our community of support.

A strong profile and reputation is key to building our community of support and driving change. Our ongoing work producing authentic images and inspiring content – especially diverse and inclusive stories showing the real experiences of older people – is helping to bring this goal to life.

What we achieved

In 2021 we welcomed many new members to our dedicated team, investing time to improve our work processes and support people to continue to work remotely.

With our refreshed team, we've been more responsive and worked more collaboratively across the organisation this year, which has helped us design and deliver fully integrated, quality campaigns, from brief to publication. These campaigns have included calling on supermarkets to suspend delivery charges for those more vulnerable to COVID-19 and launching the Patiently waiting and Grief encounters reports.

We built a more robust and visible case study process to deliver compelling stories in response to internal and external requests and updated our digital asset library, ResourceSpace, to give better search results.

On our website we started to prioritise basic 'site hygiene' updates, including fixing broken links and moving our key pages into a new flexible layout to improve our users' experience.

> The people at Independent Age are very caring and concerned and want to do things for you.
>
> **Bob**

We've used insights and data to make the most of our day-to-day marketing and communications activities to improve our audience engagement. We've delivered a media and PR strategy and improved our media engagement, with more than 2,000 media mentions through national and regional print and broadcast channels, delivering exclusives, media surveys and partnerships.

We've brought more expertise in-house to control our brand, drive our creativity and responsiveness, produce audience insights and build those important cross-organisational relationships. But we've also looked outwards and worked closely with local community services and grant-fund recipients to commission new, authentic photography and case studies, showing real life and empowering older people to have their voices heard.

Future plans

A key piece of work for 2022 will be developing our brand proposition focusing on poverty, which will differentiate us by highlighting one of our most important areas of work and influence.

We will transition to a new database, through which we can better understand and engage our audiences and be more targeted with our marketing communications work.

Our media team will continue to build on the successful relationships it formed with journalists in 2021, and work to support our services in regional areas. We will also explore using celebrity ambassadors to increase the awareness of our brand.

We will implement our new social media strategy to improve engagement across our digital communications channels, working to engage existing followers as much as to bring new supporters to us.

Our in-house design studio will continue to create engaging and informative content, commission more diverse photography and video content, and continue to build our digital brand templates.

We will also reorganise our website, to make it easier for people to find and use our information and advice. It will help us promote income generation and campaigning objectives and make sure our content is what people want and need from us.

Yvonne's story

I'm 76 – a retired receptionist. I started getting Pension Credit five years ago. Before that I was on a very low income, scrimping and scraping. I thought it would be this way for the rest of my life. It felt like a bleak future.

But Pension Credit makes a huge difference. I can afford to have the heating on in winter and go out for a cup of coffee, which means I can socialise with friends again. I feel less isolated and alone now.

I've even been doing radio and broadcast interviews for Independent Age, giving an older person's perspective on things. One day my energy provider was listening and recognised me. They're now giving me extra support with my bills.

They call me a celebrity but, really, I'm worried about how far people's money will go as costs rise. It's so important that older people's voices are heard.

Goal 5: Financial sustainability

To build a financially sustainable organisation that can deliver on our vision and mission for older people, both now and in the future.

In 2021, once again, we made an operating deficit. Our aim is to grow and diversify our non-investment income such that we are able to meet the costs of our operations each year without relying on investment gains.

> The relationship we have with Independent Age is mutually beneficial, a true partnership, and I feel really proud to be a part of it.
>
> **Ash Gould, Charity Committee Chair, Pension Insurance Corporation**

What we achieved

Despite again having to adapt our planned fundraising activity around the pandemic, we saw income from donations and legacies of £3.6 million. Total net voluntary income of £1.9 million exceeded our budget for the year. We achieved this through a balanced fundraising programme, intended to provide sustainable future income.

But the pandemic's ongoing effects did mean that we couldn't complete all our plans this year, so we also saw an overall underspend on our operational budgets.

We appointed a new partner agency to review our public fundraising and make sure our programme is ready for a post-pandemic environment, including the relaunch of our Events and Community Fundraising programme. We also reviewed all our charitable activity, mapping it against fundraising activity and updating cases for support across the charity.

We completed the first stage of our project to explore opportunities for other forms of income, shortlisting three potential commercial options. A pilot is planned for 2022 with the aim of making a significant difference to our income over the next five or more years.

The support of our corporate partners, including new funding from Barclays and Vodafone, was also vital to us in 2021. Our partners kindly promoted our work, made substantial donations, sponsored our information materials and undertook employee fundraising activities. We also benefited from the generous support of trusts and foundations across the UK.

Future plans

In 2022 we will put more foundations in place to build our income sustainably over the next 10 or more years, making sure we have a diverse funding base and dedicated supporters.

Our Finance and Fundraising teams will work together to finalise our business case to funders, articulating our need for support and the impact we have in our work. We also aim to better understand our audiences – both individual donors and funding organisations – and pilot other income-generation activity to maximise our long-term funding.

This work will reduce our reliance on investment returns over time. It should also lead to greater financial support from the public, trusts, foundations and corporate partners.

Our organisational strategy is underpinned by a long-term financial model in which fundraising income grows over the next 10 years. This will ensure our charity's sustainability, as we spend down the investments that currently generate a high proportion of our income. We will keep this model updated in 2022 and beyond, as we continue to develop our strategy and fundraising plans following the setbacks of the pandemic.

Fran's story

I decided to run the London Marathon in 2021 in memory of my lovely mum, who died during the first lockdown. She was in a care home and none of her eight children was allowed to be with her when she died.

She was an amazing, inspirational woman. Seeing how difficult the end of her life was, given our awful care system and social attitudes to ageing, made me want to raise money for a charity that campaigns about that and makes a difference.

Of course, the marathon was amazing, exhilarating and sometimes horrible – all at the same time! The support from the crowds was incredible, especially seeing and hearing the Independent Age crew making a massive racket at Cutty Sark.

I raised more than £3,500 for Independent Age – and I know the money will be spent well, supporting individuals and campaigning for a better future for us all.

Goal 6: People and infrastructure

To be efficient, well run and a great place to work.

During the year we defined our strategy for equity, diversity and inclusion (EDI), produced internal policies and procedures, and made sure that all those choosing to volunteer with Independent Age are equipped with the tools, training and guidance they need to carry out their roles confidently and safely.

> When I tell people I volunteer they think it's great. Volunteering is a wonderful thing for young people to do.
>
> **Prakiti, Volunteer**

What we achieved

We work in partnership with our volunteers, recognising their contributions and supporting them in all aspects of their involvement. Volunteering is a two-way commitment and this year we've continued to make sure the experience of volunteering is an enriching one.

We conducted a full employee training-needs analysis across the charity in 2021 to identify the support needed to deliver our plans and to develop individuals.

We introduced our Buying Hub, a new procurement system, to formalise procurement processes, ensure careful control of expenditure and drive value for money.

We redeveloped our office to create more collaborative working spaces. When office working was possible, we encouraged employees into the office to collaborate with colleagues within and across teams. We focused on wellbeing, which included setting up a group of mental health first-aiders.

We've been working to upskill our employees in digital – we want to get it right and build their confidence. We'd like our telephone services to include digital services within the next year.

We produced an EDI strategy for all our work and all our people, including those who use our services, our employees, volunteers, partners, supporters and suppliers. This strategy is based on our emerging EDI principles and champions the differences and nuances that make each one of us unique.

Future plans

We will continue to train our employees in our new procurement process and Buying Hub, and will introduce a purchase-to-pay system to make purchasing and invoicing more efficient. We will also review our costs in detail again.

Over the next five years volunteering will become a more integral part of who we are and what we do. Volunteers will be involved in our national work and our office-based activity and will be the driving force behind our community hubs. We will create a sound structure to manage volunteering.

Having completed our analysis and data-cleansing work, we will embed a customer relationship management system across the whole charity by the end of 2022. This will replace all our legacy systems and provide a single source of information for more joined-up working. We're also running a data quality analysis exercise to improve our reporting.

Our learning and development will focus on strategic themes and make sure that employees and volunteers receive the training and coaching that best helps us deliver our agreed strategy.

Indu's story

My mum is 88 and lives thousands of miles away in India. I speak with her regularly, but I haven't seen her in person for a long time. That's why I think being a volunteer for Independent Age brings me so much comfort.

I've been visiting Valerie once a week for about three years. We talk about anything and everything. She has confided in me about being depressed and about losing her daughter. I'm there to listen whenever she needs it. I help her with things like medical appointments, too.

I feel if I can help look after Valerie, maybe someone will be there to do the same for my mum in India.

Volunteering is so rewarding, but you have to really want to get involved. You have to be very empathetic, but you get a lot in return. Always remember that who you're supporting could be your elderly parent.

Hear from our colleagues

Some of our employees reflect on what they've heard from older people and what they're proud of being involved with in 2021.

Liam Bowery, Digital and Phone Services Officer

It's a privilege to hear about the difference our volunteers make on a daily basis, but also the effect their relationships with older people have on them, too. It's great to know that people who were first introduced as a service user and a volunteer go on to consider each other as genuine friends, particularly in what has been a difficult time for everyone. This year we're encouraging many of those matches to take their friendships beyond Independent Age, so that we can support more people who need a little help staying independent.

Julie Bennett, Services Manager

I am so proud of our Community Services family and what they achieved in 2021, setting up the service. We imagined a person-centred approach, working alongside older people to help them stay independent. We never made assumptions and always tried to collaborate, despite the challenges the pandemic brought. Every week our team meets to review each case. We hear about the progress people have made – from going to the hairdressers and joining local clubs to meeting the volunteers who have help changed someone's life. It's often the small, gentle gestures that bring joy back to people. Just seeing them smile can make the biggest difference.

Kevin Tsang, Adviser

In 2021 I was most proud of supporting older people who were struggling financially. So many older people miss out on the benefits they're eligible for. Being able to do a detailed welfare benefits check for people meant that, sometimes for the first time, older people would get help with rising costs. Often older people were concerned about the need to pay for a television licence – identifying a welfare benefit that would help pay for that was great.

Amaani Khan, Campaigns and Public Affairs Assistant

I joined Independent Age in February 2021 and was amazed by the work of the Policy and Influencing team. In May we launched our Time to grieve campaign, which I feel particularly proud of, because I watched it unfold. The campaign centred around ensuring that emotional support was available after a bereavement. We wrote an open letter, calling on the government to fix bereavement support, which received 8,467 signatures, thanks to our wonderful campaigners. In November we went to parliament with four supporters and personally handed it to the minister, Gillian Keegan. I'm proud of the work we put into the campaign and its journey.

Mark Hayward, Head of Grants and Programme Development

In 2021, as we developed new services, we also developed the outcome framework underpinning those services. Balancing reach, outcomes and satisfaction, we hope that the data captured will help us quantify the difference we're making to individual older people and complement the storytelling that is such an important part of our work. Through our grant-making work, we know many organisations have found it challenging to capture relevant data to support their fundraising efforts and to lobby for change more widely. We are no different. But, with this new outcome framework in place, we are better positioned to demonstrate the impact we make as an organisation.

Josh Hack, Media and PR Officer

We're still a new media team at Independent Age, but I'm proud of the progress we've made. A notable success was the extensive coverage we received for our reaction to the Queen's Speech. This is always a busy day, when charities and politicians are vying to be heard, but we managed to get our message across that more needs to be done to improve social care. We're not just here to help older people: we also need to hear their thoughts on how society can be better for those in later life. Their lived experience is a valuable asset for Independent Age.

Tracy Bushnall, Volunteer Coordinator

Last June I became Teesside's Volunteer Coordinator. I'm proud of the volunteers who support our older people and the way they welcomed me to Independent Age during the change and uncertainty of the pandemic. One of my first duties was to talk with the existing volunteers about the service changing from a befriending model to an asset-based model – one that draws on the resources, capabilities and networks in the community. My hope is that our service and volunteers continue to grow and flourish and we become a real community asset in our own right.

Rahma Ali, Digital and Telephone Groups Coordinator

My proudest moment has to be our annual 'Telephone Christmas Party'. It started during the pandemic but was more popular this year. We hosted our biggest ever event, with older people from as far north as the Scottish Highlands right down to the south of Devon, joining in via their landline. The music was provided by the wonderful Music in Hospitals & Care who even learnt some of the requests of The Beatles, Jonny Cash, Etta James and Rag 'n' Bone Man. I look forward to hosting many more telephone events for older people who are unable to get online or out and about in their local communities.

Our Grants Fund at work

Some of our members told us that for several months, the only social contact they had with people outside their household was through the services provided by Hodan Somali Community and funded through this grant.

Hodan Somali Community, London

The grant helped us to put the necessary measures in place to ensure client and staff safety following a period when our income had been significantly reduced due to our services being shut down during lockdown.

Later Life Choices Glenrothes, Scotland

In those very hard times for the most fragile communities, we feel it is crucial funding is directed to help them and ensure none of those communities feel excluded.

Community Centre for Refugees from Vietnam, Laos and Cambodia, Hackney, London

Independent Age's generous support made it possible for Carers Network to respond so effectively to the unexpected circumstances of COVID-19 and the lockdown. Your grant made the new carers counselling project possible and for this we extend a sincere thank-you.

Carers Network, London

In the hope that we are able to source further funding for the service, we have recruited six new volunteers, which will allow us to promote the service more widely, increase call frequency and reach more older people in the LGBT+ community.

LGBT Telefriends, Scotland

Governance structure and management

Under the guidance of our Chair, Baroness Julia Neuberger, DBE and our trustees, we continue to review and improve our governance in line with the Charity Governance Code, updated in 2020.

Our charitable purpose

Our charitable purpose is set out in the Royal Charter 1911 (otherwise known as our charitable objects). It is to assist and provide relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage. The charity may also assist and provide relief to others in need by reason of ill health, disability, or social or financial hardship.

Legal structure

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA) – registered as a charity by the Charity Commission for England and Wales (210729).

The charity was established in 1863 and is incorporated by Royal Charter, setting out our objects, powers and byelaws. The latest Supplementary Royal Charter came into force in August 2014. In February 2017 the charity was registered with the Office of the Scottish Charity Regulator (SC047184).

The financial regulations and procedures adopted by the charity must comply with the relevant stipulations of the Royal Charter. These cover matters such as:

- limitation on private benefits for trustees, such as paid employment with the charity
- terms of office
- arrangements for the appointment of external auditors.

Independent Age is the sole legal member of Counsel and Care for the Elderly, a charitable company limited by guarantee registered in England and Wales (charity number 203429, company number 00645708). The results of Counsel and Care for the Elderly are consolidated into these accounts. A summary of Counsel and Care for the Elderly's results is shown in Note 12 to the Financial Statements on page 77.

Sometimes I phone the Helpline and ask them if they have booklets about things I want to know about. I like their little books about depression and home security and looking after yourself in winter.

Catherine

The charity is also responsible for several other linked charities, in particular the F E Cobbold Trust Fund, Backsettown Endowed Charity and the Wharton & Wittrick Fund.

The charity has a wholly owned trading subsidiary – Independent Age Enterprises Limited (company number 04735201). The company is used to transact non-charitable activities and is registered for VAT. The company's income was £1 in 2021. The results of Independent Age Enterprises Limited are not consolidated because actual expenditure or financial impact of this subsidiary are immaterial in the context of the charity. Summary trading results for Independent Age Enterprises Limited are shown in Note 12 to the Financial Statements on page 65.

Until 1 January 2021 Independent Age's work included the Campaign to End Loneliness (CEL) and responsibility for its governance and oversight. CEL transitioned to a new host organisation, the What Works Centre for Wellbeing, on 1 January 2021. CEL operated as a directorate within Independent Age; it had no legal identity separate from that of Independent Age and the trustees of Independent Age were legally responsible for its activity.

Our trustees

The Independent Age Board of Trustees meets regularly and is responsible for overseeing our performance and providing strategic direction.

Richard Anderson
Lucy Blythe
Karen Byrne
Michael Craston – until 19 May 2022
Karl Demian
Vivienne Dews
Guillermo Donadini – from 10 May 2022
Prof Caroline Glendinning – from 5 May 2022
Prof Martin Green, OBE – until 21 October 2021
John Hannaford – Treasurer
Simon Inchley
Lorraine Lander – until 2 September 2021
Baroness Julia Neuberger, DBE – Chair
Amit Patel

At 31 December 2021 the Board had 10 trustees. The Board met formally four times and informally once in 2021.

Simon Hewett-Avison, Director of Services

What a year! Despite the pandemic, rising inflation and cost-of-living pressures, we continued to provide support over the phone, online and in person to people across the UK.

We also continued to transition our services to make sure we're truly providing the support people need, without creating a dependency on us as an organisation. This has not been easy. We have encountered personal and professional challenges in shifting our approach, but we go into 2022 in a strong position.

We're building on our COVID-19 grant-making programme – which has distributed more than £3.3 million to nearly 280 smaller charities working with older people most affected by the pandemic – to begin a national programme of local grant-making in 2022. It's been humbling to be part of this work.

We still have a lot to do, and our amazing team of staff and volunteers are motivated and excited to drive us forward.

> We're building on our COVID-19 grant-making programme.

The Board recruits trustees through an open recruitment and selection process. Trustees are required to abide by our code of conduct, including the declaration of other interests and fit and proper person assurance. All trustees receive an induction pack and training, so they are aware of key policies and procedures. They meet with senior employees, including directors, soon after joining the Board. Charter Members elect all trustees, except the chair and treasurer, who are elected by the Board of Trustees from their number. The Board periodically appoints new Charter Members.

Committees

The Board reviews the terms of reference of all committees and subcommittees annually. At the date of this report there are four committees and one subcommittee that have delegated authority and report to the Board.

Finance and Resources Committee
The Finance and Resources Committee (FRC) reviews budget and planning proposals and makes sure we have effective arrangements in place to safeguard and manage the charity's resources. It also oversees our statutory reporting, pensions, audit, HR, organisational development, IT and risk management arrangements. The FRC meets at least quarterly. It has one subcommittee, the Investment Subcommittee.

Governance and Nominations Committee
This committee reviews the structure, size and composition of the Board and its committees. It is responsible for succession planning of trustees and makes recommendations to the Board for the appointment of new trustees and the chief executive.

Marketing and Supporter Engagement Committee
This committee started to operate in 2021. It is responsible for overseeing the development of Independent Age's marketing, communications, profile-raising and supporter-engagement activities.

Services and Policy Committee
The Services and Policy Committee (SPC) oversees Independent Age's services and policy and influencing activity. The SPC provides insight and expertise in relation to developing Independent Age's service delivery, its grant-making and its policy positions.

Investment Subcommittee
The Investment Subcommittee (ISC) monitors the performance of the charity's investments and managers and makes recommendations in respect of the investment strategy. The ISC meets at least quarterly.

Management

The Board delegates day-to-day management of the charity to the Chief Executive and the Senior Leadership Team (SLT). The SLT develops strategies and plans for the Board to scrutinise and approve. The Board subsequently monitors reports on performance against targets.

Our Chief Executive during the year, Deborah Alsina, MBE left the charity in January 2022 and Stuart Rogers, Director of Corporate Services during the year, has been appointed Acting Chief Executive until June 2023.

Remuneration of key management personnel

The trustees consider that the Board of Trustees and the SLT comprise the key management personnel of the charity, in charge of directing and controlling, running and operating the charity on a day-to-day basis.

All trustees give their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related-party transactions are disclosed in Note 21 to the Financial Statements on page 77.

SLT members are remunerated in line with the charity's pay framework, in the same way as other employees.

Remuneration statement and pay policy

Every role at Independent Age has been assigned to one of five levels within the pay framework. The pay band for each level is determined using benchmarking data obtained from a salary survey of other charitable and voluntary-sector organisations. We also benchmark against the Living Wage Foundation rates to make sure the salaries for more junior roles are either aligned with or above the London and UK real living wage rates.

We distinguish between roles that are London based and those roles based outside London, with separate pay bands for each. Salaries are openly stated in advertisements.

In 2021 we developed a pay policy to accompany our pay framework. In response to the significant changes to the job market, we made some refinements to our pay bands to make sure we could continue to attract and retain employees in an increasingly competitive environment. With effect from 1 January 2022 our pay bands were uplifted by 3.5%, and pay increments, to be applied after six- and 12-months' service, were introduced.

We do not operate any performance-related pay and we do not have a bonus scheme. Annual pay awards are not guaranteed, and the Board of Trustees considers affordability in determining whether any annual award should be paid.

Volunteers

We have a network of more than 1,500 active and committed volunteers across the UK.

Throughout 2021 our volunteers continued to navigate the challenges presented by COVID-19 restrictions, with some people continuing to telephone those who use our services and others returning to meeting safely in person.

We also recruited our first 57 Community Volunteers. These volunteers spend time over a six-to-nine-month period supporting people to achieve their goals. Those goals are as varied as the people we work with but, at the end of the nine months, we hope those who use this service will have increased their confidence and their connections within their communities.

Our volunteers make all the difference to the reach and impact of our work. We simply couldn't do what we do without them.

Helen Parker, Trust Director, John Laing Charitable Trust

The John Laing Charitable Trust has a key aim to combat the devastating effects of isolation among older people.

The Trust's decision to support Independent Age's Reconnections project was taken in the context of lockdowns, the increasing digitisation of our society and an ageing population. This has left more older people than ever facing loneliness and marginalisation. Many are desperate to re-engage but have no idea how or where to start and need support finding options that work for them.

Reconnections provides vulnerable older people with the tools to find their own path out of loneliness by working closely with them to build their confidence and re-engage.

I hope that our support will enable Reconnections to take root and grow, providing an enduring solution for many older and vulnerable people coping with isolation.

> "Reconnections provides vulnerable older people with the tools to find their own path out of loneliness.

Fundraising

In 2021 we generated £3.6 million in voluntary income and invested £1.7 million in our fundraising activity. This provided an overall return-on-investment ratio of 2.2:1.

This result exceeded our budget and was delivered in challenging circumstances, including continued economic uncertainty due to the pandemic, increased competition and employee turnover.

Our fundraising programme is maturing but much of it is still new and untested. While greater than budgeted this year, our return on investment is expected to fluctuate in the short term, before increasing steadily as our efficiency improves and our supporter base and profile grow.

We will continue to monitor results and review our fundraising strategy and other sources of income to make sure we have a diverse fundraising base – and that will mean we can continue to support older people through the pandemic and for years to come.

Thank you
We are immensely grateful to everyone who has supported us over the past year.

- Thousands supported us through a regular monthly gift, a cash gift or a gift in their will, including legacy donations of £1.5 million. Thirty runners took part in three events last year: the Great North Run, Royal Parks Half Marathon and London Marathon, raising £20,000.
- We received fantastic support from regular partners such as the Pension Insurance Corporation (£54,000), Ikano Insight (£22,000), Fittleworth (£10,000), BlackRock (£7,000) and 3i Group (£70,000), while benefiting from new corporate partners including Barclays (£100,000) and Vodafone (£54,000). We enjoyed the support of 10 official corporate partners (i.e. those we work regularly with or have received a significant donation from) in 2021 and received a total of 112 donations from a range of businesses and their employees. Google provided advertising support to the value of £469,000.
- We continued to benefit from the support of several trusts and foundations, including Essex County Council (£35,000) and the Garfield Weston Foundation, which contributed £50,000 to our Reconnections programme. This programme also continued to benefit from the John Laing Charitable Trust's donation of £150,000 over three years.

Our approach to fundraising
Independent Age is committed to following best practice and complies with fundraising regulations. We subscribe to relevant fundraising regulatory bodies, including the Fundraising Regulator, the Lotteries Council and the Institute of Fundraising, and are registered with the Information Commissioner's Office.

We work with several specialist partner agencies and suppliers to help us deliver our fundraising offer. All our partner agencies adhere to their relevant regulations.

These specialist partnerships are essential to raising income to fund our vital work with older people and include:

Campfire Marketing
We worked with Campfire on the strategic delivery of our individual giving and legacy giving campaigns. Campfire is a member of the Direct Marketing Association.

GOOD Agency
We appointed GOOD to build on Campfire's support for our individual giving, events and legacy giving programmes. GOOD is a member of the Direct Marketing Association.

Woods Valldata
This agency supports the delivery of our individual giving campaigns and is our licensed external lottery manager. Woods is a member of the Chartered Institute of Fundraising and is registered with the Gambling Commission as our external lottery manager.

Angel
We worked with Angel on a lead-generation test campaign for lottery. Angel receives leads from My Offers.

Personal Fundraising Services (PFS)
We worked with PFS on a lead-generation test campaign for lottery. PFS is a member of the Chartered Institute of Fundraising.

How we monitor fundraising activity
Independent Age and its agencies' monitoring guidelines include:

- regular meetings
- monitoring performance, risk and complaints
- training
- observing and shadowing agency activity carried out on our behalf
- keeping senior management and trustees informed of performance
- regular consultation with other charities and regulatory bodies
- due diligence and data protection clauses in contracts.

Fundraising complaints
We received four complaints from individual donors or members of the public in 2021 compared with 18 complaints in 2020. All complaints were resolved. We make sure we learn from complaints and use them to improve our fundraising practice.

Where any of our partner agencies communicate with new or existing supporters, we require them to adhere to our procedures for communicating with vulnerable supporters and/or have their own procedures in place that are consistent with our own. Our procedures require a training session with fundraisers to educate them about communicating with vulnerable people. We also undertake call listening to make sure calls are carried out in the correct manner. This is to safeguard against fundraising behaviour that is intrusive, unreasonably persistent or coercive. Before working with any partner, we review their procedure and attend their fundraiser training, which includes communicating with vulnerable people.

We always respect the privacy of supporters and potential supporters. We adhered to the EU General Data Protection Regulations (GDPR) until January 2021, and now adhere to the UK GDPR and Data Protection Act 2018. Our privacy policy is available at independentage.org/our-privacy-policy.

Morgan Vine, Head of Policy and Influencing

Hearing from people in later life about the challenges they face is always incredibly eye opening and powerful.

Whether someone has struggled to access support after a bereavement, is waiting in pain for surgery, isn't able to access mental health treatment or has significant money worries, these stories help us to understand the key problems and what needs to be fixed.

It's a privilege to use this insight to call on decision-makers in national and local government and other institutions to improve the systems that we all rely on as we age.

Hearing from people in later life about the challenges they face is always incredibly eye opening and powerful.

Managing risk

We have a risk management process that allows the Board to monitor and manage risks to the charity.

These include:

- preventable risks, managed through risk assessments
- strategic risks, considered as part of the planning and budgeting process and managed through the strategic risk register
- external risks, primarily reviewed through the strategic planning and budgeting processes by considering potential scenarios.

In 2022 we are developing departmental operational risk registers.

The charity's strategic risks, which are risks which could prevent us from achieving the outcomes we want, are presented below.

Strategy and leadership

To be impactful, the charity needs to have a clear strategic focus and objectives. This is achieved through setting a strategic framework, multi-year business planning and the annual planning and budget cycle.

Impact

Failure to understand and evidence the impact we are making will affect our ability to improve our service offer and brand, to benchmark ourselves against others and to attract funding, partnership opportunities and expertise. We evaluate major pieces of work and are continuing to develop our key performance indicators, concentrating on reach, outcomes and satisfaction to make sure we can fully assess the impact of what we do.

Reputation

Our work and our impact could be damaged by a decision we take, because of a poorly managed serious incident, or through an association with third parties who are unethical or who develop a poor public profile.

We manage our reputation through our decision-making process, which is supported by the ethical policies we have in place and are continuing to develop. We also have plans in place to respond to major incidents and crises.

People and culture

Everything we do is dependent on our employees and volunteers and is for the benefit of older people. We monitor turnover and sickness, invest in training, use employee engagement surveys, and benchmark salaries to help retain and develop our people.

We have safeguarding and whistleblowing policies, procedures and training in place, and effectively manage our employees and volunteers, to make sure we deliver our services safely.

Dan has become a friend. I admire him for volunteering, and I enjoy talking to him very much.

Tony

Financial sustainability

Our financial resources need to be invested and managed in a way that allows us to maximise impact now while remaining financially sustainable for the future. This risk is managed through our reserves and investment policies, and financial planning and reporting processes.

Trustees closely oversee these areas through the work of the Finance and Resources Committee and the Investment Subcommittee, which regularly report to the Board.

Compliance and infrastructure

We must meet our regulatory obligations to manage our assets responsibly and protect everyone who interacts with us.

We do this by investing in our business systems, policies and procedures, and reviewing them regularly to make sure they remain fit for purpose.

External environment

Our external environment remains volatile, complex and uncertain. The COVID-19 pandemic had a material effect on our work once again in 2021 – and factors such as inflation, the domestic political agenda and geopolitical uncertainty are likely to affect the charity and its work in 2022.

To remain impactful against this backdrop, we need a keen focus on what's happening in the areas in which we work, and to have agile decision-making processes that enable us to react quickly to change.

We achieve this through clearly delegated authority to the SLT, regular meetings of the Board and its committees, incident response teams that focus on specific issues, financial re-forecasts, evaluations of the difference our work is making, and regular horizon scanning.

Karen Byrne, Trustee, Independent Age

Our work is increasingly focused on those older people who are in a precarious financial situation and as a result experience worsening inequalities, poor health outcomes and increasing social isolation. Delivering our objectives with the ongoing challenges of the pandemic in conjunction with the cost-of-living crisis has required enormous dedication, energy and resilience from our staff and volunteer team. Our team deserves massive respect and thanks.

This year I was particularly impressed by our policy and influencing activities, which included a high-profile campaign on access to supermarket delivery spots during the pandemic, calls for more support for those bereaved, alongside influential policy papers on mental health and the impact of NHS waiting lists.

I am also pleased that as we develop as a charity, we are learning about and gradually developing our approach towards equity, diversity and inclusion, which will be a major priority for us in the year ahead.

This year I was particularly impressed by our policy and influencing activities.

Financial review

Results for 2021

The Consolidated Statement of Financial Activities on page 50 sets out the financial results as required by the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102).

Overall, the Operating Deficit in 2021 was £5.1 million. However, reserves increased by £11.3 million in the year as a result of investment gains including the revaluation of properties and assets held for sale. The charity remains very dependent on its investments, which currently generate approximately 50% of its income.

Net voluntary income

Our net voluntary income position reflects ongoing investment in the charity's long-term fundraising strategy.

In 2021 our legacy income increased by 70%, while voluntary income from other sources fell by 38%. This reduction largely resulted from the additional income we raised in 2020 for our Grants Fund to support charities working with older people at greatest risk from COVID-19, which was not repeated in 2021 (see the next table for details). While we continue to benefit from investment made in fundraising programmes in the past few years, the ongoing impact of COVID-19 in 2021 meant community events and face-to-face fundraising activities could not take place again this year. Despite this, we have continued to raise funds from the general public through different routes, and total voluntary income in 2021 was in line with pre-pandemic levels.

	2021 £000	2020 £000
Donations	1,626	1,566
Grants	394	1,682
Legacies	1,469	865
Events and lotteries	109	179
	3,598	**4,292**
Cost of raising voluntary income	1,659	2,060
Other income	10	69
Net voluntary income	**1,949**	**2,301**

Expenditure on charitable activities

Expenditure on charitable activities was £10.5 million, a reduction of £3.7million (26%) compared with 2020, as the charity moved into its new strategy period and continued to review its costs and operations. Total grant expenditure in 2021 was £1.5 million, compared with £3.3 million in 2020, due to the £2.5 million we committed to a Grants Fund to support smaller charities working with older people at greatest risk from COVID-19 in 2020.

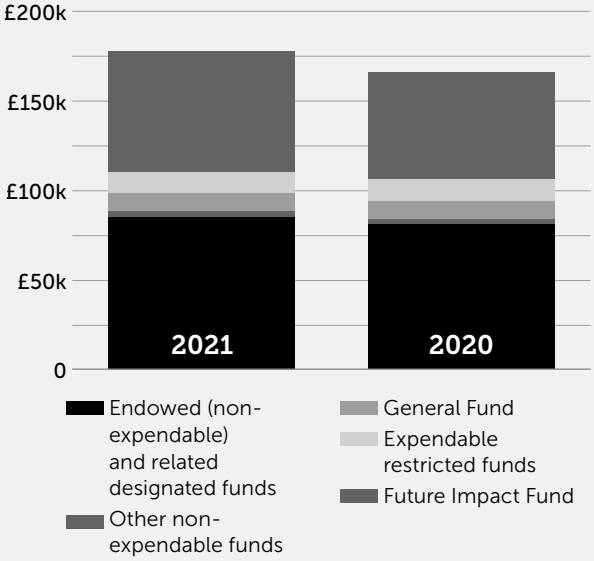
Our 2021–23 strategy includes a focus on achieving long-term financial sustainability by building an organisation of the right shape and size to have the impact we want, and by making sure we achieve value for money with every pound we spend. We began work on this in 2020, introducing a new pay framework and undertaking a major restructure. In 2021 we completed the final stages of our organisational redesign to transform the way we deliver our work with older people, so we can become more focused and make sure we have greater impact in the communities we are working in. We stopped working in some areas while we embed our community work in Guildford and Waverley, Essex, Nottingham, and Tyne & Wear and Teesside. Our charitable expenditure accounted for 84p of every £1 of spending in 2021, compared with 86p in 2020.

Making a phone call is really a small thing to me, but it can mean such a lot to someone else, and that in turns means a lot to me.

Jane

Reserves

Total funds increased by £11.3 million in the year, reflecting investment gains made. The general reserve, which is maintained at a level equivalent to one year's unfunded budgeted expenditure, has remained broadly stable at £9.8 million. The Future Impact Fund increased by £7.0 million as a result of the surplus generated from investment gains. We will invest these funds in growing impact in the coming years, as we continue to implement, and move beyond, our 2021–23 strategy.



Investment income and capital gains and losses

After the volatility of 2020, investment markets in 2021 saw strong growth, before falling again in 2022. The charity targets an average total return (including both income and capital) on the whole non-cash portfolio of 3.5% per annum above inflation (measured by the Consumer Prices Index (CPI)) over rolling periods of five years. Based on opening non-cash investments of £149.5 million, we would therefore have expected on average to generate a total return of around £13.3 million in 2021. Our investment portfolio instead delivered a total return of £18.3 million (£18.2 million net of costs). The trustees remain focused on our five-year rolling average benchmark, which at the end of December 2021 stood at 7.4% per annum. We also made a gain of £2.0 million on our investment properties and assets held for sale.

Reserves policy

Independent Age sets its reserves policy using a free reserves approach. Free reserves are the total reserves available less those either endowed or restricted, and those designated by trustees for a specific purpose or because they are held in property and fixed assets. Independent Age generally reviews its free reserves policy annually, taking into consideration the major risks faced by the charity, their likely effect on income and planned expenditure, and an assessment of possible actions to mitigate those risks.

Endowment funds (£63.3 million)

These are permanent endowments. Trustees have elected to maintain the capital value of the endowments real terms, with CPI as the benchmark. The trustees have adopted a Total Return Investment policy in accordance with Charity Commission regulations, so that both capital gains and income from investments can be applied to income.

Except for funds that are associated with specific properties, the capital on these funds is invested to provide income for charitable activities. The investment policy aims to provide a return of 3.5% per annum above CPI on a rolling five-year basis.

Any investment gains and income above CPI are transferred to the Unapplied Total Return Fund and then used to fund expenditure in the current year or immediate future.

Should any year experience a return below CPI, then a negative balance will be transferred to the Unapplied Total Return Fund and either offset against any existing positive balance or held there until such time as future returns on the investments eliminate the negative balance.

Restricted reserves (£12.1 million)

These are funds the charity will spend on activities specified by the restrictions of the fund. Restricted funds are invested until such time as they are used. Any capital gains or income are allocated to the restricted fund.

Unrestricted reserves

These are funds over which the trustees have discretion in how they are used to further the objects of the charity.

In accordance with Charity Commission guidance, some of these funds have been designated to mitigate the charity's financial risks and to indicate which reserves are held in property and fixed assets and are therefore not available as 'free' reserves.

General Fund (£9.8 million)
Having reviewed the risks to the charity, the trustees consider that a general fund equivalent to one year's unrestricted charitable expenditure – other than the amount funded by the endowments and protected by the reserve above – is required to protect the activity of the charity. The balance of unrestricted reserves is transfered to the designated Future Impact Fund.

General Fund reserves at the Balance Sheet date are in line with this policy amount which has been calculated as £9.8 million. The trustees consider that this is sufficient to respond to short-term falls in income or increases in expenditure due to unforeseen circumstances.

Designated funds (£92.2 million)
The designations the trustees have made are as follows:

The Endowment Funded Activity Protection Fund
There is a risk that the endowed investments will generate short-term negative returns while remaining on target to meet the rolling five-year benchmark set by the trustees. This could result in charitable activity being underfunded, potentially for several years, because of market volatility.

Having taken professional advice, which included modelling the impact of previous falls in markets and the Value at Risk of the investment portfolio, the trustees have designated a fund equivalent to 35% of endowments to mitigate this risk.

This fund may be used to cover the gap in funding charitable activities until any deficit arising on the Unapplied Total Return Fund is eliminated.

Tangible and Intangible Fixed Assets Fund and Investment Property Fund
The purpose of these designated funds is to indicate reserves that are not available for expenditure because they are related to property or other capital assets.

It is the charity's intention to realise the value of the investment properties where possible, once the obligations to current tenants have been met.

Future Impact Fund
Having set aside amounts to manage the financial risks of the charity, the balance of unrestricted reserves has been designated as the Future Impact Fund, to be used in the near to medium term to increase our impact.

More detail on these funds is contained in Notes 19 and 20 to the Financial Statements from page 73.

Investment policy

Our investment policy provides the framework for the trustees to manage the investment assets of the charity. This policy reflects both the current level of investments as well as the charity's aspiration to use unrestricted funds held in the Future Impact Fund to increase our impact.

While the charity drew down £5.9 million of investment capital to fund activities during 2021, strong investment performance resulted in an investment gain of £14.5 million. This took the total value of our investments from £165.1 million at 31 December 2020 to £173.7 million at 31 December 2021. The composition of the investment portfolio at 31 December 2021 is set out in Note 12 to the Financial Statements on page 65. While investment performance was extremely strong in 2021, investment markets have fallen in the first half of 2022.

During the year the Investment Subcommittee continued to closely monitor the performance and investment style of fund managers in light of the COVID-19 pandemic and other geopolitical events. £4 million was transferred from the Multi-Asset Credit Fund to the BlackRock Fund to maintain a balance of between 12 and 18 months of operational cash flow requirements in quoted liquid funds, in line with our investment strategy. This approach is designed to minimise the risk of liquidating assets at an undervalue when markets fall.

Vivien's story

I always had a busy life, bringing up three children and working. I was a warden for sheltered accommodation for 10 years, and a mobile hairdresser and then became a paralegal working in the courts.

I gave up work when I got cancer – stomach and colon. That was rough. Now I live alone in sheltered accommodation. I'm 80 this year and a great-grandmother but not really enjoying my life.

I try to go out to the local shops and the hospital and to see my children. But tiredness stops me.

It was Independent Age that organised for me to have a volunteer. She rings me once a week, on a Thursday. We have a good talk and exchange ideas. She tells me about going to the theatre and I talk about when I used to play the piano and take part in concerts.

It's nice to have that call because, just when the pandemic started, I got depressed. The doctor asked me what was wrong. I said I had an electricity bill for £2,000. I don't know where it came from – I live in a one-bedroom flat.

I worried a lot about that bill. My daughter talked to them and arranged for me to pay £150 every month towards it. And I take antidepressants now, which have settled me down.

The cost of everything is going up. I get Pension Credit and disability allowance, which help. When you're alone you can stretch the food you have. I'm going to see what the food banks can offer when I can.

I remember when I worked with the elderly. They would come to me with their problems and I tried to help them. They had the same problems that I have now. It's my turn.

> "I had an electricity bill for £2,000. I don't know where it came from – I live in a one-bedroom flat.

We reviewed our approach to responsible investment during 2021. The trustees believe responsible investment is important to better align their approach to investing with the charity's purpose and to manage and mitigate financial and reputational risks.

The trustees have a strong preference for actively engaging with investment managers and companies over exclusion-based investment, because they believe this approach is both best practice and more likely to lead to changes in corporate behaviour.

However, the trustees believe that the charity should exclude material investments in tobacco and controversial weapons, because investing in:

- tobacco runs directly counter to the charity's strategy to improve health outcomes for older people
- controversial weapons presents sufficient risk to the charity's brand and reputation with current and future donors and beneficiaries to warrant exclusion.

The trustees believe that potential investments in climate-tilted funds and other climate-positive investment approaches should be considered in all future investment decisions. They believe such investments should be assessed on a financial basis, rather than being preferred on principle for environmental, social and governance reasons.

Given the size of the charity's investment portfolio, the trustees believe the most appropriate strategy for investing responsibly – while maximising risk-adjusted financial returns – is to appoint investment managers and invest in pooled investment funds. These, where practical and proportionate, align with the trustees' beliefs on responsible investment and to hold them actively to account for the performance of those funds.

Grant-making policy

Responding to the impact of COVID-19 in 2020, we quickly established the Independent Age Grants Fund to support smaller charities working with older people with unrestricted funding.

During 2021 we continued our work, supporting 75 organisations and awarding £932,000 to help them re-establish their face-to-face services.

We committed to work with the National Academy for Social Prescribing (NASP) granting it up to £350,000 over three years. Of this, £150,000 was committed in 2021 and has been accounted for in that year.

In 2022, using the learning we gained from our Covid-19 grants fund, we are developing a new local grant-making programme. This will entail making multi-year grants to enable us to build longer term relationships with community organisations to provide them with more certainty, and enable us to grow our reach and impact. Through this programme we will provide more support to those older people living in or close to the poverty line and/or facing inequalities. We will also explore the possibility of working in collaboration with other funders to make much larger grants focused on addressing particular issues in later life.

> The grant helped us to build our capacity to support senior people in this difficult time in a more meaningful way. It has also given us confidence in moving forward and understanding the complex needs of the people.
>
> **Aspara Arts, Croydon**

We also continue to make regular grant payments directly to older people, although we no longer accept new applications for direct support. We paid out £724,000 in 2021 (2020: £1.1 million) to more than 1,000 older people as part of this programme. Taking into account movements in the provision and discount rate for regular (annuitant) payments, there was a credit of £50,000 to expenditure for direct grants to older people in the year.

Public benefit

The public benefit of the charity is set out in our mission to enable older people to stay independent and live well with dignity, choice and purpose.

Our work benefits thousands of older people, their families and carers across the UK. Our helpline and information resources also benefit those who work with older people. All our services are free and without restriction.

In setting our objectives and planning activities for the year, the Board of Trustees confirms that it has considered the Charity Commission's guidance on public benefit and considers that Independent Age clearly satisfies the public benefit test.

Louise Tully, Head of Community Services – England

I have been excited to start delivering our new way of working, supporting older people to find friendships and long-lasting connections. 2021 was a year of change where we made our befriending service a legacy project and launched asset-based community development projects in Essex, Nottingham, and Tyne & Wear and Teesside.

Our staff are passionate about supporting older people to find routes out of loneliness. I have seen wonderful examples of older people reconnecting with past hobbies, meeting new friends and finding purpose in newly adopted activities. Our volunteers have supported older people to reignite their passions and interests, helping them find renewed purpose and lasting connections.

It's an exciting time to be part of the Community Services team and I'm looking forward to all the possibilities that 2022 can bring.

> Our volunteers have supported older people to reignite their passions and interests.

Statement of trustees' responsibilities

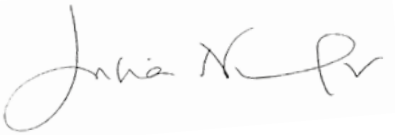
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law, applicable to charities in England and Wales and Scotland, requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the group, and of the incoming resources and application of resources of the group 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 in the Charities SORP (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable United Kingdom Accounting Standards 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 and charity will continue in operation.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy, at any time, the financial position of the charity and the group and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 and the provisions of the Royal Charter.

They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Board of Trustees on 21 September 2022 and signed on its behalf by:



Baroness Julia Neuberger, DBE
Chair of the Board of Trustees

Ismael's story

I came to England from Trinidad and Tobago in my 20s, outgoing and confident and always smiling.

Then, in 2003, I lost the sight in my left eye after an infection and was left with partial sight in my right eye. That shocked me. It took away a lot of my charm and the person I was before. It even took away my smile for a while. I couldn't work as a decorator any more. It felt like the end of my life.

I'm in my 60s now and I've found it harder to make friends since I've had a visual impairment. People look at you differently.

> Technology has really changed my life... I don't feel so lonely now.

I was feeling a bit lonely when I contacted Independent Age. They put me in touch with two volunteers: Juliet, who chats on the phone with me and Mert, who would drop by for a walk and a coffee. Mert's really getting me out and about again – we've even been running together at the local track.

Now I also take part in Independent Age's regular coffee mornings with older people, on Zoom. I've got to know the group and it feels like I'm in the room with them. Last week we were talking about food from different countries, so I told them about coconuts and yams and saltfish, and about the green bananas we cooked in Trinidad. They were such carefree days when I was growing up, and I had so many friends. It's good to share experiences.

Technology has really changed my life. I've made friends but I've also learnt to touch type, done an online photography course, can use online banking, and read the news and my emails on my smartphone. I don't feel so lonely now.

Independent Auditor's Report to the Trustees of Royal United Kingdom Beneficent Association (Independent Age)

Opinion

We have audited the financial statements of Royal United Kingdom Beneficent Association (Independent Age) (the 'parent charity') and its subsidiaries (the 'group') for the year ended 31 December 2021 which comprise the Consolidated Statement of Financial Activities, the Group and Parent Charity Balance Sheets, the Group and Parent Charity Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 parent charity's affairs as at 31 December 2021 and of the group's and parent charity's incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter.

Basis for opinion

We have been appointed auditors under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under section 151 of the Charities Act 2011 and report in accordance with regulations made under those Acts.

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and 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 parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' annual report; or
- proper and sufficient accounting records have not been kept by the parent charity; or
- the parent charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out on page 42 the trustees 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 and parent charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the group audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the group and parent charity operate in and how the group and parent charity are complying with the legal and regulatory frameworks;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;
- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Charities and Trustee Investment (Scotland) Act 2005, regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011, the parent charity's governing document and tax legislation. We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents and inspecting correspondence with local tax authorities.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to General Data Protection Regulations and Care Act 2014 and safeguarding regulations. We performed audit procedures to inquire of management whether the charity is in compliance with these law and regulations and inspected correspondence with regulatory authorities.

The group audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates.

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005, and regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Charities Act 2011 and the terms of the Royal Charter. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 charity and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RSM UK Audit LLP

RSM UK Audit LLP
Statutory Auditor
Chartered Accountants
25 Farringdon Street
London
EC4A 4AB

RSM UK Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

27 September 2022

Judy's story

It was after my husband died that I started to feel lonely. Howard and I married when I was 20 and had a lovely life. We were very sociable people – we were the ones who gave the parties.

Howard died 17 years ago. It had just been the two of us – and then there was just me.

I'm 84 and very rarely go out now. I have osteoarthritis and I'm in pain a lot. There are days when I don't speak to anyone at all or even see another face.

> I have so many stories to tell. Talking to someone young brings back all the memories.

When I saw an advertisement for Independent Age I decided to get in touch. I felt I wanted to speak to someone. I have so many stories to tell.

Imogen and I talk every Sunday for at least half an hour. It's lovely that a young person is interested in an old person like me. In my head I'm still 21.

She's so interested in my past – about when I lived in Australia, and about the war. I grew up in London and we left just two days before our house was bombed and our neighbours were killed. I still feel lucky to be alive.

Maybe it makes me feel younger talking to someone young. It brings back all the memories.

I think it's absolutely beautiful for a young person to volunteer. I really appreciate it and I'm grateful to Independent Age for organising it.

Imogen and I have known each other for two years now and are such good friends – we've even met in person. So, it's a good time for us to carry on the friendship ourselves. But we know Independent Age is there for support through the Helpline or the Information and Advice team if we need it.

Financial statements

My allotment is the major thing that has helped to keep me active and connected to others.

Cleveland

Consolidated Statement of Financial Activities

for the year ended 31 December 2021

	Notes	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	Year to 31 December 2021 Total funds £000	Year to 31 December 2020 Total funds £000
Income and endowments from:						
Donations and legacies	2	2,923	566	-	**3,489**	4,113
Other trading activities		109	-	-	**109**	179
Investment income	3	1,084	107	2,547	**3,738**	4,324
Other income		10	-	-	**10**	69
Total income and endowments		**4,126**	**673**	**2,547**	**7,346**	8,685
Expenditure on:						
Raising funds						
Raising voluntary income	4	1,659	-	-	**1,659**	2,060
Investment and property management		206	13	65	**284**	274
Total cost of raising funds		**1,865**	**13**	**65**	**1,943**	2,334
Charitable activities						
National services	4	1,305	2,347	-	**3,652**	3,763
Community services	4	2,145	1,218	-	**3,363**	3,892
Policy and influencing	4	2,043	-	-	**2,043**	3,296
Grant-making	4, 5, 19	968	500	-	**1,468**	3,277
Total cost of charitable activities		**6,461**	**4,065**	**-**	**10,526**	14,228
Total expenditure		**8,326**	**4,078**	**65**	**12,469**	16,562
Operating (deficit)/surplus		**(4,200)**	**(3,405)**	**2,482**	**(5,123)**	(7,877)
Gains/(losses) on investment assets	11, 12, 14	**5,417**	**3,104**	**8,028**	**16,549**	(210)
Net income/(expenditure)		**1,217**	**(301)**	**10,510**	**11,426**	(8,087)
Transfers between to/from unapplied total return fund	19	7,316	-	(7,316)	**-**	-
Other recognised gains/(losses)						
Actuarial loss on defined benefit pension scheme	18	(114)	-	-	**(114)**	(177)
Net movement in funds		**8,419**	**(301)**	**3,194**	**11,312**	(8,264)
Fund balances brought forward at 1 January		93,590	12,431	60,148	166,169	174,433
Fund balances carried forward at 31 December	19	**102,009**	**12,130**	**63,342**	**177,481**	166,169

All of the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Group and Charity Balance Sheets

as at 31 December 2021

	Notes	Group 2021 Total funds £000	Group 2020 as restated Total funds £000	Charity 2021 Total funds £000	Charity 2020 as restated Total funds £000
Fixed assets					
Tangible assets	9	**1,883**	1,920	**1,883**	1,920
Intangible assets	10	**24**	41	**24**	41
Investment properties	11	**2,350**	2,270	**2,350**	2,270
Investments	12	**173,730**	165,101	**173,730**	165,101
Concessionary loans	13	**63**	78	**63**	78
Total fixed assets		**178,050**	169,410	**178,050**	169,410
Current assets					
Assets held for sale	14	**1,925**	-	**1,925**	-
Debtors	15	**967**	1,183	**1,039**	1,183
Cash at bank and in hand		**2,981**	2,140	**2,892**	2,067
Total current assets		**5,873**	3,323	**5,856**	3,250
Creditors: amounts falling due within one year	16	**(1,847)**	(1,380)	**(1,847)**	(1,380)
Net current assets		**4,026**	1,942	**4,010**	1,870
Total assets less current liabilities		**182,076**	171,352	**182,059**	171,280
Provisions: amounts falling due after more than one year	17	**(4,595)**	(5,297)	**(4,595)**	(5,297)
Net assets excluding pension asset		**177,481**	166,055	**177,464**	165,982
Defined benefit pension asset	18	**-**	114	**-**	114
Net assets including pension asset		**177,481**	166,169	**177,464**	166,096
The funds of the charity	19				
Endowed funds		**63,342**	60,148	**63,342**	60,148
Restricted funds		**12,130**	12,431	**12,130**	12,431
Unrestricted funds					
Designated funds		**92,210**	83,995	**92,210**	83,995
General fund		**9,799**	9,595	**9,782**	9,522
Total unrestricted funds		**102,009**	93,590	**101,992**	93,517
Total charity funds		**177,481**	166,169	**177,464**	166,096

Approved by the Board of Trustees and authorised for issue on 21 September 2022 and signed on their behalf by:

Baroness Julia Neuberger, DBE, Chair

Notes 1 to 25 form part of the financial statements.

Group and Charity Statements of Cash flows

for the year ended 31 December 2021

	Notes	Group 2021 £000	Group 2020 £000	Charity 2021 £000	Charity 2020 £000
Net cash outflow from operating activites	22				
Net cash used in operating activites		**(8,722)**	(13,105)	**(8,738)**	(13,118)
Cash flow from investing activities					
Payments to acquire tangible fixed assets	9	**(110)**	-	**(110)**	-
Payments to acquire intangible fixed assets	10	**-**	(51)	**-**	(51)
Receipts from sale of tangible fixed assets		**-**	1	**-**	1
Net proceeds on disposal of property held for sale		**-**	1	**-**	-
Payments to acquire investments	12	**(17,500)**	(15,935)	**(17,500)**	(15,935)
Net proceeds on disposal of investment property		**-**	270	**-**	270
Loan repayments received		**20**	10	**20**	10
Receipts from sales of investments and cash transfers		**23,415**	22,924	**23,415**	22,924
Interest received	3	**-**	3	**-**	3
Dividends received	3	**3,684**	4,262	**3,684**	4,262
Rents received from investment properties	3	**54**	59	**54**	59
Net cash flow from investment activities		**9,563**	11,544	**9,563**	11,543
Net increase in cash and cash equivalents		**841**	(1,561)	**825**	(1,575)
Cash and cash equivalents at 1 January		**2,140**	3,701	**2,067**	3,641
Cash and cash equivalents at 31 December		**2,981**	2,140	**2,892**	2,066

	2021 £000	2020 £000	2021 £000	2020 £000
Cash and cash equivalents	**2,981**	2,140	**2,892**	2,066

Cash and cash equivalents includes £nil (£153,000 in 2020) of funds held in respect of the Campaign to End Loneliness.

Notes 1 to 25 form part of the financial statements.

Notes to the Financial Statements

for the year ended 31 December 2021

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows.

a) Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The going concern basis has been adopted because, having considered the risks and uncertainties to which the charity is exposed, and the current strong reserves position, the trustees have a reasonable expectation that Independent Age will continue in operation for the foreseeable future and meet its liabilities as they fall due.

The statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated in October 2019) – Charities SORP FRS 102, and the Charities Act 2011 and the Charities and Trustees (Scotland) Act (2005) and the Charities Accounts (Scotland) Regulations 2006.

The Consolidated Statement of Financial Activities, Group Balance Sheet and Group Statement of Cash Flows consolidate the financial statements of Independent Age and Counsel and Care for the Elderly (Counsel and Care, which is a registered charity (203429) and a limited company (645708)). For the purposes of the financial statements, Independent Age is deemed to control 100% of Counsel and Care because it is the sole legal member. The results of Counsel and Care are consolidated on a line-by-line basis. The income, expenditure and funds of Counsel and Care are shown in Note 19 and a summary of results is in Note 12.

The Consolidated Statement of Financial Activities, Group Balance Sheet and Group Statement of Cash Flows do not include its subsidiary, Independent Age Enterprises Limited (IAE Ltd), a limited company (04735201). For the purposes of the financial statements, Independent Age is deemed to control 100% of IAE Ltd being its sole shareholder. However, actual income and expenditure and the financial impact of this subsidiary are immaterial in the context of the charity, and therefore its results are not consolidated. Summary trading results for IAE Ltd are shown in Note 12.

The net movement of funds of Independent Age, the charity, was £11,369,000 (2020: £8,225,000 deficit). The charity's **income and expenditure** is shown in Note 25.

The charity has been entered on the Scottish Charity Register (SC047184) as of 17 February 2017.

Independent Age 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 note(s). The accounts are presented in pounds and are rounded to the nearest thousand.

b) Fund accounting

Independent Age has a number of discrete funds which are grouped by type as shown below.

Endowed funds

These are funds normally arising as a result of a will that contained restrictions on the retention of the capital value and disposal of any income.

The General Endowment Fund was created by the Supplementary Royal Charter, which came into effect on 1 August 2014.

Independent Age is the Managing Trustee of the F E Cobbold Trust Fund, Backsettown Endowed Charity and Wharton & Wittrick Fund. As such, the Board of Trustees considers and approves resolutions specific to these funds as appropriate.

As shown in Note 1 c) the trustees are required to maintain the capital of these funds, but they may choose to spend some or all of the income and the Unapplied Total Return – see Note 19.

Restricted funds
These are funds that can be spent, at the discretion of the trustees, on particular restricted purposes within the objects of Independent Age. Restrictions arise when specified by the donor, as modified by any Charity Commission scheme, or when funds are raised for particular purposes.

Where assets have been transferred to Independent Age under Charity Commission schemes, and there are restrictions as to the use of the sums transferred, these are treated as Restricted Funds.

Unrestricted funds
These are funds that can be spent in accordance with Independent Age's objects at the discretion of the trustees.

Designated funds
Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

General Fund
This Fund represents the charity's free reserves, equivalent to one year's unrestricted charitable expenditure, other than the amount funded by the endowment funds, to protect the planned activity of the charity from unforeseen shortfalls in income or unplanned additional costs.

Further details of the charity's funds are disclosed in Note 19.

c) Total Return Accounting
Independent Age adopted Total Return accounting for its permanent endowed funds with effect from 1 January 2015. This adoption is permitted for the General Endowment Fund by virtue of the Byelaws to the Supplementary Royal Charter 2014 and for the other permanent endowed funds through the resolutions relating to the other funds passed by the Board of Trustees in December 2014.

The Trustees have chosen to maintain the capital of the permanent endowed funds in real terms by making a transfer from the Unapplied Total Return equal to the increase in Consumer Price Index (CPI) from the base point to the Balance Sheet date. Any amounts remaining after this transfer in the Unapplied Total Return will be applied to income funds or retained as the Trustees see fit. Any income funds not disbursed in the financial year are retained as Unapplied Total Return. Should any year experience a negative return, a negative balance will be held in the Unapplied Total Return Fund until such time as future returns on the investments eliminate it.

d) Income recognition
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 following specific policies apply to categories of income:

Donations are recognised when the charity has been notified in writing of both the amount and settlement date or on a receipts basis if earlier. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Legacy gifts are recognised on a case-by-case basis following the granting of probate and when sufficient information has been received to judge the receipt of income as probable. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy. Reversionary legacies are not recognised during the lifetime of the original beneficiary under the will.

Gifts in kind and donated services are included at the value to the charity where this can be quantified (that is, the price the charity would have paid on the open market). An equivalent amount is recognised in costs. No amounts are included in the financial statements for services donated by volunteers.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally on notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally on notification by our investment adviser of the dividend yield of the investment portfolio. This also applies to returns on accumulation units held in pooled funds, which are reinvested by default.

Where investment management costs incurred within a scheme can be measured with reasonable accuracy, costs are include within cost of raising funds. Where it is not practicable to identify such costs with reasonable accuracy, the investment income is reported net of these costs.

e) Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis. The charity is not registered for VAT so is unable to recover any VAT paid, therefore costs include VAT where applicable.

IAE Ltd is registered for VAT so is able to recover VAT incurred on business activities. Income and expenditure of IAE Ltd is, therefore, accounted for on an accruals basis net of VAT.

Grant payments are recognised as expenditure when the conditions for their payment have been met or where there is a constructive obligation to make a payment. A constructive obligation arises when:

- the charity has communicated its intention to award a grant to a recipient who then has a reasonable expectation that they will receive a grant, or
- the charity has made a public announcement about a commitment that is specific enough for the recipient to have a reasonable expectation that they will receive a grant.

Grants are not usually awarded with conditions attached. However, when they are then those conditions have to be met before the liability is recognised.

Where an intention has not been communicated, then no expenditure is recognised, but an appropriate designation may be made in the appropriate fund. If a grant has been offered but there is uncertainty as to whether it will be accepted or whether conditions will be met, then no liability is recognised but a contingent liability is disclosed.

Expenditure on raising funds comprises investment and property management fees and the direct costs of raising voluntary income where not included within charitable activities.

Charitable activities comprise direct expenditure, including 20% of the total costs of raising voluntary income invested in generating funds to further the objects of the charity for information and advice, and a proportion of the support costs.

Support costs include governance costs and other indirect costs. Governance costs comprise all expenditure involving the public accountability of the charity and its compliance with regulation and good practice. These costs include some legal fees, plus the costs of trustees' and Charter Members' meetings, the costs of compliance such as audit fees and staff time spent serving the committees. Support costs (including Governance costs) are allocated to the costs of Raising Funds and Charitable Activities on the basis of the numbers of staff engaged in each of these elements. This allocation is reviewed annually.

f) Tangible and intangible assets
Tangible and intangible individual assets costing more than £5,000, including any incidental expenses of acquisition, are capitalised and recorded at cost.

The costs of implementing computer software designed to improve the handling of data within the charity, with a consequent cost savings benefit, have been capitalised as **intangible assets**.

Depreciation/amortisation is calculated and charged to the Statement of Financial Activities on a quarterly basis commencing in the first full quarter after the asset was acquired/came into use.

Depreciation/amortisation is calculated so as to write off the cost of the tangible assets on a straight-line basis over the expected useful economic lives of the assets concerned, which are taken as:

Tangible assets
Plant and machinery

Electrical installations	10 to 25 years
Mechanical installations	10 to 25 years
Architectural components	20 to 30 years
Lift	15 years

The expected useful economic life of each item of plant and machinery has been determined by independent consulting quantity surveyors.

Fixtures, fittings and equipment

Furniture and fittings	10 to 15 years
ICT hardware	3 years
Office equipment	3 years

Buildings

Freehold buildings	50 years

No value has historically been recorded for freehold land owned by the charity because it cannot be practically measured.

Intangible assets

Computer software	3 years

Representing the useful economic life of the assets.

g) Investment properties
The Board of Trustees determined in February 2014 that all property not required for operational purposes should be disposed of at the appropriate time. Prior to sale these properties are treated as investment properties. Investment properties are initially recognised at their transaction value and subsequently measured at their fair value as at the Balance Sheet date. Fair value is ascertained either by an independent valuer or reference to movements in the market value of similar properties.

Surpluses on the sale of properties are taken to the Statement of Financial Activities as they are realised. Unrealised gains and losses on revaluation of investment properties are shown in the Statement of Financial Activities.

Properties for sale at the Balance Sheet date are reported as **assets held for sale** within current assets.

h) Investments
Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value using the closing quoted market price. All gains and losses are taken to the Statement of Financial Activities as they arise. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year. As investments are revalued continuously to fair value, no realised gains or losses arise.

The charity does not acquire or hold put options, derivatives or other complex financial instruments.

i) Financial Instruments
The charity only holds basic **financial instruments**. The financial assets and financial liabilities of the charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 15. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors are classified as financial instruments, and are measured at amortised cost as detailed in Note 16. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, because the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

j) Concessionary loans
These are amounts that were awarded to further the charity's purposes as loans to individual beneficiaries who were leaseholders or freeholders of their property, mainly for household repairs and maintenance. The loans are not subject to interest charges. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

It is expected that loans will be repaid when the beneficiary has the capital available or from the beneficiary's estate on the death of the member.

A provision for non-repayment is made against the aggregate value of loans issued and is reviewed annually. The provision has been calculated as 67% (2020: 67%) based on past experience of repayments and on management's current expectations. Loans are written off when there is no realistic prospect of any further recovery and are treated as charitable expenditure.

k) Regular payments provision
These are life-long bimonthly payments made to individuals (annuitants). Payments are no longer awarded to new beneficiaries. The estimated net present value of the regular payments to Independent Age's beneficiaries is treated as a long-term liability. The long-term provision is calculated using life expectancy tables to determine the period for which the regular payments may be made. The commitment is discounted using a rate based on the discount rate used for the defined benefit pension scheme, adjusted for the differing expected timeframes of the two liabilities. The movement on the regular payments provision is included within grant-making in the Statement of Financial Activities. The movement in the year includes the unwinding of the discount factor used to estimate the current value of future commitments.

Regular payments due in more than one year had previously been shown as creditors, but have been reclassified as provisions as they represent an estimate of future outflows and therefore there is some uncertainty in the accounting estimates used in their calculation. As the amounts are material, the 2020 balance sheet has been restated to reflect this reclassification.

l) Pensions
Independent Age operates a defined contributions pension scheme for its staff. Contributions are accounted for in the period to which they relate. This scheme has been accredited for the purposes of auto-enrolment.

Independent Age also operates a defined benefits (final salary) pension scheme, which is closed to new members and to future accrual. The current service costs of the scheme, together with the interest cost less the expected return on assets for the year, are charged to the Statement of Financial Activities within staff costs. The actuarial gains and losses are recognised immediately after net income/expenditure as other recognised gains and losses. Further details are provided in Note 18.

The assets of the scheme are measured at fair value at the Balance Sheet date. Liabilities are measured on an actuarial basis at the Balance Sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. The resulting defined benefit pension asset or liability is presented separately after other net assets on the face of the Balance Sheet.

m) Foreign currencies
Foreign currency transactions are initially recognised by applying to the foreign currency amount the spot exchange rate between the functional currency and the foreign currency at the spot rate on the date of the transaction.

Monetary assets and liabilities denominated in a foreign currency at the Balance Sheet date are translated using the closing rate.

n) Taxation
Independent Age is a registered charity (210729) and as such is entitled to certain tax exemptions on income and profits on investments and surpluses on any trading activities carried on to further the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

o) Redundancy and termination payments
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to terminate the employment of an employee or group of employees before normal retirement date. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

p) Critical accounting estimates and judgements
In preparing the financial statements the trustees are required to make certain estimates and judgements that have an impact on the carrying value of assets and liabilities. These estimates and assumptions are reviewed on an ongoing basis, and are based on historical experience and other factors considered relevant at the time the estimates and judgements are made. The key sources of estimation uncertainty are:

- defined benefit pension liability – measurement requires a number of significant assumptions as disclosed in Note 18
- regular payments provision – the charity provides for future regular payments to its annuitants, a life-long commitment to each individual. Estimation uncertainty arises from the discount rate applied to reflect the time value of money, and assumptions around life expectancy. Further details of how this provision is calculated can be found in Note 17.
- investment properties – the charity holds a number of investment properties that it carries on the Balance Sheet at fair value. Measurement requires a number of assumptions about local market conditions and other factors, which are outlined in Note 11
- assets held for sale – these are investment properties held for sale at the Balance Sheet date carried at fair value. Measurement requires a number of assumptions about local market conditions and other factors. A valuation was carried out using the average of the three highest bids received, net of abnormal costs, as its starting point. This average was then discounted because planning permission has not yet been given and because of access concerns, as outlined in Note 14.

2. Donations and legacies

Current year	**Unrestricted funds** £000	**Restricted funds** £000	**Endowed funds** £000	**2021** £000
Donations	1,434	192	-	**1,626**
Grants	27	367	-	**394**
Legacies	1,462	7	-	**1,469**
	2,923	566	-	**3,489**

Donations include £470,683 (2020: £397,811) of donated services received in the year.

Grant income includes £nil (2020: £524,324) in restricted grant funding relating to the Campaign to End Loneliness (CEL) of which £nil was received from the National Lottery Community Fund (2020: £459,325). CEL was transferred to a new host, the What Works Centre for Wellbeing (WWCW), on 1 January 2021. £152,000 in cash was transferred to WWCW, representing £153,000 of payments received in advance from the National Lottery, less £1,000 of CEL's expenses paid in advance. The charity has no ongoing relationship with WWCW save that it transfers any funds it receives for CEL in error to WWCW.

Income from grants includes £83,609 from government sources, including the National Lottery Community Fund, local authorities and Clinical Commissioning Groups (2020: £559,325) and £5,109 from the Coronavirus Jobs Recovery Fund (2020: £nil). There are no unfulfilled conditions or other contingencies attaching to grants recognised as income in either year.

Previous year	**Unrestricted funds** £000	**Restricted funds** £000	**Endowed funds** £000	**2020 Total** £000
Donations	1,499	67	-	**1,566**
Grants	17	1,665	-	**1,682**
Legacies	865	-	-	**865**
	2,381	1,732	-	**4,113**

3. Investment income

Current year	**Unrestricted funds** £000	**Restricted funds** £000	**Endowed funds** £000	**2021 Total** £000
Dividend income	1,030	107	2,547	**3,684**
Investment property rental income	54	-	-	**54**
	1,084	107	2,547	**3,738**

Previous year	**Unrestricted funds** £000	**Restricted funds** £000	**Endowed funds** £000	**2020 Total** £000
Fixed interest income	3	-	-	**3**
Dividend income	1,877	328	2,057	**4,262**
Investment property rental income	59	-	-	**59**
	1,939	328	2,057	**4,324**

4. Expenditure allocations

Current year	Raising voluntary income £000	National services £000	Community services £000	Policy and influencing £000	Grant-making £000	Marketing and comms £000	2021 Total £000
Staff costs	507	1,442	1,368	722	199	546	**4,784**
Non-staff costs	1,210	640	188	161	1,075	548	**3,822**
Subtotal – Direct costs	1,717	2,082	1,556	883	1,274	1,094	**8,606**
Support costs	357	572	1,514	577	137	422	**3,579**
Subtotal – All costs	2,074	2,654	3,070	1,460	1,411	1,516	**12,185**
Reallocation – Fundraising	(415)	415	-	-	-	-	**-**
Reallocation – Marketing and comms	-	583	293	583	57	(1,516)	**-**
Expenditure by charitable activity	1,659	3,652	3,363	2,043	1,468	**-**	**12,185**
Investment and property management							**284**
Total expenditure							**12,469**

Previous year	Raising voluntary income £000	National services £000	Community services £000	Policy and influencing £000	Grant-making £000	Marketing and comms £000	2020 Total £000
Staff costs	737	1,116	1,807	1,261	129	1,083	**6,133**
Non-staff costs	1,470	560	357	443	2,970	570	**6,370**
Subtotal – Direct costs	2,207	1,676	2,164	1,704	3,099	1,653	**12,503**
Support costs	368	711	1,298	731	94	583	**3,785**
Subtotal – All costs	2,575	2,387	3,462	2,435	3,193	2,236	**16,288**
Reallocation – Fundraising	(515)	515	-	-	-	-	**-**
Reallocation – Marketing and comms	-	861	430	861	84	(2,236)	**-**
Expenditure by charitable activity	2,060	3,763	3,892	3,296	3,277	-	**16,288**
Investment and property management							**274**
Total expenditure							**16,562**

The Campaign to End Loneliness (CEL) was transferred to a new host organisation, the What Works Centre for Wellbeing, on 1 January 2021. Until its transfer to a new host, Direct Campaigning costs included amounts relating to CEL of £nil (2020: £571,419). On behalf of the partnership of all five organisations on the 'management group' Independent Age had responsibility for employing the staff and managing the budget of CEL.

Support costs	**Staff costs** £000	**Non-staff costs** £000	**Total 2021** £000	**Staff costs** £000	**Non-staff costs** £000	**Total 2020** £000
Chief Executive's office	188	5	**193**	239	16	255
Director of Corporate Services	93	20	**113**	191	31	222
Facilities	235	483	**718**	212	575	787
ICT	705	583	**1,288**	622	598	1,220
People and Organisational Development	356	360	**716**	364	380	744
Finance	443	20	**463**	392	86	478
Governance	44	44	**88**	40	39	79
	2,064	1,515	**3,579**	2,060	1,725	3,785

Governance costs	**2021** £000	**2020** £000
Auditor's remuneration for the statutory audit of the financial statements	**34**	38
Trustee recruitment fees	**9**	-
Trustees' meetings including expenses and AGM costs	**1**	1
Staff costs	**44**	40
Total governance costs	**88**	79

The apportionment of support costs was made pro rata to the number of staff (full-time equivalent) in each of the activity areas. Facilities costs were apportioned pro rata to head office-based staff only.

The charity indemnifies trustees in respect of any liability arising from or in respect of the charity.

5. Regular payments and grants

	Grants £000	Support costs £000	2021 £000	2020 £000
COVID-19 support grants to organisations	932	421	**1,353**	2,842
Grant to National Academy for Social Prescribing	150	15	**165**	-
Supporting individual beneficiaries (annuitants)	(58)	8	**(50)**	435
	1,024	444	**1,468**	3,277

In 2021 the charity expended £1,353,000 (2020: £2,842,000) on COVID-19 support grants to 75 local community organisations. The charity also expended £150,000 on a grant to National Academy for Social Prescribing. The negative expenditure on grants supporting individual benefiaries results from movement in the annuitants' provision (see note 17).

6. Staff costs and employee benefits

	2021 £000	2020 £000
Salaries	**5,803**	6,839
Temporary staff costs	**9**	152
Employers' National Insurance	**577**	688
Employer defined contribution pension costs	**453**	494
Employer defined benefit pension costs	**6**	20
	6,848	8,193
Redundancy and termination payments	**64**	78
	6,912	8,271

Total remuneration of the key management personnel (the trustees with the Senior Leadership Team. comprising the chief executive and directors), including pension and National Insurance contributions, was £614,251 (2020: £631,671).

No trustees received nor waived any remuneration.

In 2021 we completed the final stages of our organisation redesign. This change was needed to transform the way we deliver our work with older people, so we can become more focused and make sure we have greater impact in the communities we are working in. We stopped working in some areas while we embed our community work in Guildford and Waverley, Essex, Nottingham, and Tyne & Wear and Teesside. The organisational redesign resulted in some redundancy and termination costs in 2021 and 2020.

7. Average monthly staff numbers

	2021	2020
National Services and Grant-making	**31**	25
Community Services	**41**	47
Policy and Influencing	**17**	25
Fundraising	**11**	12
Marketing and Communications	**12**	18
Support Services	**39**	33
	151	160

8. Number of employees with total emoluments (excluding pensions) of more than £60,000

	2021	2020
£60,001–70,000	**3**	9
£70,001–80,000	**2**	4
£80,001–90,000	**4**	8
£90,001–100,000	**-**	-
£110,001–120,000	**1**	1
	10	22

9. Tangible fixed assets

	Freehold land and buildings £000	Plant and machinery £000	Fixtures, fittings and equipment £000	Totals £000
Charity and Group				
Cost				
As at 1 January 2021	1,215	1,119	309	**2,643**
Additions	110	-	-	**110**
Disposals	-	-	(69)	**(69)**
Total	1,325	1,119	240	**2,684**
Depreciation				
As at 1 January 2021	147	357	219	**723**
Depreciation charge in the year	28	56	30	**114**
Disposals	-	-	(36)	**(36)**
Total	175	413	213	**801**
Net book value				
As at 31 December 2021	1,150	706	27	**1,883**
As at 31 December 2020	1,068	762	90	**1,920**

10. Intangible fixed assets

	Computer software £000	Totals £000
Charity and Group		
Cost		
As at 1 January 2021	601	**601**
Additions	-	**-**
Disposals	-	**-**
Total	601	**601**
Amortisation		
As at 1 January 2021	560	**560**
Amortisation charge in the year	17	**17**
Total	577	**577**
Net book value		
As at 31 December 2021	24	**24**
As at 31 December 2020	41	**41**

11. Investment properties

	2021 £000	2020 £000
As at 1 January	**2,270**	2,300
Disposals	**-**	(200)
Revaluation	**180**	170
Transfer to Assets held for sale	**(100)**	-
As at 31 December	**2,350**	2,270
Historic cost	**1,332**	1,373

The investment properties were last independently valued as at 31 December 2014 by a combination of external surveyors, use of the Royal Institution of Chartered Surveyors Red Book or comparison to the market values of similar properties. The trustees are satisfied that, having reviewed available data on market activity in the respective locations, that investment properties are carried at fair value at the Balance Sheet date.

In addition to the properties held on the balance sheet, the charity owns a reversionary interest in two properties not included in the accounts. The charity will acquire the properties, in full or in part, on the death of the residents, and its interest has not been valued.

12. Investments

	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	2021 £000	2020 £000
Charity and Group					
Quoted investments	86,721	10,082	54,565	**151,368**	140,181
Quoted liquid funds	13,585	-	-	**13,585**	15,584
Non-quoted investments	-	-	8,777	**8,777**	9,336
Investments held with fund managers	100,306	10,082	63,342	**173,730**	165,101

Reconciliation of investments held with fund managers	2021 £000	2020 £000
Market value at 1 January	**165,101**	172,543
Additions	**17,500**	15,935
Disposals	**(17,500)**	(22,718)
Net unrealised gains/(losses)	**14,544**	(453)
Movement in cash	**(5,915)**	(206)
Market value at 31 December	**173,730**	165,101
Historical cost at 31 December	**147,332**	141,151

Investments held with fund managers – analysis by type	2021 £000	2020 £000
UK equities	**31,358**	27,234
Global equitites	**69,798**	48,070
Diversified growth funds	**29,164**	40,104
Infrastructure	**8,777**	9,336
Multi-asset credit	**21,048**	24,773
Quoted liquid funds	**13,585**	15,584
	173,730	165,101

The charity has invested £1 in the share capital of its wholly owned trading subsidiary, Independent Age Enterprises Limited (IAE Ltd).

IAE Ltd handles the non-charitable activities of Independent Age. It donates all its profits to the charity by Gift Aid. As such, no Corporation Tax is payable. Its income in 2021 was £1 (2020: dormant).

	2021 £000	2020 £000
Current assets	**9,052**	9,052
Current liabilities	**(9,051)**	(9,051)
Shareholder's funds/total net assets	**1**	1

Counsel and Care for the Elderly merged with Independent Age in October 2011 but continues to operate as a separate charitable company for the collection of donations and legacies. Independent Age is the managing trustee and continues to provide the services previously offered by Counsel and Care. In the year ended 31 December 2021, the income for Counsel and Care was £17,000 (2020: £3,000) and expenditure was £73,000 (2020: £41,000). Total net assets value was £17,000 (2020: £73,000).

13. Concessionary loans

	2021 £000	2020 £000
Charity and Group		
Loan balance as at 1 January	**287**	303
Loans repaid	**(20)**	(10)
Impairment	**(28)**	(6)
Total loans outstanding	**239**	287
Provision	**(176)**	(209)
	63	78

These loans represent interest-free advances to qualifying beneficiaries in furtherance of the charity's objectives to assist with essential house repairs, and are repayable as the individual beneficiary's circumstances allow. The practice of awarding such loans was ended in May 2014 and no further loans will be made.

14. Assets held for sale

	2021 £000	2020 £000
Charity and Group		
As at 1 January	**-**	-
Transfer from investment properties	**100**	-
Revaluation	**1,825**	-
As at 31 December	**1,925**	-
Historic cost	**41**	-

As at 31 December 2020, Independent Age's land at Henfield was held at a carrying value of £100,000, representing the charity's best estimate of its agricultural value. During 2021, the land was included in Horsham District Council's Development Plan, which was ratified by local referendum in July 2021. This paved the way for the land to be used for residential development rather than just for farming. The land now has a notional allocation of 30 properties.

The charity marketed the land in 2021, and received a number of bids for the site. An offer based on a scheme of 29 units was accepted in November 2021. The offer was subject to planning permission for the redevelopment.

Exchange of contracts has been delayed by various matters, including access concerns, which may result in additional costs to create suitable access or require the creation of a new access point.

The trustees instructed their advisers, Daniel Watney LLP, to revalue the land as at 31 December 2021. Daniel Watney LLP is registered with the Royal Institution of Chartered Surveyors (RICS). The starting point for this valuation was the average of the three highest bids received, net of abnormal costs. This average amount was then discounted because planning permission has not yet been given and because of the access concerns.

On this basis the land has been revalued by £1,825,000 to a value of £1,925,000.

15. Debtors: amounts falling due within one year

	Group 2021 £000	Group 2020 £000	Charity 2021 £000	Charity 2020 £000
Trade debtors	**7**	8	**7**	8
Other debtors	**98**	125	**170**	125
Prepayment	**231**	299	**231**	299
Accrued income	**631**	751	**631**	751
	967	1,183	**1,039**	1,183

16. Creditors: amounts falling due within one year

	Group 2021 £000	Group 2020 £000	Charity 2021 £000	Charity 2020 £000
Trade creditors	**529**	270	**529**	270
Regular payments liability (annuitants) – see Note 17	**686**	759	**686**	759
Other creditors	**65**	145	**65**	145
Accruals	**562**	174	**562**	174
Deferred income	**5**	32	**5**	32
	1,847	1,380	**1,847**	1,380

Movement in deferred income	Charity 2021 £000	Charity 2020 £000
Charity and Group		
Deferred income brought forward	**32**	325
Amounts released in the year	**(32)**	(325)
Amounts deferred in the year	**5**	32
Deferred income carried forward	**5**	32

Deferred income comprises donations received in advance of the year to which they relate.

17. Provisions: amounts falling due after more than one year

Reconciliation of regular payments to annuitants

	2021 £000	2020 £000
Charity and Group		
Regular payment commitments at 1 January	**6,056**	6,932
Movement in provision	**(439)**	81
Unwinding of the discount	**388**	337
Amount paid in the year	**(724)**	(1,087)
Amount released in the year	**-**	(207)
Commitments at 31 December	**5,281**	6,056
Payable within one year – see Note 16	**686**	759
Payable after one year	**4,595**	5,297
Commitments at 31 December	**5,281**	6,056

The movement in the provision is derived from three factors: the numbers of annuitants at the year end, changes in the discount factor and changes in the mortality tables used to determine life expectancy.

At 31 December 2021 the number of annuitants was 923, which was 103 fewer than at the same date in the previous year (2020: 1,026). The discount factor increased from 1.05% to 1.41%. Taking into account the movements in the factors above, there was a reduction in the overall liability and a negative expense for the year (see note 5).

Regular payments to annuitants due in less than one year have been accounted for as creditors rather than a provision as they are more certain.

18. Pension schemes

Independent Age operates a defined contributions pension scheme administered by TPT Retirement Solutions. The employer contributes up to 10% of employees' earnings to the scheme. Total employer contributions towards this scheme in the year were £381,875 (2020: £416,897).

Independent Age also operates a defined benefit (final salary) scheme. Following consultation with the remaining active members, the scheme was closed to future accrual from the end of April 2021. During 2020 and until April 2021 the employer paid contributions at the rate of 38.3% per annum of members' earnings in respect of non-contributory members and 32.3% per annum of members' earnings in respect of contributory members. Member contributions were payable at the rate of 6.0% per annum of members' earnings in respect of contributory members only. From 1 April 2021 the above employer contribution rates increased to 44.5% per annum of members' earnings in respect of non-contributory members and 38.5% per annum of members' earnings in respect of contributory members.

The employer continues to pay £70,770 per annum (2020: £63,000) in respect of scheme expenses. The Pension Protection Fund levy is paid separately by the employer on receipt of the invoice.

A full actuarial valuation was carried out at 30 September 2019 and updated to 31 December 2021 by a qualified actuary, independent of the scheme's sponsoring employer. The major assumptions used by the actuary are shown below. The Scheme is in surplus at 31 December 2021. The surplus has been restricted to zero as it cannot be returned to the employer.

The most recent actuarial valuation at 30 September 2019 showed a surplus of £799,000.

Present values of defined benefit asset/(obligation), fair value of assets and defined benefit liability	**31 December 2021** £000	**31 December 2020** £000
Equity-type assets	**82**	1,364
Fixed interest bonds	**9,812**	8,579
Index-linked bonds	**6,017**	5,963
Fixed interest gilts	**2,151**	1,892
Property	**2,579**	1,240
Other	**4,474**	6,076
Total market value of assets	**25,115**	25,114
Present value of scheme liabilities	**(21,850)**	(23,213)
Surplus	**3,265**	1,901
Effect of asset ceiling	**(3,265)**	(1,787)
Net pension asset under FRS 102	**-**	114

Note 18 continued

None of the fair value of the assets shown above includes any direct investments in the employer's own financial instruments or any property occupied by, or any other assets used by, the employer.

Reconciliation of opening and closing balances of the defined benefit obligation	**31 December 2021** £000	**31 December 2020** £000
Defined benefit obligation at start of period	**23,213**	20,631
Current service cost	**6**	21
Interest cost on defined benefit obligation	**308**	405
Member contributions	**-**	2
Benefits paid	**(819)**	(800)
Losses due to benefit changes	**-**	3
Losses on curtailments	**3**	-
Actuarial loss on changes in demographic and financial assumptions	**(521)**	3,491
Experience gain on liabilities	**(340)**	(540)
Defined benefit obligation at end of period	**21,850**	23,213

Reconciliation of opening and closing balances of the fair value of plan assets	**31 December 2021** £000	**31 December 2020** £000
Fair value of plan assets at start of period	**25,114**	22,519
Interest income on assets	**334**	443
Expenses	**(69)**	(71)
Return on assets excluding interest income	**480**	2,923
Employer contribution	**75**	98
Member contribution	**-**	2
Benefits paid	**(819)**	(800)
Fair value of plan assets at end of period	**25,115**	25,114

Movement in Balance Sheet asset during the year	**31 December 2021** £000	**31 December 2020** £000
Surplus in scheme at the beginning of the period	**114**	282
Current service cost	**(6)**	(21)
Past service cost–benefit changes/curtailments	**(3)**	(3)
Expenses	**(69)**	(71)
Net interest credit	**2**	6
Remeasurements included in the statement of financial activities	**(113)**	(177)
Employer contributions	**75**	98
Surplus in scheme at the end of the period	**-**	114

Defined benefit costs recognised in the Statement of Financial Activities	**31 December 2021** £000	**31 December 2020** £000
Current service cost (included within Staff costs)	**6**	21
Expenses (included within Staff costs)	**69**	71
Curtailment losses	**3**	-
Past service cost – plan amendments	**-**	3
Operating charge	**78**	95
Interest income on assets	**(334)**	(443)
Interest cost on defined benefit obligation	**308**	405
Interest on surplus that is not recoverable	**24**	32
Net Interest credit	**(2)**	(6)
Defined benefit costs recognised in Statement of Financial Activities	**76**	89

Defined benefit costs recognised as other gains and losses in the Statement of Financial Activities	**31 December 2021** £000	**31 December 2020** £000
Return on assets excluding interest income	**480**	2,923
Experience gains on liabilities	**340**	540
Loss from change of assumptions	**521**	(3,491)
Effects of changes in the amount of surplus that is not recoverable (excluding amounts included in net interest cost)	**(1,455)**	(149)
Actuarial loss on defined benefit pension scheme in the Statement of Financial Activities	**(114)**	(177)

Movement in assumption	**Effect on liabilities**
Discount rate +/- 0.1%	-/+ 2%
Inflation assumptions +/- 0.1%	-/+ 2%
Life expectancy +/- 0.1%	-/+ 3-5%

	31 December 2021 £000	**31 December 2020** £000
Discount rate	**1.81% p.a.**	1.35% p.a.
Inflation (Retail Price Index (RPI))	**3.32% p.a.**	2.95% p.a.
Inflation (CPI)	**2.97% p.a.**	2.55% p.a.
Deferred revaluations	**3.32% p.a.**	2.55% p.a.
Salary growth	**n/a**	2.95% p.a.
Pension increases in payment		
CPI max 5% p.a.	**2.90% p.a.**	2.55% p.a.
CPI max 2.5% p.a.	**2.05% p.a.**	1.85% p.a.
CPI max 3% p.a.	**2.3% p.a.**	2.1% p.a.

Note 18 continued

Demographic assumptions

	31 December 2021 £000	31 December 2020 £000
Mortality		
Base tables	Pre-retirement: nil Post-retirement: 106% of S3PXA	Pre-retirement: nil Post-retirement: 106% of S3PXA
Improvement allowance	CMI_2020 (1.00%) for females CMI_2020 (1.25%) for males	CMI_2019 (1.00%) for females CMI_2019 (1.25%) for males
Smoothing parameter	7.5	7.5
Life expectancy from age 65		
Pensioners (currently aged 65)	Female: 23.8 Male: 21.7	Female: 23.8 Male: 21.6
Non-pensioners (currently aged 45)	Female: 25.0 Male: 23.0	Female: 24.9 Male: 23.0
Commutation	75% of maximum allowance	75% of maximum allowance
Proportion married at retirement	75% for both males and females	75% for both males and females
Other demographic assumptions	As per most recent Technical Provisions assumptions	As per most recent Technical Provisions assumptions

Contingent Liability

We have been notified by the Trustee of the Scheme that they have performed a review of the changes they made to The Pensions Trust's Schemes' benefits over the years, and the result is that there is now some certainty surrounding some of these changes. The Trustee has determined that it is prudent to follow best practice and seek clarification from the Court on the changes made. This process is ongoing, and the matter is unlikely to be resolved before 2024 at the earliest. It is recognised that this could potentially impact the value of Scheme liabilities but, as the Court direction is pending, it is not possible to calculate the impact with any accuracy at this time. Therefore, no adjustment has been made in these financial statements.

19. Movement on funds

	Balance at 1 January 2021 £000	Incoming resources £000	Resources expended £000	Transfers £000	Gains (losses) £000	Balance at 31 December 2021 £000
Endowed funds						
F E Cobbold Trust Fund	1,486	-	-	80	-	**1,566**
Backsettown Endowed Charity	290	-	-	16	-	**306**
Wharton & Wittrick Fund	1,030	-	-	-	-	**1,030**
General Endowment Fund	57,342	-	-	3,098	-	**60,440**
Unapplied Total Return Fund	-	2,547	(65)	(10,510)	8,028	**-**
Total endowed funds	**60,148**	**2,547**	**(65)**	**(7,316)**	**8,028**	**63,342**
Restricted funds						
F E Cobbold Trust Fund	10,376	95	(1,816)	-	1,130	**9,785**
Backsettown Charity	100	-	-	-	1,825	**1,925**
RUKBA Holiday Fund	964	9	(1,080)	-	107	**-**
Ulster Ladies Trust Fund	386	3	(162)	-	42	**269**
Grants Fund	500	-	(500)	-	-	**-**
Reconnections	5	78	(172)	101	-	**12**
Other restricted funds	100	488	(348)	(101)	-	**139**
Total restricted funds	**12,431**	**673**	**(4,078)**	**-**	**3,104**	**12,130**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,140	-	-	-	180	**1,320**
Tangible and Intangible Fixed Assets Fund	1,961	-	(128)	74	-	**1,907**
Endowment Funded Activity Protection Fund	20,692	-	(23)	(12)	1,152	**21,809**
Future Impact Fund	60,202	4,109	(8,102)	6,994	3,971	**67,174**
Total designated funds	**83,995**	**4,109**	**(8,253)**	**7,056**	**5,303**	**92,210**
General Fund	9,522	-	-	260	-	**9,782**
Total unrestricted funds	**93,517**	**4,109**	**(8,253)**	**7,316**	**5,303**	**101,992**
Subtotal Independent Age	**166,096**	**7,329**	**(12,396)**	**-**	**16,435**	**177,464**
Counsel and Care for the Elderly						
General Fund	73	17	(73)	-	-	**17**
Subtotal Counsel and Care for the Elderly	73	17	(73)	-	-	**17**
Total Group	**166,169**	**7,346**	**(12,469)**	**-**	**16,435**	**177,481**

Fund descriptions
The Supplementary Royal Charter 2014 stipulated the establishment of a General Endowment Fund comprising all the monies previously held in the Permanent Annuities fund, the Provision of Homes Capital fund, the Annuitants' Relief fund and part of the Life Annuities fund.

The Charity Commission scheme, which became effective on 23 October 2014, defined the nature and purposes of the three endowed funds of which Independent Age is the managing trustee, namely F E Cobbold Trust Fund, Backsettown Endowed Charity fund and the Wharton & Wittrick Fund. The scheme also provided for the merger of Homes of Rest for Gentlewomen and the Georgina Tompkins Ladies Fund into the RUKBA Holiday Fund; confirmation that both the capital and income of the Ulster Ladies Fund could be expensed in accordance with its restrictions; and amended the restrictions on other named funds.

The Board of Trustees resolved in December 2014 that the charity would adopt Total Return Accounting for the three above named permanent endowed funds with effect from 1 January 2015 and acknowledged that this should also apply to the General Endowed Fund as permitted under the Supplementary Royal Charter.

The funds of Independent Age are described below.

Permanent endowed funds
The **F E Cobbold Trust Fund** represents monies to be held on trust to invest and apply to relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage, with preference to persons who are residents of Suffolk, by the provision of grants and other financial assistance and the provision of advice and support.

The **Backsettown Endowed Charity** fund is to relieve persons who are in conditions of need, hardship or distress or who, by reason of physical or mental illness or otherwise, are in need of rest and recuperation by making of grants or the provision of facilities that are calculated to relieve such need.

The **Wharton & Wittrick Fund** is to be held on trust to invest and apply the income to relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage, with preference to persons who have been employed with the health and social care professions, by the provision of grants and other assistance relating to accommodation.

In 2021 we transferred £nil (2020: £602,000) from the designated investment property fund to the Wharton & Whittrick Fund representing previous revaluations of the investment property held in this fund, to better reflect the fund's fair value.

The **General Endowment Fund**, which was established by the Supplementary Royal Charter in 2014, provides for the general purposes of the charity.

The **Unapplied Total Return** is the balance of income earned, less investment management fees, plus investment gains after the maintenance of the capital value of the permanent endowed funds calculated by the movement in CPI for the respective period.

Under Section 104(A) of the Charities Act 2011, on 1 January 2015 the trustees have the power to invest permanently endowed funds to maximise total return and therefore to apply an appropriate portion of the Unapplied Total Return to income. The Unapplied Total Return remains invested as part of the permanent endowment until that power is exercised.

In 2021 the trustees exercised this right and transferred the Unapplied Total Return net balance of £7,687,068 (2020: £412,000) to income funds. This amount was fully utilised in the year.

	Endowed for investment £000	Unapplied Total Return £000	Total endowed £000
At start date: 1 January 2021			
Gift component of permanent endowment	60,148	-	**60,148**
Unapplied Total Return	-	-	**-**
	60,148	-	**60,148**
Movements			
Recoupment of trust for investment*	3,194	(3,194)	**-**
Dividend return	-	2,547	**2,547**
Transfer	-	-	**-**
Gains	-	8,028	**8,028**
Investment management costs	-	(65)	**(65)**
	3,194	7,316	**10,510**
Unapplied Total Return retained	-	-	**-**
Unapplied Total Return transferred to income funds	-	(7,316)	**(7,316)**
Totals	63,342	-	**63,342**

*This represents the sum elected to maintain the real capital value of the endowed funds by offsetting the impact of inflation.

Restricted funds
These are funds that the charity must spend on activities specified by the restrictions of the fund.

The **RUKBA Holiday Fund**: the income and capital may be applied for the relief in need of persons in reduced circumstance with a preference for those from the South of England, by provision of holidays or in such ways as the trustees shall think fit.

The **Ulster Ladies Trust Fund**: the income and capital may be applied for the relief of persons in need by reason of ill health, disability, financial hardship or other disadvantage with a preference for those living or formerly living in Northern Ireland.

The **Campaign to End Loneliness**: grants received, including those from the other partners, to address the issues related to older people experiencing loneliness. During the year £nil (2020: £273,000) was transferred from unrestricted fund to support this activity. The Campaign To End Loneliness was transferred to a new host on 1 January 2021.

Designated Funds
In accordance with Charity Commission guidance, the trustees have designated funds to mitigate the charity financial risks and to indicate which reserves are held in property and therefore not available as 'free' reserves. Individual purposes of these funds are described below.

The **Investment Property Fund** represents the amount of reserves relating to investment properties not held in restricted and endowed funds.

The **Tangible and Intangible Fixed Asset Fund** recognises the net book value of operational fixed assets – primarily the head office building at 18 Avonmore Road.

The **Endowment Funded Activity Protection Fund** will be used to cover the gap in funding of charitable activities arising from a potential negative return on the endowed investment. Trustees have designated for this purpose a value equivalent to 35% of the endowments.

The **Future Impact Fund** represents the balance of unrestricted reserves which, together with growth of voluntary income, will be used to continue to expand the scale, scope and depth of charity services now and in the future. Transfers are made annually between general funds and designated funds to maintain designated funds at the levels specified by trustees as set out above.

General Fund
The **General Fund** represents free reserves used for the general work of Independent Age.

Transfers between funds are made in order to: maintain the value of the Endowed Funds such that they grow each year in line with CPI, maintain the value of the Endowment Funded Activity Protection Fund at 35% of the value of the endowed investments, maintain the General Fund at an amount equivalent to one year's unrestricted expenditure and transfer any remaining balances, including on the Unapplied Total Return Fund, to the Future Impact Designated Fund.

Comparatives for 2020 of movement on funds are shown below:

	Balance at 1 January 2020 £000	Incoming resources £000	Resources expended £000	Transfers £000	Gains (losses) £000	Balance at 31 December 2020 £000
Endowed funds						
F E Cobbold Trust Fund	1,477	-	-	9	-	**1,486**
Backsettown Endowed Charity	289	-	-	1	-	**290**
Wharton & Wittrick Fund	428	-	-	602	-	**1,030**
General Endowment Fund	56,974	-	-	368	-	**57,342**
Unapplied Total Return Fund	-	2,057	(67)	(873)	(1,118)	**-**
Total endowed funds	**59,168**	**2,057**	**(67)**	**107**	**(1,118)**	**60,148**
Restricted funds						
F E Cobbold Trust Fund	12,030	258	(1,860)	-	(52)	**10,376**
Backsettown Charity	112	-	(12)	-	-	**100**
RUKBA Holiday Fund	2,657	57	(1,739)	-	(11)	**964**
Ulster Ladies Trust Fund	574	12	(198)	-	(2)	**386**
Campaign to End Loneliness	98	550	(921)	273	-	**-**
Grants Fund	-	881	(381)	-	-	**500**
Reconnections	-	106	(101)	-	-	**5**
Other restricted funds	-	250	(150)	-	-	**100**
Total restricted funds	**15,471**	**2,114**	**(5,362)**	**273**	**(65)**	**12,431**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,772	-	-	(802)	170	**1,140**
Tangible and Intangible Fixed Assets Fund	2,142	-	(131)	(50)	-	**1,961**
Endowment Funded Activity Protection Fund	20,559	412	(24)	(229)	(26)	**20,692**
Future Impact Fund	63,492	4,076	(10,937)	2,920	651	**60,202**
Total designated funds	**87,965**	**4,488**	**(11,092)**	**1,839**	**795**	**83,995**
General fund	11,717	24	-	(2,219)	-	**9,522**
Total unrestricted funds	**99,682**	**4,512**	**(11,092)**	**(380)**	**795**	**93,517**
Subtotal Independent Age	**174,321**	**8,683**	**(16,521)**	**-**	**(388)**	**166,096**
Counsel and Care for the Elderly						
General fund	112	2	(41)	-	-	**73**
Subtotal Counsel and Care for the Elderly	112	2	(41)	-	-	**73**
Total Group	**174,433**	**8,685**	**(16,562)**	**-**	**(388)**	**166,169**

20. Analysis of net assets between funds

	Unrestricted funds £000	Designated funds £000	Restricted funds £000	Endowed funds £000	2021 Total funds £000
Tangible and intangible fixed assets	-	1,907	-	-	**1,907**
Investment	12,380	88,983	10,055	62,312	**173,730**
Investment properties	-	1,320	-	1,030	**2,350**
Concessionary loans	63	-	-	-	**63**
Current assets	3,793	-	2,080	-	**5,873**
Current liabilities	(1,842)	-	(5)	-	**(1,847)**
Creditors: Amounts falling due after more than one year	(4,595)	-	-	-	**(4,595)**
Total	9,799	92,210	12,130	63,342	**177,481**

Comparatives for 2020 analysis of net assets between funds are shown below:

	Unrestricted funds £000	Designated funds £000	Restricted funds £000	Endowed funds £000	2020 Total funds £000
Tangible and intangible fixed assets	-	1,961	-	-	**1,961**
Investment	13,477	80,780	11,726	59,118	**165,101**
Investment properties	-	1,140	100	1,030	**2,270**
Concessionary loans	78	-	-	-	**78**
Current assets	2,544	-	779	-	**3,323**
Current liabilities	(1,206)	-	(174)	-	**(1,380)**
Creditors: Amount falling due after more than one year	(5,297)	-	-	-	**(5,297)**
Defined benefit pension scheme asset	-	114	-	-	**114**
Total	9,595	83,995	12,431	60,148	**166,169**

21. Trustees, related parties and connected charities

No trustee received any remuneration from Independent Age during the year ended 31 December 2021. One trustee (2020: two) were reimbursed for travel expenses incurred in furtherance of the charity's activities totalling £120 (2020: £454).

Professor Martin Green, OBE, trustee at the International Longevity Centre – UK (ILC–UK), was a trustee of Independent Age. A total payment of £nil was made in 2021 (2020: £18,669) to ILC–UK for research services and events. £nil was due at 31 December 2021 (2020: £nil).

Baroness Julia Neuberger, DBE, trustee at the Rayne Foundation, is Chair of Independent Age. Independent Age received a donation of £nil from the Rayne Foundation in 2021 (2020: £100,000) to support our Grants Fund. £nil was due at 31 December 2021 (2020: £nil).

22. Reconciliation of net movements in funds to net cash flow from activities

	Group 2021 £000	Group 2020 £000	Charity 2021 £000	Charity 2020 £000
Net income/(expenditure) for the year	**11,426**	(8,087)	**11,482**	(8,048)
Dividends received	**(3,684)**	(4,262)	**(3,684)**	(4,262)
Interest receivable including bank interest	**-**	(3)	**-**	(3)
Rents received from investment properties	**(54)**	(59)	**(54)**	(59)
Loss on disposal of fixed assets	**33**	-	**33**	-
Depreciation and impairment of tangible fixed assets	**114**	122	**114**	122
Amortisation and impairment of intangible fixed assets	**17**	80	**17**	80
Revaluation of investment property (including that held for sale)	**(2,005)**	(240)	**(2,005)**	(240)
(Gains)/losses on investments	**(14,544)**	453	**(14,544)**	453
Movement in the provision for concessionary loans	**(5)**	1	**(5)**	1
Post-employment benefits less payments	**-**	(9)	**-**	(9)
Movement in the provision for regular payments	**(775)**	418	**(775)**	418
(Increase)/decrease in debtors	**215**	425	**143**	375
Increase/(decrease) in creditors	**540**	(1,945)	**540**	(1,945)
Net cash flow from operating activities	**(8,722)**	(13,105)	**(8,738)**	(13,118)

23. 2020 Consolidated Statement of Financial Activities

	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	Year to 31 December 2020 Total funds £000
Income and endowment from:				
Donations and legacies	2,381	1,732	-	**4,113**
Other trading activities	124	55	-	**179**
Investment income	1,939	328	2,057	**4,324**
Other income	69	-	-	**69**
Total income and endowments	4,513	2,115	2,057	**8,685**
Expenditure on:				
Raising funds				
Raising voluntary income	2,060	-	-	**2,060**
Investment and property management	188	18	68	**274**
Total cost of raising funds	2,248	18	68	**2,334**
Charitable activities				
National services	1,631	2,132	-	**3,763**
Community services	1,995	1,897	-	**3,892**
Policy and influencing	2,375	921	-	**3,296**
Grant-making	2,883	394	-	**3,277**
Total cost of charitable activities	**8,884**	**5,344**	**-**	**14,228**
Total expenditure	**11,132**	**5,362**	**68**	**16,562**
Operating (deficit)/surplus	**(6,619)**	**(3,247)**	**1,989**	**(7,877)**
(Losses)/gains on investments	972	(66)	(1,116)	(210)
Net (expenditure)/income	(5,647)	(3,313)	873	(8,087)
Transfers between funds	(380)	273	107	-
Other recognised (losses)				
Actuarial (loss) on defined benefit pension scheme	(177)	-	-	(177)
Net movement in funds	**(6,204)**	**(3,040)**	**980**	**(8,264)**
Total funds brought forward at 1 January	99,794	15,471	59,168	174,433
Total funds carried forward at 31 December	**93,590**	**12,431**	**60,148**	**166,169**

24. Operating lease commitments

The Group had total commitments at the year end under operating leases in respect of office premises as follows: within one year £nil (2020: £123,000). The lease agreement on Exhibition House ended in June 2021.

25. Charity-only Statement of Financial Activities for the year ended 31 December 2021

	Notes	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	Year to 31 December 2021 Total funds £000	Year to 31 December 2020 Total funds £000
Income and endowments from:						
Donations and legacies*	2	2,979	566	-	**3,545**	4,110
Other trading activities		109	-	-	**109**	179
Investment income	3	1,084	107	2,547	**3,738**	4,324
Other income		10	-	-	**10**	69
Total income and endowments		**4,182**	**673**	**2,547**	**7,402**	8,683
Expenditure on:						
Raising funds						
Raising voluntary income	4	1,659	-	-	**1,659**	2,060
Investment and property management		206	13	65	**284**	274
Total cost of fundraising		**1,865**	**13**	**65**	**1,943**	2,334
Charitable activities						
National services	4	1,305	2,347	-	**3,652**	3,763
Community services	4	2,145	1,218	-	**3,363**	3,894
Policy and influencing	4	2,043	-	-	**2,043**	3,296
Grant-making	4, 5, 19	968	500	-	**1,468**	3,235
Total cost of charitable activities		**6,461**	**4,065**	**-**	**10,526**	14,188
Total expenditure		**8,326**	**4,078**	**65**	**12,469**	16,522
Operating (deficit)/surplus		**(4,144)**	**(3,405)**	**2,482**	**(5,067)**	(7,839)
(Losses)/gains on investment assets	12	**5,417**	**3,104**	**8,028**	**16,549**	(209)
Net (expenditure)/income		**1,273**	**(301)**	**10,510**	**11,482**	(8,048)
Transfers to/from Unapplied Total Return	19	7,316	-	(7,316)	**-**	-
Other recognised gains/(losses)						
Actuarial loss on defined benefit pension scheme	18	(114)	-	-	**(114)**	(177)
Net movement in funds		**8,475**	**(301)**	**3,194**	**11,368**	(8,225)
Fund balances brought forward at 1 January		93,517	12,431	60,148	166,096	174,323
Fund balances carried forward at 31 December	19	**101,992**	**12,130**	**63,342**	**177,464**	166,096

*The Charity's grant income of £73,000 from Counsel and Care for the Elderly has been eliminated from the Group SoFA on consolidation. Counsel and Care's income of £17,000 is not included in the Charity-only SoFA. The Charity-only Donations and Legacies income is therefore £56,000 more than the Group Donations and Legacies income.

All the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 25 form part of the financial statements.

Legal and administrative details

> Thanks to Independent Age, I have found friendship and companionship and I honestly cannot thank them enough.
>
> **Bob**

Legal and administrative details

Charity information

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA).

It is registered in England and Wales with the Charity Commission under charity number 210729 and has been entered on the Scottish Charity Register under charity number SC047184 as of 17 February 2017.

Trustees

Richard Anderson (5)

Lucy Blythe (4,5)

Karen Byrne (1,5)

Michael Craston (1,2) – until 19 May 2022

Karl Demian (3)

Vivienne Dews (1,2,3,4)

Guillermo Donadini – from 10 May 2022

Prof Caroline Glendinning – from 5 May 2022

Prof Martin Green, OBE (3,4) – until 21 October 2021

John Hannaford (1,2) – Treasurer

Simon Inchley (3)

Lorraine Lander (1) – until 2 September 2021

Baroness Julia Neuberger, DBE (4) – Chair

Amit Patel (2,3)

The Trustees Committee membership during the year

1. Finance and Resources Committee
2. Investment Sub Committee
3. Services and Policy Committee
4. Governance and Nominations Committee
5. Marketing and Supporters Committee

Royal Patron

Her Royal Highness Princess Alexandra, the Hon Lady Ogilvy, KG, GCVO

Patrons

The Moderator of the General Assembly of the Church of Scotland

The Free Churches Moderator

The Cardinal Archbishop of Westminster

Senior Leadership Team

Deborah Alsina, MBE, Chief Executive – until January 2022

Stuart Rogers, Director of Corporate Services, Acting Chief Executive – from January 2022

Simon Hewett-Avison, Director of Services

John Palmer, Director of Policy and Communications

Karen Thompson, Interim Director of Finance and Governance – until January 2022

Clare Wadd, Director of Finance and Governance – from December 2021

Matthew Wilkley, Director of Income Generation

Professional advisers

Auditors
RSM UK Audit LLP
25 Farringdon Street
London EC4A 4AB

Principal bankers
NatWest Bank plc
156 Fleet Street
London EC4A 2DX

Insurance broker
Scrutton Bland LLP
820 The Crescent
Colchester Business Park
Colchester
Essex CO4 9YQ

Solicitors
Bates Wells & Braithwaite London LLP
10 Queen Street Place
London EC4R 1BE

Investment advisers
Lane Clark & Peacock LLP
95 Wigmore Street
London W1U 1DQ

Investment managers
Baillie Gifford & Co Limited
Calton Square
1 Greenside Row
Edinburgh EH1 3AN

Cazenove Capital
1 London Wall
London EC2Y 5AU

Schroder Investment Management Limited
1 London Wall Place
London EC2Y 5AU

BlackRock Investment Management (UK) Limited
12 Throgmorton Avenue
Drapers Gardens
London EC2N 2DL

Lindsell Train Ltd
66 Buckingham Gate
London SW1E 6AU

Vanguard Asset Management Limited
25 Walbrook
London EC4N 8AF

Legal & General Investment Management Limited
One Coleman Street
London EC2R 5AA

M&G Securities Limited
Laurence Pountney Hill
London EC4R 0HH

State Street Fund Services (Ireland) Limited
78 Sir John Rogerson's Quay
Dublin 2 D02 HD32
Ireland

JP Morgan Institutional Investments Inc
270 Park Avenue
New York NY 10017
US

Charter Members as at report signing date

Charter Members are appointed when an application, which may have been invited by the trustees, has been approved by the trustees. Trustees are appointed Charter Members for the period of their trusteeship only.

At each annual general meeting, the Charter Members shall resolve on the appointment or reappointment of trustees who have been nominated by the trustees, and the appointment of the auditors.

2020 Mr R Anderson
2003 Mr U D Barnett
2010 Ms E C Best
2020 Ms L Blythe
2019 Ms K Byrne
2009 Mr P Cann
2008 Ms S Collins
2012 Ms M Dangoor
2019 Mr K Demian
2016 Ms V Dews
2022 Mr G Donadini
2022 Prof C Glendinning
2016 Mr J Hannaford
1990 Dr T G Hudson
2005 Mrs F C Hughes
2008 Mr R Humphries
2017 Mr S Inchley
1986 Mrs I Macdonald
2010 Baroness Julia Neuberger, DBE
2019 Mr A Patel
2012 Mr G Patterson
1985 Mr P G Pollock
2004 Mr H M Priestley
1989 Mr W Rathbone, OBE
2013 Ms L Romeo
1985 Mr J G Tregoning
1999 Mr W G Underwood

Get involved!

We're helping to build a society where older people can live the lives they aspire to – and you can be involved.

Your time, expertise, insight, contacts or funding – even fitness – could help change the inequalities and discrimination in our society and help people to live well in later life.

No matter who you are, there's a vital part for you to play: volunteering your free time, fundraising, running or walking a race, forming a strategic partnership, campaigning, or making a small gift or long-term investment.

Working together helps us shape our strategy, services, policies and campaigns to secure a better future for older people – and for you.

Email us at **supporters@independentage.org** to get involved.

Independent Age

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Independent Age is the operating name of the Royal United Kingdom Beneficent Association.

Registered charity number 210729
(England and Wales) SC047184 (Scotland).

IA-CP-015-2021

THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION

England & Wales - Charity number 210729

Accounts

Independent Age

Annual Report and Accounts 2020

At Independent Age, it's our mission to make sure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

2020 was as unexpected a year as it was challenging. We responded rapidly to older people's needs amid the pandemic, while also working hard on a major transformation programme to deepen our impact and better enable people to live a happy, connected and purposeful later life.

The year became a certain reminder that the experiences and views of older people must inform everything we do – and that there's never been a greater need for our work.

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Welcome from Deborah Alsina and Julia Neuberger

It would be an understatement to say that 2020 was a challenging year – a year that brought out the best and worst of us as a society. Few would have predicted a global pandemic that would, at the time of writing, have taken more than 128,000 lives in the UK alone, and caused terrible financial, physical and emotional hardship for so many.

Yet we have seen some light come through the darkness: communities coming together to support each other, an increased appreciation of the natural world around us, and new ways of working remotely that have probably changed our behaviours and organisational cultures for the better and for the long term.

At Independent Age, before the pandemic hit us, we had started a major transformation programme, clarifying our direction, increasing our impact and, above all, renewing our mission. At the start of the year we put in place a talented and experienced Senior Leadership Team to deliver this ambition, and we have since focused on three key elements: strategy, culture and foundations.

But we also had to respond to the pandemic as rapidly as we could. We had to close our offices and move all our face-to-face services to phone and digital platforms. We launched new services, such as our phone coffee mornings, to bring people together who were feeling even more isolated during the pandemic. We also continued our policy and influencing work, including launching new policy research on bereavement, poverty and older people's mental health and their lack of access to services. You can find more details later in this report.

Early in the pandemic we also carried out phone-based welfare assessments of all the people who regularly use our connection services and all our annuitants – around 3,500 people. This enabled us to address any welfare or safeguarding issues that emerged, and we were able to link those who needed help with our Information and Advice team.

As part of our COVID-19 response, we also released £2.5 million of our reserves to set up a COVID-19 Grants Fund to support charities with an income of less than £1 million that work with older people at greatest risk from COVID-19. These include those living with physical and mental health conditions that increase their risk, people from black and other minority ethnic communities, and those at risk of being out of sight, such as people living in situations of domestic violence, older carers and older refugees and asylum seekers. By the end of 2020 we had made 203 grants worth a total of £2.3 million – being involved in this has been one of the most humbling and inspiring aspects of our work in 2020.

We were incredibly grateful for the generous funding we received for the Grants Fund from some of our corporate and trust supporters – including The Scheinberg Relief Fund (£500,000), Pension Insurance Corporation (£250,000), 3i (£16,500), Boundless (£10,000) and Ashurst (£5,000) – enabling us to make more grants in early 2021 to support organisations to begin to reopen their face-to-face services. By the end of our five grant rounds, we will have made grants of more than £3 million and will also have a firm structure in place to continue grant-giving in the future.

> *Our vision is that we can all live a happy, connected and purposeful later life.*

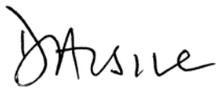
Alongside this backdrop of major change and turbulence, we also completed work on our new strategic plan for 2021–23, plus our directorate implementation plans to ensure that the charity is tightly focused on increasing the impact of our work with and for older people. We also renewed our vision and mission: our vision is that we can all live a happy, connected and purposeful later life; and our mission is to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We also clarified the charity's focus and thematic priorities. We agreed that we will challenge ageism and discrimination and tackle the inequalities that exist in older age. We will focus our resources on the critical areas of health and care, loneliness and poverty, and concentrate our efforts where we will have the greatest impact and reach.

We also spent considerable time working on our culture, values and behaviours. We started by introducing a new set of values for the charity: purpose-driven, compassionate, expert, collaborative, accountable and inclusive. We also began work on developing a behavioural framework. We tried to bring our values to life by discussing and role modelling those behaviours in our day-to-day interactions and in how we make and communicate decisions. More work on this will be a priority for us in 2021.

We also reviewed and focused on building firm foundations for the charity and made good progress in reviewing our policies and procedures, developing our safeguarding, assurance and compliance frameworks, and improving the quality, safety and use of our data.

While 2020 was more challenging than we had either hoped or expected, we have been so grateful for how our staff, volunteers and supporters have risen to the challenge and worked tirelessly to ensure we could continue to deliver high-quality services for the people who need them and to effect positive policy change. We offer sincere thanks to everyone who has been part of our work in 2020, and look forward to continuing to work with you as we begin to deliver our new strategy in 2021.



Deborah Alsina, MBE
Chief Executive

Baroness Neuberger, DBE
Chair

Highlights from 2020

The voices of older people sounded loudly in 2020, helping us quickly adapt our services and ways of working to the uncertainty we all faced. Information and connections were crucial to people's immediate wellbeing – just as campaigning on mental health, bereavement and access to food was to our wider pandemic response.

Grants Fund

As part of our pandemic response, we released £2.5 million of our reserves to set up a COVID-19 Grants Fund. We received 888 applications for funding, and awarded funds totalling £2.3 million to 203 small- and medium-sized charities working with older people at greatest risk from COVID-19.

Policy and influencing campaigns

Throughout 2020 we listened to people in later life to ensure their experiences shaped the public policies and services needed to support them.

This meant we:

- helped significantly expand eligibility for priority supermarket delivery slots
- produced our first report on the mental health challenges facing people in later life
- secured action by the Department for Work and Pensions to fund a public awareness campaign on Pension Credit uptake
- released new hard-hitting economic research on the cost to the state of eligible people not receiving Pension Credit
- welcomed 50 new parliamentary champions to support our work
- chaired the Tackling Loneliness Network, bringing organisations together to think of creative solutions to help people who feel lonely.

Campaign to End Loneliness

In 2016 the Campaign to End Loneliness was awarded four years' funding by the National Lottery Community Fund to expand its work across the UK. It reached millions of people. Independent Age provided infrastructure, governance and funding support for 10 years.

In January 2021 the Campaign joined the What Works Centre for Wellbeing. The Campaign will now broaden its scope to loneliness across all ages, build an evidence base, and work with organisations that drive action on loneliness at every level of society.

Our engagement

2020 saw us gain 3,451 followers across all our communication channels, resulting in an audience of 62,219, up 5.7% from the previous year.

Our content throughout the year was displayed to 22,157,490 users, had 780,343 engagements and provided 371,178 clicks through to our website.

Our media coverage for Independent Age and the Campaign to End Loneliness resulted in articles across national, regional, trade, broadcast and online publications with a total of 3,100 mentions, reaching 4.9 million people with a total publicity value of £11.9 million. Independent Age mentions made up around 77% of this, with the rest attributed to the Campaign to End Loneliness.

Far left Our Grants Fund at work with the African French Speaking Community Support charity

Left Jackie receiving her Christmas hamper through the Reconnections partnership with Blackrock

Top left Renee taking part in the Barclays–Amazon Echo initiative

Above Our Tyne & Wear and Teeside team delivering Christmas packs

Left Volunteer visitor Montserrat switching to phone calls during the pandemic

Reconnections

We launched two Reconnections pilots in 2020, helping over-65s reconnect with people, places or activities that interest them.

While the pandemic brought significant challenges, it also allowed us to engage collaboratively with community partners, inspiring new ways of working and reaching those who needed us most.

Information and advice

In 2020 we published three new mental health guides, and our range of guides and factsheets were accredited by Patient Information Forum's Quality Mark for health and care information.

We created an online COVID-19 information hub, and the Helpline made more than 4,000 welfare-check calls to older people we support.

Fundraising

We raised £4.3 million in 2020 to help deliver the support we provide.

We adapted our planned activities and moved investment from direct dialogue and events fundraising to new channels. This saw the recruitment of 1,705 new regular givers and more than 500 new lottery players. The number of active donors at the end of 2020 was 8,191.

Our legacy activity included developing a new legacy giving proposition, which was shortlisted for Legacy Campaign of the Year at the National Fundraising Awards. Mail and online acquisition campaigns resulted in 35 enquiries and 11 pledges. We were also grateful to receive 23 notifications worth £1.01 million.

We were also grateful for the generous support of 22 businesses, including our 10 corporate partners, which raised £432,235 for our work.

We were also delighted to receive £802,454 in continued support from 100 charitable trusts and foundations, including £500,000 from The Scheinberg Relief Fund.

Community services

Our frontline teams responded to the COVID-19 pandemic with compassion, urgency and an unwavering sense of commitment.

We supported older people by providing up-to-date information, arranging food and medication deliveries, talking to people in gardens, through windows and over the phone – and making decisions about our services with them at the centre.

Our volunteers made 209,402 friendship contacts with 1,560 older people in 2020, through community services, Reconnections, visits and phone calls.

Rising to the challenge

Working from home can be challenge enough, but when you're new in the job it might feel daunting. Here, the newest members of the Independent Age team tell how the friendship and understanding of their colleagues have helped them feel at ease and ready to provide a valuable lifeline to older people.

Emma Lewis, Philanthropy Officer

I was nervous to join a new role during the pandemic, all while working from home – but I now know there was no reason at all to be nervous. My team went above and beyond to make me feel prepared, involved and part of the team from the first day. Joining Independent Age while working from home, during lockdown two, was definitely an experience! Even though I'm six months into the role and haven't met any of my team yet, I still feel part of Independent Age and am looking forward to everything that is to come.

Amaani Khan, Campaigns and Public Affairs Assistant

Joining the organisation working from home has definitely been unconventional, not having met any of my colleagues who I work with on a daily basis. However, everyone at Independent Age has made this as easy as possible. Through frequent video calls and informal catch ups, I often forget that I haven't yet met anyone face to face! I hope to excel in my role and support my colleagues the way they've supported me.

Cara Read, Service Manager

One day I was working from home engaging with colleagues in small boxes on a screen on a Teams call, and the next I was in the same place at home, but the laptop was different and there were new, unfamiliar people in those little boxes on a Teams call... That was my reality when I joined Independent Age back in September.

Not having the benefit of meeting my new colleagues in person was a challenge, but this was quickly overcome with virtual one-to-one meetings with key colleagues in the first few weeks. It was a great way to get know people and to start building relationships.

Everyone at Independent Age recognised this challenge and have been fantastically supportive and quickly made me feel included and very much part of the organisation.

Theo Barwood, Marketing Communications Assistant

Joining Independent Age working solely from home was not new to me, having started my previous role virtually as well, but it was clear even from before I started that Independent Age was putting a lot of effort into making sure I felt connected and warmly welcomed, despite the lack of in-person communication.

It's obvious to me that Independent Age's consideration for the communication, wellbeing and accessibility needs of staff has come to the fore in responding to the need to work from home. Schemes such as coffee roulette, and the openness of other staff in offering introductions, as well as meeting so many other new starters, has definitely made me feel more a part of what's going on at Independent Age.

Louise Fox, Volunteering Development Business Partner

Normally when starting at a new organisation the first couple of weeks are spent attending meetings and meeting new colleagues to get a sense of the organisation, who everyone is and where you fit in. Obviously this wasn't possible and so I am still to actually meet any of my colleagues in person! However, this really hasn't felt an issue as everyone was so welcoming and friendly and generous with their time. The staff briefings were definitely a massive help in allowing me to feel part of the team straightaway and using Teams for quick chats/questions also made it a lot easier to connect with colleagues across the charity. I am really looking forward to working with all teams across Independent Age to look at ways of involving volunteers across the organisation and having a coffee (real or virtual) with lots of my colleagues!

Kehinde Oshinyemi, Content Coordination Officer

I thought it would be a very strange experience starting a new job from home and was worried about connecting with people. But I've found everyone has been very friendly and willing to make the effort to connect through quick 15-minute virtual coffees. I also started running a coffee morning group a couple of months after joining, where I facilitate conversations between groups of older people, so it's been great that I've been able to connect not only with staff, but also the people who actually use our services. I get to see first-hand how we're making an impact in their lives.

Fran McSweeney, Head of National Services

I'm so impressed with how passionate and committed everyone is, their willingness to help and work across teams to get things done. I'm responsible for our National Services, so the Helpline, information, advice, telephone friendship (1–1 and coffee morning groups) and digital services. Due to our amazing IT department, and staff and volunteers who want to help and go the extra mile, we've been able to continue providing a high-quality service throughout the pandemic, when people have really needed us to find out vital information and to hear a friendly voice. I'm looking forward to getting back to some sort of normality (finding out how tall people are for a start) but also keeping the best parts of what we've done differently over the past year.

Tom Wall, Marketing Officer

I was working remotely before I joined Independent Age, so it's not a completely new experience for me. As a marketer, I can do most of my job online nowadays and it's great to know we can still reach the people who need our support the most – even during a pandemic. While there are certainly fewer watercooler moments than you get in the office, initiatives like the coffee roulette have made it easy to reach out to people via Teams and have helped me get to know colleagues I might otherwise never have bumped into.

Strategic report

When my wife died I sat at home, looking at four walls. That's when I appreciated what lonely means.

James

Achievements and performance in 2020

At Independent Age, we want to make sure that as we grow older, we all have the chance to live well, with dignity, choice and purpose. We began 2020 working hard on our strategic priorities to bring that change about – but it was far from the year we were expecting.

What we achieved shows how very quickly we were able to pull together and change our approach and plans to support older people at a vulnerable time.

Deliver

We will develop, deliver and support services that improve the quality of life for older people.

In 2020 we aimed to challenge and support organisations to improve practices that discriminate against older people, to make sure that older people have the information and advice they need, and to improve their quality of life through partnerships and community activities.

What we achieved

We had to very quickly change our plans for 2020 when the pandemic was declared in March, adapting our services, supporting people over the phone and online, and ensuring everyone had access to the most up-to-date and relevant information available.

Within days we had all our Helpline team members working effectively from home and able to take calls on coronavirus-related issues. In March and April we spoke to more than 3,500 people to provide an initial welfare check, which informed our support plans for the year. We developed our online COVID-19 information hub, which translated government guidance into easy-to-read and understandable bite-sized chunks. We also introduced phone coffee mornings, making sure that older people could remotely interact with others and discuss a range of topics together.

We worked hard to ensure all our staff and nearly 2,000 committed volunteers were provided with the necessary skills and information to safely support people in their communities. Wherever possible, staff and volunteers continued to provide a valuable lifeline to older people who needed help to access food or medication, and either phoned regularly or visited (when permitted and following guidelines). This meant we could maintain that vital human connection that so many missed during 2020.

Our Reconnections teams in Barking, Dagenham and Havering played a crucial role supporting older people in their communities. In 2020 we also connected and established partnerships with many charities and organisations like the British Red Cross, Methodist Homes Association and U3A. The pandemic has really encouraged people to pull together for the common good, and that collaboration will continue to be an important strand of our work in the future.

> *Every Thursday we met up and talked about different things. We had such a laugh.*
>
> **June**

Achievements and performance in 2020

Influence

We will champion the voice of older people, campaigning with older people to effect policy change.

In 2020 we aimed to work alongside people in later life to challenge negative stereotypes and failing systems, to develop new policy evidence and solutions, and to campaign to improve people's quality of life.

What we achieved

Poverty
Our Credit where it's due campaign led the Department for Work and Pensions to invest in a 12-week public awareness campaign promoting Pension Credit. We continue to work to ensure all eligible people receive the Pension Credit they are entitled to and, alongside academics from Loughborough University, we made a strong economic case proving that giving Pension Credit to those eligible for it not only improves their lives but saves the state money.

We led a coalition of charities that successfully secured a policy change that made older people, disabled adults, those living with long-term conditions, and their carers eligible for priority supermarket delivery slots. We've since called for supermarkets to waive delivery charges and minimum spend requirements on priority slots, with Iceland agreeing to refund delivery charges.

Health and care
At the start of the pandemic we heard from many that they found the guidance confusing and vague. We used this insight to work with the Department of Health and Social Care to make the social-distancing guidance clearer for the clinically vulnerable group, which included all over-70s. We released our first report looking at the mental health and wellbeing of people in later life – *Minds that matter* – and our report about people's experiences during COVID-19 – *Home truths* – showcased the real impact and lived experience of the virus on people in later life and those who care about them.

Alongside this we continued to convene partnerships with think tanks, the Policy Exchange and the Institute for Public Policy Research, to call for reform to the social care system.

Loneliness
We co-chaired one of the subgroups of the Tackling Loneliness Network, convened by the Department for Digital, Culture, Media and Sport. We collated insight shared by group members, surveyed people in later life and volunteers who work with them, organised a listening session for people with lived experience to speak to the government minister responsible for loneliness, and produced a briefing based on this insight with clear recommendations for improvement.

Campaign to End Loneliness
The Campaign to End Loneliness launched two new reports in 2020. The first, Promising Approaches Revisited: Effective action on loneliness in later life, reported on the progress made to address loneliness across the UK. The second, The Psychology of Loneliness, looked at how psychology can change how lonely people think and feel.

Throughout 2020 the Campaign also continued to promote its Be More Us awareness campaign, encouraging people to share their experiences of and solutions for loneliness.

Sustainability

We are here for all older people who need us now, and for the older people of the future.

In 2020 we aimed to diversify our income to ensure we're here for older people in the longer term, to use our resources – including our reserves – to maximise the difference we make for older people, and to take an ethical approach and reduce the environmental impact of our work.

What we achieved

Although we had to adapt our planned fundraising activity in 2020, we saw income from donations and legacies of £4.1 million and total net voluntary income of £2.2 million, significantly exceeding our budgets for the year. This was achieved through a balanced fundraising programme, intended to provide sustainable future income.

We continued to test new fundraising propositions to diversify our income, and to invest our reserves, both of which are key to making a difference for today's older people and to building our income so we can continue to make a difference in the future. We also worked on a long-term financial model so we can be clear about the balance of spending funds and retaining reserves, allowing us to be financially sustainable over the long term.

We introduced tools to help our people use their budgets well and deliver great value for money, and we committed to reviewing our investment principles and policies in 2021 to make sure they align with our values and strategic priorities.

The support of our corporate partners – from the financial services sector to retail and health and care – was also crucial to us in 2020. Our partners strategically supported and promoted our work, made substantial donations, sponsored our information materials and undertook employee fundraising activities. We also benefited from the generous support of both institutional and family trusts and foundations across the UK.

We look forward to building on these partnerships to ensure the long-term sustainability of our work.

> *Our legacy may not be large compared with others, but what we are leaving is out of gratitude for help given to us.*
>
> **Agnes**

Achievements and performance in 2020

Profile and engagement

We will enable the public to emotionally engage with us, building strong connections so more people are inspired to give support and motivated to ask for help.

In 2020 we aimed to make sure people know who we are and what we do, and so increase the number of people and partners who are inspired to give support, collaborate with us and ask for help. We also aimed to maintain our national voice while increasing our local presence, and to build strong connections with individuals to establish communities through which we can achieve our goals and aims.

What we achieved

As the pandemic developed in 2020 we gained significant media coverage, including a panel discussion on the Victoria Derbyshire show about the impact of COVID-19 on older people, with our Chief Executive, Deborah Alsina. Focusing on the effects of the lockdown on older people, our Director of Services, Simon Hewett-Avison, was interviewed on Radio 5 Live and 16 regional radio stations.

Additionally, we commissioned several surveys to gain insight into how older people were affected by COVID-19 restrictions. We used insights from this research to achieve significant coverage for Independent Age, including in *The Telegraph*, on BBC News and in 120 regional publications.

Working alongside other charities in our sector, we highlighted the effect of COVID-19 on care homes and called for more personal protective equipment for care home staff and improved reported death statistics. This also gained high-quality and high-volume coverage.

Deborah Alsina was also interviewed for *The Guardian* Society section, while a column written by Morgan Vine, Head of Policy and Influencing, on the need for free personal care was published on page two of the *Daily Express*.

Even though the pandemic is having a considerable impact on older people, their voices have been mainly absent from the media. To amplify those voices, we created the #HomeTruths blog series, where we gave older people from across our network the opportunity to tell their COVID-19 stories.

Throughout 2020 we also continued to increase engagement with older people, carers, families and opinion formers on our social media platforms.

If I hadn't had the support of Independent Age, I wouldn't have coped.

Gillian

Excellence

We will shape our ways of working to deliver in the most efficient and effective way possible.

In 2020 we aimed to use insight and evidence from older people, partners and supporters to drive our work and determine the outcomes we will achieve. We also aimed to engage, inspire and empower our people to make a real difference to the lives of older people, and to deliver our goals and aims in the most effective and efficient way with the right tools, governance and environment to enable people to succeed.

What we achieved

In 2020 we talked – and really listened – to more of the people we support than ever before. We used what older people, their friends, families and professionals told us to adapt and improve the information and support we provide. We used insight directly from people accessing our services to inform our policy work and help create systems-level change.

From March 2020 it was also crucial to support our staff and volunteers to operate from home. What we've learnt from this will inform more efficient and effective working practices in the future. We undertook a restructuring exercise to make sure we are organised in a cost-effective way and have the right roles in place to deliver our 2021–23 strategy – and now our learning and development activity is focused on helping all our staff and volunteers excel in delivering that. Our values are central to everything we do, so we're working hard to make sure equity, diversity and inclusion are genuinely embedded in the way we work, as we increasingly attract more diverse users of our services, campaigners and supporters.

We also reviewed the systems and processes that govern the foundations of our charity and started a large programme of work to improve them – this will continue in 2021 and beyond. We launched digital tools to support flexible working, improved our data management systems, strengthened our approaches to safeguarding and information governance, and implemented a new procurement system to support our focus on achieving value for money with every pound we spend.

When the government implemented the first national lockdown, Independent Age immediately responded ensuring safety of staff was a priority.

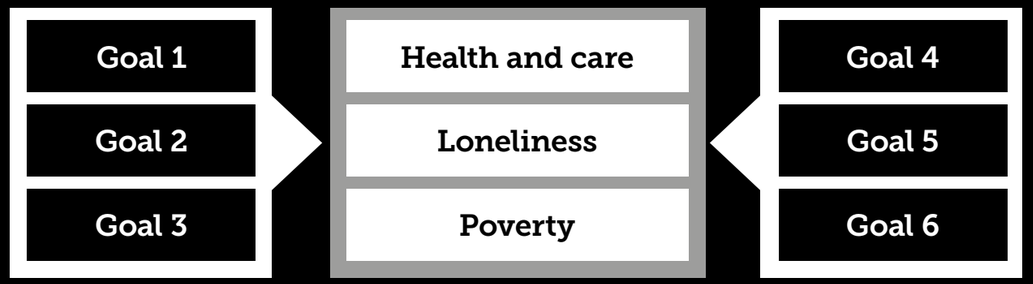
Opeyemi Oladejo, Social Care Adviser

Strategy and future plans for 2021–23

After much work in 2020 assessing how we can maximise our impact for older people, 2021 sees Independent Age begin a new strategy period.

The next three years will see us focus our resources on the critical areas of **health and care**, **loneliness** and **poverty**, and we will concentrate our efforts where we can have the greatest impact and reach.

We've set ourselves **six strategic goals** to make this happen, grounded in what we do – as information providers, organisational partners and policy influencers – and who we are – by building our reputation and financial stability, and being a great place to work.



Goal 1

In 2021 we aim to provide information and advice focusing on the issues that matter most as we grow older, and to deepen our impact within communities, connecting people, places and services to reduce isolation and loneliness.

- We will produce accessible information for people across the UK, refining our printed resources and maximising our digital reach.
- We will deliver a specialist advice service focusing on social care and poverty in England and ensure people in Scotland and Wales can access high-quality advice services.
- We will build partnerships and distribution channels and create referral routes with local and national organisations, ensuring we reach the people who need us most.
- We will work with communities across the UK, building on what already exists to reduce isolation and loneliness.
- We will connect people through phone and digital services, creating friendships and reducing isolation.
- We will focus our community-based connection services on the individual, building a plan together that could include connecting people to form friendships or provide support, reconnecting people with their local community or activities they enjoy, or connecting people with services they need.
- We will focus this work on communities brought together by a specific interest or issue. This could include working in partnership to provide services to specific groups such as Black, Asian and minority ethnic communities, faith groups, the LGBT+ community, older people with mental health issues, people with a specific health condition or people ageing without children.

Liz's story

I became a telephone volunteer because I wanted to talk to someone who might be lonely and have the flexibility to do that anywhere. The process with Independent Age was thorough but not too difficult and well set up and supportive. One thing I didn't expect was the profound effect on me when I was told that our weekly chat gives my older friend something to live for. I know when I call there is genuine joy for both of us.

We were matched based on interests and, each week, I find a quiet spot with a cuppa and biscuits and we share our memories and stories about motorsports and motorbikes. A lot of the time I just listen and sometimes I have heard about growing up in the 30s, the war, places travelled or even what the last question was in *The Chase*.

There is a serious side that training prepared me for and I have a wellbeing officer who is supportive and helps when needed. Mostly though, I just look forward to a weekly chat with a friend that has a big positive effect on both of our lives.

Strategy and future plans for 2021–23

Goal 2

In 2021 we aim to develop a programme of support for organisations to strengthen the sector and develop an ecosystem of organisations working more cohesively together, to make sure that everyone has the opportunity to age well.

- We will build on the links we developed with a range of organisations in 2020, geographically and thematically, to share experiences and key learning from the pandemic and how organisations working with older people are 'building back better.'
- We will compile and publish reports and case studies to highlight and amplify the work of organisations supported through our grant-making.
- We will build our understanding of where organisations want and need to develop priorities for future investment in capacity building – and develop links with potential providers.
- We will collaborate with other funders to build our understanding and to maximise opportunities for learning and future joined-up action for the benefit of older people.
- We will explore opportunities for strategic partnerships with other organisations to make the most of existing infrastructure and/or networks, nationally, regionally and locally.

"The online clubs have given me something to put in the diary and, on the worst days, something to wake up for.

Anonymous

Martin's story

Aged just 58, Martin was living alone with no family, friends or support around him. Grieving since his wife died, he'd stopped eating and become anorexic. This, as well as his lung condition, left Martin dependent on a wheelchair. He was depressed and having suicidal thoughts.

Martin's health meant he couldn't maintain his house. His stairlift was broken, so he slept on a sofa downstairs in a draughty back room, where he could only wash in the basin.

He'd previously refused support from his local council but, at the start of lockdown, when the need to isolate made his despair worse, Martin referred himself to a local community navigator service.

Since then, the navigators have provided Martin with friendly, weekly calls to keep in touch, while making urgent referrals on his behalf around safeguarding for self-neglect and urgent occupational therapy. They've also arranged practical help, like fixing the stairlift and getting food shopping in.

The navigators slowly built rapport and trust with Martin, who now says, "I'm ready to accept that I need more support."

Goal 3

In 2021 we aim to be a catalyst for positive policy change, producing credible research and policy analysis, and use that insight to challenge the underlying causes of discrimination and inequality through effective policy and influencing activity.

- We will produce sector-leading policy analysis and recommendations, which will be uniquely informed by our service provision, the experience of older people, new and innovative research, and our expert knowledge of the policy landscape.
- We will work with partners to commission cutting-edge academic research, which will grow our reputation and influence policy formation at the highest levels, including establishing a deep and broad network of experts: academics, clinicians, practitioners and legal experts.
- We will develop a consistent approach to our policy and influencing activities by ensuring that we set, and regularly review, policy, practice and behaviour objectives for each of our three critical areas: health and care, loneliness and poverty.
- We will deliver expert influencing strategies and public affairs activity.
- We will have high-value relationships with stakeholders from across our sector, establishing us as a sector-leading organisation.
- We will, through our public affairs work, combine influential national and local government relations with strategic and intelligence-led activity to ensure the effective dissemination of our policy positions, which will ultimately influence policy and practice.
- We will develop a campaigns strategy to engage, grow and activate supporters to enable Independent Age to increase its campaigning effectiveness.
- We will ensure our campaigning is integrated with other supporter-engagement activities, like volunteering, fundraising and profile raising.
- We will base our campaigning on involvement and collaboration, and the voices and choices of older people will drive every aspect of our campaigning.

"Most people know the importance of keeping physically healthy when you're ageing, but not a lot of people know the importance of keeping mentally healthy. That's just as important.

Christine

Strategy and future plans for 2021–23

Goal 4

In 2021 we aim to develop a strong reputation and significantly raise our profile to enable us to drive change and build our community of support.

- We will build our reputation and raise our profile to develop our community, ensure engagement with our services, drive policy and behavioural change, and support our income-generation activities.
- We will use our brand's authority to challenge ageism and discrimination and tackle the inequalities in older age.
- We will develop a coherent and inspiring brand that will significantly raise our profile to support our objectives and challenge ageism and discrimination.
- We will identify opportunities to raise our profile and position Independent Age as an expert source, using our media, public relations and marketing activities to build relationships with content creators, channels and influencers.
- We will build our knowledge and understanding of our key audiences from individuals who use our corporate partners' services.
- We will build positive relationships that deepen engagement and maximise value to both our audiences and Independent Age.
- We will develop compelling and authentic content that can be used across multiple channels that differentiates Independent Age, ensuring content is personalised, impactful and sector leading.
- We will maximise digital opportunities by developing our use of digital technology and digital channels, creating and delivering integrated, personalised content that our audiences want, in a way that best suits them – always ensuring we are addressing, not compounding, issues of digital exclusion.

Brian's story

The longer COVID-19 goes on, the more it affects my mood. I'm an outdoors person, so the virus has made the past year feel like house arrest. With older people more vulnerable, the pandemic really does cause anxiety.

We have grandchildren who live hundreds of miles away, so haven't seen them for months. We used to see them every week and help look after them. We're missing them, and they're missing us. Each grandchild is aged under 10, so we're also missing out as they learn to walk, talk, hold pens and write letters. And they're growing up – soon they'll be teenagers and won't want to see us.

My medical appointments are all over the phone now and I'm very aware that, because of lockdown, there's a greater reliance on online communication. I can just about manage the basics, but a lot of older people don't have the technology they need, or don't know how to use it. Social and community groups have moved online too. That might work for some people but will just add to the isolation others are feeling. Frankly, it's a poor substitute for face-to-face contact.

Goal 5

In 2021 we aim to build a financially sustainable organisation that can deliver on our vision and mission for older people, both now and in the future.

- We will create a compelling and balanced fundraising programme that clearly demonstrates our need for voluntary income and the impact that it has, and that motivates people to proactively support the charity.
- We will begin to explore opportunities for both commissioned and earned income to diversify our funding base.
- We will set ambitious but achievable annual plans and budgets that will focus on delivering impact and achieving value for money with every pound we spend.
- We will build a team of the right shape and size to allow our core expenditure to be funded by our regular income year on year in the medium term.
- We will use the charity's Future Impact Fund in a time-bound, strategic way to enable us to build our income, strengthen our operations and increase our impact for people in later life.

> *"It's like this very energetic person comes into the house and brightens up the day.*
>
> **Andy**

Babita's story

I ran the London Landmarks Half Marathon last year – and swore I never would again! But then I started volunteering for Independent Age. Seeing what joy a simple visit can bring to an older person made me decide to run it again to raise money.

I started training and fundraising for the event this year but then it was postponed because of the pandemic. I was so disappointed. I decided to go ahead and run locally where I live instead – but it was terrible weather! So, I was delighted to finish and raise more than £400 for Independent Age.

I've been a volunteer visitor for around a year and I love it. It takes a while to build rapport with the person you're visiting but you get to know each other. The lady I visit is lovely and we have a lot in common because she also enjoyed keeping fit when she was younger.

Volunteering is very different to my working life. I reached a stage where I wanted to give something back. I don't think we do enough for older people. I don't like to think of anyone on their own and isolated. No one should be lonely.

Strategy and future plans for 2021–23

Goal 6

In 2021 we aim to be efficient, well run and a great place to work.

- We will embed a new vision for volunteering within Independent Age that offers greater opportunities and support for both existing and new volunteers.
- We will ensure that all our recruitment, onboarding, people management, learning and development is firmly rooted in our values and helps make Independent Age an employer of choice.
- We will design and build a cost-effective workplace environment that supports collaboration, creativity and agile working.
- We will deliver a number of new digital tools and systems to enable all our people to work efficiently and effectively, and to deliver the best impact possible for older people.
- We will affirm our strong commitment to the principles of equity, diversity and inclusion and begin a programme of work to embed those principles in everything we do.

"I think I look forward to our chats as much he does.

Katie

Katie's story

I've been talking to Derrick for about two years, as a telephone volunteer. I started after my gran died. She and I always had a weekly phone call, so I wanted to help other older people who didn't have anyone to talk to.

I trained with Independent Age. When I first called Derek, I was a bit nervous. He was a total stranger, and I was worried about how the conversation would go. I called him with a list of topics to discuss but didn't know if he'd be ready to talk to me.

But it went really well. He's so easy to talk to. I knew Derrick had found life terribly difficult after his wife died and many of our phone calls were traumatic at the beginning. I hoped I was helping him a bit, just by listening. Looking back, it's amazing to think what he was like then and how much he's changed.

Now we have a good laugh, and our talks are generally upbeat and positive. We know each other so well and one conversation often starts where the last one left off. I think I look forward to our chats as much he does.

Judith's story

I've lived on my own since my husband died from a heart attack in 2006. We'd been married for 44 years. I have a lovely family – I'm a great grandmother – but they live all over the place.

I still miss my husband. I find it very difficult to cope at Christmas. My husband used to wrap the presents and write the cards because I can't see well enough to do it. Times like that bring people back and make you miss them more.

I used to live where I had more friends, especially one good friend around the corner. I had neighbours who were good to me. There was a network of buses that took you anywhere. I went out most days. But I kept falling because I couldn't see the last step when I was walking down the stairs, so I moved into a flat and left my friends behind.

But I was so much lonelier here. I was confused about the buses. Things were much harder. One thing that helped was starting to get visits from Independent Age. I saw Michaela for a while, and now I see Sophie. Sophie helps me just by seeing her face and having a chat. Sometimes that's all it takes to brighten someone's day.

Of course, then lockdown started. Everything shut. I thought Sophie's visits were finished.

But then she rang! I still have someone to have a chat with. We talk about how we are and what we've done. She's a laugh and it really helps me. Independent Age has helped me tremendously.

"You talk to people who are lonely, or haven't got friends or neighbours, and that's a wonderful thing.

Governance structure and management

Governance structure and management

Under the guidance of our Chair, Baroness Julia Neuberger, DBE, our Chief Executive, Deborah Alsina, MBE and our trustees, we continue to review and improve our governance in line with the Charity Governance Code, updated in 2020.

Our charitable purpose

Our charitable purpose is set out in the Royal Charter 1911 (otherwise known as our charitable objects). It is to assist and provide relief to older people in need by reason of ill health, disability, financial hardship or other disadvantage. The charity may also assist and provide relief to others in need by reason of ill health, disability, or social or financial hardship. During 2020 the charity's work included the Campaign to End Loneliness and responsibility for its governance and oversight. The Campaign to End Loneliness transitioned to a new host organisation, the What Works Centre for Wellbeing, on 1 January 2021.

Legal structure

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA) – registered as a charity by the Charity Commission for England and Wales (210729).

The charity was established in 1863 and is incorporated by Royal Charter, which sets out our objects, powers and byelaws.

The latest Supplementary Royal Charter came into force in August 2014. In February 2017 the charity was registered with the Office of the Scottish Charity Regulator (SC047184).

All financial regulations and procedures adopted by the charity must comply with the relevant stipulations of the Royal Charter. These cover matters such as:

- limitation on private benefits for trustees, such as paid employment with the charity
- terms of office
- arrangements for the appointment of external auditors.

The Campaign to End Loneliness operated as a directorate within Independent Age during 2020, with a widely drawn Management Committee reflecting the strength of the coalition of like-minded organisations that support its work. The Campaign had no legal identity separate from that of Independent Age and the trustees of Independent Age were legally responsible for the activity of the Campaign during the year. The Campaign to End Loneliness was transitioned to a new host organisation, the What Works Centre for Wellbeing, on 1 January 2021, so is no longer part of Independent Age at the date of signature of this report.

Independent Age is the sole legal member of Counsel and Care for the Elderly, a charitable company limited by guarantee registered in England and Wales (charity number 203429, company number 00645708). The charity is also responsible for a number of other linked charities, namely the F E Cobbold Trust Fund, Backsettown Endowed Charity and the Wharton & Wittrick Fund.

The charity has a wholly owned trading subsidiary – Independent Age Enterprises Limited (company number 04735201).

The company is used to transact non-charitable activities and has been registered for VAT. The company was dormant in 2020.

The results of Independent Age Enterprises Limited are not consolidated because actual expenditure or financial impact of this subsidiary are immaterial in the context of the charity.

Details of Counsel and Care for the Elderly can be found on the Charity Commission website; a summary of results is shown in Note 20 to the Financial Statements. Summary trading results for Independent Age Enterprises Limited are shown in Note 12 to the Financial Statements.

I was feeling a bit lonely when I decided to use the Independent Age befriending services. I was matched with two volunteers. Mert and Juliet are now my friends. They have made me feel happier and have given me more of a social life.

Ismael

Our staff

Simon Hewett-Avison, Director of Services

Helping to frame the future direction of our services at Independent Age has rekindled my love and passion for community-based development.

After 157 years delivering traditional services, Independent Age is ready for a little change. So, we're shifting our thinking and transforming our services to make more of a difference for those people who need us most.

I'm lucky enough to be part of this change, and to see that working with people's gifts, skills and experience to turn what's wrong into what's strong is going to be core to our thinking moving forward.

We want to see our community services driven by individual and community needs, built around local strengths. We want our national services to be holistic and designed to self-empower.

We have a lot to do – but we have an amazing team of staff and volunteers who are motivated and excited to make this change happen.

We have an amazing team of staff and volunteers who are motivated and excited to make this change happen.

Governance structure and management

Our trustees

Our Independent Age Board of Trustees meets regularly and is responsible for overseeing our performance and providing strategic direction.

Richard Anderson (from March 2020)
Lucy Blythe (from March 2020)
Karen Byrne
Michael Craston
Karl Demian
Vivienne Dews
Prof Martin Green, OBE
John Hannaford (Treasurer)
Simon Inchley
Lorraine Lander (from February 2020)
Baroness Julia Neuberger, DBE (Chair)
Amit Patel
Dame Helena Shovelton (until October 2020)

Committees

At 31 December 2020, the Board had 12 trustees.

Charter Members elect all trustees, except the chair and treasurer, who are elected by the Board of Trustees from their number.

The Board periodically appoints new Charter Members. The Board met five times in 2020.

As at the date of this report there are four committees and one subcommittee that have delegated authority and report to the Board:

Services and Policy Committee
The Services and Policy Committee (SPC) provides oversight of Independent Age's services and policy and influencing activity. The SPC met four times during 2020.

Finance and Resources Committee
The Finance and Resources Committee (FRC) reviews budget and planning proposals and ensures that we have effective arrangements in place to safeguard and manage the charity's resources. It also oversees our statutory reporting, pensions, internal and external audit, people, organisational development, IT and risk management arrangements. The FRC meets at least quarterly. It has one subcommittee, the Investment Subcommittee.

Governance and Nominations Committee
This committee reviews the structure, size and composition of the Board and its committees, and is responsible for succession planning of trustees. It also makes recommendations to the Board for the appointment of all new trustees and the chief executive.

Marketing and Supporter Engagement Committee
This newly established committee started to operate in 2021. It is responsible for overseeing the development of Independent Age marketing, communications, profile-raising and supporter-engagement activities.

Investment Subcommittee
The Investment Subcommittee (ISC) monitors the performance of the charity's investments and managers and makes recommendations in respect of the investment strategy. The ISC meets at least quarterly.

The Board reviews the terms of reference of all committees and subcommittees annually.

Trustees are recruited by the Board through an open recruitment and selection process.

All trustees receive an induction pack and training so they are aware of all key policies and procedures, and they meet with key staff (including directors) soon after they are co-opted to the Board. Trustees are required to abide by our code of conduct, including the declaration of other interests, and fit and proper person assurance.

Management

The Board delegates day-to-day management of the charity to the chief executive and the Senior Leadership Team (SLT). The SLT develops strategies and plans for the Board to scrutinise and approve. The Board subsequently monitors and reports on performance against targets.

Remuneration of key management personnel

The trustees consider that the Board of Trustees and the SLT comprise the key management personnel of the charity, in charge of directing and controlling, running and operating the charity on a day-to-day basis.

All trustees give their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related-party transactions are disclosed in Note 20 to the Financial Statements.

SLT members are remunerated in line with the charity's pay framework, in the same way as their colleagues.

Remuneration statement and new pay scales

In August 2020 a new pay framework was introduced to ensure that salary levels are proportionate for a charity of our size.

The framework ensures that all pay decisions are transparent, fair, affordable, align with market rates for the sector, and enable Independent Age to attract and retain talent so that we can effectively deliver our mission.

Every role at Independent Age has been assigned to one of five levels within our pay framework. We distinguish between roles that are London based and those roles based outside London, with separate pay bands for each. The pay band for each level has been determined using benchmarking data obtained from a salary survey of other charitable and voluntary-sector organisations. We also benchmark against the Living Wage Foundation rates to ensure the salaries for more junior roles are either aligned with or above the London and UK real living wage rates.

Salaries are openly stated in advertisements.

Our Trustees

Lucy Blythe, Trustee

Our new strategy, designed to deliver real results and outcomes for older people, has meant a lot of change and huge dedication, energy and resilience from the staff, especially with the added challenges of the past year. Our team deserves massive respect and thanks. This year, I was particularly impressed by:

- The Board's decision to launch the Grants Fund rather than compete for funds when smaller charities faced existential threats
- our strategic commitment to improve equity, diversity and inclusion at all levels, and
- new initiatives, such as the Reconnections pilots, that promise significant and sustainable impacts for older people's lives.

"Our new strategy... has meant a lot of change and huge dedication, energy and resilience from the staff, especially with the added challenges of the last year.

Governance structure and management

We do not operate any performance-related pay and we do not have a bonus scheme. We do not apply any automatic increments to staff salaries. Annual pay awards are not guaranteed, and the Board of Trustees considers affordability in determining whether any annual award should be paid.

The introduction of the framework coincided with our reorganisation of the charity in the second half of 2020, which resulted in a flatter structure with fewer levels of management. When introducing the new framework, changes were not made to the salaries of existing staff (apart from a small number of staff whose rates of pay fell below the new salary level for their role), but all new appointments since August 2020 have been made in accordance with the pay framework. The table below details the number of employees with a basic salary of more than £60,000 as at 1 January 2021 compared with 1 January 2020.

	1 January 2021	1 January 2020
£60,001–£70,000	4	12
£70,001–£80,000	1	3
£80,001–£90,000	6	5
£90,001–£100,000	-	1
£100,001–£110,000	1	1
Total	**12**	**22**

The new organisational structure and pay framework are part of our commitment to using our resources wisely so we can increase the impact of our work with and for older people, and to building a strong and sustainable financial future.

As part of our focus on equity, diversity and inclusion, we are committed to undertaking pay-gap reporting in the future.

Volunteers

We have a network of nearly 2,000 committed volunteers across the UK, in roles from befriending to campaigning.

In 2020 our volunteers stepped up to make thousands of phone calls to people, offering support and friendship through a challenging year.

We also introduced phone coffee mornings, making sure that older people could remotely interact with others and discuss a range of topics together. We're now delivering 30 phone coffee mornings each week, giving 141 participants the opportunity to interact with each other.

We also trained and recruited 53 volunteers from our corporate partners who, over at least 12 weeks, made regular calls to people with whom they were matched, offering companionship during a difficult time.

Our volunteers made all the difference this year, responding to an ever-changing situation to make sure the people who use our services felt supported and heard. We simply couldn't have the impact we do as an organisation without them.

Fundraising

In 2020 we generated £4.3 million in voluntary income and invested £2.1 million in our fundraising activity. This provided an overall return on investment ratio of 1.79:1.

This result exceeded our budget and was delivered in spite of a revised plan in response to the pandemic, which meant that budgeted fundraising expenditure was reduced while we took stock and planned new activities.

Our fundraising programme is relatively immature, with several new income streams recently launched or planned for 2021. Return on investment is therefore expected to improve as the programme matures, our efficiency increases and our supporter base and profile grow.

We will continue to monitor results and review our fundraising strategy and other sources of income to ensure that we can continue to support older people through the pandemic and for years to come.

Thank you

We are immensely grateful to everyone who has supported us over the past year.

- Thousands supported us through a regular monthly gift, a cash gift or a gift in their will, including legacy donations of £865,000.
- We received exceptional support from the Pension Insurance Corporation as their Charity of the Year, including a £250,000 contribution to the Independent Age Grants Fund, as well as continued generous support from existing partners, including 3i, Fittleworth, Boundless and Barclays, and new partners Blackrock and Ikano Insight. We enjoyed the support of 10 corporate partners in 2020 and received donation from 22 different businesses in total.
- We continued to benefit from the support of several trusts and foundations, including The Scheinberg Relief Fund, which generously contributed £500,000 to the Independent Age Grants Fund, and John Laing Charitable Trust, which has donated £150,000 over three years towards our Reconnections programme, and The Mercers' Company who donated £50,000 to support the Campaign To End Loneliness.

Our staff

Morgan Vine, Head of Policy and Influencing

Thanks to working at Independent Age, I have the privilege of listening to people from all walks of life about the challenges they experience day to day. They share the impact of broken systems and what they think could help improve their situation.

I'm proud that I get to use this insight and evidence throughout my work in policy and influencing to grab the attention of decision makers and secure improvement to the systems that so many of us rely on as we age.

"I have the privilege of listening to people from all walks of life about the challenges they experience day to day.

Governance structure and management

Our approach to fundraising
Independent Age is committed to following best practice and complies with all fundraising regulations. We subscribe to all relevant fundraising regulatory bodies, including the Fundraising Regulator, the Lotteries Council, the Institute of Fundraising and the Information Commissioner's Office. All our partner agencies adhere to their relevant regulations.

We work with a number of specialist partner agencies and suppliers to enable us to deliver our fundraising offer. These specialist partnerships are essential to raising income to fund our vital work with older people. These agencies include:

Campfire Marketing
We work with Campfire on the strategic delivery of our individual giving and legacy giving campaigns.

Smile Fundraising, REAL Fundraising, Gilcore
These face-to-face agencies work with us on our direct dialogue fundraising campaigns. In 2020 they helped us recruit 1,290 new regular donors before activity was cancelled due to the pandemic.

Woods Valldata
This agency supports the delivery of our individual giving campaigns and is our licensed external lottery manager.

How we monitor fundraising activity
Independent Age and its agencies' monitoring guidelines include:

- regular meetings
- monitoring of performance, risk and complaints
- training
- observing and shadowing
- keeping senior management and trustees informed of performance
- regular consultation with other charities and regulatory bodies
- due diligence and data protection clauses in contracts.

Complaints

We received 16 complaints in 2020 (0.0005% of the total number of members of the public approached over the year), compared to 61 complaints in 2019. All complaints were resolved. We ensure that we learn from all complaints and use them to improve our practice.

All our partner agencies that communicate with new or existing supporters are required to adhere to our procedures for communicating with vulnerable supporters and/or have their own procedures in place. Before working with any partner, we review their policy and attend all fundraiser training that includes communicating with vulnerable people.

We always respect the privacy of supporters and potential supporters. We adhere to the EU General Data Protection Regulations (GDPR) and, from January 2021, the UK GDPR and Data Protection Act 2018 and our privacy policy is available at independentage.org/our-privacy-and-cookies-policy.

"Receiving the newsletters and packs from you were lifelines to the outside world during COVID-19 while nursing my husband.

Anonymous

Christina's story

We're living in strange and unexpected times. But I love the way people have pulled together, helping each other, celebrating the wonderful work carried out by people in our society who are often overlooked.

For me, the pandemic feels like an opportunity to share everything we have in common, even if that's from a distance. And one of the best ways we can do this is by listening.

I'm a telephone volunteer for Independent Age, so I know what an important and vital thing it is to listen well. Checking up on people, giving them the opportunity to talk and to feel truly heard can make such a difference.

During the pandemic I've been able to expand my role as a volunteer. Usually, I call my gentleman once a week, at the same time on the same day. Now I'm calling him far more. We talk together about how we feel about the daily news updates and the statistics. Neither of us forgets that each number represents a human life and a family.

We talk about not being able to see our families – the loneliness this can bring and the feelings of relief that our loved ones are taking care of themselves. We cheer each other up about positive stories we've heard. There's never been a more important time to share something funny and have a smile on your face.

It's so important for people to know that even if we can't see each other face to face, we can still be in contact. We can learn and listen and nurture each other.

This is the time to remember how important listening is. Listening well brings trust and understanding. It shows someone you care. And one way to do that is to pick up the phone.

"I know what an important and vital thing it is to listen well.

Managing risk

We have a risk management process that allows the Board to monitor and manage risks to the charity, which, in outline, is as follows:

- preventable risks, managed through the operating risk register
- strategic risks, considered as part of the planning and budgeting process, the key themes of which are set out below
- external risks, primarily considered through the strategic planning and budgeting processes by considering potential scenarios.

The following commentary outlines the strategic risks that, in brief, are those risks that could prevent us from achieving the impact we want: for example, if our delivery is ineffective or the organisation becomes unsustainable through poor use of resources or reputational damage.

Strategy and leadership

To be impactful, the charity needs to have a clear strategic focus and objectives. This is achieved through setting a strategic framework, multi-year business planning and the annual planning and budget cycle.

People and culture

Everything we do is dependent on our staff and volunteers and is for the benefit of older people. We invest in training our people, use staff engagement surveys, and monitor turnover and sickness to help ensure we retain and develop our people. We ensure our delivery is safe through the implementation of safeguarding and whistleblowing policies, procedures and compulsory training, plus effective management of our staff and volunteers.

Financial sustainability

Our financial resources need to be invested and managed in a way that allows us to maximise impact while remaining financially sustainable for the future. This risk is managed through our reserves and investment policies, and financial planning and reporting processes. Trustees exercise close oversight in these areas through the work of the Finance and Resources Committee and the Investment Sub-Committee, with regular reporting to the Board.

Compliance and infrastructure

We must meet our regulatory obligations in a broad and fast-changing landscape to steward our assets responsibly and protect everyone who interacts with us. We do this by investing in our business systems, policies and procedures, and reviewing them regularly to ensure they remain fit for purpose.

External environment

Our external environment is volatile, complex and uncertain – and will continue to be so for the foreseeable future. The COVID-19 pandemic had a material and unexpected effect on all our work in 2020; factors such as Brexit and the US elections were also influential.

To remain impactful against this backdrop, we need a keen focus on what's happening in the areas we work and agile decision-making processes that let us plan and react quickly to change. We achieve this through clear delegation of authority to the SLT, regular meetings of the Board and its committees, incident response teams that focus on specific issues, frequent financial re-forecasts and evaluations of the difference our work is making, and regular 'horizon scanning' work.

Elaine visited a couple of times and then moved to telephone calls because of coronavirus. We have been talking now for about a year. We understand each other and it has been wonderful.

Carol

Our partners

Tracy Blackwell, Chief Executive Officer, Pension Insurance Corporation

As an organisation, our purpose is to pay the pensions of our current and future policyholders, many of whom are retired.

That is why, with the COVID-19 pandemic proving so devastating for older people, we were proud to donate £250,000 towards Independent Age's Grants Fund, enabling small- and medium-sized charities to help the most isolated older people in society. It was also heartening that our employees, who volunteer as befrienders, have continued supporting lonely older people in the UK throughout the pandemic.

We continued our employee fundraising, with our Pledge Month in July proving to be incredibly successful, with employees taking on a range of pledges, from yoga classes to going vegan.

We are proud of our partnership with Independent Age and look forward to building on the success we have already had, so that more older people can get the help and support they need.

We are proud of our partnership with Independent Age.

Financial review

Results for 2020

The Consolidated Statement of Financial Activities on page 48 sets out the financial results as required by the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102). Overall, the year saw an £8.3 million reduction in reserves, primarily as a result of planned spending on our services and policy work and the launch of our new Grants Fund.

Net voluntary income

Our net voluntary income position reflects the continuing investment in our long-term fundraising strategy. While in 2020 we have benefited from the investment in new fundraising programmes made in the past few years, the impact of COVID-19 led to the cessation of community events and the suspension of our face-to-face fundraising activities from March. However, we have continued to raise funds from the general public through different routes, and have received many generous contributions towards our Grants Fund to support charities working with older people at greatest risk from COVID-19, all contributing to a strong performance for net voluntary income in the year.

We continue to invest heavily in our long-term fundraising strategy, laying the foundations for a post-pandemic sustainable positive return on investment.

In 2020 our legacy income decreased slightly by 5% while voluntary income from other sources grew by 28% (please see table below for further analysis).

	2020 £000	2019 £000
Donations	1,566	1,551
Grants	1,682	918
Legacies	865	909
Events and lotteries	179	199
	4,292	**3,577**
Cost of raising voluntary income	2,060	3,397
Other income	69	33
Net voluntary income	**2,301**	**213**

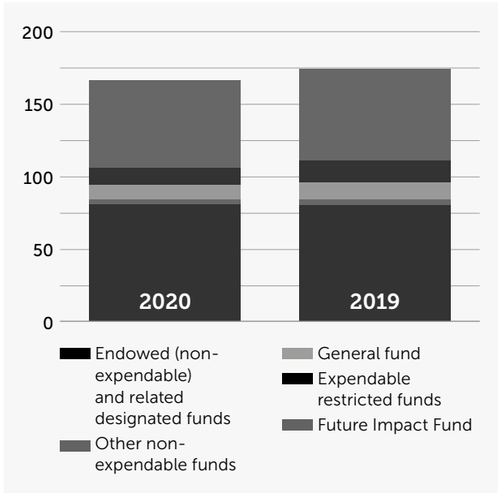
Expenditure on charitable activities

2020 saw a small decrease in expenditure on charitable activities of 5% from £14.9 million in 2019 to £14.2 million, as we adapted to the COVID-19 pandemic and developed our new strategy. Our 2021–23 strategy focuses on achieving long-term financial sustainability by building an organisation of the right shape and size to have the impact we want, and ensuring we achieve value for money with every pound we spend. We began work on this in 2020, introducing a new pay framework and undertaking a major restructuring, while also committing £2.5 million to set up a Grants Fund to support smaller charities working with older people at greatest risk from COVID-19. Our charitable expenditure accounted for 86p of every £1 of spending in 2020, compared with 80p in 2019, and our continued focus on funding our front line services and policy work to make a difference for older people.

I am so thankful for your calls. For people who are isolated and lonely, the isolation feels like torture sometimes, and talking to someone helps. Even 15 minutes of talking to other people makes a difference.

Anonymous

Reserves (£ millions)



Total funds decreased by £8.3 million in the year, reflecting our continued funding of charitable activities from the Future Impact Fund while also investing in growing our long-term sustainable income. The general reserve, which is maintained at a level equivalent to one year's unfunded budgeted expenditure, has decreased by £2.2 million to reflect planned budgets for 2021, and that has offset some of the reduction in the Future Impact Fund in the year. We will continue to invest these funds in growing impact in the coming years as we implement our 2021–23 strategy.

Investment income and capital gains and losses

2020 was a highly turbulent year for investment markets as a result of the COVID-19 pandemic and other geopolitical factors, such as Brexit and the US election. During 2019 the charity continued to target an average total return (including both income and capital) on the whole non-cash portfolio of 3.9% per annum above inflation (measured by the Consumer Prices Index (CPI)) over rolling periods of five years. We reviewed this target during 2020 and agreed to reduce it to an average of 3.5% per annum above inflation to reflect the Board's view of achievable risk-adjusted returns, given organisational risk appetite. Based on opening non-cash investments of £153.3 million, we would therefore have expected on average to generate a total return of around £7.5 million in 2020. Our investment portfolio instead delivered a total return of £4.1 million (£3.8 million including costs). The trustees regard this as acceptable in-year performance under the circumstances, and remain focused on our five-year rolling average benchmark, which at the end of December 2020 stood at 6.3% per annum.

Reserves policy

Independent Age sets its reserves policy using a free reserves approach. Free reserves are the total reserves available less those either endowed or restricted, and also those designated by trustees for a specific purpose. Independent Age reviews its free reserves policy annually, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of possible actions to mitigate those risks.

Financial review

Endowment funds

These are permanent endowments and trustees have elected to maintain their capital value in real terms; the CPI has been adopted as the benchmark. With the exception of funds that are associated with specific properties, the capital on these funds is invested to provide income for charitable activities. The trustees have adopted a Total Return Investment policy in accordance with the Charity Commission regulations, so that both capital gains and income from investments can be applied to income. Any investment gains and income above CPI are transferred to the Unapplied Total Return Fund and then used to fund expenditure in the current year or immediate future. The investment policy aims to provide a return of 3.5% per annum above CPI on a rolling five-year basis over the long term. Should any year experience a negative return, a negative balance will be held in the Unapplied Total Return Fund until such time as future returns on the investments eliminate the negative balance.

Restricted reserves

These are funds the charity will spend on activities specified by the restrictions of the fund. Restricted funds are invested until such time as they are utilised and any capital gains or income are allocated to the fund.

Unrestricted reserves

These are funds where trustees have discretion over how they are used to further the charity's objects. In accordance with the Charity Commission guidance, some of these funds have been designated to mitigate the charity's financial risks and also to indicate which reserves are held in property and fixed assets and are therefore not available as 'free' reserves. The designations the trustees have made are as follows:

The Endowment Funded Activity Protection Fund
There is a risk that the endowed investments will generate short-term negative returns while still remaining on target to meet the rolling five-year benchmark set by the trustees. This could result in charitable activity being underfunded, potentially for a number of years, as a result of market volatility. Having taken professional advice, which included modelling the impact of previous falls in markets and the Value at Risk of the investment portfolio, the trustees have designated a fund equivalent to 35% of endowments to mitigate this risk. This fund may be used to cover the gap in funding charitable activities until any deficit arising on the Unapplied Total Return Fund is eliminated.

General Fund
Having reviewed the risks to the charity, the trustees have designated a general fund equivalent to one year's unrestricted charitable expenditure (other than the amount funded by the endowments and protected by the reserve above) to protect the activity of the charity. The trustees consider that this is sufficient to fund short-term falls in income or increases in expenditure due to unforeseen circumstances, while protecting the work funded in future years by the Future Impact Fund.

Tangible and Intangible Fixed Assets Fund and Investment Property Fund
The purpose of these designated funds is to indicate reserves that are not available for expenditure because they are related to property or other capital assets. It is the intention of the charity to realise the value of the investment properties where possible, once the obligations to current tenants have been met in full.

Future Impact Fund
Having set aside amounts to manage the financial risks of the charity, the balance of unrestricted reserves has been designated as the Future Impact Fund to be utilised in the near to medium term to increase our impact.

More detail on the funds is contained in Notes 18 and 19 to the Financial Statements.

Investment policy

Our investment policy provides the framework for the trustees to manage the investment assets of the charity. This policy reflects both the current level of investments as well as the charity's aspiration to utilise unrestricted funds held in the Future Impact Fund to increase our impact.

The charity utilised £5.8 million of investment capital to fund activities during the year. This, combined with the volatile performance in investment markets, took the total value of our investments from £172.5 million at 31 December 2019 to £165.1 million at 31 December 2020. The composition of the investment portfolio at 31 December 2020 is set out in Note 12 to the Financial Statements.

During the year the Investment Subcommittee focused on close monitoring of fund managers' performance and investment style in light of the COVID-19 pandemic and other geopolitical events. Also, £4 million was transferred from the Multi-Asset Credit Fund to the BlackRock Fund to maintain a balance of between 12 and 18 months of operational cash flow requirements in quoted liquid funds, in line with our investment strategy. This approach is designed to minimise the risk of liquidating assets at an undervalue when markets fall and has proven its worth during 2020.

The trustees believe that it is their duty to ensure that the charity's investment policy and decisions are designed to achieve the best return that is consistent with an acceptable level of risk. The charity requires its investment managers to manage our investments in a responsible manner and to maintain an active voting policy on behalf of the charity whenever possible. We are conducting a review of our approach to responsible investment during 2021 to ensure we are stewarding our investments with the best interests of older people in mind, and anticipate that some changes to our investment policy may be agreed as a result.

Our staff

Rahma Ali, Virtual Events Coordinator

Independent Age is a great place to work because they encourage and foster creativity in the workplace.

I am most proud of the work I did that involved setting up our virtual groups. We initially set up the groups in response to the COVID-19 pandemic to combat loneliness and isolation, by connecting older people to their peers over the phone.

Now, a year on, new and blossoming friendships have been forged for life. I have realised that the groups are a vital space to create community, learning and laughter and so, over the next few months, I look forward to embarking on an exciting adventure, reviewing our groups and deciding the next steps to reach more older people who might benefit from this kind of connection.

"I am most proud of the work I did that involved setting up our virtual groups.

Financial review

Grant-making policy

We established the Independent Age Grants Fund during 2020 to support small- and medium-sized charities working with older people. We awarded grants of between £5,000 and £15,000 in unrestricted funding to charities with income of less than £1 million who were working with older people and responding to the impact of the COVID-19 pandemic. Applications were encouraged from a wide range of organisations and reviewed by specialist assessors before being recommended for funding. Final funding decisions were made by a panel made up of Independent Age staff, our chief executive and one of our trustees. We awarded a total of £2.3 million across 203 organisations in 2020, and have contributed towards a range of activities from food and prescription deliveries to befriending and arts-based group activities. Based on information collected through the application forms, we estimate that the organisations funded to date are in touch with more than 180,000 older people.

We are looking to build the relationships with as many of these organisations as possible for the longer term, using our in-house expertise and experience to benefit a wider group of older people.

We also continue to make regular grant payments directly to older people, although we no longer accept new applications for direct support. We paid out £1.1 million (2019: £1 million) to more than 1,000 older people in 2020 as part of this programme.

Disclosure of information to auditors

The trustees in office at the date of approval of this Trustees' Annual Report confirm that, so far as they are each aware, there is no relevant audit information of which the charity's auditors are unaware and each trustee has taken all the steps they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of the information.

Public benefit

The public benefit of the charity is set out in our mission to enable older people to stay independent and live well with dignity, choice and purpose. Our work benefits thousands of older people – and their families and carers – across the UK. Our helpline and information resources also benefit those who work with older people. All our services are free and without restriction, although our community services are specifically provided for older people who are lonely or isolated. In setting our objectives and planning activities for the year, the Board of Trustees confirms that it has considered the Charity Commission's guidance on public benefit and considers that Independent Age clearly satisfies the public benefit test.

True and fair view

The financial statements have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with FRS 102 amended in October 2019, rather than the Charities SORP effective from 1 April 2005, which has since been withdrawn.

Our Grants Fund at work

"The grant has supported the older people's group to improve their social capital, increase mutual aid, reduce their isolation and give them hope of receiving support available in the community.

African French Speaking Community Support, Birmingham

"We are deeply grateful to Independent Age for recognising how important and impactful our work is for older neighbours at such a disruptive and uniquely disconnecting time.

North London Cares

"It is so important for charities to be in receipt of this type of funding, as this privilege allows us to us to be flexible in our approach to allocating the funding where it is most needed.

Eric Liddell Centre, Edinburgh

"We are very grateful to you at Independent Age for having faith in us to deliver this project.

Rubicon Dance, Cardiff

Irene's story

Irene Fleming, from south London, has been writing poems since she was a teenager – and has just had her first book published, at the age of 80.

She says, "I've been writing for so many years and was trying for so long to get something published. I expected it would never happen."

Irene's book, The Rainbow, is now available on Amazon. She says this is in part thanks to Lulu, her volunteer from Independent Age.

"Lulu was the person who helped me put the book together. She is an inspiration. She's so positive and lively – I've never met anybody like her. She's brought something different to my life," says Irene.

Irene contacted Independent Age because she was forced to move house and needed extra company.

"I didn't want to move to where I live now, but I had to because the last place was shut down. I have fewer friends here and I felt more isolated. Lulu has helped me feel positive again."

She adds, "I've always found that writing comes from me instinctively. I'm amazed that people like my book. It's wonderful to be able to share the poems with other people."

Dr Lulu Le Vay, who visits Irene, says, "Writing is something that is really natural to me as I'm an author, teacher and journalist, so it made total sense for Irene and me to work together on a project."

Lulu recommends volunteering for Independent Age.

"It's not easy finding the time to volunteer but, when I do, and I can see the impact my visit has made, I know it's totally worth it. The least I can do is give a small piece of my time to someone who doesn't have access to the things I have."

"I've always found that writing comes from me instinctively.

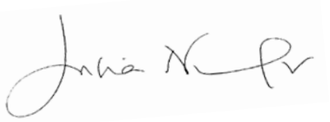
Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law, applicable to charities in England and Wales and Scotland, requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the group, and of the incoming resources and application of resources of the group 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 in the Charities SORP (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable United Kingdom accounting standards 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy, at any time, the financial position of the charity and the group and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 and the provisions of the Royal Charter. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Board of Trustees on 22 July 2021 and signed on its behalf by:



Baroness Neuberger, DBE
Chair of the Board of Trustees

"Independent Age gave the me chance to meet wonderful people with an amazing culture, who send me with nostalgia back to their past life.
Otilia

Independent auditor's report

Opinion

We have audited the financial statements of Independent Age (the 'parent charity') for the year ended 31 December 2020 which comprise the comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charity's affairs as at 31 December 2020, 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 Charities Act 2011 and Trustee Investment (Scotland) Act 2005 and regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the audit of the financial statements section of our report.

We are independent of the group and parent charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and 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. Our evaluation of the Trustees' assessment of the entity's ability to continue to adopt the going concern basis of accounting included critical reviews of budgets and forecasts provided.

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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 or the Charities Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report, or
- sufficient or proper accounting records have not been kept, or
- the parent charity's financial statements are not in agreement with the accounting records, or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement included in the Trustees' Annual Report, the Trustees 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 parent charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 154 of the Charities Act 2011 and under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and report in accordance with regulations made under those Acts.

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

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

- Obtaining an understanding of the legal and regulatory frameworks that the entity operates in, focusing on those laws and regulations that had a direct effect on the financial statements;
- Enquiry of management to identify any instances of known or suspected instances of fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;

Independent auditor's report

- Enquiry of management about any instances of non-compliance with laws and regulations;
- Reviewing the control systems in place and testing the effectiveness of the controls;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.
- Reviewing minutes of meetings of those charged with governance;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of this report

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity's Trustees those matters we are required to state to them in an auditor's 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 charity and the charity's Trustees as a body, for our audit work, for this report or for the opinions we have formed.

MHA MacIntyre Hudson

MHA MacIntyre Hudson
Chartered Accountants and Statutory Auditors
6th Floor
2 London Wall Place
London EC2Y 5AU

Date: 2 August 2021

MHA MacIntyre Hudson is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Aileen's story

Becoming a telephone befriender came about when I was telling a friend how I wanted to volunteer to visit elderly people in their homes but, because we like to go on long holidays, it just wouldn't be possible to maintain regular contact with anyone.

That's when she told me that Independent Age does telephone befriending, as well as face-to-face visits. What a great idea – you can phone someone from practically anywhere in the world these days!

I got in touch with Independent Age, who were happy to consider me as a telephone volunteer. I filled in the forms and completed the online training course, which ensures the people they help are properly treated and protected – and same for the volunteers.

I was paired with a delightful lady who, at 94, pretty much looked after herself. She cooked her own meals every night. Her son shopped for her and dropped in to see her – but, for people living on their own, the chance to talk to someone other than family offers them wider conversation and something different to look forward to.

Then I added a lady in Yorkshire, who is only a little older than me but whose health isn't good. It made me realise how lucky I am to have good health. I ring her every week. And then I was asked to take on another befriending call – a gentleman this time. Even with my lack of interest in cricket and football, he and I pass the time of day together very well.

Telephone befriending has brought me a huge sense of satisfaction. I've always enjoyed the company of older people because they have such knowledge and experience of life. I'm not sure who benefits most from the phone calls – they certainly cheer me up!

> *"Telephone befriending has brought me a huge sense of satisfaction.*

Financial statements

A lot of people don't think an old person is somebody.

Valda

Consolidated Statement of Financial Activities

for the year ended 31 December 2020

	Notes	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	Year to 31 December 2020 Total funds £000	Year to 31 December 2019 Total funds £000
Income and endowments from:						
Donations and legacies	2	2,381	1,732	-	**4,113**	3,378
Other trading activities		124	55	-	**179**	199
Investment income	3	1,939	328	2,057	**4,324**	5,486
Other income		69	-	-	**69**	33
Total income and endowments		**4,513**	**2,115**	**2,057**	**8,685**	9,096
Expenditure on:						
Raising funds						
Raising voluntary income	4	2,060	-	-	**2,060**	3,397
Investment and property management		188	18	68	**274**	222
Total cost of raising funds		**2,248**	**18**	**68**	**2,334**	3,619
Charitable activities						
National services	4	1,631	2,132	-	**3,763**	5,394
Community services	4	1,995	1,897	-	**3,892**	4,810
Policy and influencing	4	2,375	921	-	**3,296**	4,666
Grant-making	4, 5, 16	2,883	394	-	**3,277**	17
Total cost of charitable activities		**8,884**	**5,344**	**-**	**14,228**	14,887
Total expenditure		**11,132**	**5,362**	**68**	**16,562**	18,506
Operating (deficit)/surplus		**(6,619)**	**(3,247)**	**1,989**	**(7,877)**	(9,410)
(Losses)/gains on investment assets	**12**	**972**	**(66)**	**(1,116)**	**(210)**	14,205
Net (expenditure)/income		**(5,647)**	**(3,313)**	**873**	**(8,087)**	4,795
Transfers between funds	18	(380)	273	107	**-**	-
Other recognised (losses)/gains						
Actuarial loss on defined benefit						
Pension scheme	17	(177)	-	-	**(177)**	(465)
Net movement in funds		**(6,204)**	**(3,040)**	**980**	**(8,264)**	4,330
Fund balances brought forward at 1 January		99,794	15,471	59,168	174,433	170,103
Fund balances carried forward at 31 December	18	**93,590**	**12,431**	**60,148**	**166,169**	174,433

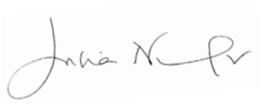
All of the above results are derived from continuing activities. There are no other recognised gains or losses other than those stated above. Notes 1 to 24 form part of the financial statements.

Group and Charity Balance Sheets

as at 31 December 2020

	Notes	Group 2020 Total funds £000	Group 2019 Total funds £000	Charity 2020 Total funds £000	Charity 2019 Total funds £000
Fixed assets					
Tangible assets	9	**1,920**	2,042	**1,920**	2,042
Intangible assets	10	**41**	70	**41**	70
Investment properties	11	**2,270**	2,300	**2,270**	2,300
Investments	12	**165,101**	172,543	**165,101**	172,543
Concessionary loans	13	**78**	89	**78**	89
Total fixed assets		**169,410**	177,044	**169,410**	177,044
Current assets					
Debtors	14	**1,183**	1,609	**1,183**	1,558
Cash at bank and in hand		**2,140**	3,701	**2,067**	3,641
Total current assets		**3,323**	5,310	**3,250**	5,199
Creditors: amounts falling due within one year	15	**(1,380)**	(2,202)	**(1,380)**	(2,202)
Net current assets		**1,942**	3,108	**1,870**	2,997
Total assets less current liabilities		**171,352**	180,152	**171,280**	180,041
Creditors: amounts falling due after more than one year	16	**(5,297)**	(6,001)	**(5,297)**	(6,001)
Net assets excluding pension liability		**166,055**	174,151	**165,982**	174,040
Defined benefit pension asset	17	**114**	282	**114**	282
Net assets including pension liability		**166,169**	174,433	**166,096**	174,322
The funds of the charity	18				
Endowed funds		**60,148**	59,168	**60,148**	59,168
Restricted funds		**12,431**	15,471	**12,431**	15,471
Unrestricted funds					
Designated funds		**83,995**	87,965	**83,995**	87,965
General fund		**9,595**	11,829	**9,522**	11,718
Total unrestricted funds		**93,590**	99,794	**93,517**	99,683
Total charity funds		**166,169**	174,433	**166,096**	174,322

Approved by the Board of Trustees and authorised for issue on 22 July 2021 and signed on their behalf by:



Baroness Neuberger, DBE, Chair

Notes 1 to 24 form part of the financial statements.

Consolidated Statement of Cash Flows

for the year ended 31 December 2020

	Notes	2020 £000	2019 £000
Net cash outflow from operating activites	21		
Net cash used in operating activites		**(13,105)**	(14,645)
Cash flow from investing activities			
Payments to acquire tangible fixed assets	9	**-**	(14)
Payments to acquire intangible fixed assets	9	**(51)**	-
Receipts from sale of tangible fixed assets		**1**	-
Net proceeds on disposal of property held for sale		**1**	722
Payments to acquire investments	12	**(15,935)**	(33,000)
Net proceeds on disposal of investment property		**270**	-
Loan repayments received		**10**	-
Receipts from sales of investments and cash transfers		**22,924**	43,591
Interest received	3	**3**	6
Dividends received	3	**4,262**	5,421
Rents received from investment properties	3	**59**	59
Net cash flow from investment activities		**11,544**	16,785
Net increase in cash and cash equivalents		**(1,561)**	2,140
Cash and cash equivalents at 1 January		**3,701**	1,561
Cash and cash equivalents at 31 December		**2,140**	3,701

	2020 £000	2019 £000
Cash and cash equivalents	**2,140**	3,701

Cash and cash equivalents includes £153,000 (£556,000 in 2019) of funds held in respect of the Campaign to End Loneliness.

Notes 1 to 24 form part of the financial statements.

Notes to the Financial Statements

for the year ended 31 December 2020

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows.

a) Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The going concern basis has been adopted as, having considered the risks and uncertainties to which the charity is exposed, and the current strong reserves position, the trustees have a reasonable expectation that Independent Age will continue in operation for the foreseeable future and meet its liabilities as they fall due. The statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated in October 2019) – Charities SORP FRS 102, and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the Charities SORP applicable to charities preparing their accounts in accordance with FRS 102 updated in October 2019, rather than the Charities SORP effective from 1 April 2005, which has since been withdrawn.

The Consolidated Statement of Financial Activities and Group Balance Sheet consolidate the financial statements of Independent Age and Counsel and Care for the Elderly (Counsel and Care) – a registered charity (203429) and a limited company (645708). For the purpose of the financial statements, Independent Age is deemed to control 100% of Counsel and Care because it is the sole legal member. The results of Counsel and Care are consolidated on a line-by-line basis. The income, expenditure and funds of Counsel and Care can be seen in Note 18 and a summary of results is shown in Note 20.

The Consolidated Statement of Financial Activities and Group Balance Sheet do not include Independent Age Enterprises Limited (IAE Ltd) – a limited company (04735201). For the purposes of the financial statements, Independent Age is deemed to control 100% of IAE Ltd being its sole shareholder. However, actual income and expenditure or financial impact of this subsidiary are immaterial in the context of the charity, therefore its results are not consolidated. Summary trading results for IAE Ltd are shown in Note 12.

The net movement of funds of Independent Age, the charity, was -£8,225,000 (£4,325,000 in 2019).

The charity has been entered on the Scottish Charity Register (SC047184) since 17 February 2017.

Independent Age 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 note(s). The accounts are presented in pounds and rounded to the nearest thousand.

b) Fund accounting

Independent Age has a number of discrete funds that are grouped by type as shown below:

Endowed funds

These are funds normally arising as a result of a will that contained restrictions on the retention of the capital value and disposal of any income.

The General Endowment Fund was created by the Supplementary Royal Charter, which came into effect on 1 August 2014.

Independent Age is the Managing Trustee of the F E Cobbold Trust Fund, Backsettown Endowed Charity and Wharton & Wittrick Fund. As such, the Board of Trustees considers and approves resolutions specific to these funds as appropriate.

As shown in Note 1 c) below, the trustees are required to maintain the capital of these funds, but they may choose to spend some or all of the Unapplied Total Return Fund – see Note 18.

Restricted funds
These are funds that can be spent, at the discretion of the trustees, on particular restricted purposes within the objects of Independent Age. Restrictions arise when specified by the donor, as modified by any Charity Commission scheme, or when funds are raised for particular purposes.

Additionally, where assets have been transferred to Independent Age under Charity Commission schemes, and there are restrictions as to the use of the sums transferred, these are treated as restricted funds.

Unrestricted funds
These are funds that can be spent in accordance with Independent Age's objects at the discretion of the trustees.

Designated funds
Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

General Fund
This fund represents the charity's free reserves, equivalent to one year's charitable expenditure, other than the amount funded by the endowment funds, to protect the planned activity of the charity from unforeseen shortfalls in income or unplanned additional costs.

More details of the charity's funds are disclosed in Note 18.

c) Total Return Accounting
Independent Age adopted Total Return Accounting for its permanent endowed funds with effect from 1 January 2015. This adoption is permitted for the General Endowment Fund by virtue of the Byelaws to the Supplementary Royal Charter 2014 and for the other permanent endowed funds through the resolutions relating to the other funds passed by the Board of Trustees in December 2014.

The trustees have chosen to maintain the capital of the permanent endowed funds in real terms by making a transfer from the Unapplied Total Return Fund equal to the increase in Consumer Prices Index (CPI) from the base point to the Balance Sheet date. Any amounts remaining after this transfer in the Unapplied Total Return Fund will be applied to income funds or retained as the trustees see fit. Any income funds not disbursed in the financial year are retained as Unapplied Total Return. Should any year experience a negative return, a negative balance will be held in the Unapplied Total Return Fund until such time as future returns on the investments eliminate it.

d) Income recognition
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 following specific policies apply to categories of income:

Donations are recognised when the charity has been notified in writing of both the amount and settlement date or on a receipts basis if earlier. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income from government and other grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

Legacy gifts are recognised on a case-by-case basis following the granting of probate and when sufficient information has been received to judge the receipt of income as probable. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy. Reversionary legacies are not recognised during the lifetime of the original beneficiary under the will.

Gifts in kind and donated services are included at the value to the charity where this can be quantified. An equivalent amount is recognised in costs. The value placed on them is the value to the charity (that is, the price the charity would have paid on the open market). No amounts are included in the financial statements for services donated by volunteers.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally on notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally on notification by our investment adviser of the dividend yield of the investment portfolio. This also applies to returns on accumulation units held in pooled funds, which are reinvested by default.

Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy, the investment income is reported net of these costs. It is included within cost of raising funds when the amount can be measured reliably.

e) Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis inclusive of any VAT. The charity is not registered for VAT so is unable to recover any of the tax paid, therefore costs include VAT where applicable.

Grant payments are recognised as expenditure when the conditions for their payment have been met or where there is a constructive obligation to make a payment. A constructive obligation arises when:

- the charity has communicated its intention to award a grant to a recipient who then has a reasonable expectation that they will receive a grant, or
- the charity has made a public announcement about a commitment that is specific enough for the recipient to have a reasonable expectation that they will receive a grant.

Grants are not usually awarded with conditions attached. However, when they are then those conditions have to be met before the liability is recognised.

Where an intention has not been communicated, then no expenditure is recognised, but an appropriate designation may be made in the appropriate fund. If a grant has been offered but there is uncertainty as to whether it will be accepted or whether conditions will be met, then no liability is recognised but a contingent liability is disclosed.

Expenditure on raising funds comprises investment and property management fees and the direct costs of raising voluntary income where not included within charitable activities.

Charitable activities comprise direct expenditure, including 20% of the total costs of raising voluntary income invested in generating funds in furtherance of the objects of the charity for information and advice, and a proportion of the support costs.

Support costs include governance costs and other indirect costs. Governance costs comprise all expenditure involving the public accountability of the charity and its compliance with regulation and good practice. These costs include some legal fees, plus the costs of trustees' and Charter Members' meetings, the costs of compliance such as audit fees and staff time spent serving the committees. Support costs (including governance costs) are allocated to the costs of raising funds and charitable activities on the basis of the numbers of staff engaged in each of these elements. This allocation is reviewed annually.

f) Tangible and intangible assets
Tangible and intangible individual assets costing more than £5,000, including any incidental expenses of acquisition, are capitalised and recorded at cost.

The costs of implementing computer software designed to improve the handling of data within the charity, with a consequent cost savings benefit, have been capitalised as intangible assets.

Depreciation/amortisation is calculated and charged to the Statement of Financial Activities on a quarterly basis commencing in the first full quarter after the asset was acquired/came into use.

Depreciation/amortisation is calculated so as to write off the cost of the tangible assets on a straight-line basis over the expected useful economic lives of the assets concerned, which are taken as:

Tangible assets
Plant and machinery

Electrical installations	10 to 25 years
Mechanical installations	10 to 25 years
Architectural components	20 to 30 years
Lift	15 years

The expected useful economic life of each item of plant and machinery has been determined by independent consulting quantity surveyors.

Fixtures, fittings and equipment

Furniture and fittings	10 to 15 years
ICT hardware	3 years
Office equipment	3 years

Buildings

Freehold buildings	50 years

No value has historically been recorded for freehold land owned by the charity because it cannot be practically measured.

Intangible assets

Computer software	3 years

Representing the useful economic life of the assets.

g) Investment properties
The Board of Trustees determined in February 2014 that all property not required for operational purposes should be disposed of at the appropriate time. Prior to sale these properties are treated as investment properties. Investment properties are initially recognised at their transaction value and subsequently measured at their fair value as at the Balance Sheet date. Fair value is ascertained either by an independent valuer or reference to movements in the market value of similar properties.

Surpluses on the sale of properties are taken to the Statement of Financial Activities as they are realised. Unrealised gains and losses on revaluation of investment properties are shown in the Statement of Financial Activities.

Properties for sale at the Balance Sheet date are reported as assets held for sale within current assets.

h) Investments
Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value using the closing quoted market price. All gains and losses are taken to the Statement of Financial Activities as they arise. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year. As investments are revalued continuously to fair value, no realised gains or losses arise.

The charity does not acquire or hold put options, derivatives or other complex financial instruments.

i) Financial Instruments
The charity only holds basic financial instruments. The financial assets and financial liabilities of the charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 14. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors are classified as financial instruments, and are measured at amortised cost as detailed in Note 15. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

j) Concessionary loans
These are amounts that were awarded to further the charity's purposes as loans to individual beneficiaries who were leaseholders or freeholders of their property, mainly for household repairs and maintenance. The practice of awarding such loans was ended in May 2014 and no more loans will be made.

A provision for non-repayment is made against the aggregate value of loans issued and is reviewed annually, which has been calculated as 67% (2019: 67%) based on past experience of repayments and on management's current expectations. Loans are written off when there is no realistic prospect of any further recovery and are treated as charitable expenditure. The loans are not subject to interest charges. It is expected that loans will be repaid when the beneficiary has the capital available or from the beneficiary's estate on the death of the member.

k) Regular payments
The estimated net present value of the regular payments to Independent Age's beneficiaries is treated as a long-term liability. The long-term provision is calculated using life expectancy tables to determine the period for which the regular payments may be made. The commitment is discounted using a rate based on the discount rate used for the defined benefit pension scheme, adjusted for the differing expected timeframes of the two liabilities. The movement on the regular payments provision is included within Grant-making in the Statement of Financial Activities. The movement in the year includes the un-winding of the discount factor used to estimate the current value of future commitments.

l) Pensions
Independent Age operates a defined benefits (final salary) pension scheme, which is closed to new members. The current service costs of the scheme, together with the interest cost less the expected return on assets for the year, are charged to the Statement of Financial Activities within staff costs. The actuarial gains and losses are recognised immediately after net income/expenditure as other recognised gains and losses. More details are provided in Note 17.
The assets of the scheme are measured at fair value at the Balance Sheet date. Liabilities are measured on an actuarial basis at the Balance Sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. The resulting defined benefit pension asset or liability is presented separately after other net assets on the face of the Balance Sheet.

Independent Age also operates a defined contribution pension scheme and contributions have been accounted for in the period to which they relate. This scheme has been accredited for the purposes of auto-enrolment.

m) Foreign currencies
Foreign currency transactions are initially recognised by applying to the foreign currency amount the spot exchange rate between the functional currency and the foreign currency at the spot rate on the date of the transaction.

Monetary assets and liabilities denominated in a foreign currency at the Balance Sheet date are translated using the closing rate.

n) Taxation
Independent Age is a registered charity (210729) and as such is entitled to certain tax exemptions on income and profits on investments and surpluses on any trading activities carried on in furtherance of the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

o) Redundancy and termination payments
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to terminate the employment of an employee or group of employees before normal retirement date. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

p) Critical accounting estimates and judgements
In preparing the financial statements the trustees are required to make certain estimates and judgements which have an impact on the carrying value of assets and liabilities. These estimates and assumptions are reviewed on an on-going basis, and are based on historical experience and other factors considered relevant at the time the estimates and judgements are made. The key sources of estimation uncertainty are:

- Defined benefit pension liability – measurement requires a number of significant assumptions as disclosed in note 17.
- Regular payments provision - the charity provides for future regular payments to its annuitants, a life-long commitment to each individual. Estimation uncertainty arises from the discount rate applied to reflect the time value of money, and assumptions around life expectancy. Further details of how this provision is calculated can be found in note 16.
- Investment properties - the charity holds a number of investment properties which it carries on the balance sheet at fair value. Measurement requires a number of assumptions about local market conditions and other factors which are outlined in note 11.

2. Donations and legacies

Current year	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	2020 Total £000
Donations	1,499	67	-	**1,566**
Grants	17	1,665	-	**1,682**
Legacies	865	-	-	**865**
	2,381	1,732	-	**4,113**

Donations include £397,811 (2019: £279,543) of donated services received in the year.

Grant income includes £524,324 (2019: £749,527) in restricted grant-funding relating to the Campaign to End Loneliness of which £459,325 was received from the National Lottery Community Fund (2019: £648,126). The Campaign to End Loneliness was transferred to a new host, the What Works Centre for Wellbeing, on 1 January 2021.

Income from grants includes £559,325 from government sources, including the National Lottery Community Fund, Local Authorities and Clinical Commissioning Groups (2019: £648,126). There are no unfulfilled conditions or other contingencies attaching to grants recognised as income in either year.

Previous year	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	2019 Total £000
Donations	1,442	109	-	**1,551**
Grants	102	816	-	**918**
Legacies	909	-	-	**909**
	2,453	925	-	**3,378**

3. Investment income

Current year	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	2020 Total £000
Fixed interest income	3	-	-	**3**
Dividend income	1,877	328	2,057	**4,262**
Investment property rental income	59	-	-	**59**
	1,939	328	2,057	**4,324**

Previous year	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	2019 Total £000
Fixed interest income	6	-	-	**6**
Dividend income	2,251	412	2,758	**5,421**
Investment property rental income	59	-	-	**59**
	2,316	412	2,758	**5,486**

4. Expenditure allocations

Current year	Raising voluntary income £000	National services £000	Community services £000	Policy and influencing £000	Grant-making £000	Marketing and comms £000	2020 Total £000
Staff costs	737	1,116	1,807	1,261	129	1,083	**6,133**
Non-staff costs	1,470	560	357	443	2,970	570	**6,370**
Subtotal – Direct costs	2,207	1,676	2,164	1,704	3,099	1,653	**12,503**
Support costs	368	711	1,298	731	94	583	**3,785**
Subtotal – All costs	2,575	2,387	3,462	2,435	3,193	2,236	**16,288**
Reallocation – Fundraising	(515)	515	-	-	-	-	**-**
Reallocation – Marketing and comms	-	861	430	861	84	(2,236)	**-**
Expenditure by charitable activity	2,060	3,763	3,892	3,296	3,277	-	**16,288**
Investment and property management							**274**
Total expenditure							**16,562**

Previous year	Raising voluntary income £000	National services £000	Community services £000	Policy and influencing £000	Grant-making £000	Marketing and comms £000	2019 Total £000
Staff costs	918	1,184	2,061	1,476	10	1,244	**6,893**
Non-staff costs	2,758	923	446	700	-	1,718	**6,545**
Subtotal – Direct costs	3,676	2,107	2,507	2,176	10	2,962	**13,438**
Support costs	570	924	1,546	976	7	823	**4,846**
Subtotal – All costs	4,246	3,031	4,053	3,152	17	3,785	**18,284**
Reallocation – Fundraising	(849)	849	-	-	-	-	**-**
Reallocation – Marketing and comms	-	1,514	757	1,514	-	(3,785)	**-**
Expenditure by charitable activity	3,397	5,394	4,810	4,666	17	-	**18,284**
Investment and property management							**222**
Total expenditure							**18,506**

Direct Campaigning costs include £671,419 (2019: £813,036) relating to the Campaign to End Loneliness. On behalf of the partnership of all five organisations on the 'management group', Independent Age had responsibility to employ the staff and manage the budget of the Campaign to End Loneliness, which was subject to the charity's financial policies and procedures. This included monthly reviews of management accounts and reporting to the funders on a regular basis. The Campaign to End Loneliness was transferred to a new host organisation, the What Works Centre for Wellbeing, on 1 January 2021.

Support costs	Staff costs £000	Non-staff costs £000	Total 2020 £000	Staff costs £000	Non-staff costs £000	Total 2019 £000
Chief Executive's office	239	16	**255**	249	46	295
Director of Corporate Services	191	31	**222**	176	114	290
Facilities	212	575	**787**	209	732	941
ICT	622	598	**1,220**	534	705	1,239
People and Organisational Development	364	380	**744**	480	1,111	1,591
Finance	392	86	**478**	288	83	371
Governance	40	39	**79**	46	73	119
	2,060	1,725	**3,785**	1,982	2,864	4,846

During the year the charity engaged the consultancy services of its external audit firm to the value of £nil (2019: £6,060).

Governance costs	2020 £000	2019 £000
Auditor's remuneration for the statutory audit of the financial statements	**38**	33
Legal and other professional fees	**-**	2
Trustee recruitment fees	**-**	32
Trustees' meetings incl. expenses and AGM costs	**1**	6
Staff costs	**40**	46
Total governance costs	**79**	119

The apportionment of support costs was made pro rata to the number of staff (full-time equivalent) in each of the activity areas. Facilities costs were apportioned pro rata to head-office-based staff only.

The charity indemnifies every trustee in respect of any liability arising from or in respect of the charity.

5. Regular payments and grants

	Grants £000	Support costs £000	2020 £000	2019 £000
COVID-19 support grants to organisations	2,382	460	**2,842**	-
Supporting individual beneficiaries	426	9	**435**	17
	2,808	469	**3,277**	17

6. Staff costs and employee benefits

	2020 £000	2019 £000
Salaries	**6,839**	7,233
Temporary staff costs	**152**	367
Employer National Insurance	**688**	755
Employer pension contributions	**514**	520
	8,193	8,875
Redundancy and termination payments	**78**	294
	8,271	9,169

Total remuneration of the key management personnel (which comprise the trustees with the Senior Leadership Team comprising the chief executive and directors), including pension and National Insurance contributions, was £631,671 (2019: £785,440).

No trustees received nor waived any remuneration.

Redundancy and termination costs arose in 2020 and 2019 due to restructuring of the charity to ensure we have the right structures in place to deliver our ambitious strategy to increase impact.

7. Average monthly staff numbers

	2020	2019
National Services and Grant-making	**25**	25
Community Services	**47**	49
Policy and Influencing	**25**	30
Fundraising	**12**	15
Marketing and Communications	**18**	23
Support Services	**33**	31
	160	173

8. Number of employees with total emoluments (excluding pensions) of more than £60,000

	2020	2019
£60,001–£70,000	**9**	11
£70,001–£80,000	**4**	7
£80,001–£90,000	**8**	-
£90,001–£100,000	**-**	1
£110,001–£120,000	**1**	3
£140,001–£150,000	**-**	1
	22	23

9. Tangible fixed assets

	Freehold buildings £000	Plant and machinery £000	Fixtures, fittings and equipment £000	Totals £000
Cost				
As at 1 January 2019	1,215	1,119	446	**2,780**
Additions	-	-	-	**-**
Disposals	-	-	(137)	**(137)**
Total	1,215	1,119	309	**2,643**
Depreciation				
As at 1 January 2019	123	301	314	**738**
Depreciation charge in the year	24	56	39	**119**
Disposals	-	-	(134)	**(134)**
Total	147	357	219	**723**
Net book value				
As at 31 December 2020	1,068	762	90	**1,920**
As at 31 December 2019	1,092	818	132	**2,042**

10. Intangible fixed assets

	Computer software £000	Totals £000
Cost		
As at 1 January 2019	620	**620**
Additions	51	**51**
Disposals	(70)	**(70)**
Total	601	**601**
Amortisation		
As at 1 January 2019	550	**550**
Amortisation charge in the year	10	**10**
Total	560	**560**
Net book value		
As at 31 December 2020	41	**41**
As at 31 December 2019	70	**70**

11. Investment properties

	2020 £000	2019 £000
As at 1 January	**2,300**	2,300
Disposals	**(200)**	-
Revaluation	**170**	-
As at 31 December	**2,270**	2,300
Historic cost	**1,373**	1,549

The investment properties were last independently valued as at 31 December 2014 by a combination of external surveyors, use of the RICS Red Book, or comparison to the market values of similar properties. The trustees are satisfied that, having reviewed available data on market activity in the respective locations, that investment properties are carried at fair value at the Balance Sheet date.

12. Investments

	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	2020 £000	2019 £000
Quoted investments	77,643	11,726	50,812	**140,181**	143,556
Quoted liquid funds	15,584	-	-	**15,584**	19,249
Non-quoted investments	-	-	9,336	**9,336**	9,738
Investments held with fund managers	93,227	11,726	60,148	**165,101**	172,543

Reconciliation of investments held with fund managers	2020 £000	2019 £000
Market value at 1 January	**172,543**	168,929
Additions	**15,935**	33,000
Disposals	**(22,718)**	(33,000)
Net unrealised (losses)/gains	**(453)**	14,205
Movement in cash	**(206)**	(10,591)
Market value at 31 December	**165,101**	172,543
Historical cost at 31 December	**141,151**	156,260

Investments held with fund managers – analysis by type	2020 £000	2019 £000
UK equities – FTSE350	**27,234**	35,233
Global equitites	**48,070**	34,850
Diversified growth funds	**40,104**	45,746
Infrastructure	**9,336**	9,738
Multi-asset credit	**24,773**	27,727
Quoted liquid funds	**15,584**	19,249
	165,101	172,543

The charity has invested £1 in the share capital of its wholly owned trading subsidiary, Independent Age Enterprises Limited.

The wholly owned trading subsidiary Independent Age Enterprises Limited handles the non-charitable activities of Independent Age. It donates all of its profits to the charity by Gift Aid. As such no corporation tax is payable. It is currently dormant (2019: dormant).

	2020 £000	2019 £000
Current assets	**9,052**	9,052
Current liabilities	**(9,051)**	(9,051)
Shareholder's funds/total net assets	**1**	1

13. Concessionary loans

	2020 £000	2019 £000
Loan balance as at 1 January	**303**	325
Loans repaid	**(10)**	-
Impairment	**(6)**	(22)
Total loans outstanding	**287**	303
Provision	**(209)**	(214)
	78	89

These loans represent interest-free advancements to qualifying beneficiaries to further the charity objectives to assist with essential house repairs, and are repayable as the individual beneficiary's circumstances allow. The practice of awarding such loans was ended in May 2014 and no more loans are made.

14. Debtors: amounts falling due within one year

	Group 2020 £000	Group 2019 £000	Charity 2020 £000	Charity 2019 £000
Trade debtors	**8**	24	**8**	24
Other debtors	**125**	129	**125**	129
Prepayment	**299**	334	**299**	334
Accrued income	**751**	1,122	**751**	1,071
	1,183	1,609	**1,183**	1,558

15. Creditors: amounts falling due within one year

	Group 2020 £000	Group 2019 £000	Charity 2020 £000	Charity 2019 £000
Trade creditors	**270**	572	**270**	572
Regular payment liability – see Note 16	**759**	931	**759**	931
Other creditors	**145**	185	**145**	185
Accruals	**174**	189	**174**	189
Deferred income	**32**	325	**32**	325
	1,380	2,202	**1,380**	2,202

Movement in deferred income	Charity 2020 £000	Charity 2019 £000
Charity and Group		
Deferred income brought forward	**325**	365
Amounts released in the year	**(325)**	(365)
Amounts deferred in the year	**32**	325
Deferred income carried forward	**32**	325

16. Reconciliation of regular payments

	2020 £000	2019 £000
Charity and Group		
Commitments at 1 January	**6,932**	8,191
Movement in provision	**418**	(257)
Amount paid in the year	**(1,087)**	(1,002)
Amount released in the year	**(207)**	-
Commitments at 31 December	**6,056**	6,932
Payable within one year – see Note 15	**759**	931
Payable after one year	**5,297**	6,001
Commitments at 31 December	**6,056**	6,932

The movement in the provision is derived from three factors: the numbers of annuitants at the year end, changes in the discount factor and changes in the mortality tables used to determine life expectancy.

At 31 December 2020 the number of annuitants was 1,026, 213 fewer than at the same date in the previous year (2019: 1,239). The discount factor decreased from 2.05% to 1.05%. Taking into account the movements in the factors above, there was a small reduction in the overall liability.

17. Pension schemes

The employer, Independent Age, operates a defined benefit (final salary) scheme in the UK. A full actuarial valuation was carried out at 30 September 2019 and updated to 31 December 2020 by a qualified actuary, independent of the scheme's sponsoring employer. The major assumptions used by the actuary are shown below.

"The most recent actuarial valuation at 30 September 2019 showed a surplus of £799,000. The employer currently pays contributions at the rate of 38.3% p.a. of members' earnings in respect of non-contributory members and 32.3% p.a. of members' earnings in respect of contributory members. The employer also pays £63,000 p.a. in respect of scheme expenses. The PPF levy is paid separately by the employer upon receipt of the invoice.

From 1 April 2021 the above employer contribution rates will increase to 44.5% p.a. of members' earnings in respect of non-contributory members and 38.5% p.a. of members' earnings in respect of contributory members. Since the year end we have consulted with the remaining active members and the scheme will close to future accrual from the end of April 2021."

Member contributions are payable in addition at the rate of 6.0% p.a. of members' earnings in respect of contributory members only.

Present values of defined benefit asset/(obligation), fair value of assets and defined benefit liability	31 December 2020 £000	31 December 2019 £000
Equity-type assets	**1,364**	2,450
Fixed interest bonds	**8,579**	2,593
Index-linked bonds	**5,963**	6,072
Fixed interest gilts	**1,892**	4,957
Property	**1,240**	1,392
Other	**6,076**	5,055
Total market value of assets	**25,114**	22,519
Present value of scheme liabilities	**(23,213)**	(20,631)
Surplus	**1,901**	1,888
Effect of asset ceiling	**(1,787)**	(1,606)
Net pension asset under FRS 102	**114**	282

None of the fair value of the assets shown above includes any direct investments in the employer's own financial instruments or any property occupied by, or any other assets used by, the employer.

Reconciliation of opening and closing balances of the defined benefit obligation	31 December 2020 £000	31 December 2019 £000
Defined benefit obligation at start of period	**20,631**	19,401
Current service cost	**21**	60
Interest cost on defined benefit obligation	**405**	522
Past service cost – plan amendments	**-**	-
Member contributions	**2**	5
Benefits paid	**(800)**	(817)
Losses due to benefit changes	**3**	-
Actuarial loss on changes in demographic and financial assumptions	**3,491**	1,548
Experience gain on liabilities	**(540)**	(88)
Defined benefit obligation at end of period	**23,213**	20,631

Reconciliation of opening and closing balances of the fair value of plan assets	31 December 2020 £000	31 December 2019 £000
Fair value of plan assets at start of period	**22,519**	20,933
Interest income on assets	**443**	565
Expenses	**(71)**	(81)
Return on assets excluding interest income	**2,923**	1,814
Employer contribution	**98**	100
Member contribution	**2**	5
Benefits paid	**(800)**	(817)
Fair value of plan assets at end of period	**25,114**	22,519

Movement in balance sheet asset during the year	31 December 2020 £000	31 December 2019 £000
Surplus in Scheme at the beginning of the period	**282**	766
Current service cost	**(21)**	(60)
Past service cost–benefit changes/curtailments	**(3)**	-
Expenses	**(71)**	(81)
Net interest credit	**6**	22
Re-measurements included in the statement of finacial activities	**(177)**	(465)
Employer contributions	**98**	100
Surplus in Scheme at the end of the period	**114**	282

Defined benefit costs recognised in the statement of financial activities	31 December 2020 £000	31 December 2019 £000
Current service cost (included within Staff costs)	**21**	60
Expenses (included within Staff costs)	**71**	81
Past service cost – plan amendments	**3**	-
Operating charge	**95**	141
Interest income on assets	**(443)**	(565)
Interest cost on defined benefit obligation	**405**	522
Interest on surplus that is not recoverable	**32**	21
Net Interest credit	**(6)**	(22)
Defined benefit costs recognised in Statement of Financial Activities	**89**	119

Defined benefit costs recognised as other gains and losses in the statement of financial activities	31 December 2020 £000	31 December 2019 £000
Return on assets excluding interest income	**2,923**	1,814
Experience gains on liabilities	**540**	88
Loss from change of assumptions	**(3,491)**	(1,548)
Effects of changes in the amount of surplus that is not recoverable (excluding amounts included in net interest cost)	**(149)**	(819)
Actuarial loss on defined benefit pension scheme in the Statement of Financial Activities	**(177)**	(465)

Movement in assumption	Effect on liabilities
Discount rate +/- 0.1%	+/- 2%
Inflation assumptions +/- 0.1%	+/- 2%
Life expectancy +/- 0.1%	+/- 2-3%

	31 December 2019 £000	31 December 2018 £000
Discount rate	**1.35% p.a.**	2.75% p.a.
Inflation (RPI)	**2.95% p.a.**	3.25% p.a.
Inflation (CPI)	**2.55% p.a.**	2.25% p.a.
Deferred revaluations	**2.55% p.a.**	3.25% p.a.
Salary growth	**2.95% p.a.**	2.25% p.a.
Pension increases in payment		
CPI max 5% p.a.	**2.55% p.a.**	2.10% p.a.
CPI max 2.5% p.a.	**1.85% p.a.**	1.65% p.a.
CPI max 3% p.a.	**2.1% p.a.**	1.8% p.a.

Demographic assumptions	31 December 2020 £000	31 December 2019 £000
Mortality		
Base tables	**Pre retirement: nil Post retirement: 106% of S3PXA**	Pre retirement: nil Post retirement: 105% of S2PXA
Improvement allowance	**CMI_2019 (1.25%) for males CMI_2019 (1.00%) for females**	CMI_2018 (1.25%) for males CMI_2018 (1.00%) for females
Smoothing parameter	**7.5**	7.5
Life expectancy from age 65		
Pensioners (currently aged 65)	**Male: 21.6 Female: 23.8**	Male: 21.4 Female: 23.1
Non-pensioners (currently aged 45)	**Male: 23.0 Female: 24.9**	Male: 22.7 Female: 24.3
Commutation	**75% of maximum allowance**	75% of maximum allowance
Proportion married at retirement	**75% for both males and females**	75% for both males and females
Spouse age difference	**Males 3 years older**	Males 3 years older
Other demographic assumptions	**As per most recent Technical Provisions assumptions**	As per most recent Technical Provisions assumptions

Independent Age also operates a defined contribution scheme administered by TPT Retirement Solutions. Members of the scheme contribute up to 6% while the employer contributes up to 10%. Total employer contributions towards this scheme in the year were £416,897 (2019: £430,523).

18. Movement on funds

	Balance at 1 January 2019 £000	Incoming resources £000	Resources expended £000	Transfers £000	Gains (losses) £000	Balance at 31 December 2020 £000
Endowed funds						
F E Cobbold Trust Fund	1,477	-	-	9	-	**1,486**
Backsettown Endowed Charity	289	-	-	1	-	**290**
Wharton & Wittrick Fund	428	-	-	602	-	**1,030**
General Endowment Fund	56,974	-	-	368	-	**57,342**
Unapplied Total Return Fund	-	2,057	(67)	(873)	(1,118)	**-**
Total endowed funds	**59,168**	**2,057**	**(67)**	**107**	**(1,118)**	**60,148**
Restricted funds						
F E Cobbold Trust Fund	12,030	258	(1,860)	-	(52)	**10,376**
Backsettown Charity	112	-	(12)	-	-	**100**
RUKBA Holiday Fund	2,657	57	(1,739)	-	(11)	**964**
Ulster Ladies Trust Fund	574	12	(198)	-	(2)	**386**
Campaign to End Loneliness	98	550	(921)	273	-	**-**
Grants fund	-	881	(381)	-	-	**500**
Reconnections	-	106	(101)	-	-	**5**
Other restricted funds	-	250	(150)	-	-	**100**
Total restricted funds	**15,471**	**2,114**	**(5,362)**	**273**	**(65)**	**12,431**
Unrestricted funds						
Designated funds						
Investment Property Fund	1,772	-	-	(802)	170	**1,140**
Tangible and Intangible Fixed Assets Fund	2,142	-	(131)	(50)	-	**1,961**
Endowment Funded Activity Protection Fund	20,559	412	(24)	(229)	(26)	**20,692**
Future Impact Fund	63,492	4,076	(10,937)	2,920	651	**60,202**
Total designated funds	**87,965**	**4,488**	**(11,092)**	**1,839**	**795**	**83,995**
General fund	11,717	24	-	(2,219)	-	**9,522**
Total unrestricted funds	**99,682**	**4,512**	**(11,092)**	**(380)**	**795**	**93,517**
Subtotal Independent Age	**174,321**	**8,683**	**(16,521)**	**-**	**(388)**	**166,096**
Counsel and Care for the Elderly						
General fund	112	2	(41)	-	-	**73**
Subtotal Counsel and Care for the Elderly	112	2	(41)	-	-	**73**
Total Group	**174,433**	**8,685**	**(16,562)**	**-**	**(388)**	**166,169**

Fund descriptions
The Supplementary Royal Charter 2014 stipulated the establishment of a General Endowment Fund comprising all of the monies previously held in the Permanent Annuities fund, the Provision of Homes Capital fund, the Annuitants' Relief fund and part of the Life Annuities fund.

The Charity Commission scheme, which became effective on 23 October 2014, defined the nature and purposes of the three endowed funds of which Independent Age is the Managing Trustee: F E Cobbold Trust Fund, Backsettown Endowed Charity fund, and the Wharton & Wittrick Fund. The Scheme further provided for the merger of Homes of Rest for Gentlewomen and the Georgina Tompkins Ladies Fund into the RUKBA Holiday Fund; confirmation that both the capital and income of the Ulster Ladies Fund could be expensed in accordance with its restrictions; and amended the restrictions on other named funds.

The Board of Trustees resolved in December 2014 that the charity would adopt Total Return Accounting for the three above named Permanent Endowed funds with effect from 1 January 2015 and acknowledged that this should also apply to the General Endowed Fund as permitted under the Supplementary Royal Charter.

The funds of Independent Age are as described below.

Permanent endowed funds
The **F E Cobbold Trust Fund** represent monies to be held on trust to invest and apply to relief to older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who are residents of Suffolk, by the provision of grants and other financial assistance and the provision of advice and support.

The **Backsettown Endowed Charity** fund is to relieve persons who are in conditions of need, hardship or distress or who, by reason of physical or mental illness or otherwise, are in need of rest and recuperation by making of grants or the provision of facilities that are calculated to relieve such need.

The **Wharton & Wittrick Fund** is to be held on trust to invest and apply the income to relief to older people in need by reason of ill-health, disability, financial hardship or other disadvantage, with preference to persons who have been employed with the health and social care professions, by the provision of grants and other assistance relating to accommodation.

In 2020 we transferred £602,000 from the designated investment property fund to the Wharton & Whittrick Fund representing previous revaluations of the investment property held in this fund, to better reflect the fund's fair value.

The **General Endowment Fund**, which was established by the Supplementary Royal Charter in 2014, provides for the general purposes of the charity.

The **Unapplied Total Return** is the balance of income earned, less investment management fees, plus investment gains after the maintenance of the capital value of the Permanent Endowed Funds calculated by the movement in CPI for the respective period.

Under section 104(A) of the Charities Act 2011 on 1 January 2015 the trustees have the power to invest permanently endowed funds to maximise total return and therefore to apply an appropriate portion of the Unapplied Total Return to income. The Unapplied Total Return remains invested as part of the permanent endowment until that power is exercised.

In 2020 the trustees exercised this right and transferred the Unapplied Total Return net balance of £412,000 to income funds. This amount was fully utilised in the year.

	Endowed for investment £000	Unapplied Total Return £000	Total endowed £000
At start date: 1 January 2020			
Gift component of permanent endowment	59,168	-	59,168
Unapplied Total Return	-	-	-
	59,168	-	**59,168**
Movements			
Recoupment of trust for investment*	378	(378)	-
Dividend return	-	2,057	2,057
Transfer	602	-	602
Losses	-	(1,118)	(1,118)
Investment management costs	-	(67)	(67)
	980	494	**1,474**
Unapplied Total Return retained	-	-	-
Unapplied Total Return transferred to income funds	-	(494)	(494)
Totals	60,148	-	60,148

*This represents the sum elected to maintain the real capital value of the endowed funds by offsetting the impact of inflation.

Restricted funds
These are funds that the charity must spend on activities specified by the restrictions of the fund.

The **RUKBA Holiday Fund**: the income and capital may be applied for the relief in need of persons in reduced circumstance with a preference for those from the South of England, by provision of holidays or in such ways as the trustees shall think fit.

The **Ulster Ladies Trust Fund**: the income and capital may be applied for the relief of persons in need by reason of ill-health, disability, financial hardship or other disadvantage with a preference for those living or formerly living in Northern Ireland.

The **Campaign to End Loneliness**: grants received including those from the other partners to address the issues related to older people experiencing loneliness. During the year £273,000 (2019: £268,000) was transferred from unrestricted fund to support this activity.

We received £881,000 from trusts and corporates restricted to grant-making and £105,000 for Reconnection services.

Other Restricted funds are donations from trusts on which a restriction is placed by the donor.

Designated Funds
In accordance with the Charity Commission guidance, the trustees have designated funds to mitigate the charity financial risks and to indicate which reserves are held in property and therefore not available as 'free' reserves. Individual purposes of these funds are described below.

The **Investment Property Fund** represents the amount of reserves relating to investment properties not held in restricted and endowed funds.

The **Tangible and Intangible Fixed Asset Fund** recognises the net book value of operational fixed assets – primarily the head office building at 18 Avonmore Road.

The **Endowment Funded Activity Protection Fund** will be used to cover the gap in funding of charitable activities arising from a potential negative return on the endowed investment. Trustees have designated for this purpose a value equivalent to 35% of the endowments.

The **Future Impact Fund** represents the balance of unrestricted reserves which, together with growth of voluntary income, will be used to continue to expand the scale, scope and depth of charity services now and in the future. Transfers are made annually between general funds and designated funds to maintain designated funds at the levels specified by trustees as set out above.

General Funds
The **General Fund** represents free reserves used for the general work of Independent Age.

Comparatives for 2019 of movement on funds are shown below:

	Balance at 1 January 2019 £000	Incoming resources £000	Resources expended £000	Transfers £000	Gains (losses) £000	Balance at 31 December 2019 £000
Endowed funds						
F E Cobbold Trust Fund	1,458	-	-	19	-	**1,477**
Backsettown Endowed Charity	285	-	-	4	-	**289**
Wharton & Wittrick Fund	428	-	-	-	-	**428**
General Endowment Fund	56,239	-	-	735	-	**56,974**
Unapplied Total Return Fund	(2,385)	2,758	(58)	(6,459)	6,144	**-**
Total endowed funds	**56,025**	**2,758**	**(58)**	**(5,701)**	**6,144**	**59,168**
Restricted funds						
F E Cobbold Trust Fund	13,304	297	(2,622)	-	1,051	**12,030**
Backsettown Charity	129	-	(17)	-	-	**112**
RUKBA Holiday Fund	4,363	98	(2,149)	-	345	**2,657**
Ulster Ladies Trust Fund	783	17	(288)	-	62	**574**
Campaign to End Loneliness	74	858	(1,102)	268	-	**98**
Other restricted funds	-	67	(67)	-	-	**-**
Total restricted funds	**18,653**	**1,337**	**(6,245)**	**268**	**1,458**	**15,471**
Unrestricted funds						
Designated funds						
Investment Property Fund	2,300	-	-	(528)	-	**1,772**
Tangible and Intangible Fixed Assets Fund	2,255	-	(128)	15	-	**2,142**
Endowment Funded Activity Protection Fund	20,443	524	(21)	(2,059)	1,672	**20,559**
Future Impact Fund	50,833	4,429	(12,012)	15,776	4,466	**63,492**
Total designated funds	75,831	4,953	(12,161)	13,204	6,138	**87,965**
General fund	19,488	-	-	(7,771)	-	**11,717**
Total unrestricted funds	**95,319**	**4,953**	**(12,161)**	**5,433**	**6,138**	**99,682**
Subtotal Independent Age	**169,997**	**9,048**	**(18,464)**	**-**	**13,740**	**174,321**
Counsel and Care for the Elderly						
General fund	106	48	(42)	-	-	**112**
Subtotal Counsel and Care for the Elderly	**106**	**48**	**(42)**	**-**	**-**	**112**
Total Group	**170,103**	**9,096**	**(18,506)**	**-**	**13,740**	**174,433**

19. Analysis of net assets between funds

	Unrestricted funds £000	Designated funds £000	Restricted funds £000	Endowed funds £000	2020 Total funds £000
Tangible and intangible fixed assets	-	1,961	-	-	**1,961**
Investment	13,477	80,780	11,726	59,118	**165,101**
Investment properties	-	1,140	100	1,030	**2,270**
Concessionary loans	78	-	-	-	**78**
Current assets	2,544	-	779	-	**3,323**
Current liabilities	(1,206)	-	(174)	-	**(1,380)**
Creditors: Amounts falling due after more than one year	(5,297)	-	-	-	**(5,297)**
Defined benefit pension scheme asset	-	114	-	-	**114**
Total	9,595	83,995	12,431	60,148	**166,169**

Comparatives for 2019 analysis of net assets between funds are shown below:

	Unrestricted funds £000	Designated funds £000	Restricted funds £000	Endowed funds £000	2019 Total funds £000
Tangible and intangible fixed assets	-	2,112	-	-	**2,112**
Investment	14,878	83,799	15,126	58,740	**172,543**
Investment properties	-	1,772	100	428	**2,300**
Concessionary loans	-	-	89	-	**89**
Current assets	4,740	-	570	-	**5,310**
Current liabilities	(1,788)	-	(414)	-	**(2,202)**
Creditors: Amount falling due after more than one year	(6,001)	-	-	-	**(6,001)**
Defined benefit pension scheme asset	-	282	-	-	**282**
Total	11,829	87,965	15,471	59,168	**174,433**

20. Trustees, related parties and connected charities

No Trustee received any remuneration from Independent Age during the year ended 31 December 2020. Two trustees (2019: one) were reimbursed for travel expenses incurred in the furtherance of charity's activities totalling £454 (2019: £1,446).

Professor Martin Green, OBE, Trustee at the International Longevity Centre – UK (ILC-UK), is a Trustee of Independent Age. A total payment of £18,669 was made in 2020 (2019: nil) to ILC-UK for research services and events.

Baroness Julia Neuberger, Trustee at the Rayne Foundation, is the Chair of Independent Age. Independent Age received a donation of £100,000 from the Rayne Foundation in 2020 (2019: nil) to support the work of our Grants Fund.

Counsel and Care for the Elderly merged with Independent Age in October 2011 but continues to operate as a separate charitable company for the collection of donations and legacies. Independent Age is the Managing Trustee and continues to provide the services previously offered by Counsel and Care. In the year ended 31 December 2020, the income for Counsel and Care was £3,000 (2019: £48,000) and expenditure was £41,000 (2019: £42,000), while total net assets value was £73,000 (2019: £112,000).

21. Reconciliation of net movements in funds to net cash flow from activities

	2020 £000	2019 £000
Net income/(expenditure) for the year	**(8,087)**	4,794
Dividends received	**(4,262)**	(5,421)
Interest receivable including bank interest	**(3)**	(6)
Rents received from investment properties	**(59)**	(59)
Loss on disposal of fixed assets	**-**	-
Less gain on sale of assets held for sale	**(70)**	(7)
Depreciation and impairment of tangible fixed assets	**122**	128
Amortisation and impairment of intangible fixed assets	**80**	29
Revaluation of investment property	**(170)**	-
Movements in concessionary loans (repayments)	**(10)**	-
(Gains)/losses on investments	**453**	(14,205)
Movement in the provision for concessionary loans	**11**	6
Post-employment benefits less payments	**(9)**	19
Movement in the provision for regular payments	**418**	(257)
Decrease/(increase) in debtors	**425**	1,874
(Decrease)/increase in creditors	**(1,945)**	(1,540)
Net cash flow from operating activities	**(13,105)**	(14,645)

22. 2019 Consolidated Statement of Financial Activities

	Unrestricted funds £000	Restricted funds £000	Endowed funds £000	Year to 31 December 2019 Total funds £000
Income and endowment from:				
Donations and legacies	2,453	925	-	**3,378**
Raising funds – events	199	-	-	**199**
Investment income	2,316	412	2,758	**5,486**
Other income	33	-	-	**33**
Total income and endowments	5,001	1,337	2,758	**9,096**
Expenditure on:				
Raising funds				
Raising voluntary income	3,397	-	-	**3,397**
Investment and property management	146	18	58	**222**
Total cost of fundraising	3,543	18	58	**3,619**
Charitable activities				
Information and advice	2,630	2,764	-	**5,394**
Wellbeing	2,466	2,344	-	**4,810**
Campaigning	3,564	1,102	-	**4,666**
Regular payments and grants	-	17	-	**17**
Total cost of charitable activities	**8,660**	**6,227**	**-**	**14,887**
Other expenditure				
Pension – net interest cost	-	-	-	**-**
Total expenditure	12,203	6,245	58	**18,506**
Operating (deficit)/surplus	(7,202)	(4,908)	2,700	(9,410)
Gains/(losses) on investments	6,603	1,458	6,144	14,205
Net income/(expenditure)	(599)	(3,450)	8,844	4,795
Transfers between funds	5,433	268	(5,701)	-
Other recognised gains/(losses)				
Actuarial (loss)/gain on defined benefit pension scheme	(465)	-	-	(465)
Net movement in funds	**4,369**	**(3,181)**	**3,143**	**4,331**
Total funds brought forward at 1 January	95,425	18,653	56,025	170,103
Total funds carried forward at period end	**99,794**	**15,471**	**59,168**	**174,433**

23. Operating lease commitments

The Group had total commitments at the year end under operating leases in respect of office premises as follows: within one year £123,000 (2019: £290,000) and within two years £0 (2019: £123,000).

The lease agreement on Exhibition House will end in June 2021. We have decided not to renew the lease and have given notice post year end.

24. Post-balance sheet events

The Campaign To End Loneliness (CEL) was transferred to a new host, The What Works Centre for Wellbeing (WWCW), on 1 January 2021. £152,000 in cash was transferred to WWCW, representing £153,000 of payments received in advance from the National Lottery, less £1,000 of CEL's expenses paid in advance.

Legal and administrative details

If you're shut in at home, to have someone to talk to, whether they are face to face or at the end of a telephone, makes life so much better.

Peter

Legal and administrative details

Charity information

Independent Age is the operating name of the Royal United Kingdom Beneficent Association (RUKBA).

It is registered in England and Wales with the Charities Commission under charity number 210729 and has been entered on the Scottish Charity Register under charity number SC047184 as of 17 February 2017.

Registered address:
18 Avonmore Rd,
London W14 8RR.

Trustees

Richard Anderson

Lucy Blythe

Karen Byrne

Michael Craston

Karl Demian

Vivienne Dews

Prof Martin Green, OBE

John Hannaford (Treasurer)

Simon Inchley

Lorraine Lander

Baroness Julia Neuberger, DBE (Chair)

Amit Patel

Royal Patron

Her Royal Highness Princess Alexandra, the Hon Lady Ogilvy, KG, GCVO

Patrons

The Moderator of the General Assembly of the Church of Scotland

The Free Churches Moderator

The Cardinal Archbishop of Westminster

Senior Leadership Team

Deborah Alsina, MBE, Chief Executive

Gerard Crofton-Martin, Director of Strategy, Impact and Transformation (from January 2020 to October 2020)

Simon Hewett-Avison, Director of Services (from January 2020)

John Palmer, Director of Policy and Communications (from January 2020)

Stuart Rogers, Director of Corporate Services (from January 2020)

Karen Thompson, Director of Finance and Governance

Matthew Wilkley, Director of Income Generation

Professional advisers

Independent auditors
MacIntyre Hudson LLP
2 London Wall Place
London EC2Y 5AU

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London EC4A 2DX

Insurance broker
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Colchester Business Park
Colchester
Essex CO4 9YQ

Solicitors
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Winckworth Sherwood
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London SE1 9BB

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Edinburgh EH1 3AN

Cazenove Capital
1 London Wall
London EC2Y 5AU

Schroder Investment Management Limited
1 London Wall Place
London EC2Y 5AU

BlackRock Investment Management (UK) Limited
12 Throgmorton Avenue
Drapers Gardens
London EC2N 2DL

Lindsell Train Ltd
66 Buckingham Gate
London SW1E 6AU

Vanguard Asset Management Limited
25 Walbrook
London EC4N 8AF

Legal & General Investment Management Limited
One Coleman Street
London EC2R 5AA

M&G Securities Limited
Laurence Pountney Hill
London EC4R 0HH

State Street Fund Services (Ireland) Limited
78 Sir John Rogerson's Quay
Dublin 2 D02 HD32
Ireland

JP Morgan Institutional Investments Inc
270 Park Avenue
New York NY 10017
US

Charter Members as at report signing date

Charter Members are appointed when an application, which may have been invited by the trustees, has been approved by the trustees. Trustees are appointed Charter Members for the period of their trusteeship only.

At each annual general meeting, the Charter Members shall resolve on the appointment or reappointment of trustees who have been nominated by the trustees, and the appointment of the auditors.

2020 Mr R Anderson
2003 Mr U D Barnett
2010 Ms E C Best
2020 Ms L Blythe
1995 Miss M C L Boggis
2006 Mr R D H Bryce
2009 Mr S Burke
2019 Ms K Byrne
2009 Mr P Cann
2005 Mrs J M Casimir
2008 Ms S Collins
2016 Mr M Craston
2012 Ms M Dangoor
2019 Mr K Demian
2012 Mr T Dennis
2016 Ms V Dews
2003 Mr P W Fane
2012 Mrs F Findlay
2009 Prof M Green, OBE
2016 Mr J Hannaford
2004 Mr M A Hayes
1996 Miss D A K Hayman
2012 Miss D Hodson
1999 Mr A M Hogg
2006 Mr T J Howe
1990 Dr T G Hudson
2005 Mrs F C Hughes
2008 Mr R Humphries
2017 Mr S Inchley
2012 Stella Kyriazis, Countess Caridi
2020 Ms L Lander
2009 Mrs C Loyd
1986 Mrs I Macdonald
2017 Ms H Mustafa
2010 The Rt Hon the Baroness Neuberger
2002 Mrs P A O'Brien
2019 Mr A Patel
2012 Mr G Patterson
1985 Mr P G Pollock
2004 Mr H M Priestley
1989 Mr W Rathbone, OBE
2013 Ms L Romeo
1985 Mr J G Tregoning
1999 Mr W G Underwood

Our year in numbers

In 2020 **1,149,768** people accessed our services.

We helped individuals **1.27 million** times.

More than **211,782** information resources were distributed.

We answered **28,470** Helpline enquiries.

We facilitated **209,402** friendship contacts for **1,560** older people.

Some **£4.29 million** was raised to help deliver the support we provide.

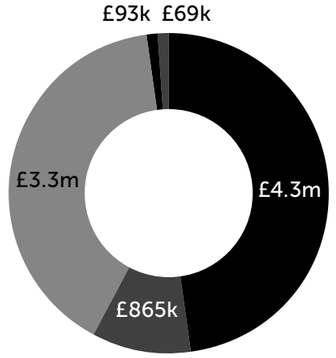
We provided **£2.3 million** in 203 grants to charities working with older people, and **£1.1 million** in grants directly to **1,157** older people.

Our overall income

In 2020 we generated a fantastic £8.7 million to help support older people in greatest need, their families and carers. This included individual donations, income from trusts and corporate supporters, investment income and a number of very generous gifts from supporters who remembered us in their wills.

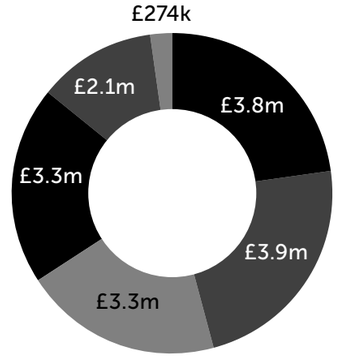
Our overall spending

In 2020 we spent £16.6 million to transform the lives of older people in the UK. This included £14.2 million in charitable expenditure, a decrease of 5% from 2019, and an investment of £2.1 million in activities to generate long-term voluntary income as we seek to sustainably grow our vital work.



Income by type

- Investments 50% / £4.3m
- Legacies 10% / £865k
- Donations 37% / £3.2m
- Other trading activites 2% / £179k
- Other income 1% / £69k



Expenditure by activity

- National services 23% / £3.8m
- Community services 23% / £3.9m
- Policy and influencing 20% / £3.3m
- Grant-making 20% / £3.3m
- Raising voluntary income 12% / £2.1m
- Investment and property management 2% / £274k

Get involved!

We're helping to build a society where older people can live the lives they aspire to – and you can be involved.

Working in partnership with individuals, charitable trusts and businesses large and small, we offer older people regular friendly contact, free impartial advice and, crucially for the future, a strong campaigning voice.

Your time, expertise, insight, contacts or funding could help change the inequalities and discrimination in our society and enable people to live well in later life.

No matter who you are, there's a vital part for you to play: volunteering your free time, fundraising, forming a strategic partnership, campaigning, or making a small gift or long-term investment.

Working together helps us shape our strategy, services, policies and campaigns to secure a better future for older people – and for you.

Contact **supporters@independentage.org** to find out more.

Independent Age

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