AGE UK GATESHEAD LIMITED

England & Wales · Charity number 702561

Details

Other names	AGE CONCERN GATESHEAD LIMITED, AGE CONCERN METROPOLITAN GATESHEAD LTD, AGE UK GATESHEAD
Status	Registered
Legal form	Charitable company
Company number	01863488
Registered	1990-02-23
Register	View on the Charity Commission register

Contact

Address	Age UK Gateshead 215 High Street Gateshead Tyne And Wear NE8 1AS
Phone	01914773559
Email	advice@ageukgateshead.org.uk
Website	https://www.ageuk.org.uk/gateshead/

Activities

Objects: TO PROMOTE THE RELIEF OF OLDER PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND GATESHEAD AND NEWCASTLE (THE AREA OF BENEFIT)

Activities: Our staff and volunteers together deliver services and activities for people aged over 50 in Gateshead & Newcastle.We are driven by the needs & aspirations of people in later life & our mission is to improve the lives of older people.Our vision is that all older people flourish. We provide Benefits Advice, Advocacy, Dementia Care, Social Groups, Befriending, Frailty, Falls, Stroke Services,

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Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty, Amateur Sport, Recreation
- **Who:** Elderly/old People

Geography

- **Area of benefit:** GATESHEAD
- Gateshead

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,375,057	£1,178,962	£1,338,420	56
2024-03-31	£1,176,989	£1,181,544	£885,407	53
2023-03-31	£1,305,492	£1,081,798	£889,962	47
2022-03-31	£1,079,928	£904,274	£666,268	38
2021-03-31	£967,756	£745,266	£490,084	28

Trustees

Name	Role	Appointed
Joanna Clarke	Chair	2025-01-31
Dr Rebbeca Haines		2018-03-19
Jennifer Rookes		2024-01-30
Jill Bradley		2025-07-29
Kathleen McCartney		2019-08-08
Margaret Barrett		2020-01-29
Scott Duffy		2016-11-17
Sue Jennings		2017-05-19
William Pine		2024-05-07

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AGE UK GATESHEAD LIMITED

England & Wales - Charity number 702561

Accounts

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Charity Commission Annual Return 2025

AGE UK GATESHEAD LIMITED
Charity registration number: 702561

Most of the information you give in this form will become publicly available on the Register of Charities. Any field that the Charity Commission will not display will be clearly marked.

This document is a record of the information provided in the Annual Return 2025.

PART A - Charity information

Financial period

Financial period start date
01/04/2024

Financial period end date
31/03/2025

Income and spending

Income £
£ 1,375,057

Spending £
£ 1,178,962

Number of contracts from government

How many contracts (other than grant agreements) did your charity receive from central government or a local authority during the financial period for this return?
3

Value of contracts from government

What was the total value of the contracts received from central government or a local authority during the financial period for this return?
£ 228,096

Number of grants from government

How many grants did your charity receive from central government or a local authority during the financial period for this return?
6

Value of grants from government

What was the total value of the grants received from central government or a local authority during the financial period for this return?
£ 163,500

Corporate donations

What was the value of your charity's single highest value donation received from a corporate donor during the financial period of this return?

£ 5,000

Donations from individuals

What was the value of your charity's single highest value donation received from an individual during the financial period of this return?

£ 1,000

Donations from related parties

What was the value of your charity's single highest value donation received from a related party during the financial period of this return?

£ 0

Grantmaking

Is grant making the main way your charity carries out its purposes?

No

Recipients of grants

Please round all figures to the nearest pound (do not enter decimal points or commas).
Individuals

£ 0

Other charities

£ 0

Other organisations that are not charities

£ 0

Trustee payments

Excluding out of pocket expenses, for what were any of the trustees paid during the financial period for this return?

☒e. None of the trustees have been paid

Did any of the trustees resign and take up employment with your charity in the financial period of this return?

No

Income from outside the UK

Did your charity receive income from outside of the United Kingdom in the financial period of this return?

No

Delivering activities outside the United Kingdom

Did your charity deliver charitable activities outside of the United Kingdom in the financial period of this return?

No

Spending outside of the United Kingdom

Did your charity spend funds outside of the United Kingdom in the financial period of this return?

No

Total Spending outside of the United Kingdom

£

Trading subsidiaries

Does the charity have any trading subsidiaries?

Yes

Have any of your charity's trading subsidiaries dissolved during the financial period of this return?

No

How many trustees of the charity are also directors of the trading subsidiary or subsidiaries at the date of this return?

4

Employment contract types

People were permanently employed by your charity

60

People were on fixed-terms contracts with your charity

1

Self-employed people were working for your charity

0

Total overseas employees

How many of the people above work on behalf of your charity outside of the United Kingdom?

0

Total employee payroll

What was the total amount spent on employee payroll during the financial period relating to this return?

£ 830,493

Employees' salaries

Did any of your charity's employees receive total employment benefits of £60,000 or more in the financial period of this annual return?

Yes

£60,000 to £70,000

1

What was the value of the total employee benefits (including salary) provided by the charity to its highest paid employee in the financial period of this return?
Please round all figures to the nearest pound (do not enter decimal points or commas)

£ 67,990

Governance policies

Internal charity financial controls policy and procedures

Yes

Safeguarding policy and procedures

Yes

Financial reserves policy and procedures

Yes

Complaints policy and procedures

Yes

Serious incident reporting policy and procedures

Yes

Internal risk management policy and procedures

Yes

Trustee expenses policy and procedures

Yes

Trustee conflicts of interest policy and procedures

Yes

Investing charity funds policy and procedures

Yes

Campaigns and political activity policy and procedures

Yes

Bullying and harassment policy and procedures

Yes

Social media policy and procedures

Yes

Engaging external speakers at charity events policy and procedures

Not applicable

Safeguarding

Has your charity provided services to children and/or adults at risk in the financial period of the return?

Yes

a. Standard DBS checks have been obtained for all eligible roles

Yes

b. Enhanced DBS checks have been obtained for all eligible roles

Yes

c. Enhanced with Barred List(s) DBS checks have been obtained for all eligible roles

Yes

Serious Incidents

Has your charity reported all Serious Incidents (including any historical incidents) that the charity became aware of during the financial period of this return?

There were no incidents to report

External risk and impact

Donations

Unknown

Other income - grants

Negative

Other income - contracts

Negative

Other income - investment

Negative

Expenditure on charitable activities

Negative

Expenditure on overheads

Negative

Number of volunteers

Negative

Number of employees

Negative

Number of trustees

No impact

Fundraising activities

No impact

Capacity to deliver services

No impact

Total service demand

Negative

Volunteers

Excluding trustees, provide an estimate of the number of volunteers who carried out charitable activities on behalf of your charity in the United Kingdom during the financial period of this return?

94

PART B - Financial information

Account type

Does your charity prepare:

Group accounts

Assets

Total fixed assets

£ 495,250

Of the total fixed assets what value is Fixed asset investments

£ 0

Total current assets

£ 1,060,249

Of the total current assets what value is Current asset investments

£ 0

Of the total current assets what value is Cash at bank and in hand

£ 928,139

Liabilities

Creditors due within 1 year

£ 217,079

Creditors falling due after one year and provisions

£ 0

Defined benefit pension scheme asset/(liability)
This figure should be prefixed with a minus symbol if it is a negative value

£ 0

Total net assets/(liabilities)

£ 1,338,420

Funds

Endowment funds

£ 0

Restricted funds

£ 369,127

Unrestricted funds

£ 969,293

Total Funds

£ 1,338,420

Additional information

Support costs

£ 142,174

Depreciation charge for the year

£ 50,671

Level of reserves

£ 300,000

Average number of employees

56

Income and endowments

Donations & legacies

£ 74,479

Of the total donations & legacies what amount is Legacies

£ 0

Of the total donations & legacies what amount is Endowments received

£ 0

Other trading activities

£ 78,588

Investment income

£ 9,410

Income from charitable activities

£ 1,212,580

Other income

£ 0

Total Income and endowments

£ 1,375,057

Expenditure

Expenditure on raising funds

£ 102,991

Of the total expenditure on raising funds what value is Investment management costs

£ 0

Other expenditure

£ 21,186

Expenditure on charitable activities

£ 1,054,785

Of the total expenditure on charitable activities what value is Grants to institutions

£ 0

Of the total expenditure on charitable activities what value is Governance costs

£ 44,803

Total Expenditure

£ 1,178,962

Gains/(losses) on revaluation of fixed assets
This figure should be prefixed with the minus symbol if it is a negative value.
£ 0

Actuarial gains/(losses) on defined benefit pension schemes
This figure should be prefixed with the minus symbol if it is a negative value.
£ 0

Net gains/(losses) on investments
This figure should be prefixed with the minus symbol if it is a negative value.
£ 0

Other gains/(losses)
This figure should be prefixed with the minus symbol if it is a negative value.
£ 0

Privacy statement

Any information you give us will be held securely and processed only in accordance with the rule on data protection. We will not disclose your personal details to anyone unconnected to the Charity Commission unless:

- **you have consented to their release; or**
- **we are legally obliged to disclose them; or**
- **we regard disclosure as either (a) necessary so that we can properly carry out our statutory functions or (b) necessary in the public interest.**

We may share and disclose information about you with relevant public authorities, regulatory bodies and agencies, outside the Charity Commission but only if:

- **we can lawfully do so; and**
- **we decide that disclosure is necessary for national security, crime detection, prevention, and law enforcement, or other issues in the public interest**

Information we collect about you

We will use this information:

To enable us to carry out our statutory functions and duties;

This will include the following actions:

(a) update, consolidate, and improve the accuracy of our records;

(b) undertake crime detection and prevention and law enforcement and assist the third parties specified above to investigate or prevent crime and carry out law enforcement;

(c) data analysis, testing, research, statistical and survey purposes

Information we receive from other sources.

Information we receive from other sources

We may combine this information with information you give to us and information we collect about you.

We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will ensure that any such disclosure and use is proportionate; considers your right to respect for your private life; and is done fairly and lawfully in accordance with the data protection principles of the Data Protection Act.

The Data Protection Act 1998 regulates the use of 'personal data', which is essentially any information, however stored, about identifiable living individuals.

As a 'data controller' under the Act, the Charity Commission must comply with it. Any changes we may make to our privacy statement in the future will be set out in the replacement version of this form.

Please check back frequently to see any updates or changes to our privacy policy.

This annual return has not been submitted and no Declaration has been made

AGE UK GATESHEAD LIMITED

England & Wales - Charity number 702561

Accounts

Gateshead Age UK

2023 - 2024

Annual Report

Age UK Gateshead
“Its simply about people

Our Team

A Special thankyou to our trustees:

- Liz twist
- Scott Duffy
- Sue Jennings
- Rob Page
- Rebecca Haines
- Kath McCartney
- Margaret Barrett
- Jenny Rookes

A message from our chair

Dear Friends,
As Chair of Age UK Gateshead, it is my privilege to present our annual report for this year. Reflecting on the past twelve months, I am filled with immense pride and gratitude for the remarkable resilience, dedication, and compassion demonstrated by our team, volunteers, and supporters.

This year has been one of significant progress and meaningful impact. We have expanded our services, reaching more older adults in our community and providing the support they need to live with dignity and independence. Our efforts have been particularly focused on combating isolation and loneliness, ensuring that every individual feels connected and valued.

Our community programs have thrived, thanks to the unwavering commitment of our staff and volunteers. From wellness activities to social clubs, each initiative has been a step towards building a more inclusive and supportive environment for our older population.
The feedback from our service users has been overwhelmingly positive, reinforcing the importance of our work.

I am also delighted to report on the strengthening of our partnerships with local organizations and stakeholders. These collaborations have been instrumental in enhancing our outreach and effectiveness, allowing us to pool resources and expertise for the greater good of our community.

As we look ahead, our mission remains steadfast. We will continue to advocate for the needs and rights of older people, adapting and evolving our services to meet emerging challenges. The upcoming year will see us launching new initiatives aimed at health and well-being, digital inclusion, and intergenerational engagement.

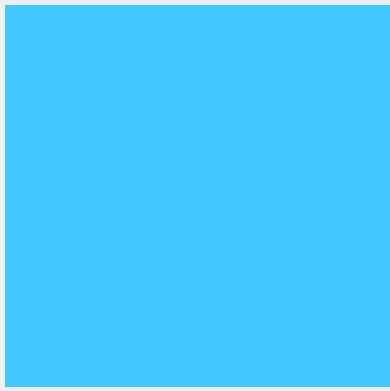
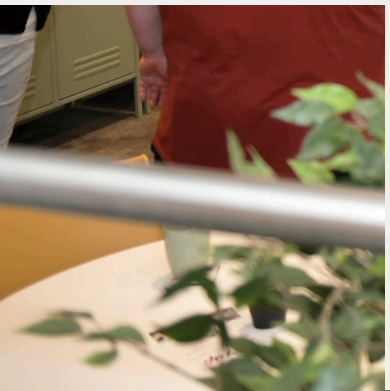
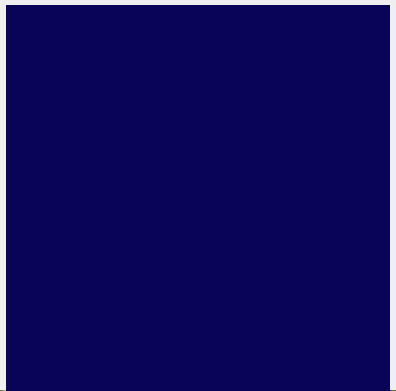
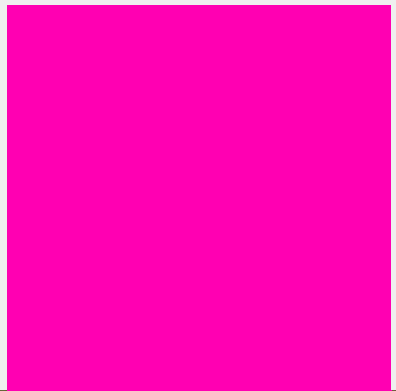
I extend my heartfelt thanks to everyone involved with Age UK Gateshead – our dedicated staff, passionate volunteers, generous donors, and valued partners. Your contributions are the foundation of our success and the driving force behind our mission.

Together, we are making a profound difference in the lives of older adults in Gateshead. I am confident that, with your continued support, we will achieve even greater heights in the coming year.
Warm regards,
Liz Twist Chair, Age UK Gateshead

Our Mission

An Age friendly Gateshead and Newcastle where you can enjoy your later life

“Its simply about people”

We bought a bank !

In May 2023, Age UK Gateshead reached a significant milestone by acquiring its first headquarters—a former Barclays bank on Gateshead High Street. This location is set to become the new Age UK Gateshead HQ, a central fixture within the Gateshead community. After extensive planning and discussions, renovations commenced in August 2023. staff and services moved in and it officialy became our home in January 2024

Our Achieviments

Take a look at the fantastic achievements of the various services and teams at Age UK Gateshead. We are committed to assuring quality service delivery, developed with the Esther model, and guided by our mantra: "It's simply about people."

3,823 individuals with Dementia supported

9 Daycentres and lunch clubs

11 Friendship or common interest groups

£53,399 From our retail shop

6 BUSES
87,600 Miles

153 Fabulous Volunteers

14,427 Individuals supported

714 Individuals supported with digital inclusion

43,680 Hours provided by volunteers

Our volunteers saved us £320,000

50 Staff providing 5460 hours of support weekly

23,800 Befriending calls / visits

496 People supported with bereavement

24,700 Home visits made

68,208 Benefit enquires received

£3,200,000 additional benefits claimed

3,100 Advocacy hours

1,834 Direct referrals to hospital to home

5 rehabilitation day services in newcastle

422 Digital devices loaned out

Over 100 MCST sessions

1,482 people signeposted to 152 agencies

3 new dementia cafes

Thankyou to our funders !

Age UK
Ballinger
BESN
Big Lottery
Integrated Care Board
Durham Freemasons
Gateshead Council
NEA
Newcastle City Council
Police & Crime Commissioner
Riddell Family Trust
Sky Cares
Garfield Weston
Eon
Good things foundation
Smart meters
Newcastle food bank
James Knott

Thank You to Our Generous Donors
We extend our heartfelt gratitude to each and every one of you who made personal donations this year. Your generosity has made a profound impact on our organization and the services we provide for older people in our communit

CHARITY REGISTRATION NUMBER: 702561
COMPANY REGISTRATION NUMBER: 01863488

AGE UK GATESREAD LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2024

STEPHENSON COATES AUDIT LIMITED
Chartered Accountants & Statutory Auditor
West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YD

Age UK Gateshead Limited

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

	Page
Trustees' annual report (incorporating the message from our Chair)	1
Independent auditor's report to the members	8
Statement of financial activities (including income and expenditure account)	11
Balance sheet	12
Statement of cash flows	13
Notes to the financial statements	14

Age UK Gateshead Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporatin•q **the Directors' Report)**

Yea r ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

Reference and administrative deta ils

Registered charity name	Age UK Gateshead Limited
Charity registration number	702561
Company registration number	01863488
Principal office and registered office	215 High Street High Street Gateshead NE8 IAS
Chief Executive	Ian Wolstenholme
The **trustees**	Margaret Barrett Scott Duffy Rebecca Haines Sue Jennings Kathleen McCartney Gary McMillan (resigned 24 October 2023) Robert Page (resigned 5 June 2024) Mary Elizabeth Twist (appointed 25 July 2023) Jennifer Rookes (appointed on 30 January 2024)
Auditor	Stephenson Coates Audit Limited Chartered Accountants & Statutory Auditor West 2, Asama Court Newcastle Business Park Newcastle upon Tyne NE4 7YD

Age UK Gateshead Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Directors' Report) *(caniiwie‹lj*

Year ended **31 March 2024**

Message from our Chair

I am delighted to present my second annual report as the Chair of Age UK Gateshead. This year has been a landmark one for our charity, marked by growth, innovation, and unwavering commitment to our community.

Thanks to the incredible support from our community, we are proud to report that our charity continues to thrive. Over the past year, we have had the privilege of supporting over 14,500 people, providing essential services and support to those who need it most. This achievement underscores the impact we are making in the lives of older people throughout Gateshead and Newcastle.

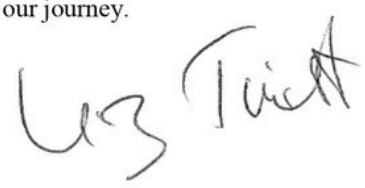
One of the most exciting developments this year has been the acquisition of our new headquarters. We have transformed a formerly vacant bank on Gateshead High Street into a vibrant community asset. This new facility will allow us to expand our services and create a welcoming space for all, reinforcing our commitment to enhancing the lives of our community.

Our vision remains simple yet profound: to create enduring positive change in the lives of our older adults. This vision drives us to continuously improve and adapt our services, ensuring we meet the evolving needs of our community. We are dedicated to maintaining longs-term financial sustainability, which allows us the flexibility to offer and enhance the services our community so deeply desires and requires.

I want to extend my heartfelt gratitude to our generous funders, steadfast partners, and the numerous charitable trusts that have supported us. Their belief in our mission and their commitment to delivering high-value services efficiently have been instrumental in our success. They understand that placing people at the heart of service provision is not just a philosophy but the essence of how we operate.

Our commitment to delivering lasting change is stronger than ever. Our mission reaches every corner of Gateshead and Newcastle, and we remain focused on ensuring that every individual in our community can embrace and cherish their later years, regardless of the challenges they may face.

Finally, I want to express my deepest appreciation to our dedicated staff, tireless volunteers, and committed trustees — our 'Angels of the North.' Their unwavering dedication and selfless efforts are the backbone of Age UK Gateshead. Without them, we would not be the remarkable charitable institution we are today. To all our dear friends and supporters, your ongoing support is as crucial now as it has ever been. Thank you for being an integral part of our journey.



Best wishes,
M Twist

Age UK Gateshead Limited

Company Limited by Guarantee

Trustees' Annual Report **(Incorporating the Directors'** Report) *(cuiiiiwieil)*

Year ended **31 II arch 2024**

Trustees Annual Report

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The organisation is a Public Benefit Entity within the definitions of s34 FRS 102.

Objectives and activities **for the public benefit**

The aims of our services, for older people continue to be ageing well, reducing social isolation, maximising income, advocacy, enabling and promoting physical health and wellbeing.

The trustees are satisfied that in accordance with the Charity Commission guidelines, Age UK Gateshead meet the public benefit requirements. The trustees have regard to this guidance when exercising any powers or duties to which the guidance is relevant.

A review of our achievements and **performance**

1. Sustaining and Growing

The aim is to diversify our income streams, to include charitable trust grants, statutory sector contracts, services we make a charge for, growinp• our retail offer and developing community fundraising.

2. Innovating anJ improving

- Expanded all services
- We opened a Jackson street retail unit
- Through restructuring increase the number of Lunch Clubs and Day Centre's
- In partnership we delivered a Digital Hub service for the borough of Gateshead
- Became the leading charity for dementia services in Gateshead
- Improved service access through increasing our transport fleet
- All staff became 1st Aid qualified and Mental Health First Aid qualified
- Completed CQC registration
- Invested in Central Gateshead by opening up our very first charity owned HQ

A review of our **achievements** and performance (conrfniieif)

3. *Delivering n rnnge of high quality person centret services and socinl enterprises*

The aims of our services for older people continue to be reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.

- Our Information & Advice service expanded to meet increasing demand
- Our befriending service has expanded to include dedicated volunteers from our corporate partners *Sky*
- We improved and expanded our community groups
- We provided advocacy support hours of 3,100 during the year
- We provided successful claims to 3.2 million in unclaimed benefits
- We continued to expand our range of dementia services to incorporate MCST, Dementia Day Centre, Dementia Links, and Dementia Cafes
- We doubled our resource into the Boroughs only Bereavement Service providing much need support to an increasing the number of clients incorporating both Bereavement and Suicide
- We delivered 38 Christmas parties to over 2,489 people and 7,800 Christmas gifts and welfare parcels
- We opened our trusted assessor's services

4. *Involving, influencing and promoting social inclusion:*

We grew the organisation to meet ever increasing demand with particular regard to Dementia and Mental health services.
Our integrated approach saw the organisation joined by:

Gateshead Council
Newcastle City Council
ICP & ICB
NHs
5 Charities
SKY
Metro Centre
14,500 People from our communities

Plans for the future

Our ten year vision
An age friendly Gateshead and Newcastle where you can enjoy your later life “It's Simply about People”.
Our mission
We provide you with practical and emotional support through information, advice and activities that you trust, value and benefit.
Our values
User-led, Person centred, Inclusive, Compassion, Professional

More people are:
Financially secure, Healthy & well, socially connected & fulfilled. Welcome & respected.

Plans for the future *(continued)*

Pt iorities across cill activities
Delivery is evidence led, Engagement of older people from under-represented groups, improved communications and marketing, Secure more income from a wider range of sources, Partner and collaborate to deliver efficient and effective delivery. Celebrating older peoples roles in society and lobby for ae friendly places and opportunities, Ensuring legal, regulatory, and quality compliance and excellence, Strengthening charity governance, finance, operations and performance.

Out' long terms aims ai'e fo.
Build a strong "Age UK Gateshead Community".
A community that focuses on the individual.
A community where each individual's needs will be recognised.
A community which will support and enable everyone.
A community that will provide safety and security.
A community of individuals who feel they belong.

Our aims and objectives
Our annual organisational objectives are that:
10,000 engage with our services
75% of beneficiaries enjoy their later life.
75% of beneficiaries trust and value our support
Service quality accreditations are maintained.
Annual financial sustainability is achieved.

Financial review, reserves policy and **Going Concern**

The charity recognised f1,176,989 of income for the year (2023: £1,305,492), and costs of £1,181,544 (2023: £1,081,798). The accounts therefore show a deficit for the year amounting to £4,555 (2023: surplus £223,694).

One of the main activities affecting the finances in the year was the purchase of Age UK Gateshead's new head office at 215 High Street, Gateshead. This was purchased at auction for £275,000 — which the trustees had designated from prior years unrestricted funds. This has subsequently been released from the designated funds in the year. The charity has spent a further £143,507 making significant capital improvements to their new head office, which has allowed a full service line to now be run out of it.

Unrestricted reserves at 31 March 2024 were £885,407 (2023: £889,962) and restricted reserves were £Nil (2023: £Nil). The unrestricted reserves will enable the charity to maintain services in the expected difficult times ahead.

The trustees aim to maintain free reserves in unrestricted funds at a level which is no lower than three months of total charitable expenditure. lt is estimated that this expenditure currently equates to **£300,000** (2023: £300,000). At this level of unrestricted reserves, the charity could maintain all operations for more than three months even if no income was betng generated. Current free reserves, after adjusting for fixed assets and designated funds, amount to f286,414 (2023: £432,876). Due to the significant investments made in the financial year, this has reduced the free reserves of the charity to below the desired level. The charity will aim to breach this level in the next financial year.

The charity enjoys good liquidity and has no issues meeting its liabilities when they fall due. The trustees are confident that the charity will continue to operate for at least the next twelve months.

Trustees' responsibilities **statement**

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

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

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act **2006.**

The trustees' annual report was approved on 23" July 2024 and signed on behalf of the board of trustees by:

M Twist
Chairperson

Age UK Gateshead Limited

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Gateshead Limited

Yea r ended 31 March **2024**

Opinion

We have audited the financial statements of Age UK Gateshead Limited (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 charity's affairs as at 31 March 2024 and of its 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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Busis 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 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 p•oing 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 company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsib ilities 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. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the 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 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.

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

Auditor's responsibilities for the audit of the **financial statements** ***{continued)***

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the sector in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the Key Management Personnel. The most significant identified that directly affect the financial statements include Safeguarding, financial reporting legislation (including related companies' legislation), the Charities Act 2011 and UK taxation legislation. The company is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: Health and Safety, Employment Law and Data Protection regulations, recognising the nature of the company's activities.

We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquiries of Trustees and Key Management Personnel as to where they consider there to be susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the design effectiveness of the controls in place to prevent and detect fraud;
- assessing the risk of management override, including identifying and testing journal entries;
- reviewing minutes of meetings of those charged with governance; and
- challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www. frc.orgy.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

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John Oswald BA FCA
Senior Statutory Auditor

Stephenson Coates **Audit** Limited
Chartered accountants
West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YD

23'd July 2024

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Financial Activities
(including income **and** expenditure **account)**

31 Mñrch 2024

	Note	Unrestricted funds E	**2024** Restricted funds £	**Total funds** £	2023 Total funds £
Income and endowments					
Donations and legacies	5	99,686	-	**99,686**	113,567
Charitable activities	9	493,030	478,839	971,869	1,101,813
Other trading activities	6	100,791	-	**100,791**	48,581
Investment income	7	3,021	-	**5,021**	531
Other income	8	1,622	-	1,622	41,000
Total income		698,150	478,839	1,176,989	1,305,492
Expenditure					
Expenditure on raising funds:					
Cost of raising funds	10	65,360	-	**65,360**	65,587
Expenditure on charitable activities	11,12	637,345	478,839	1,116,184	1,016,211
Total expenditure		702,705	478,839	**1,181,544**	1,081,798
Net (expenditure) / income and net movement in funds in the year		(4,555)	-	**(4,555)**	223,694
Reconciliation of funds					
Total funds brought forward		889,962	-	**889,962**	666,268
Total funds carried forward		885,407	-	885,407	889,962

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes oti page 14 - 23 form pai't of these financial statements.

Age UK Gateshead Limited

Company Limited by Guarantee

Balance Sheet

31 March 2024

		2024		2023
Fixed assets				
Tangible fixed assets	16		528,992	152,086
Current assets				
Debtors	17	**186,254**		126,929
Cash at bank and in hand		761,284		1,141,523
		947,538		1,268,452
Creditors: u mounts falling due within one year	18	(591,123)		(530,576)
Net current assets			**356,415**	737,876
Total assets less current liabilities			885,407	889,962
Net assets			**885,407**	889,962
Funds of **the** charity				
Unrestricted funds			885,407	889,962
Restricted funds				
Total charity funds	20, 21		885,407	889,962

These financial statements were approved by the Board of Trustees and authorised for issue on 23" July 2024, and are signed on behalf of the board by:

M Twist
Chairperson

Company registration number 01863488

The notes on page 14 - 23 form part of these financial statements.

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 Ma rch **2024**

	2024	2023
Cash flows from operating activities		
Net (expenditure) / income	**(4,555)**	223,694
Acljustments for.		
Depreciation charges	**40,912**	34,929
Loss on asset disposal	6,327	1,741
Interest received	**(3,021)**	(531)
Accrued expenses		8,441
Changes in.'		
Trade and other debtors	**(59,325)**	(1,570)
Trade and other creditors	**60,264**	124,526
Net cash from operating activities	40,602	391,230
Cash flows from investing activities		
Payments for the acquisition of tangible fixed assets	(440,292)	(140,418)
Proceeds from the sale of fixed assets	**16,430**	14,405
Interest received	**3,021**	531
Net cash used in investing activities	(420,841)	(125,482)
Net (decrease) / increase in cash and cash equivalents	**(380,239)**	265,748
Cash and cash equivalents at beg•inning of year	1,141,523	875,775
Cash and cash equivalents at end of year	761,284	1,141,523

The notes on page 14 — 23 form part of these financial statements.

1. General information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 215 High Street, High Street, Gateshead, NE8 IAS.

2. Statement of compliance

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

3. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

Basis of preparation

Age UK Gateshead Limited meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared on the historical cost basis. The financial statements are prepared in sterling, which is the functional currency of the entity. Monetary amounts in these financial statements are rounded to the nearest £1.

Going concern

The Trustees consider the Charity to be well placed to manage its financing and other operational risks satisfactorily. The Trustees also have a reasonable expectation that the Charity will have adequate resources to continue in operation for the foreseeable future and meet its liabilities as they fall due. They therefore consider it appropriate to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been desig•nated for other purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the funder, donor or through the terms of an appeal.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year-end are accounted for in income and accrued income in debtors.

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

3. Accounting policies ***(continued)***

Income *(continued)*

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate.

Clothing and other items donated for resale through the charity's shop are included as incoming resources within activities for generating funds when they are sold.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank.

Sponsorship from events, fundraising and events registration fees are recognised in income when the event takes place. Lottery income is accounted for in respect of those draws that have taken place in the year. Trading income is recognised on point of sale for both donated and purchased goods.

Donated goods **and services**
Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Expenditure
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, 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 under the following headings.

Costs of raising funds comprises fundraising costs incurred in seeking donations, grants and legacies; costs of fundraising activities including the costs of goods sold, shop costs, commercial trading and their associated support costs.

Expenditure on charitable activities includes the costs of providing specialist palliative care and support, community services, research and other activities undertaken to further the purposes of the charity and their associated support costs.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading. More detail on the analysis and basis of allocation is given in note 12 to the financial statements.

Taxation
The charity is exempt from corporation tax on its charitable activities.

3. Accounting policies *(canliiuie)*

Tangible assets
Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Motor vehicles	25%	Reducing balance
Fixtures & Fittings	15%	Reducing balance
Shop fittings		Over the period of the lease

The board have agreed that no depreciation charge shall be applied to the new freehold property in the year, on the basis of it being purchased at auction for a reduced cost. Significant improvements have been made to the property since acquisition. The board will review its valuation and accounting policy in five years' time.

Current assets
Amounts owing to the charity at 31 March in respect of grants and service level agreement income are shown as debtors less provisions for amounts that may prove uncollectible. Short term deposits represent cash held on deposit at the bank. Cash at bank and in hand represents bank balances at close of business on 31 March.

Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Voluntary assistance
Time is expended on the charity's activities and governance which is donated free of charge. It is impractical to quantify the value of the time given, and accordingly it is neither recorded as donated income nor as an expense in the financial statements.

Critical accounting estimates and **judgements**
Estimates and judgements are continually evaluated and ate based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results.

There are no critical judgements, significant assumptions concerning the future and key sources of estimation of uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

4. Limited by guarantee

Age UK Gateshead Limited is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted	Restricted	**2024**	*2023*
Donations	11,957		**11,957**	10,938
Legacies	34,062		34,062	66,343
Gift Aid	117	-	117	66
Will writing and Powers of Attorney	32,138	-	32,138	2",932
Sponsorship	60		60	45
Other	21,352		**21,352**	12,243
	99,686		**99,686**	113,567

6. Other trading activities

	Unrestricted	Restricted	**2024**	*2023*
Retail sales	59,399		**59,399**	39,991
Rental income	2,810		**2,810**	
Personal assistant services	472	-	472	4,678
Shopping services	4,494	-	**4,494**	580
Angel Court	29,752	-	**29,752**	-
Other	3,864	-	**3,864**	3,332
	100,791		100,791	48,581

7. Investment Income

	Unrestricted	Restricted	2024	*2023*
Bank interest	3,021	-	**3,021**	531
	3,021	-	**3,021**	531

8. Other income

	Unrestricted	Restricted	2024	?023
Insurance claim			-	41,000
Sundry	1,622		**1,622**	
	1,622		**1,622**	41,000

9. **Charitable** activities **income**

	Unrestricted	Restricted	**2024**	?023
Grunts				
Age UK		29,630	**29,630**	3,000
Age UK Building Better Lives	-	5,571	**5,571**	30,000
Age UK Joint Finance	-	5,000	5,000	15,000
Age UK First Utilities		15,563	**15,563**	28,300
Age UK — MCST	-	9,996	**9,996**	23,120
Age UK — Walking Football		6,000	6,000	
Age UK — Connected Age		23,603	**23,603**	-
Age UK — TAMS			-	10,095
Age UK — TIF			-	1,473
Armed Forces Covent Trust			-	20,010
Ballinger		20,000	20,000	10,000
BESN				7,468
Bus Fund				2,805
Big Lottery	-	37,553	**37,553**	19,927
Community Foundation				41,852
Community Renewal Fund		48,369	**48,369**	62,368
Department of Working Pensions	-	19,110	**19,110**	
Dickon Trust & Akzo Noble				4,752
Digital Inclusion Funding				5,060
Durham Freemasons				4,000
Garfield Western		25,000	**25,000**	
Heritage Lottery		5,382	**5,382**	
How Fit	-	79,000	79,000	79,000
Innovate UK	-	9,481	**9,481**	
Kellet			-	10,000
Lankelly Chase Foundation	-	54,190	**54,190**	80,258
NEA — Smart meters	-	24,922	**24,922**	23,388
Newcastle City Council			-	20,795
Newcastle Food Bank	-	26,905	**26,905**	
Pargiter Trust Fund				9,987
Police and Crime Commissioners	-	23,064	**23,064**	16,830
Other	667	500	**1,167**	3,513
Riddell Family Trust			-	2,772
Sky Cares			-	10,000
Sir James Knott Trust		10,000	10,000	-
Service level agreements				
Clinical Commissioning Group	99,958	-	**99,958**	192,195
Gateshead MBC	341,387		341,387	300,201
Covid-19			-	35,296
Client contributions				
Transport	29,251	-	**29,251**	10,769
Activities	3,586	-	**3,586**	
Dementia service	14,263		**14,263**	14,573
ActivAge	3,918		3,918	3,006
	493,030	478,839	971,869	1,101,813

10. Raising Funds

	Unrestricted	Restricted	**2024**	*2023*
Salaries	27,292		27,292	29,028
Retail operation costs	32,846	-	**32,846**	31,227
Other	5,222	-	5,222	5,332
	65,360	-	**65,360**	65,587

11. Charitable Activities Costs

	Social Wellbeing	**Information & Advice**	**2024**	*2023*
Salaries	480,471	118,548	**599,019**	566,781
Redundancies	9,646	656	**10,302**	1,283
Pension	9,201	1,197	**10,398**	6,458
Establishment costs	26,994	148	27,142	48,813
Office costs	1,399	5,167	6,566	10,184
Activity costs	100,234		100,234	103,288
Venue rent	7,142	-	**7,142**	12,186
Transport and motor	21,133		**21,133**	13,687
Staff & volunteer expenses	15,115	355	15,470	25,108
Sundry	9,096	31	9,127	9,054
Depreciation	40,029		**40,029**	30,283
Professional & Legal fees		4,728	4,728	
Loss on disposals	6,327		**6,327**	1,741
Governance - note 12	13,719	-	**13,719**	12,022
Support costs - note 12	244,848		**244,848**	175,321
	985,354	130,830	**1,116,184**	1,016,211

12. Support costs

The charity identifies the costs of its support functions. Costs are identified specifically for the governance function. Having identified its governance costs the remaining support costs together with the governance costs are apportioned between the Social Wellbeing and Information & Advice. The table below sets out the basis of apportionment and the analysis of support and governance costs.

12. Support costs *(continued)*

	Basis	Support	**Governance**	**2024**	*2023*
Salaries	*Time*	108,475	7,438	**115,914**	100,724
Pension	*Time*	9,939	682	**10,621**	13,259
Establishment costs	*Time*	34,844		**34,844**	33,060
Activity costs	*Time*	46,768		**46,768**	
Office costs	*Time*	24,502		**24,502**	16,426
Staff and volunteer expenses	*Time*	4,996	199	**5,194**	3,464
Sundry	*Time*	395	-	395	4,489
Professional and legal	*Support*	12,039	-	**12,039**	8,580
Accountancy and audit	*Cost*	2,289	5,400	7,689	6,639
Depreciation	*Floor spnce*	601		601	702
		244,848	13,719	**258,567**	187,343

13. Net (expenditure) / income

Net (expenditure) / income is stated after charging:

	2024	*2023*
Auditor's remuneration comprising:		
Audit of the financial statements	4,300	3,770
Other accounting services	1,100	1,000
Depreciation — owed assets	40,912	34,929

14. Trustee remuneration, benefits and expenses

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 *(2023. Nil).* Trustees' expenses paid for the year ended 31 March 2024 was £199 *(2023: £3/2).*

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	*2023*
Gross Wages and Salaries	691,037	657,123
Employers National Insurance	**38,572**	35,442
Employers Pension	**21,019**	17,589
	750,628	710,154

The average number of employees during the year was 48 (2023: 48) with all employee time involved in providing either direct charitable services, support to the governance of the charity or support services to charitable activities. One employee received employee benefits of more than £60,000 during the year (2023: Nil).

The Key Management Personnel of the charity comprises the Trustees, the Chief Executive Officer and three Senior Managers. The total employee benefits of the Key Management Personnel of the Charity was £! 30, i31 (2023: £129,832j.

16. Tangible fixed assets

Cost	Freehold **Property** £	Fixtures & **Equipment** £	Shop-**fitting** £	**Motor Vehicles** £	Total **£**
At 1 April 2023		**103,146**	**18,246**	**172,918**	294,310
Additions	277,785	143,507	-	19,000	440,292
Disposals		-	(18,246)	(35,959)	(54,205)
At 31 March 2024	277,785	**246,653**	-	**155,959**	680,397
Depreciation					
At 1 April 2023		**75,405**	**18,246**	**48,573**	**142,224**
Charge for year		9,825	-	31,087	40,912
Eliminated on disposals			(18,246)	(13,485)	(31,731)
At 31 March 2024	-	**85,230**	-	**66,175**	**151,405**
Net Book Value					
At 31 March 2024	277,785	**161,423**	-	**89,784**	**528,992**
At 31 iYIai'ch 20a!3		27,741	-	124,345	152,086

All tangible fixed assets are held for the purposes of the charity.

17. Debtors

	2024	20?3
Trade debtors	149,763	101,263
Other debtors	**2,525**	8,813
Prepayments and accrued income	**4,873**	16,853
Amounts due from related company (note 23)	**29,093**	
	186,254	126,929

Included within amounts due from related company is an impairment charge of £23,266 to recognise the losses made in Living Well North Ltd for the year end 31 March 2024.

18. Creditors: amounts falling due **within** one year

	2024	*2023*
Trade creditors	**29,000**	38,597
Taxation and social security	**9,034**	12,118
Other creditors	**99,564**	86,033
Accruals and deferred income	**453,525**	393,828
	591,123	530,576

Included with'n. accruals and deferred income is «on amount of £4a.6,57*. (2023: £3*7,499) relate.d tc deferred grants where funding has been received and not all conditions have been met. £191,7 l5 (2023: £213,286) has been released to the SOFA from the previous accountinp• period.

19. Pensions and other post-retirement benefits

Defined **contribution** plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £21,019 (2023: £17,589).

20. Analysis of charitable funds

	At **1 April 2023**	Income	Expenditure	Transfer between funds	At 31 March 2024
Unrestricted	**£**	**£**	**£**	**£**	**£**
General	584,962	698,150	(702,705)	235,000	815,407
Designated					
Transport	30,000				30,000
Property	275,000	-	-	(275,000)	
Holiday homes				40,000	40,000
	889,962	698,150	(702,705)		885,407
Restricted					
Social wellbeing	-	427,713	(422,713)		
Information & Advice		56,126	(56,126)		
		478,839	(478,839)		
	889,962	1,176,985	(1,181,544)		885,407

Prior year comparatives.

	At 1 April **2022**	Income	Expenditure	**Transfer** between **funds**	At 31 March **2023**
Unrestricted	**£**	**£**	**£**	**£**	**£**
General	505,546	754,460	(530,766)	(144,278)	584,962
Designated					
Transport	160,722	-	-	(130,722)	30,000
Property				275,000	275,000
	666,268	754,460	(530,766)	-	889,962
Restricted					
Social wellbeing		486,832	(486,832)		
Information & Advice	-	64,200	(64,200)		
		551,032	(551,032)		
	666,268	1,305,492	(1,081,798)		889,962

20. Analysis of charitable funds *(continueel)*

Designated funds are the amounts trustees have ring-fenced from the unrestricted funds of the charity for further investment in the charities operations and infrastructure.

- £275,000 was designated in the prior year for the purchase of the new head office of Age UK Gateshead. This occurred in the current financial year, and as such the fund has been released. See Note 16.
- The designated fund for the charities transport fleet remains at £30,000 reflecting the charities commitment to the continuinp• investment in the charities transport facilities.
- At year end, the trustees have designated £40,000 from unrestricted reserves to acquire holiday homes for the charity.

21. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	**Total Funds 2024**	*Total Funds* ?02J
Tangible fixed assets	528,992	—	**528,992**	152,086
Current assets	947,538	—	**947,538**	1,268,452
Current liabilities	(591,123)	—	**(591,123)**	(530,576)
Net assets	885,407	—	**885,407**	889,962

22. Lease commitments

Total future minimum lease payments under non-cancellable operating leases:

	2024	*2023*
Due not later than one year	21,618	21,618
Due later than one year and not later than five years	2,383	22,983

23. Related parties

During the year, the company made transactions totalling f22,359 (2023: £Nil) with Living• Well North Limited. Included within Debtors falling due within one year is a balance due from Living Well North Ltd at year end of £29,093 (2023: £Nil). Living Well North Ltd is a related party of trustees Rebecca Haines and Sue Jennings, who are Directors of the company.

The trustees are not aware of any other related parties or transactions to report (2023: None).

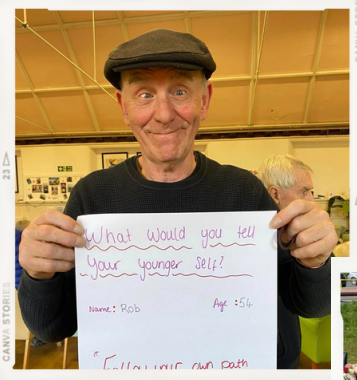
AGE UK GATESHEAD LIMITED

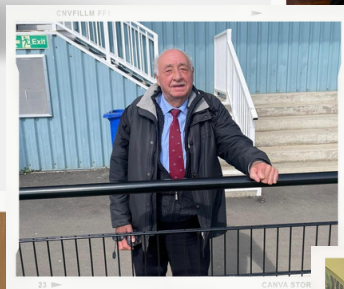
England & Wales - Charity number 702561

Accounts

Gateshead age UK

Annual Report 22-23





Our Team

A special thank you to our trustees:

Scott Duffy
Rob Page
Gary McMillian
Sue Jennings
Rebecca Haines
Kath McCartney
Margaret Barrett
Liz Twist (Chair from 2023)

A message from our chair

I am absolutely delighted to have the honour of presenting my first Annual Report as the Chair of Age UK Gateshead.

The past year has unfolded as an incredibly significant chapter in our organisation's history, marked by a series of remarkable developments. A substantial portion of these developments has undeniably been positive, as we've made substantial progress towards achieving the goals outlined in our strategic plan.

Our vision is elegantly simple: to create enduring positive change in the lives of our senior citizens, whether through our direct services or our strategic pursuit of long-term financial sustainability. This approach affords us the flexibility to expand and enhance the services and activities our community so deeply desires and requires.

I would like to take a moment to express our deep gratitude to our generous funders, steadfast partners, and the numerous charitable trusts that have recognised the importance of delivering high-value services efficiently. They understand that placing people at the very heart of service provision is not merely a philosophy but the very essence of how we, as a community, a charitable organisation, and as individuals, bring about meaningful change. This embodies our way of doing things here at Age UK Gateshead.

Our unwavering commitment to delivering lasting change remains as strong as ever. Our mission extends throughout every corner of Gateshead, and our unwavering focus remains on our primary objective – to ensure that every individual in our community embraces and cherishes their later years, regardless of the challenges they may face.

Last but certainly not least, I want to extend my deepest appreciation to what we affectionately call our 'Angels of the North' – our dedicated staff, tireless volunteers, and committed trustees. Their unwavering dedication and selfless efforts are truly unparalleled, and without them, Age UK Gateshead would not be the remarkable charitable institution it is today. To all our dear friends and supporters, your ongoing support is just as crucial now as it was in the past year. Thank you from the bottom of our hearts for being an integral part of our journey.

Current Services

- Advocacy
- Befriending
- Benefit Advice & Checks
- Bereavement Services
- Common Interest Groups
- Day Centres
- Dementia Day Centres
- Dementia Links - Community Dementia Support
- Digital Inclusion
- Exercise Classes
- Frailty Services
- Friendship Groups
- Hospital to Home
- Information & Advice
- Legal Services
- Maintenance Cognitive Stimulation Therapy
- Newcastle Reconnects - Specialised Day Centre
- Peer Support Groups
- Retail
- Social Groups
- Volunteering
- Walking Groups
- Welfare Calls

The Big Picture

A tremendous

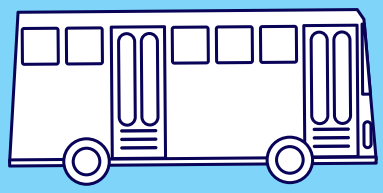
£48,581

of income from our retail shop

Volunteers and staff supported

14,374

individual older people in Gateshead last year



6 buses

Traveling

43,000

miles

120

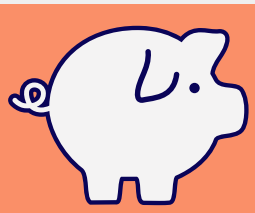
fabulous volunteers

Who are aged from

16 to **97**

£43,680

valuable hours provided this year by our volunteers



Our volunteers saved us

£320,000

this year

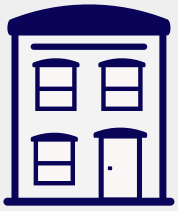
47

amazing staff

providing

1,316

hours of support each week



5 buildings :

House on the Hill
Jackson Street Shop
Blaydon Shop
St Marys
Leam Lane Bowling Club

22 different locations hosting groups

Health & Wellbeing

9
Day Centres & Lunch Clubs

510
individuals supported through digital inclusion

205
devices loaned out.

22,400
Befriending calls/ visits made.

6
Exercise classes per week.

40,236
Attendances at our leisure and learning classes helping to prevent malnutrition, falls and enabling independence

11
Friendship or common interest groups.

29
Day trips out

5
Dementia Day Centres

1
Dementia Cafe

Health & Wellbeing

496
individuals supported from our bereavement team

3
bereavement support groups

Dementia Links team supporting

3,694

people with their diagnosis of Dementia

Our Hospital to Home team received

1,822

direct referrals from health professionals

21,300
Welfare calls given to patients discharged from QE Hospital

22,400
Home visits made to those in need

Maintenance Cognitive Stimulation Therapy group provided

100

sessions enabling people to retain skills and memory

Newcastle Reconnects providing a

5

day week service for those needing rehabilitation in Newcastle

Contact, Advice and Benefits

68,208

incoming calls answered

1,227

people signposted to 146 agencies

3

Advice Service Quality Marks

6,254

questions answered which took:

9,150

phone calls

914

letters

1,457

advocacy hours

£2,100,000

extra last year put into our clients pockets

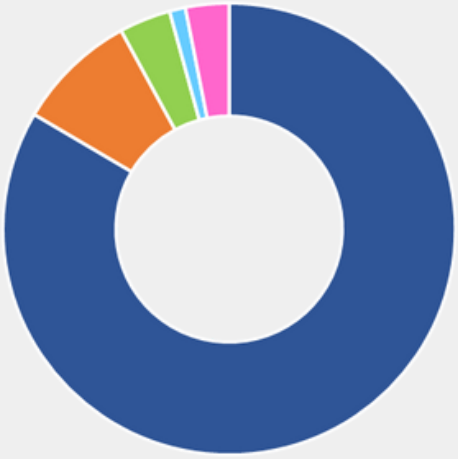
354

people used our paid for services.

Financial Report

Financial Statement

The accounts show a surplus for the year amounting £223,694.



Income	£1,319,961
Charitable Activities	£1,101,313
Donations & Legacies	£113,567
Trading Activities	£48,581
Investments	£531
Other	£41,000

Expenditure	£1,081,798
Charitable Activities	£1,016,211
Raising Funds	£65,587

Thank you to our funders!

We're most grateful to the following organisations and individuals for their kind support during the year 2022-23:

Age UK
Armed Forces Covent Trust
Ballinger
BESN
Bus Fund
Big Lottery
Clinical Commissioning Group
Community Foundation
Community Renewal Fund
Dickon Trust & Akzo Noble
Durham Freemasons
Gateshead Council
Kellet
Lankelly Chase Foundation
NEA
Newcastle City Council
Pargiter Trust Fund
Police & Crime Commissioner
Riddell Family Trust
Sky Cares

Finally, thank you to everyone who made personal donations, of which there were too many to name - these donations do make a big difference to our ability to provide our much needed services for older people.

0191 477 3559
www.ageukgateshead.com
The Bank, 215 High Street, NE8 1BX
advice@ageukgateshead.org,uk

Charity reg: 702561

CHARITY REGISTRATION NUMBER: 702561
COMPANY REGISTRATION NUMBER: 01863488

AGE UK GATESHEAD LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2023

STEPHENSON COATES AUDIT LIMITED
Chartered Accountants & Statutory Auditor
West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YD

Age UK Gateshead Limited

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2023

	Page
Trustees' annual report (incorporating the message from our Chair)	**1**
Independent auditor's report to the members	**8**
Statement of financial activities (including income and expenditure account)	**11**
Balance sheet	**12**
Statement of cash flows	**13**
Notes to the financial statements	**14**

Age UK Gateshead Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Directors' Report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name	Age UK Gateshead Limited
Charity registration number	702561
Company registration number	01863488
Principal office and registered office	House On The Hill Gateshead Tyne & Wear NE10 9LR
Chief Executive	Ian Wolstenholme
The trustees	Margaret Barrett Scott Duffy Rebecca Haines Sue Jennings Kathleen McCartney Gary McMillan Robert Page Mary Elizabeth Twist (appointed 25 July 2023)
Auditor	Stephenson Coates Audit Limited Chartered Accountants & Statutory Auditor West 2, Asama Court Newcastle Business Park Newcastle upon Tyne NE4 7YD

Message from our Chair

I am absolutely delighted to have the honour of presenting my first Annual Report as the Chair of Age UK Gateshead.

The past year has unfolded as an incredibly significant chapter in our organisation's history, marked by a series of remarkable developments. A substantial portion of these developments has undeniably been positive, as we've made substantial progress towards achieving the goals outlined in our strategic plan.

Our vision is elegantly simple: to create enduring positive change in the lives of our senior citizens, whether through our direct services or our strategic pursuit of long-term financial sustainability. This approach affords us the flexibility to expand and enhance the services and activities our community so deeply desires and requires.

I would like to take a moment to express our deep gratitude to our generous funders, steadfast partners, and the numerous charitable trusts that have recognised the importance of delivering high-value services efficiently. They understand that placing people at the very heart of service provision is not merely a philosophy but the very essence of how we, as a community, a charitable organisation, and as individuals, bring about meaningful change. This embodies our way of doing things here at Age UK Gateshead.

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Last but certainly not least, I want to extend my deepest appreciation to what we affectionately call our 'Angels of the North' – our dedicated staff, tireless volunteers, and committed trustees. Their unwavering dedication and selfless efforts are truly unparalleled, and without them, Age UK Gateshead would not be the remarkable charitable institution it is today. To all our dear friends and supporters, your ongoing support is just as crucial now as it was in the past year. Thank you from the bottom of our hearts for being an integral part of our journey.

Best wishes

Liz Twist
Chair

Trustees Annual Report

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The organisation is a Public Benefit Entity within the definitions of s34 FRS 102.

Objectives and activities for the public benefit

The aims of our services, for older people continue to be ageing well, reducing social isolation, maximising income, advocacy, enabling and promoting physical health and wellbeing.

The trustees are satisfied that in accordance with the Charity Commission guidelines, Age UK Gateshead meet the public benefit requirements. The trustees have regard to this guidance when exercising any powers or duties to which the guidance is relevant.

A review of our achievements and performance

1. Sustaining and Growing

The aim is to diversify our income streams, to include charitable trust grants, statutory sector contracts, services we make a charge for, growing our retail offer, developing community fundraising.

Achievements and performance
A review of our achievements and performance - Innovating and improving:

2. Innovating and improving

- Expanded all services.
- We opened a Blaydon retail and service hub unit
- Through restructuring increase the number of Lunch Clubs and Day Centre's from 5 to 11
- In partnership we delivered a Digital Hub service for the borough of Gateshead.
- Improved service access through increasing our transport fleet
- Met the trustees & charity commission best practice linked to six months running costs in reserves
- All staff became 1st Aid qualified and Mental Health First Aid qualified
- Commenced CQC registration

A review of our achievements and performance (continued)

3. Delivering a range of high quality person centred services and social enterprises

The aims of our services for older people continue to be reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.

Achievements and performance

- Our Information & Advice service expended to meet increasing demand
- Our befriending service has expanded to include dedicated volunteers from our corporate partners Sky
- We improved and expanded our falls prevention service across all Care homes in Gateshead and Newcastle
- We provided advocacy support hours of 2,184 during the year.
- We continued to expand our range of dementia services to incorporate MCST, Dementia Day Centre, Dementia Links, and Dementia Cafes.
- We doubled resource into the Boroughs only Bereavement Service providing much need support to an increasing number of clients incorporating both Bereavement and Suicide
- We delivered 25 Christmas parties to over 1180 people and 4800 Christmas gifts and welfare parcels
- We opened an Aids and Adaptations Unit alongside our trusted assessor's services

4. Involving, influencing and promoting social inclusion:

Achievements and performance.

- We grew the organisation to meet ever increasing demand with particular regard to Dementia and Mental health services.
- Our integrated approach saw the organisation joined by:
  - Gateshead Council
  - Newcastle City Council
  - ICP & ICB
  - NHS
  - 5 Charities
  - SKY
  - Newcastle United Foundation
  - 14,500 People from our communities

Plans for the future

The charity's Strategic Plan sets out our strategic aims:

1. **Sustaining and Growing**
   - We will continue to develop a diverse range of funding streams
   - Research and develop new sources of income, which includes paid for services.
   - Engage proactively with public sector commissioning bodies, ensuring our work is aligned to their own strategic priorities.
   - Develop Trading Arm
   - Focus Charitable Trust applications on those that best match our strategic aims.
   - Improve our use of market analysis in service development.

2. **Innovating and Improving**
   - Ensure all services are people centred and adhere to the Esther culture
   - Embrace new person centred technologies, which improve efficiency at reduced cost, including telephony, IT software, mobile technology and Management Information Systems.
   - Build and maintain 1st class performance by engaging our staff and volunteers in our strategy and values.
   - Retain ISO 9001 Quality Standard,
   - Continue improve our external communication and profile.
   - Continue to achieve cost efficiencies across all areas to maximise the impact of limited resources.
   - Improve our use of outcomes evaluation methods to better demonstrate our social, health and financial outcomes and impacts.

3. **Delivering** - delivering a range of high quality person centre services:
   - Focus on reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.
   - Position ourselves in the market as One Stop Shop / Wellness Hub for Older People's community based services.
   - Create a bespoke, person centred package of support, which can be tailored to the needs, and circumstances of individuals.
   - Develop partnerships with organisations who share our vision and values.

4. **Involving** - Involving, influencing and promoting social inclusion
   - Involve and engage with older people, our staff, volunteers and other stakeholders, using the intelligence gathered to develop our own services and social enterprises as well as influencing and lobbying for change and improvement in the lives of older people in our community.
   - Ensure we are accessible and inclusive, and that communities that experience discrimination are actively included in our work
   - Create focus groups across all services
   - Involve service users in the creation of information and newsletters

Financial review

The accounts show a surplus for the year amounting to £223,694 (2022: £176,194). Unrestricted reserves at 31 March 2023 were £889,962 (2022: £666,268) and restricted reserves were £Nil (2022: £Nil). The unrestricted reserves will enable the charity to maintain services in the expected difficult times ahead. The charity now has achieved a level of funding to assist in continuing activities, which the trustees consider benefit the community when funding, ceases. As growth takes place, the costs are not often covered in full so again the reserve will help in these areas.

Risk Management

Risks to the charity have been identified and reviewed on an ongoing basis, and appropriate action taken. This has included ensuring appropriate insurance cover, identifying physical risks such as uneven surfaces, reviewing fire safety systems and training staff, ensuring staff have first aid training, and undertaking a general health and safety risk assessment throughout our premises.

Reserves policy and Going Concern

The trustees aim to maintain free reserves in unrestricted funds at a level which is no lower than three months of total charitable expenditure. It is estimated that this expenditure currently equates to £300,000 (2022: £300,000). At this level of unrestricted reserves, the charity could maintain all operations for more than three months even if no income was being generated. Current free reserves, after adjusting for fixed assets and designated funds, amount to £432,876 (2022: £434,363).

At 31 March 2023, £275,000 of unrestricted funds have been designated to purchase a new property for the charity. Subsequent to the year end, the trustees agreed the purchase of 215 High Street, Gateshead; investing directly in an area of most need, illustrating belief in our area and our communities. See further details in Note 24 of the accounts. Included in designated funds is also £30,000 for continuing investment in the charities transport infrastructure.

The charity enjoys good liquidity and has no issues meeting its liabilities when they fall due. The trustees are confident that the charity will continue to operate for at least the next twelve months.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 14 November 1984. It registered with the Charity Commission on 23 February 1990. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve for three years.

All members of the Management Committee give their time voluntarily and receive no benefits from the Charity.

All new trustees receive a trustee welcome pack, which contains key policies, strategic plans, code of conduct etc. They also receive induction time with the Chief Executive and opportunities to visit services and activities as well as access to any relevant training.

The Management Committee at 31st March 2023 was made up of 7 trustees. The Management Committee meet on a quarterly basis and are responsible for the strategic direction and policy of the charity.

A line management system is in place with day to day responsibility for the management of the organisation resting with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. Day to day operational management is headed by individual team members using the reporting structures and line management to finally report to the Chief Executive and trustees.

Structure, governance and management (continued)

In accordance with transparency and accountability principles, Age UK Gateshead places significant emphasis on establishing fair and reasonable remuneration for key management and personnel within the organisation. The process of determining pay is systematic, with benchmarks and parameters carefully considered to ensure alignment with industry standards, the charity's financial health, and the responsibilities associated with each role. The Board of Trustees, in collaboration with key personnel, is actively involved in setting and reviewing pay structures, taking into account factors such as the organisation's performance, market conditions, and the skills and experience of the individuals involved. This diligent approach is aimed at ensuring that remuneration packages are competitive, justified, and reflective of the charity's commitment to attracting and retaining qualified professionals while being responsible stewards of the charitable funds entrusted to Age UK Gateshead.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

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

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

The trustees' annual report was approved on 28th November 2023 and signed on behalf of the board of trustees by:

L Twist
Chair

Age UK Gateshead Limited

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Gateshead Limited

Year ended 31 March 2023

Opinion

We have audited the financial statements of Age UK Gateshead Limited (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 charity's affairs as at 31 March 2023 and of its 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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 company's ability to continue as a going concern for a period of at least 12 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. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the 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 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.

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

Auditor's responsibilities for the audit of the financial statements (*continued*)

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the sector in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the Key Management Personnel. The most significant identified that directly affect the financial statements include Safeguarding, financial reporting legislation (including related companies' legislation), the Charities Act 2011 and UK taxation legislation. The company is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: Health and Safety, Employment Law and Data Protection regulations, recognising the nature of the company's activities.

We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquiries of Trustees and Key Management Personnel as to where they consider there to be susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the design effectiveness of the controls in place to prevent and detect fraud;
- assessing the risk of management override, including identifying and testing journal entries;
- challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://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 members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

John Oswald BA FCA
Senior Statutory Auditor

Stephenson Coates Audit Limited
Chartered accountants
West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YD

28th November 2023

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

31 March 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 **Total funds** £	2022 Total funds £
Income and endowments					
Donations and legacies	**5**	113,567	-	**113,567**	57,606
Charitable activities	**9**	550,781	551,032	**1,101,813**	966,213
Other trading activities	**6**	48,581	-	**48,581**	55,613
Investment income	**7**	531	-	**531**	444
Other income	**8**	41,000	-	**41,000**	592
Total income		754,460	551,032	**1,305,492**	1,080,468
Expenditure					
Expenditure on raising funds:					
Costs of raising donations	**10**	65,587	-	**65,587**	56,358
Expenditure on charitable activities	**11,12**	465,179	511,032	**1,016,211**	847,916
Total expenditure		530,766	511,032	**1,081,798**	904,274
Net income and net movement in funds in the year		223,694	-	**223,694**	176,194
Reconciliation of funds					
Total funds brought forward		666,268	-	666,268	490,074
Total funds carried forward		**889,962**	**-**	**889,962**	666,268

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on page 14 - 23 form part of these financial statements.

Age UK Gateshead Limited

Company Limited by Guarantee

Balance Sheet

31 March 2023

		2023		2022
		£	£	£
Fixed assets				
Tangible fixed assets	**16**		**152,086**	71,183
Current assets				
Debtors	**17**	**126,929**		125,360
Cash at bank and in hand		**1,141,523**		875,775
		1,268,452		1,001,135
Creditors: amounts falling due within one year	**18**	**(530,576)**		(406,050)
Net current assets			**737,876**	595,085
Total assets less current liabilities			**889,962**	666,268
Net assets			**889,962**	666,268
Funds of the charity				
Unrestricted funds			**889,962**	666,268
Restricted funds			**-**	-
Total charity funds	**20, 21**		**889,962**	666,268

These financial statements were approved by the Board of Trustees and authorised for issue on 28th November 2023, and are signed on behalf of the board by:

L Twist
Chair

R Page
Trustee

Company registration number 01863488

The notes on page 14 - 23 form part of these financial statements.

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2023

	2023	2022
	£	£
Cash flows from operating activities		
Net income	**223,694**	176,194
Adjustments for:		
Depreciation charges	**34,929**	16,616
Loss on asset disposal	**1,741**	-
Interest received	**(531)**	-
Accrued expenses	**8,441**	-
Changes in:		
Trade and other debtors	**(1,570)**	(58,447)
Trade and other creditors	**124,526**	54,989
Cash generated from operations	**391,230**	189,352
Net cash from operating activities	**391,230**	189,352
Cash flows from investing activities		
Payments for the acquisition of tangible fixed assets	**(140,418)**	(18,125)
Proceeds from the sale of fixed assets	**14,405**	-
Interest received	**531**	-
Net cash used in investing activities	**(125,482)**	(18,125)
Net increase in cash and cash equivalents	**265,748**	171,227
Cash and cash equivalents at beginning of year	875,775	704,548
Cash and cash equivalents at end of year	**1,141,523**	875,775

The notes on page 14 – 23 form part of these financial statements.

1. General information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is House on the Hill, Gateshead, Tyne & Wear, NE10 9LR.

2. Statement of compliance

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

3. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

Basis of preparation

Age UK Gateshead Limited meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared on the historical cost basis. The financial statements are prepared in sterling, which is the functional currency of the entity. Monetary amounts in these financial statements are rounded to the nearest £1.

Going concern

The Trustees consider the Charity to be well placed to manage its financing and other operational risks satisfactorily. The Trustees also have a reasonable expectation that the Charity will have adequate resources to continue in operation for the foreseeable future and meet its liabilities as they fall due. They therefore consider it appropriate to adopt the going concern basis of accounting in preparing the financial statements.

Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the funder, donor or through the terms of an appeal.
- Designated funds are unrestricted funds earmarked by the trustees for particular purposes

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year-end are accounted for in income and accrued income in debtors.

Income from NHS contracts, government and other grants, whether ‘capital’ grants or ‘revenue’ grants, are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

3. Accounting policies (*continued*)

Income (*continued*)

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate.

Clothing and other items donated for resale through the charity's shop are included as incoming resources within activities for generating funds when they are sold.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank.

Sponsorship from events, fundraising and events registration fees are recognised in income when the event takes place. Lottery income is accounted for in respect of those draws that have taken place in the year. Trading income is recognised on point of sale for both donated and purchased goods.

Donated goods and services
Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Expenditure
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, 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 under the following headings.

Costs of raising funds comprises fundraising costs incurred in seeking donations, grants and legacies; costs of fundraising activities including the costs of goods sold, shop costs, commercial trading and their associated support costs.

Expenditure on charitable activities includes the costs of providing specialist palliative care and support, community services, research and other activities undertaken to further the purposes of the charity and their associated support costs.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading. More detail on the analysis and basis of allocation is given in note 12 to the financial statements.

Taxation
The charity is exempt from corporation tax on its charitable activities.

3. Accounting policies (*continued*)

Tangible assets
Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Motor vehicles	25%	Reducing balance
Office equipment	15%	Reducing balance
Shop fittings		Over the period of the lease

Current assets
Amounts owing to the charity at 31 March in respect of grants and service level agreement income are shown as debtors less provisions for amounts that may prove uncollectible. Short term deposits represent cash held on deposit at the bank. Cash at bank and in hand represents bank balances at close of business on 31 March.

Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Voluntary assistance
Time is expended on the charity's activities and governance which is donated free of charge. It is impractical to quantify the value of the time given, and accordingly it is neither recorded as donated income nor as an expense in the financial statements.

Critical accounting estimates and judgements
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results.

There are no critical judgements, significant assumptions concerning the future and key sources of estimation of uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

4. Limited by guarantee

Age UK Gateshead Limited is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

	Unrestricted	Restricted	2023	*2022*
	£	£	£	*£*
Donations - General	10,938	-	**10,938**	12,522
Donations - Covid-19	-	-	**-**	5,010
Legacies	66,343	-	**66,343**	-
Gift Aid	66	-	**66**	212
Will writing and Powers of Attorney	23,932	-	**23,932**	27,175
Sponsorship	45	-	**45**	1,177
Other	12,243	-	**12,243**	11,510
	113,567	-	**113,567**	57,606

6. Other trading activities

	Unrestricted	Restricted	2023	*2022*
	£	£	£	*£*
Retail sales	39,991	-	**39,991**	38,303
Personal assistant services	4,678	-	**4,678**	81
Shopping services	580	-	**580**	15,126
Other	3,332	-	**3,332**	2,103
	48,581	-	**48,581**	55,613

7. Investment Income

	Unrestricted	Restricted	2023	*2022*
	£	£	£	*£*
Bank interest	531	-	**531**	444
	531	-	**531**	444

8. Other income

	Unrestricted	Restricted	2023	*2022*
	£	£	£	*£*
Insurance claim	41,000	-	**41,000**	-
Sundry	-	-	**-**	592
	41,000	-	**41,000**	592

9. Charitable activities income

	Unrestricted	Restricted	2023	*2022*
		£	£	*£*
Grants				
Age UK	-	3,000	**3,000**	12,919
Age UK Building Better Lives	-	30,000	**30,000**	30,000
Age UK Joint Finance	15,000	-	**15,000**	10,000
Age UK First Utilities	-	28,300	**28,300**	50,873
Age UK – MCST	-	23,120	**23,120**	9,551
Age UK – TAMS	-	10,095	**10,095**	10,095
Age UK – TIF	-	1,473	**1,473**	4,939
Armed Forces Covent Trust	-	20,010	**20,010**	28,014
Awards For All	-	-	-	7,967
Ballinger	-	10,000	**10,000**	10,000
BESN	-	7,468	**7,468**	3,500
Bus Fund	-	2,805	**2,805**	13,785
Big Lottery	-	19,927	**19,927**	47,762
Community Foundation	-	41,852	**41,852**	-
Community Renewal Fund	-	62,368	**62,368**	41,579
Dickon Trust & Akzo Noble	4,752	-	**4,752**	-
Digital Inclusion Funding	-	5,060	**5,060**	-
Durham Freemasons	4,000	-	**4,000**	-
Garfield Western	-	-	-	15,000
Gateshead Housing Community Fund		-	-	4,988
Heritage Lottery	-	-	-	15,300
How Fit	-	79,000	**79,000**	-
Job Retention Scheme (JRS)	-	-	-	10,408
Kellet	-	10,000	**10,000**	20,000
Lankelly Chase Foundation		80,258	**80,258**	5,147
Living Well Beyond Cancer	-	-	-	12,500
National Lottery	-	-	-	9,876
NEA – Smart meters	-	23,388	**23,388**	20,520
Newcastle City Council	-	20,795	**20,795**	-
Pargiter Trust Fund	-	9,987	**9,987**	-
Police and Crime Commissioners	-	16,830	**16,830**	21,830
Other	3,513	-	**3,513**	7,495
Riddell Family Trust	2,772	-	**2,772**	-
Rise – Tackling Inequality Programme	-	-	-	4,620
Sky Cares	-	10,000	**10,000**	10,000
Sir James Knott Trust	-	-	-	5,000
Service level agreements				
Clinical Commissioning Group	192,195	-	**192,195**	218,407
Gateshead MBC	300,201	-	**300,201**	231,918
Covid-19	-	35,296	**35,296**	44,377
Client contributions				
Transport	10,769	-	**10,769**	12,043
Cover charges	-	-	-	496
Dementia service	14,573	-	**14,573**	13,299
ActivAge	3,006	-	**3,006**	2,005
	550,781	551,032	**1,101,813**	966,213

10. Raising Funds

	Unrestricted	Restricted	2023	*2022*
	£	£	£	*£*
Salaries	29,028	-	**29,028**	28,652
Retail operation costs	31,227	-	**31,227**	27,706
Other	5,332	-	**5,332**	-
	65,587	-	**65,587**	56,358

11. Charitable Activities Costs

	Social Wellbeing	Information & Advice	2023	*2022*
	£	£	£	*£*
Salaries	457,459	109,322	**566,781**	447,157
Redundancies	1,283	-	**1,283**	14,000
Pension	6,191	267	**6,458**	6,347
Establishment costs	48,562	251	**48,813**	43,195
Office costs	5,114	5,070	**10,184**	12,497
Activity costs	103,288	-	**103,288**	41,989
Venue rent	12,186	-	**12,186**	11,011
Transport and motor	13,687	-	**13,687**	10,916
Staff & volunteer expenses	22,230	2,878	**25,108**	14,106
Sundry	8,444	610	**9,054**	8,410
Depreciation	30,285	-	**30,285**	15,795
Professional & Legal fees	-	-	**-**	3,404
Loss on disposals	1,741	-	**1,741**	-
Governance - note 12	12,022	-	**12,022**	14,059
Support costs - note 12	175,321	-	**175,321**	205,032
	897,813	118,398	**1,016,211**	847,916

12. Support costs

The charity identifies the costs of its support functions. Costs are identified specifically for the governance function. Having identified its governance costs the remaining support costs together with the governance costs are apportioned between the Social Wellbeing and Information & Advice. The table below sets out the basis of apportionment and the analysis of support and governance costs.

12. Support costs (*continued*)

	Basis	Support	Governance	2023	*2022*
		£	£	£	*£*
Salaries	*Time*	94,261	6,463	**100,724**	123,485
Pension	*Time*	12,408	851	**13,259**	3,016
Establishment costs	*Time*	30,939	2,121	**33,060**	53,551
Office costs	*Time*	15,372	1,054	**16,426**	23,375
Staff and volunteer expenses	*Time*	3,242	222	**3,464**	3,793
Sundry	*Time*	4,201	288	**4,489**	3,303
Professional and legal	*Support*	8,029	551	**8,580**	5,516
Accountancy	*Governance*	6,213	426	**6,639**	2,231
Depreciation	*Time*	656	46	**702**	821
		175,321	12,022	**187,343**	219,091

13. Net income

Net income is stated after charging:

	2023	*2022*
	£	*£*
Auditor's remuneration comprising:		
Audit of the financial statements	3,770	3,500
Other accounting services	1,000	1,000
Depreciation – owed assets	34,929	16,616
Receipts under the Coronavirus Job Retention Scheme	-	10,408

14. Trustee remuneration, benefits and expenses

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 (*2022: Nil*). Trustees' expenses paid for the year ended 31 March 2023 was £312 (*2022: Nil*).

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	*2022*
	£	*£*
Gross Wages and Salaries	**657,123**	556,046
Employers National Insurance	**35,442**	30,074
Employers Pension	**17,589**	9,363
	710,154	595,483

The average number of employees during the year was 48 (2022: 38) with all employee time involved in providing either direct charitable services, support to the governance of the charity or support services to charitable activities. No employee received employee benefits of more than £60,000 during the year (2022: Nil).

The Key Management Personnel of the charity comprises the Trustees, the Chief Executive Officer and three Senior Managers. The total employee benefits of the Key Management Personnel of the Charity was £129,832 (2022: £89,925*)*.

16. Tangible fixed assets

	Fixtures & Equipment	Shop-fitting	Motor Vehicles	Total
Cost	**£**	**£**	**£**	**£**
At 1 April 2022	**87,246**	**18,246**	**110,013**	**215,505**
Additions	15,900	-	131,518	147,418
Disposals	-	-	(68,613)	(68,613)
At 31 March 2023	**103,146**	**18,246**	**172,918**	**294,310**
Depreciation				
At 1 April 2022	**73,704**	**16,432**	**54,186**	**144,322**
Charge for year	1,701	1,814	31,414	34,929
Eliminated on disposals	-	-	(37,027)	(37,027)
At 31 March 2023	**75,405**	**18,246**	**48,573**	**142,224**
Net Book Value				
At 31 March 2023	**27,741**	**-**	**124,345**	**152,086**
At 31 March 2022	13,542	1,814	55,827	71,183

All tangible fixed assets are held for the purposes of the charity.

17. Debtors

	2023	*2022*
	£	*£*
Trade debtors	**101,263**	96,041
Other debtors	**2,816**	297
Prepayments and accrued income	**16,853**	21,598
Amounts due from related company (note 23)	**5,997**	7,424
	126,929	125,360

18. Creditors: amounts falling due within one year

	2023	*2022*
	£	*£*
Trade creditors	**38,597**	22,038
Taxation and social security	**12,118**	14,014
Other creditors	**86,033**	115,929
Accruals and deferred income	**393,828**	254,069
	530,576	406,050

Included within accruals and deferred income is an amount of £367,499 (2022: £228,540) related to deferred grants where funding has been received and not all conditions have been met. £213,286 has been released to the SOFA from the previous accounting period and grant income totalling £367,499 has been deferred at the end of the current accounting period.

19. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £17,589 (2022: £9,363).

20. Analysis of charitable funds

	At 1 April 2022	Income	Expenditure	Transfer between funds	At 31 March 2023
Unrestricted	**£**	**£**	**£**	**£**	**£**
General	505,546	754,460	(530,766)	(144,278)	584,962
Designated					
Transport	160,722	-	-	(130,722)	30,000
Property	-	-	-	275,000	275,000
	666,268	754,460	(530,766)	-	889,962
Restricted					
Social wellbeing	-	486,832	(486,832)	-	-
Information & Advice	-	64,200	(64,200)	-	-
	-	551,032	(551,032)	-	-
	666,268	1,305,492	(1,081,798)	-	889,962

Prior year comparatives:

	At 1 April 2021	Income	Expenditure	Transfer between funds	At 31 March 2022
Unrestricted	£	£	£	£	£
General	419,352	617,346	(397,438)	(133,714)	505,546
Designated	70,722	-	(43,714)	133,714	160,722
	490,074	617,346	(441,152)	-	666,268
Restricted					
Social wellbeing	-	411,739	(411,739)	-	-
Information & Advice	-	51,383	(51,383)	-	-
	-	463,122	(463,122)	-	-
	490,074	1,080,468	(904,274)	-	666,268

20. Analysis of charitable funds (*continued*)

Designated funds are the amounts trustees have ring-fenced from the unrestricted funds of the charity for further investment in the charities operations and infrastructure.
At year end, the trustees had designated £275,000 from unrestricted reserves to acquire a new property for the charity. Subsequent to the year end, this was utilised; see Note 24 for further details.
During the year, £131,518 was spent on the charities transport fleet, which was designated expenditure from the prior period. £30,000 has been designated at year end to continue the investment in the charities transport fleet.

21. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	**Total Funds 2023**	*Total Funds 2022*
	£	£	**£**	£
Tangible fixed assets	152,086	–	**152,086**	71,183
Current assets	1,268,452	–	**1,268,452**	1,001,135
Current liabilities	(530,576)	–	**(530,576)**	(406,050)
Net assets	889,962	–	**889,962**	666,268

22. Lease commitments

Total future minimum lease payments under non-cancellable operating leases:

	2023	*2022*
	£	£
Due not later than one year	21,618	4,685
Due later than one year and not later than five years	22,983	1,708

23. Related parties

During the year, the company made transactions totalling £12,375 (2022: £7,424) with Living Well North Limited. Included within Debtors falling due within one year is a balance due from Living Well North Ltd at year end of £5,997 (2022: £7,424). Living Well North Ltd is a related party of trustees Robert Page, Rebecca Haines and Sue Jennings, who are Directors of the company.

The trustees are not aware of any other related parties or transactions to report (2022: None).

24. Post Balance Sheet Events

The charity purchased 215 High Street, Gateshead on the 15th May 2023 for £275,000. The purpose of this acquisition is to become Age UK Gateshead's future headquarters and is expected to yield several benefits and have a positive impact on the organisation:

- Improved Efficiency: Centralising operations in a purpose-built facility will enhance communication and collaboration among staff members, leading to increased efficiency and productivity.
- Enhanced Service Delivery: The larger premises will enable Age UK Gateshead to expand its existing programs and develop new initiatives to meet the evolving needs of the older population. The additional space will facilitate the provision of a wider range of services and activities.
- Community Engagement: The prominent location of the headquarters will help raise awareness about Age UK Gateshead's mission and services, attracting more individuals in need of support and encouraging community involvement.
- Long-term Stability: Owning a dedicated headquarters provides Age UK Gateshead with a stable base for its operations, ensuring continuity and sustainability in the long run.

AGE UK GATESHEAD LIMITED

England & Wales - Charity number 702561

Accounts

CHARITY REGISTRATION NUMBER: 702561
COMPANY REGISTRATION NUMBER: 01863488

AGE UK GATESHEAD LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2022

STEPHENSON COATES AUDIT LIMITED
Chartered Accountants & Statutory Auditor
West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YD

Age UK Gateshead Limited

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

	Page
Trustees' annual report (incorporating the message from our Chair)	1
Independent auditor's report to the members	8
Statement of financial activities (including income and expenditure account)	11
Statement of financial position	12
Statement of cash flows	13
Notes to the financial statements	14

Age UK Gateshead Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Directors' Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2022.

Reference and administrative details

Registered charity name	Age UK Gateshead Limited
Charity registration number	702561
Company registration number	01863488
Principal office and registered office	House On The Hill Gateshead Tyne & Wear NE10 9LR
Chief Executive	Ian Wolstenholme
The trustees	Scott Duffy Robert Page Rebecca Haines Sue Jennings Kathleen McCartney Gary McMillan Margaret Barrett
Auditor	Stephenson Coates Audit Limited Chartered Accountants & Statutory Auditor West 2, Asama Court Newcastle Business Park Newcastle upon Tyne NE4 7YD

Message from our Chair

I am delighted to present my Sixth Annual Report as Chair of Age UK Gateshead.

It has been an extraordinary year on many levels, most of which has been positive as we have taken great strides forward with the objectives laid out in our plan. However, we produce this report at a time when the Covid-19 pandemic is still causing uncertainty. Despite significant challenges, Age UK Gateshead has been central to the co-ordinated response to the coronavirus outbreak working closely with our partners and Gateshead Council, which has reinforced our role as the leading provider of charitable services for older adults in the borough, at a time when we are needed the most.

Our vision is simple – to deliver lasting change in later life, whether that be through our services or strategies to secure long term financial security to allow us to grow and evolve the services and activities that are wanted and needed. As the leading older persons charity operating within the borough of Gateshead demand creates its own pressures but in partnership with over 1000 volunteers, a raft of private companies and statutory providers we collectively made a tangible difference to over 14,323 people across Gateshead and Newcastle.

1000 volunteers are part of the Age UK Gateshead family, 2,600 shopping deliveries were made and 15,327 welfare calls were made and 27,300 hours of respite hours were provided. This is just a small snapshot of our work that is making a big difference.

Despite the pandemic's restrictions receding, the impact of COVID continues to shape people's lives and the services we provide, but we can proudly say as a charity we were there to support our members when it was most needed, from having socially distanced chats but also a hug when words are simply not enough. These may seem like small acts, but they make a huge difference.

I would also like to pay tribute to our funders, partners and the many charitable trusts that recognise there is a need for providing excellent value for money services and that the culture of people at the centre of provision is how we as communities, charities and individuals get things done. It's how we do it here at Age UK Gateshead.

We will continue to deliver lasting change, our heart continues beating in every community of Gateshead and we will always remain focused on our main priority – ensuring people in Gateshead love later life, no matter the challenges they may face.

Finally, thank you to our 'Angels of the North' – that being our staff, volunteers and trustees. Their dedication is second to none and without them, Age UK Gateshead would not be the charity it is. Thank you to all our friends, your support is needed as much this year as it was last year.

Best wishes

Scott Duffy
Chair

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The organisation is a Public Benefit Entity within the definitions of s34 FRS 102.

Objectives and activities for the public benefit

The aims of our services, for older people continue to be ageing well, reducing social isolation, maximising income, advocacy, enabling and promoting physical health and wellbeing.

The trustees are satisfied that in accordance with the Charity Commission guidelines, Age UK Gateshead meet the public benefit requirements. The trustees have regard to this guidance when exercising any powers or duties to which the guidance is relevant.

A review of our achievements and performance

1. ***Sustaining and Growing***

The aim is to diversify our income streams, to include charitable trust grants, statutory sector contracts, services we make a charge for, growing our retail offer, developing community fundraising.

Achievements and performance
In a year where we started to come out of COVID restrictions, we built on our 2020/21 restructure and delivered support to over 14,000 people across both Gateshead and Newcastle.

2. ***Innovating and improving***

Achievements and performance

- Social inclusion projects to 489 people a week
- 15,327 welfare calls made each month
- We delivered 2,600 shopping deliveries across the borough
- We deliver a Dementia focused support provision across the borough delivering 27,300 hours of respite care
- We deliver a range of mental health support services
- We delivered over 6,100 welfare packs
- We deliver a much needed bereavement service across both Gateshead & Newcastle

A review of our achievements and performance (continued)

3. Delivering a range of high quality person centred services and social enterprises

The aims of our services for older people continue to be reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.

Achievements and performance

- Our Information & Advice service received an increasing number incoming calls
- We launched 8 New Friendship Groups
- Our Day centres attendance levels grew by 31%
- The charity launched a Long COVID project to tackle the long term health conditions of older residents in the Borough of Gateshead that have worsened during lockdown and the resulting impact felt socially, physically and mentally. The combined Project is the delivery of the MCST, ESCAPE-Pain and Social Interaction programmes with the primary goal of dealing with challenges COVID deconditioning has faced on our communities
- We provided advocacy support hours of 2,184 during the year as well as receiving 311 threats of suicide resulting in 104 direct partnership interventions
- We continued to expand our range of services to incorporate a dementia care service providing both a quality and stimulating care provision and much needed respite opportunity for carers
- The Borough's only Bereavement Service providing much need support to an increasing number of clients incorporating both Bereavement and Suicide
- We opened Christmas day hosting lunch for 60 older people whilst delivering 201 Christmas dinners and 4,372 Christmas gifts and welfare parcels

4. Involving, influencing and promoting social inclusion:

Achievements and performance.

- We developed 4 focus groups
- Fed into strategic planning on both the NHS and Local Authorities
- Our integrated approach saw the organisation build on successful partnerships with:
    - Gateshead Council
    - Newcastle City Council
    - CCG
    - NHS
    - 5 Charities
    - The National Lottery and multiple funders
    - LNER, SKY, SAGE, BT, Santander
    - Over 19,000 People from our communities

Plans for the future

The charity's Strategic Plan sets out our strategic aims:

1. **Sustaining and Growing**
   We will continue to develop a diverse range of funding streams
- Research and develop new sources of income, which includes paid for services
- Engage proactively with public sector commissioning bodies, ensuring our work is aligned to their own strategic priorities
- Develop Trading Arm
- Focus Charitable Trust applications on those that best match our strategic aims
- Become the provider of choice for people with a direct payment /personal budget and those who pay for their own social care
- Improve our use of market analysis in service development

2. **Innovating and Improving**
- Ensure all services adhere to the organisation's culture "The Esther Project"
- Embrace new person centred technologies, which improve efficiency at reduced cost, including telephony, IT software, mobile technology and Management Information Systems
- Build and maintain 1st class performance by engaging our staff and volunteers in our strategy and values
- Retain ISO 9001 Quality Standard
- Improve our external communication and profile.
- Continue to achieve cost efficiencies across all areas to maximise the impact of limited resources
- Improve our use of outcomes evaluation methods to better demonstrate our social, health and financial outcomes and impacts

3. **Delivering** - delivering a range of high quality person centre services:
- Focus on reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing
- Position ourselves in the market as One Stop Shop / Wellness Hub for Older People's community based services
- Create a bespoke, person centred package of support, which can be tailored to the needs, and circumstances of individuals
- Develop partnerships with organisations who share our vision and values
- Expand dementia provision

4. **Involving** - Involving, influencing and promoting social inclusion
- Involve and engage with older people, our staff, volunteers and other stakeholders, using the intelligence gathered to develop our own services and social enterprises as well as influencing and lobbying for change and improvement in the lives of older people in our community
- Ensure we are accessible and inclusive, and that communities that experience discrimination are actively included in our work

Financial review

The accounts show a surplus for the year amounting to £176,194 (2021: £222,480). The reserves will enable the charity to maintain services in the expected difficult times ahead. The charity now has achieved a level of funding to assist in continuing activities, which the trustees consider benefit the community when funding, ceases. As growth takes place, the costs are not often covered in full so again the reserve will help in these areas. Current funding lines are holding up which is encouraging.

The year was dominated by Covid recovery. The charity assisted with being able to integrate Covid recovery projects into health systems. Grants were given to fund the work carried out to help people in Gateshead cope with the difficulties they faced in the Pandemic.

Risk Management

Risks to the charity have been identified and reviewed on an ongoing basis, and appropriate action taken. This has included ensuring appropriate insurance cover, identifying physical risks such as uneven surfaces, reviewing fire safety systems and training staff, ensuring staff have first aid training, and undertaking a general health and safety risk assessment throughout our premises.

Reserves policy and Going Concern

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of total charitable expenditure. It is estimated that this expenditure currently equates to £300,000 (2021: £250,000). At this level of unrestricted reserves, the charity could maintain all operations for more than three months even if no income was being generated. Current free reserves, after adjusting for fixed assets and designated funds, amount to £434,363 (2021: £349,678).

The charity enjoys good liquidity and has no issues meeting its liabilities when they fall due. The trustees are confident that the charity will continue to operate for at least the next twelve months.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 14 November 1984. It registered with the Charity Commission on 23 February 1990. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve for three years.

All members of the Management Committee give their time voluntarily and receive no benefits from the Charity.

All new trustees receive a trustee welcome pack, which contains key policies, strategic plans, code of conduct etc. They also receive induction time with the Chief Executive and opportunities to visit services and activities as well as access to any relevant training.
The Management Committee at 31st March 2022 was made up of 7 trustees. The Management Committee meet on a quarterly basis and are responsible for the strategic direction and policy of the charity.

A line management system is in place with day to day responsibility for the management of the organisation resting with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. Day to day operational management is headed by individual team members using the reporting structures and line management to finally report to the Chief Executive and trustees.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

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

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

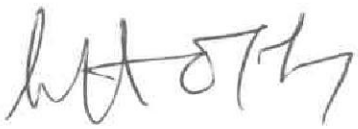
Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

The trustees' annual report was approved on 24 January 2023 and signed on behalf of the board of trustees by:



S Duffy
Chair

Age UK Gateshead Limited

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Gateshead Limited

Year ended 31 March 2022

Opinion

We have audited the financial statements of Age UK Gateshead Limited (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 charity's affairs as at 31 March 2022 and of its 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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 company's ability to continue as a going concern for a period of at least 12 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. 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

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

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

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the 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 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.

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

Auditor's responsibilities for the audit of the financial statements (*continued*)

We obtained an understanding of the legal and regulatory framework applicable to both the company itself and the sector in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the Key Management Personnel. The most significant identified that directly affect the financial statements include Safeguarding, financial reporting legislation (including related companies' legislation), the Charities Act 2011 and UK taxation legislation. The company is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: Health and Safety, Employment Law and Data Protection regulations, recognising the nature of the company's activities.

We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquiries of Trustees and Key Management Personnel as to where they consider there to be susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the design effectiveness of the controls in place to prevent and detect fraud;
- assessing the risk of management override, including identifying and testing journal entries;
- challenging the assumptions and judgements made by management in its significant accounting estimates.

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://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 members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

John Oswald BA FCA
Senior Statutory Auditor

Stephenson Coates Audit Limited
Chartered accountants

West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne
NE4 7YD

24 January 2023

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

31 March 2022

	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments					
Donations	5	57,606	-	**57,606**	45,081
Charitable activities	9	503,091	463,122	**966,213**	905,400
Other trading activities	6	55,613	-	**55,613**	10,276
Investment income	7	444	-	**444**	852
Other income	8	592	-	**592**	6,147
Total income		617,346	463,122	**1,080,468**	967,756
Expenditure					
Expenditure on raising funds:					
Costs of raising donations	10	56,358	-	**56,358**	55,300
Expenditure on charitable activities	11,12	384,794	463,122	**847,916**	689,966
Total expenditure		441,152	463,122	**904,274**	745,266
Net income		176,194	-	**176,194**	222,490
Loss on investment		-	-	-	10
Net movement in funds for the year		176,194	-	**176,194**	222,480
Reconciliation of funds					
Total funds brought forward		490,074	-	**490,074**	267,594
Total funds carried forward		666,268	-	**666,268**	490,074

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

		2022		2021
		£	£	£
Fixed assets				
Tangible fixed assets	16		71,183	69,674
Current assets				
Debtors	17	125,360		66,913
Cash at bank and in hand		875,775		704,548
		1,001,135		771,461
Creditors: amounts falling due within one year	18	(406,050)		(351,061)
Net current assets			595,085	420,400
Total assets less current liabilities			666,268	490,074
Net assets			666,268	490,074
Funds of the charity				
Unrestricted funds			666,268	490,074
Restricted funds			-	-
Total charity funds	20, 21		666,268	490,074

These financial statements were approved by the Board of Trustees and authorised for issue on 24 January 2023, and are signed on behalf of the board by:

S Duffy
Chair

R Page
Trustee

The notes on page 14 - 23 form part of these financial statements.

Age UK Gateshead Limited

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net income	**176,194**	222,480
Adjustments for:		
Depreciation charges	**16,616**	23,072
Loss on asset disposal	**-**	2,053
Loss on investment	**-**	10
Changes in:		
Trade and other debtors	**(58,447)**	(10,716)
Trade and other creditors	**54,989**	183,595
Cash generated from operations	**189,352**	420,494
Net cash from operating activities	**189,352**	420,494
Cash flows from investing activities		
Payments for the acquisition of tangible fixed assets	**(18,125)**	(40,794)
Proceeds from the sale of fixed assets	**-**	8,785
Net cash used in investing activities	**(18,125)**	(32,009)
Net increase in cash and cash equivalents	**171,227**	388,485
Cash and cash equivalents at beginning of year	704,548	316,063
Cash and cash equivalents at end of year	**875,775**	704,548

The notes on page 14 – 23 form part of these financial statements.

1. General information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is House on the Hill, Gateshead, Tyne & Wear, NE10 9LR.

2. Statement of compliance

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

3. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

Basis of preparation

Age UK Gateshead Limited meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared on the historical cost basis. The financial statements are prepared in sterling, which is the functional currency of the entity. Monetary amounts in these financial statements are rounded to the nearest £1.

Going concern

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the funder, donor or through the terms of an appeal.
- Designated funds are unrestricted funds earmarked by the trustees for particular purposes

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year-end are accounted for in income and accrued income in debtors.

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

3. Accounting policies (*continued*)

Income (*continued*)

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate.

Clothing and other items donated for resale through the charity's shop are included as incoming resources within activities for generating funds when they are sold.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank.

Sponsorship from events, fundraising and events registration fees are recognised in income when the event takes place. Lottery income is accounted for in respect of those draws that have taken place in the year. Trading income is recognised on point of sale for both donated and purchased goods.

Donated goods and services
Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Expenditure
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, 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 under the following headings.

Costs of raising funds comprises fundraising costs incurred in seeking donations, grants and legacies; costs of fundraising activities including the costs of goods sold, shop costs, commercial trading and their associated support costs.

Expenditure on charitable activities includes the costs of providing specialist palliative care and support, community services, research and other educational activities undertaken to further the purposes of the charity and their associated support costs.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are allocated to each of the activities on one of the following bases: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading. More detail on the analysis and basis of allocation is given in note 13 to the financial statements.

Taxation
The charity is exempt from corporation tax on its charitable activities.

3. Accounting policies (*continued*)

Tangible assets
Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Motor vehicles	25%	Reducing balance
Office equipment	15%	Reducing balance
Shop fittings		Over the period of the lease

Current assets
Amounts owing to the charity at 31 March in respect of grants and service level agreement income are shown as debtors less provisions for amounts that may prove uncollectible. Short term deposits represent cash held on deposit at the bank. Cash at bank and in hand represents bank balances at close of business on 31 March.

Creditors
Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Voluntary assistance
Time is expended on the charity's activities and governance which is donated free of charge. It is impractical to quantify the value of the time given, and accordingly it is neither recorded as donated income nor as an expense in the financial statements.

Critical accounting estimates and judgements
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results.

There are no critical judgements, significant assumptions concerning the future and key sources of estimation of uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

4. Limited by guarantee

Age UK Gateshead Limited is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

5. Donations

	Unrestricted	Restricted	2022	*2021*
	£	£	£	*£*
Donations - General	12,522	-	12,522	10,641
Donations - Covid-19	5,010	-	5,010	14,273
Gift Aid	212	-	212	337
Will writing and Powers of Attorney	27,175	-	27,175	8,558
Sponsorship	1,177	-	1,177	2,306
Other	11,510	-	11,510	8,966
	57,606	-	57,606	*45,081*

6. Other trading activities

	Unrestricted	Restricted	2022	*2021*
	£	£	£	*£*
Retail sales	38,303	-	38,303	10,276
Personal assistant services	81	-	81	-
Shopping services	15,126	-	15,126	-
Other	2,103	-	2,103	-
	55,613	-	55,613	*10,276*

7. Investment Income

	Unrestricted	Restricted	2022	*2021*
	£	£	£	*£*
Bank interest	444	-	444	*852*
	444	-	444	*852*

8. Other income

	Unrestricted	Restricted	2022	*2021*
	£	£	£	*£*
Age UK Lottery	-	-	-	*4,053*
Sundry	592	-	592	*2,094*
	592	-	592	*6,147*

9. Charitable activities income

	Unrestricted	Restricted	2022	*2021*
		£	£	£
Grants				
Age UK	-	12,919	12,919	-
Age UK Building Better Lives	-	30,000	30,000	-
Age UK Joint Finance	10,000	-	10,000	15,000
Age UK First Utilities	-	50,873	50,873	39,547
Age UK – MCST	-	9,551	9,551	905
Age UK – Get Active	-	-	-	10,095
Age UK – TAMS	-	10,095	10,095	-
Age UK – TIF	-	4,939	4,939	-
Age UK – Warm House	-	-	-	682
Armed Forces Covent Trust	-	28,014	28,014	-
Awards For All	-	7,967	7,967	-
Ballinger	-	10,000	10,000	-
BESN	-	3,500	3,500	-
Bus Fund	-	13,785	13,785	8,419
Big Lottery	-	47,762	47,762	33,946
NEA – Smart meters	-	20,520	20,520	-
Community Foundation	-	-	-	30,000
Community Renewal Fund	-	41,579	41,579	-
Future Digital Fund	-	-	-	10,360
Garfield Western	-	15,000	15,000	15,000
Gateshead Housing Community Fund		4,988	4,988	-
Heritage Lottery	-	15,300	15,300	16,800
Job Retention Scheme (JRS)	10,408	-	10,408	109,085
Kellet	-	20,000	20,000	-
Lankelly Chase Foundation		5,147	5,147	-
Living Well Beyond Cancer	-	12,500	12,500	16,807
MOD Funding	-	-	-	518
National Lottery	-	9,876	9,876	-
Police and Crime Commissioners	-	21,830	21,830	17,354
Other	4,515	2,980	7,495	3,259
Rise – Tackling Inequality Programme	-	4,620	4,620	-
Sky Cares	-	10,000	10,000	10,000
Sir James Knott Trust	-	5,000	5,000	-
Suez	-	-	-	16,100
Service level agreements				
Clinical Commissioning Group	218,407	-	218,407	92,218
Gateshead MBC	231,918	-	231,918	190,967
Covid-19	-	44,377	44,377	263,826
Client contributions				
Transport	12,043	-	12,043	2,266
Cover charges	496	-	496	324
Dementia service	13,299	-	13,299	1,922
ActivAge	2,005	-	2,005	-
	503,091	463,122	966,213	*905,400*

10. Raising Funds

	Unrestricted	Restricted	2022	*2021*
	£	£	£	*£*
Salaries	28,652	-	28,652	*29,244*
Retail operation costs	27,706	-	27,706	*25,562*
Marketing	-	-	-	*278*
Other	-	-	-	*216*
	56,358	-	56,358	*55,300*

11. Charitable Activities Costs

	Covid-19	Social Wellbeing	Information & Advice	2022	*2021*
	£	£	£	£	*£*
Salaries	-	367,051	80,106	447,157	302,260
Redundancies	-	14,000	-	14,000	12,765
Pension	-	5,942	405	6,347	3,636
Establishment costs	-	38,753	4,441	43,195	30,719
Office costs	-	6,137	6,359	12,497	22,735
Activity costs	-	41,989	-	41,989	73,647
Venue rent	-	11,011	-	11,011	81
Transport and motor	-	10,916	-	10,916	18,258
Staff & volunteer expenses	-	13,183	923	14,106	6,413
Sundry	-	6,570	1,841	8,410	6,814
Depreciation	-	15,795	-	15,795	18,458
Professional & Legal fees	-	3,404	-	3,404	-
Loss/(profit) on disposals	-	-	-	-	2,053
Governance - note 12	-	14,059	-	14,059	12,329
Support costs - note 12	-	205,032	-	205,032	179,798
	-	753,841	94,075	847,916	*689,966*

12. Support costs

The charity identifies the costs of its support functions. Costs are identified specifically for the governance function. Having identified its governance costs the remaining support costs together with the governance costs are apportioned between the Social Wellbeing and Information & Advice. The table below sets out the basis of apportionment and the analysis of support and governance costs.

12. Support costs (*continued*)

	Basis	Support	Governance	2022	*2021*
		£	£	£	£
Salaries	*Time*	**115,560**	**7,924**	**123,485**	129,946
Pension	*Time*	**2,823**	**194**	**3,016**	8,066
Establishment costs	*Time*	**50,114**	**3,436**	**53,551**	31,319
Office costs	*Time*	**21,875**	**1,500**	**23,375**	12,859
Staff and volunteer expenses	*Time*	**3,550**	**243**	**3,793**	85
Training	*Time*	-	-	-	3,943
Quality standards	*Governance*	-	-	-	1,570
Sundry	*Time*	**3,091**	**212**	**3,303**	669
Professional and legal	*Support*	**5,162**	**354**	**5,516**	1,336
Accountancy	*Governance*	**2,088**	**143**	**2,231**	1,368
Depreciation	*Time*	**768**	**53**	**821**	966
		205,032	**14,059**	**219,091**	*192,127*

13. Net income / (expenditure)

	2022	2021
	£	£
Auditor's remuneration	4,500	1,800
Depreciation – owed assets	16,616	23,072
Receipts under the Coronavirus Job Retention Scheme	10,408	109,085

14. Trustee remuneration, benefits and expenses

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 (*2021: Nil*).
There were no trustees' expenses paid for the year ended 31 March 2022 (*2021: Nil*).

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Gross Wages and Salaries	**556,046**	433,886
Employers National Insurance	**30,074**	27,009
Employers Pension	**9,363**	12,256
	595,483	473,151

The average number of employees during the year was 38 (2021: 28) with all employee time involved in providing either direct charitable services, support to the governance of the charity or support services to charitable activities. No employee received employee benefits of more than £60,000 during the year (2021: Nil).

The Key Management Personnel of the charity comprises the Trustees, the Chief Executive Officer and one Senior Manager. The total employee benefits of the Key Management Personnel of the Charity was £89,925 (2021: £93,662).

16. Tangible fixed assets

	Fixtures & Equipment	Shopfitting	Motor Vehicles	Total
Cost	£	£	£	£
At 1 April 2021	**87,246**	**18,246**	**91,888**	**197,380**
Additions	-	-	18,125	18,125
At 31 March 2022	**87,246**	**18,246**	**110,013**	**215,505**
Depreciation				
At 1 April 2021	**71,128**	**15,570**	**41,008**	**127,706**
Charge for year	2,576	862	13,178	16,616
At 31 March 2022	**73,704**	**16,432**	**54,186**	**144,322**
Net Book Value				
At 31 March 2022	**13,542**	**1,814**	**55,827**	**71,183**
At 31 March 2021	16,118	2,676	50,880	69,674

All tangible fixed assets are held for the purposes of the charity.

17. Debtors

	2022	*2021*
	£	*£*
Grants and service level agreement monies receivable	**96,041**	*64,993*
Other debtors	**297**	*490*
Prepayments and accrued income	**21,598**	*1,430*
Amounts due from related company (note 23)	**7,424**	-
	125,360	*66,913*

18. Creditors: amounts falling due within one year

	2022	*2021*
	£	*£*
Taxation and social security	**14,014**	*5,887*
Other creditors	**137,967**	*98,428*
Grants in advance	**228,540**	*241,098*
Accruals	**25,529**	*5,648*
	406,050	*351,061*

19. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £9,363 (2021: £12,256).

20. Analysis of charitable funds

	At 1 April 2021	Income	Expenditure	Transfer between funds	At 31 March 2022
Unrestricted	£	£	£	£	£
General	419,352	617,346	(397,438)	(133,714)	505,546
Designated	70,722	-	(43,714)	133,714	160,722
	490,074	617,346	(441,152)	-	666,268
Restricted					
Social wellbeing	-	411,739	(411,739)	-	-
Information & Advice	-	51,383	(51,383)	-	-
	-	463,122	(463,122)	-	-
	490,074	1,080,468	(904,274)	-	666,268

Prior year comparatives:

	At 1 April 2020	Income	Expenditure	Loss on investment	At 31 March 2021
Unrestricted	£	£	£	£	£
General	196,872	458,018	(235,528)	(10)	419,352
Designated	70,722	-	-	-	70,722
	267,594	458,018	(235,528)	(10)	490,074
Restricted					
Social wellbeing	-	310,794	(310,794)	-	-
Information & Advice	-	198,944	(198,944)	-	-
	-	509,738	(509,738)	-	-
	267,594	967,756	(745,266)	(10)	490,074

20. Analysis of charitable funds *(continued)*

Designated funds are the amounts received from two legacies which were originally used to finance operating deficits. The trustees have ring-fenced the balance remaining and are applying it to fund property infrastructure projects.

During the year, the trustees have designated £133,714 from unrestricted funds as part of the charities plans to reinvest in its transport infrastructure.

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**	Total Funds 2021 £
Tangible fixed assets	71,183	–	**71,183**	69,671
Current assets	1,001,135	–	**1,001,135**	771,461
Current liabilities	(406,050)	–	**(406,050)**	(351,061)
Net assets	666,268	–	666,268	490,074

22. Lease commitments

Total future minimum lease payments under non-cancellable operating leases:

	2022 £	**2021 £**
Due not later than one year	4,685	20,518
Due later than one year and not later than five years	1,708	5,375

23. Related parties

Included within Debtors falling due within one year is a balance due from Living Well North Ltd of £7,424 (2021: £Nil). Living Well North Ltd is a related party of trustees Robert Page, Rebecca Haines and Sue Jennings, who are Directors of the company.

The trustees are not aware of any other related parties or transactions to report (2021: None).

AGE UK GATESHEAD LIMITED

England & Wales - Charity number 702561

Accounts

AGE UK GATESHEAD LIMITED

(A company limited by guarantee)

Report and Accounts

Year ending 31 March 2021

Charity number : 702561
Company number : 01863488

Age UK Gateshead Limited

Contents

	Page
Message from our Chair	1
Report of the trustees	2-7
Report of the Independent Examiner	8
Statement of Financial Activities	9
Balance Sheet	10
Statement of Cash Flows	11
Notes to the accounts	12-19

Message from our Chair
Year ended 31 March 2021

I am delighted to present my fifth Annual Report as Chair of Age UK Gateshead.

It has been an extraordinary year on many levels, most of which has been positive as we have taken great strides forward with the objectives laid out in our plan. However, we produce this report at a time when the Covid-19 pandemic is still causing uncertainty. Despite significant challenges, Age UK Gateshead has been central to the co-ordinated response to the coronavirus outbreak working closely with our partners and Gateshead Council, which has reinforced our role as the leading provider of charitable services for older adults in the borough, at a time when we are needed the most.

Our vision is simple – to deliver lasting change in later life, whether that be through our services or strategies to secure long term financial security to allow us to grow and evolve the services and activities that are wanted and needed. As the only older persons charity operating within the borough of Gateshead demand creates its own pressures but in partnership with over 2,000 newly recruited volunteers, a raft of private companies and statutory providers we collectively made a tangible difference to over 14,000 people across Gateshead and Newcastle.

2,438 volunteers are part of the Age UK Gateshead family, 1,984 hot meals were delivered and 38,000 welfare calls were made and 12,432 hours of respite hours were provided. This is just a small snapshot of our work that is making a big difference.

Be under no illusion, the impact of COVID continues to shape people's lives and the services we provide, but we can proudly say as a charity we were there to support our members, deliver food when it was most needed, listen to their experiences, have socially distanced chats but also a hug when words are simply not enough. These may seem like small acts, but they make a huge difference.

I would also like to pay tribute to our funders, partners and the many charitable trusts that recognise there is a need for providing excellent value for money services and that the culture of people at the centre of provision is how we as communities, charities and individuals get things done. It's how we do it here at Age UK Gateshead.

We will continue to deliver lasting change, our heart continues beating in every community of Gateshead and we will always remain focused on our main priority – ensuring people in Gateshead love later life, no matter the challenges they may face.

Finally, thank you to our 'Angels of the North' – that being our staff, volunteers and trustees. Their dedication is second to none and without them, Age UK Gateshead would not be the charity it is. Thank you to all our friends, your support is needed as much this year as it was last year'.

Best wishes

Scott Duffy
Chair

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015). The organisation is a Public Benefit Entity within the definitions of s34 FRS 102.

Objectives and activities for the public benefit

The aims of our services, for older people continue to be ageing well, reducing social isolation, maximising income, advocacy, enabling and promoting physical health and wellbeing.

The trustees are satisfied that in accordance with the Charity Commission guidelines, Age UK Gateshead meet the public benefit requirements. The trustees have regard to this guidance when exercising any powers or duties to which the guidance is relevant.

A review of our achievements and performance

1.Sustaining and Growing:
The aim is to diversify our income streams, to include charitable trust grants, statutory sector contracts, services we make a charge for, growing our retail offer, developing community fundraising.

Achievements and performance
In a year like no other, we restructured in one working week to deliver COVID support to over 14,000 people across both Gateshead and Newcastle. Our aims remain clearly in place but in recognition of our primary objective the organisation placed all projects on hold in order to support, enable and comfort over 14,000 older people across the area.

A review of our achievements and performance - Innovating and improving:

Achievements and performance.

• Integrated CRM to local Authority CRM taking over 23% of calls for COVID support received by the Local Authority.

• 38,000 welfare calls made each month.

• We delivered 1,984 Hot Meals across the borough

• We deliver a Dementia focused support provision across the borough delivering 12,432 hours of respite care.

A review of our achievements and performance - continued

2. Innovating and improving:
Achievements and performance.
• We deliver a range of mental health support services

• We delivered over 13,000 shopping requests and 7,100 welfare packs

• We deliver a much needed bereavement service across both Gateshead & Newcastle

3. Delivering a range of high quality person centred services and social enterprises:
The aims of our services for older people continue to be reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.

Achievements and performance.
• Our Information & Advice service received an increasing number incoming calls peaking at 5 calls every 58 seconds provided over 14,000 contacts to help an ever increasing number of older people asking for COVID care

• Our befriending service has connected with 14,384 clients and recruited over 2,000 new volunteers

• Our Activage exercise classes, leisure and learning activity groups, were attended by over 39,600 people participated on our on line zoom sessions

• We provided advocacy support hours of 3,912 during the year as well as receiving 364 threats of suicide resulting in 156 direct partnership interventions .

• We continued to expand our range of services to incorporate a dementia care service providing both a quality and stimulating care provision and much needed respite opportunity for carers.

• The Boroughs only Bereavement Service providing much need support to an increasing number of clients incorporating both Bereavement and Suicide

• We delivered 389 Christmas dinners and 4,800 Christmas gifts and welfare parcels

4. Involving, influencing and promoting social inclusion:
Achievements and performance.
• We restructured the entire organisation within days to meet the COVID challenges unique to our demographic. Our integrated approach saw the organisation jointed by:

- Gateshead Council
- Newcastle City Council
- CCG
- NHS
- 5 Charities
- The National Lottery and multiple funders
- LNER, SKY, SAGE, BT
- 14,000 People from our communities

Plans for the future
The charity's Strategic Plan sets out our strategic aims:

1. Sustaining and Growing We will develop a diverse range of funding streams
• We restructured the entire organisation within days to meet the COVID challenges unique to our demographic

2. Innovating and Improving

- Ensure all services are people centred
- Embrace new person centred technologies, which improve efficiency at reduced cost, including telephony, IT software, mobile technology and Management Information Systems.
- Build and maintain 1st class performance by engaging our staff and volunteers in our strategy and values.
- Retain ISO 9001 Quality Standard,
- Improve our external communication and profile.
- Continue to achieve cost efficiencies across all areas to maximise the impact of limited resources.
- Improve our use of outcomes evaluation methods to better demonstrate our social, health and financial outcomes and impacts.

3. Delivering - delivering a range of high quality person centre services:
Focus on reducing social isolation, maximising income, enabling independent living and promoting physical health and emotional wellbeing.

- Position ourselves in the market as One Stop Shop / Wellness Hub for Older People's community based services.
- Create a bespoke, person centred package of support, which can be tailored to the needs, and circumstances of individuals.
- Develop partnerships with organisations who share our vision and values.
- Expand dementia provision

4. Involving - Involving, influencing and promoting social inclusion

- Involve and engage with older people, our staff, volunteers and other stakeholders, using the intelligence gathered to develop our own services and social enterprises as well as influencing and lobbying for change and improvement in the lives of older people in our community.
- Ensure we are accessible and inclusive, and that communities that experience discrimination are actively included in our work

Financial review

The accounts show a surplus for the year amounting to £222,480. (2020 – £103,753). The reserves will enable the charity to maintain services in the expected difficult times ahead. The charity now has a level of funding to assist in continuing activities which the trustees benefit the community when funding ceases. As growth takes place the costs are not often covered in full so again the reserve will help in these areas. Current funding lines are holding up which is encouraging.

The year was dominated by Covid. The charity was assisted with being able to furlough staff under the Job Retention Scheme. Grants were received to provide financial assistance under Government guidelines. As well as support for the charity grants were given to fund the work carried out to help people in Gateshead cope with the difficulties they faced in the Pandemic.

Risk Management

Risks to the charity have been identified and reviewed on an ongoing basis, and appropriate action taken. This has included ensuring appropriate insurance cover, identifying physical risks such as uneven surfaces, reviewing fire safety systems and training staff, ensuring staff have first aid training, and undertaking a general health and safety risk assessment throughout our premises.

Reserves policy and going concern

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of total charitable expenditure. It is estimated that this expenditure currently equates to £250,000 (2020 - £175,000). At this level of unrestricted reserves, the charity could maintain all operations for more than three months even if no income was being generated. Current unrestricted reserves after adjusting for fixed assets amount to £420,400 (2020 - £204,794).

The charity enjoys good liquidity and has no issue on meeting its liabilities when they are due. The trustees are confident for the next twelve months.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 14 November 1984. It registered with the Charity Commission on 23 February 1990. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve for three years.

All members of the Management Committee give their time voluntarily and receive no benefits from the Charity.

All new trustees receive a trustee welcome pack, which contains key policies, strategic plans, code of conduct etc. They also receive induction time with the Chief Executive and opportunities to visit services and activities as well as access to any relevant training.

The Management Committee at 31st March 2021 was made up of 7 trustees. The Management Committee meet on a quarterly basis and are responsible for the strategic direction and policy of the charity.

A line management system is in place with day to day responsibility for the management of the organisation resting with the Chief Executive. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. Day to day operational management is headed by individual team members using the reporting structures and line management to finally report to the Chief Executive and trustees.

Reference and administrative information

Trustees

Scott Duffy
Robert Page
Rebecca Haines
Sue Jennings
Kathleen McCartney
Gary McMillan
Margaret Barrett

Chief Executive

Ian Wolstenholme

Principal office

Christ Church Hall, Gateshead, Tyne & Wear NE10 9LR

Reference and administrative information - continued

Independent Examiner
Stephenson Coates Audit Limited, West 2 Asama Court, Newcastle Business Park, Newcastle NE4 7YD

Trustees' responsibilities in relation to the financial statements
The trustees are responsible for preparing the Report of the Management Committee and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing these financial statements, the directors are required to:

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

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

Signed on behalf of the trustees

S Duffy - Chair 28 January 2022

Report of the Independent Examiner to the trustees of Age UK Gateshead Limited

I report on the financial statements for the year ended 31 March 2021, which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's report

I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2) the accounts do not accord with those accounting records; or
3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Rachael Oswald BA ACA
STEPHENSON COATES AUDIT LIMITED
Chartered accountants
West 2, Asama Court
Newcastle Business Park
Newcastle upon Tyne NE4 7YD

28 January 2022

Age UK Gateshead Limited
Statement of Financial Activities
Year ended 31 March 2021

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	*Total Funds 2020*
		£	£	£	*£*
Income					
Donations and legacies	**2**	**27,038**	**18,043**	**45,081**	*34,402*
Charitable activities	**3**	**413,705**	**491,695**	**905,400**	*699,367*
Other trading activities	**4**	**10,276**	**-**	**10,276**	*48,841*
Investments	**5**	**852**	**-**	**852**	*2,111*
Other	**6**	**6,147**	**-**	**6,147**	*14,960*
Total income		**458,018**	**509,738**	**967,756**	*799,681*
Expenditure on:					
Raising funds	**7**	**55,300**	**-**	**55,300**	*64,012*
Charitable activities	**8**	**180,228**	**509,738**	**689,966**	*631,916*
Total expenditure		**235,528**	**509,738**	**745,266**	*695,928*
Net income		**222,490**	**-**	**222,490**	*103,753*
Loss on investment		**10**	**-**	**10**	*-*
Net movement in funds		**222,480**	**-**	**222,480**	*103,753*
Reconciliation of funds:					
Total funds brought forward		**267,594**	**-**	**267,594**	*163,841*
Total funds carried forward		**490,074**	**-**	**490,074**	*267,594*

Age UK Gateshead Limited
Balance Sheet as at 31 March 2021

	Notes		2021		*2020*
		£	**£**	*£*	*£*
Fixed assets					
Tangible assets	**11**		**69,674**		*62,790*
Investments	**12**		**-**		*10*
Total fixed assets			**69,674**		*62,800*
Current assets					
Debtors	**13**	**66,913**		*56,197*	
Cash at bank and in hand		**704,548**		*316,063*	
Total current assets		**771,461**		*372,260*	
Liabilities					
Creditors: amounts falling due within one year	**14**	**351,061**		*167,466*	
Net current assets			**420,400**		*204,794*
Total net assets			**490,074**		*267,594*
The funds of the charity					
Unrestricted funds			**490,074**		*267,153*
Total charity funds	**15**		**490,074**		*267,594*

For the year ended 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard 102.

Approved by the Management Committee on 28 January 2021 and signed on its behalf by

S Duffy

Statement of Cash Flows
Year ended 31 March 2021

	2021	*2020*
	£	*£*
Net movement in funds	**222,480**	*103,753*
Add back		
Depreciation	**23,072**	*17,874*
Loss on asset disposal	**2,053**	*1,509*
Loss on investment	**10**	-
Deduct		
(Increase) in debtors	**(10,716)**	*(18,792)*
Increase in creditors	**183,595**	*77,935*
Net cash used in operating activities	**420,494**	*182,279*
Cash flows from investing activities		
Purchase of fixed assets	**(40,794)**	*(15,054)*
Proceeds from sale of fixed assets	**8,785**	*1,158*
Net cash used by investing activities	**(32,009)**	*(13,896)*
Change in cash balances in year	**388,485**	*168,383*
Bank and cash balances brought forward	**316,063**	*147,680*
Bank and cash balances carried forward	**704,548**	*316,063*

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 1023), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
- Restricted funds are subject to restrictions on their expenditure imposed by the funder, donor or through the terms of an appeal.
- Designated funds are unrestricted funds earmarked by the trustees for particular purposes

Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.
- Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, is accounted for as the charity earns the right to consideration by its performance.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Current assets

Amounts owing to the charity at 31 March in respect of grants and service level agreement income are shown as debtors less provisions for amounts that may prove uncollectible. Short term deposits represent cash held on deposit at the bank. Cash at bank and in hand represents bank balances at close of business on 31 March.

Income - continued

- Clothing and other items donated for resale through the charity's shop are included as incoming resources within activities for generating funds when they are sold.
- Incoming resources from charitable trading activity are accounted for when earned.
- Legacies are included when the charity is notified of an impending distribution or the legacy being received.

Expenditure

Expenditure is recognised in the period it is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Expenditure on raising funds comprises the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.
- Expenditure on charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life

Motor vehicles	25%	Reducing balance
Office equipment	15%	Reducing balance
Shop fittings	Over the period of the lease	

2. **Donations and legacies**

	Unrestricted	**Restricted**	**2021**	*2020*
	£	**£**	**£**	*£*
Donations - general	**6,871**	**3,770**	**10,641**	*11,968*
Donations – Covid-19	**-**	**14,273**	**14,273**	*-*
Gift aid	**337**	**-**	**337**	*283*
Will writing and Powers of Attorney	**8,558**	**-**	**8,558**	*10,625*
Sponsorship	**2,306**	**-**	**2,306**	*-*
Other	**8,966**	**-**	**8,966**	*11,526*
	27,038	**18,043**	**45,081**	*34,402*

3. Charitable activities

	Unrestricted	Restricted	2021	*2020*
		£	£	*£*
Grants				
Age UK Joint Finance	**15,000**	**-**	**15,000**	*15,000*
Age UK Ambitions for Later Life	**-**	**-**	**-**	*30,753*
Age UK - MCST	**905**	**-**	**905**	*10,535*
Age UK – Get Active	**-**	**10,095**	**10,095**	*2,500*
Age UK – Warm House	**-**	**682**	**682**	*-*
Awards for All	**-**	**-**	**-**	*9,183*
Bus Fund	**-**	**8,419**	**8,419**	*8,419*
Big Lottery	**-**	**33,946**	**33,946**	*31,360*
NEA – Smart meters	**-**	**-**	**-**	*19,595*
Community Foundation	**-**	**30,000**	**30,000**	*-*
Comic Relief and Newcastle United Foundation	**-**	**-**	**-**	*13,608*
First Utilities	**-**	**39,547**	**39,547**	*31,828*
Future Digital Training	**-**	**10,360**	**10,360**	*7,500*
Garfield Western	**-**	**15,000**	**15,000**	*-*
Gateshead Housing Community Fund	**-**	**-**	**-**	*3,000*
Henry Smith Foundation	**-**	**-**	**-**	*24,750*
Heritage Lottery	**-**	**16,800**	**16,800**	*16,800*
JRS	**109,085**	**-**	**109,085**	*-*
Linden Family Trust	**-**	**-**	**-**	*4,867*
Living Well Beyond Cancer	**-**	**16,807**	**16,807**	*21,421*
MOD Funding	**518**	**-**	**518**	*71,379*
1989 Willan Charitable Trust	**-**	**-**	**-**	*4,766*
Police and Crime Commissioners	**-**	**17,354**	**17,354**	*18,304*
Other	**500**	**2,759**	**3,259**	*3,101*
Sky Cares	**-**	**10,000**	**10,000**	*-*
Suez	**-**	**16,100**	**16,100**	*-*
Service level agreements				
Clinical Commissioning Group	**92,218**	**-**	**92,218**	*91,578*
Gateshead MBC	**190,967**	**-**	**190,967**	*202,138*
Covid-19	**-**	**263,826**	**263,826**	*-*
Client contributions				
Transport	**2,266**	**-**	**2,266**	*13,658*
Cover charges	**324**	**-**	**324**	*13,433*
Dementia service	**1,922**	**-**	**1,922**	*29,891*
	413,705	**491,695**	**905,400**	*699,367*

4. Other trading activities

	Unrestricted £	Restricted £	2021 £	*2020 £*
Retail sales	**10,276**	**-**	**10,276**	*43,638*
Other	**-**	**-**	**-**	*3,329*
Personal assistant services	**-**	**-**	**-**	*1,874*
	10,276	**-**	**10,276**	*48,842*

5. Investments

	Unrestricted £	Restricted £	2021 £	*2020 £*
Investment company Management fees	**-**	**-**	**-**	*1,813*
Bank interest	**852**	**-**	**852**	*298*
	852	**-**	**852**	*2,111*

6. Other

	Unrestricted £	Restricted £	2021 £	*2020 £*
Employment allowance	**-**	**-**	**-**	*3,000*
Age UK Lottery	**4,053**	**-**	**4,053**	*5,567*
Sundry	**2,094**	**-**	**2,094**	*6,393*
	6,147	**-**	**6,147**	*14,960*

7. Raising funds

	Unrestricted £	Restricted £	2021 £	*2020 £*
Salaries	**29,244**	**-**	**29,244**	*26,074*
Retail operation costs	**25,562**	**-**	**25,562**	*31,801*
Marketing	**278**	**-**	**278**	*1,758*
Other	**216**	**-**	**216**	*4,379*
	55,300	**-**	**55,300**	*64,012*

8. Charitable activities

	Covid-19	**Social Wellbeing**	**Information & Advice**	**2021**	*2020*
	£	**£**	**£**	**£**	*£*
Salaries	**202,886**	**89,160**	**10,214**	**302,260**	*332,115*
Redundancies	**-**	**12,765**	**-**	**12,765**	*-*
Pension	**2,060**	**820**	**756**	**3,636**	*10,337*
Establishment costs	**-**	**24,835**	**5,884**	**30,719**	*22,363*
Office costs	**-**	**8,767**	**13,968**	**22,735**	*12,505*
Activity costs	**67,575**	**6,053**	**19**	**73,647**	*23,326*
Venue rent	**-**	**81**	**-**	**81**	*11,603*
Transport and motor	**-**	**18,258**	**-**	**18,258**	*20,252*
Staff and volunteer expenses	**-**	**5,920**	**493**	**6,413**	*4,698*
Sundry	**4,134**	**898**	**1,782**	**6,814**	*321*
Depreciation	**-**	**18,458**	**-**	**18,458**	*14,903*
Loss/(profit) on disposals	**-**	**2,053**	**-**	**2,053**	*1,509*
Governance - note 10	**-**	**8,260**	**4,069**	**12,329**	*12,554*
Support costs – note 10	**131,112**	**21,909**	**26,777**	**179,798**	*165,430*
	407,767	**218,237**	**63,962**	**689,966**	*631,916*

9. Staff costs and remuneration of key management

	2021	*2020*
	£	*£*
Salaries	**433,886**	*439,797*
Social security	**27,009**	*25,217*
Other pension costs	**12,256**	*20,755*
	473,151	*485,769*

The average number of employees during the year was 28 (2020 – 35) with all employee time involved in providing either support to the governance of the charity or support services to charitable activities.

The charity considers its key management personnel comprise the trustees Chief Executive Officer and one senior manager. The total employment benefits including employer pension contributions of the key management personnel were £93,662 (2020 - £111,860).

10. Analysis of governance and support costs

The charity identifies the costs of its support functions. Costs are identified specifically for the governance function. Having identified its governance costs the remaining support costs together with the governance costs are apportioned between the Social Wellbeing and Information & Advice. The table below sets out the basis of apportionment and the analysis of support and governance costs.

	Basis	**Support**	**Governance**	**2021**	*2020*
		£	**£**	**£**	*£*
Salaries	*Time*	**123,449**	**6,497**	**129,946**	*110,998*
Pension	*Time*	**7,663**	**403**	**8,066**	*9,245*
Establishment costs	*Time*	**29,753**	**1,566**	**31,319**	*21,712*
Office costs	*Time*	**12,216**	**643**	**12,859**	*29,842*
Staff and volunteer expenses	*Time*	**81**	**4**	**85**	*84*
Training	*Time*	**3,746**	**197**	**3,943**	*1,387*
Quality standards	*Governance*	**-**	**1,570**	**1,570**	*-*
Sundry	*Time*	**636**	**33**	**669**	*505*
Professional and legal	*Support*	**1,336**	**-**	**1,336**	*1,180*
Accountancy	*Governance*	**-**	**1,368**	**1,368**	*1,894*
Depreciation	*Time*	**918**	**48**	**966**	*1,137*
		179,798	**12,329**	**192,127**	*177,984*

11. Tangible fixed assets

	Fixtures & Equipment	Shopfitting	Vehicles	Total
Cost	**£**	**£**	**£**	**£**
At 1 April 2020	**87,246**	**18,246**	**66,148**	**171,640**
Additions	**-**	**-**	**40,794**	**40,794**
(Disposals)	**-**	**-**	**(15,054)**	**(15,054)**
At 31 March 2021	**87,246**	**18,246**	**91,888**	**197,380**
Depreciation				
At 1 April 2020	**69,162**	**11,921**	**27,767**	**108,850**
Charge for year	**1,966**	**3,649**	**17,457**	**23,072**
(Disposals)	**-**	**-**	**(4,216)**	**(4,216)**
At 31 March 2021	**71,128**	**15,570**	**41,008**	**127,706**
Net Book Value				
At 31 March 2021	**16,118**	**2,676**	**50,880**	**69,674**
At 31 March 2020	*18,084*	*6,325*	*38,381*	*62,790*

12. Investments

	2021	*2020*
	£	*£*
Age UK North of Tyne and Gateshead Enterprises Limited		
10 Ordinary shares of £1	**-**	*10*

Age UK North of Tyne and Gateshead Enterprises Limited was dissolved on 7 September 2021.

13. Debtors

	2021	*2020*
	£	*£*
Grants and service level agreement monies receivable	**64,993**	*54,474*
Other debtors	**490**	-
Prepayments	**1,430**	*1,723*
	66,913	*56,197*

14. Creditors : amounts falling due in one year

	2021	*2020*
	£	*£*
Taxation and social security	**5,887**	*5,336*
Other creditors	**98,428**	*67,858*
Grants in advance	**241,098**	*88,733*
Accruals	**5,648**	*5,539*
	351,061	*167,466*

15. Total charity funds

	At 1 April 2020	**Income**	**Expenditure**	**Loss on Investment**	**At 31 March 2021**
Unrestricted	**£**	**£**	**£**	**£**	**£**
General	**196,872**	**458,018**	**(235,528)**	**(10)**	**419,352**
Designated	**70,722**	**-**	**-**		**70,722**
	267,594	**458,018**	**(235,528)**	**(10)**	**490,074**
Restricted					
Social wellbeing	**-**	**310,434**	**(310,434)**	**-**	**-**
Information & Advice	**-**	**198,944**	**(198,944)**	**-**	**-**
	-	**509,738**	**(509,378)**	**-**	**-**
	267,594	**967,756**	**(745,266)**	**(10)**	**490,074**

Designated funds are the amounts received from two legacies which were originally used to finance deficits. The trustees have ring-fenced the balance remaining and are exploring various avenues to utilise the monies available on specific projects.

16. Related parties

The trustees are not aware of any related parties or transactions to report.