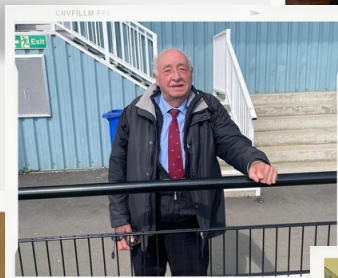
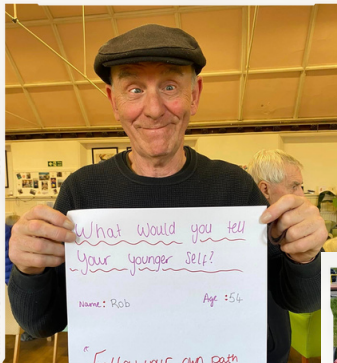


Annual Report 22-23



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.

The logo for Lightfoot, featuring the word "Lightfoot" in a stylized, handwritten-style font. The "L" is large and the "t" has a long, sweeping tail that extends to the right.

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



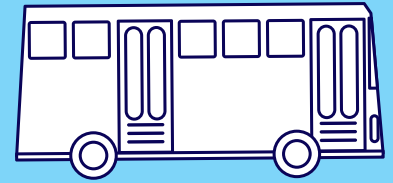
The Big Picture



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



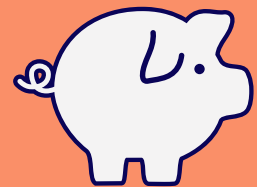
120
fabulous
volunteers

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

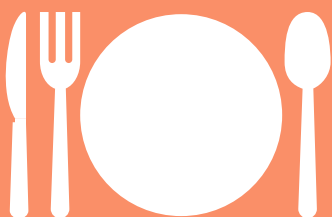
providing
1,316
hours of support
each week



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.

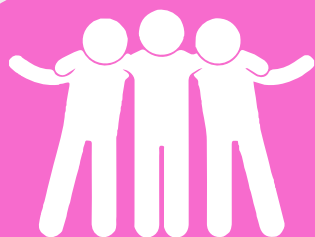


6

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

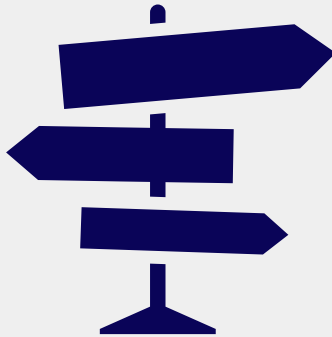
day week service for
those needing
rehabilitation in
Newcastle

Contact, Advice and Benefits



68,208

incoming calls
answered



1,227

people signposted to
146 agencies



3

Advice Service
Quality Marks



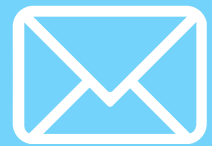
6,254

questions answered
which took:



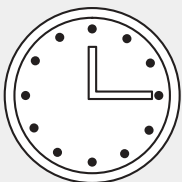
9,150

phone calls



914

letters



1,457

advocacy
hours



£2,100,000

extra last year put into our
clients pockets



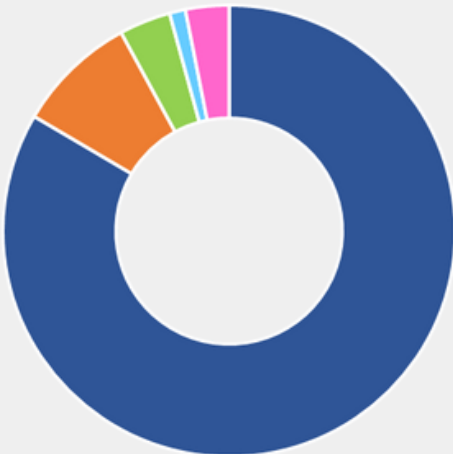
354

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 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

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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

Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2023

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.

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Best wishes

Liz Twist
Chair

Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2023

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

Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2023

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

Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Gateshead Limited *(continued)*

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Independent Auditor's Report to the Members of Age UK Gateshead Limited *(continued)*

Year ended 31 March 2023

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

			2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	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		<u>754,460</u>	<u>551,032</u>	<u>1,305,492</u>	<u>1,080,468</u>
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		<u>530,766</u>	<u>511,032</u>	<u>1,081,798</u>	<u>904,274</u>
Net income and net movement in funds in the year		<u>223,694</u>	<u>-</u>	<u>223,694</u>	<u>176,194</u>
Reconciliation of funds					
Total funds brought forward		666,268	-	666,268	490,074
Total funds carried forward		<u>889,962</u>	<u>-</u>	<u>889,962</u>	<u>666,268</u>

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
		<u>1,268,452</u>	<u>1,001,135</u>
Creditors: amounts falling due within one year	18	<u>(530,576)</u>	<u>(406,050)</u>
Net current assets		737,876	595,085
Total assets less current liabilities		889,962	666,268
Net assets		<u>889,962</u>	<u>666,268</u>
Funds of the charity			
Unrestricted funds		889,962	666,268
Restricted funds		-	-
Total charity funds	20, 21	<u>889,962</u>	<u>666,268</u>

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
<i>Adjustments for:</i>		
Depreciation charges	34,929	16,616
Loss on asset disposal	1,741	-
Interest received	(531)	-
Accrued expenses	8,441	-
<i>Changes in:</i>		
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.

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

9. Charitable activities income

	Unrestricted	Restricted	2023	2022
		£	£	£
<i>Grants</i>				
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
<i>Service level agreements</i>				
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
<i>Client contributions</i>				
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

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

12. Support costs (*continued*)

	Basis	Support £	Governance £	2023 £	2022 £
Salaries	<i>Time</i>	94,261	6,463	100,724	123,485
Pension	<i>Time</i>	12,408	851	13,259	3,016
Establishment costs	<i>Time</i>	30,939	2,121	33,060	53,551
Office costs	<i>Time</i>	15,372	1,054	16,426	23,375
Staff and volunteer expenses	<i>Time</i>	3,242	222	3,464	3,793
Sundry	<i>Time</i>	4,201	288	4,489	3,303
Professional and legal	<i>Support</i>	8,029	551	8,580	5,516
Accountancy	<i>Governance</i>	6,213	426	6,639	2,231
Depreciation	<i>Time</i>	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).

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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
<i>At 31 March 2022</i>	<i>13,542</i>	<i>1,814</i>	<i>55,827</i>	<i>71,183</i>

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.

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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

Age UK Gateshead Limited

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

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.