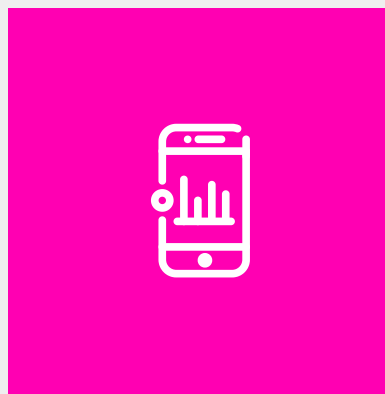


2023 - 2024

# Annual Report

Age UK Gateshead  
“Its simply about people

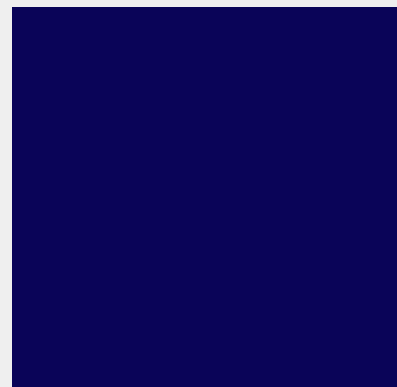
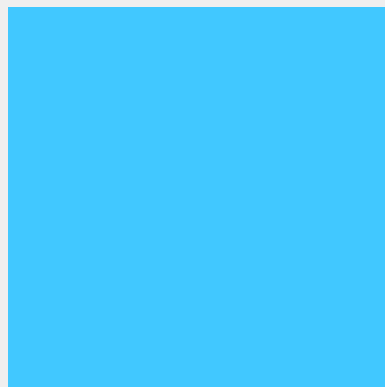


# Our Team



## 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

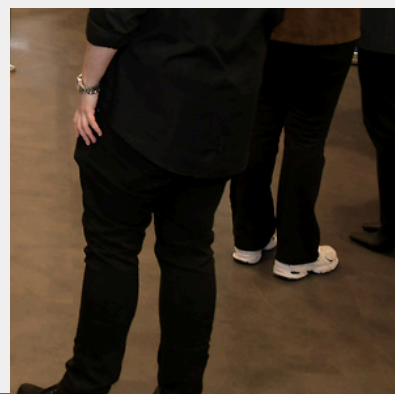
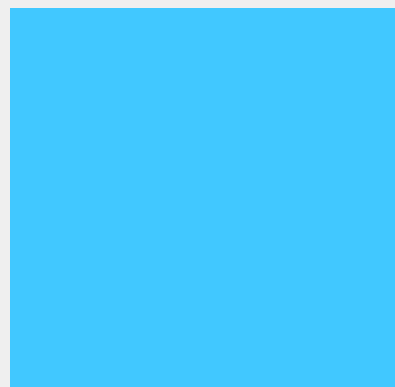
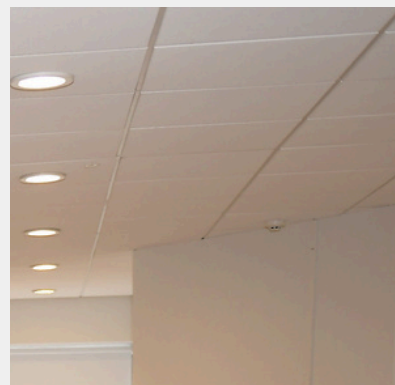
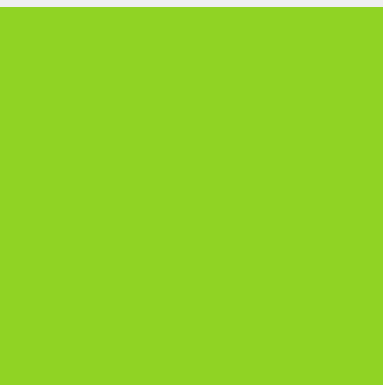




# Our Mission

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

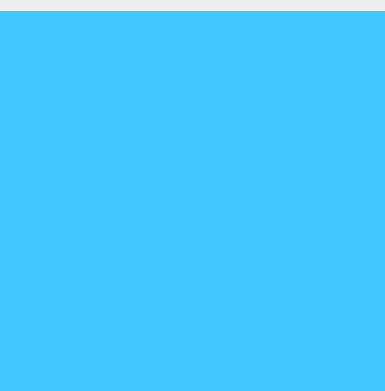
**“Its simply about people”**





# 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 Achievements

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**



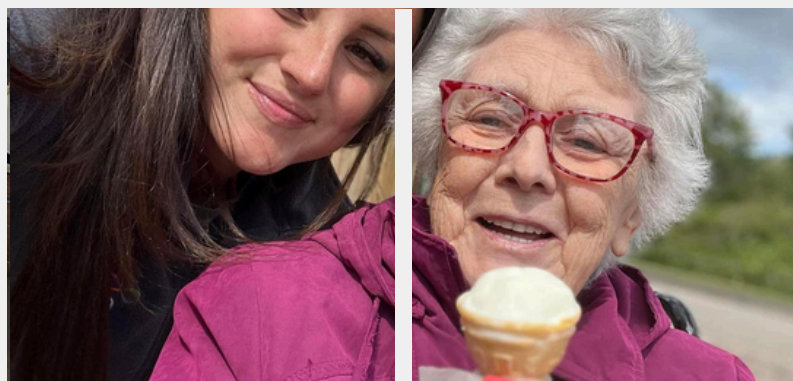
**714 Individuals  
supported with  
digital inclusion**





**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

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Independent auditor's report to the members	8
Statement of financial activities (including income and expenditure account)	<b>11</b>
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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 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 details

Registered charity name	Age UK Gateshead Limited
<b>Charity registration number</b>	702561
Company registration number	01863488
<b>Principal office and registered office</b>	215 High Street High Street Gateshead NE8 1AS
Chief Executive	Ian Wolstenholme
<b>The trustees</b>	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</i>*

**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.

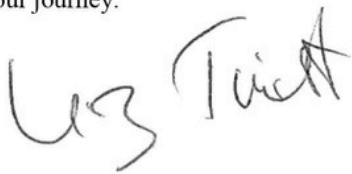
One of the most exciting developments this year has been the acquisition of our new headquarters. We have transformed a formerly vacant bank on Gateshead High Street into a vibrant community asset. This new facility will allow us to expand our services and create a welcoming space for all, reinforcing 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 long-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 March 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, growing• our retail offer and developing community fundraising.

### ***2. Innovating and 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



# Age UK Gateshead Limited

Company Limited by Guarantee

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

Year ended 31 March 2024

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.

- 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 needed support to an increasing 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.

# Age UK Gateshead Limited

Company Limited by Guarantee

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

**Year ended 31 March 2024**

## **Plans for the future** *(continued)*

### *Priorities across all 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 people's roles in society and lobby for age friendly places and opportunities, Ensuring legal, regulatory, and quality compliance and excellence, Strengthening charity governance, finance, operations and performance.

### *Our long term aims are to:*

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 £1,176,989 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. It 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 being generated. Current free reserves, after adjusting for fixed assets and designated funds, amount to £286,414 (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.

# Age UK Gateshead Limited

## Company Limited by Guarantee

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

**Year ended 31 March 2024**

### **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 23<sup>rd</sup> 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

Year 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.

#### 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 2024

#### 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 2024

### 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.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.

Yours faithfully,

**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<sup>rd</sup> July 2024

# Age UK Gateshead Limited

## Company Limited by Guarantee

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

31 M̃rch 2024

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

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

These financial statements were approved by the Board of Trustees and authorised for issue on 23<sup>rd</sup> 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 March **2024**

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

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 2024

#### 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 1AS.

#### 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 2024

#### 3. Accounting policies (*con/fluence*?)

##### 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 2024

#### 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
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 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 2024

#### 5. Donations and legacies

	Unrestricted	Restricted	2024	2023
Donations	11,957		<b>11,957</b>	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		<b>21,352</b>	12,243
	<u>99,686</u>		<b>99,686</b>	113,567

#### 6. Other trading activities

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

#### 7. Investment Income

	Unrestricted	Restricted	2024	2023
Bank interest	3,021	-	<b>3,021</b>	531
	<u>3,021</u>	-	<b>3,021</b>	531

#### 8. Other income

	Unrestricted	Restricted	2024	2023
Insurance claim			-	41,000
Sundry	1,622		<b>1,622</b>	
	<u>1,622</u>		<b>1,622</b>	41,000

# Age UK Gateshead Limited

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2024

#### 9. Charitable activities income

	Unrestricted	Restricted	2024	2023
<i>Grants</i>				
Age UK		29,630	<b>29,630</b>	3,000
Age UK Building Better Lives	-	5,571	<b>5,571</b>	30,000
Age UK Joint Finance	-	5,000	5,000	15,000
Age UK First Utilities		15,563	<b>15,563</b>	28,300
Age UK — MCST	-	9,996	<b>9,996</b>	23,120
Age UK — Walking Football		6,000	6,000	
Age UK — Connected Age		23,603	<b>23,603</b>	-
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	<b>37,553</b>	19,927
Community Foundation				41,852
Community Renewal Fund		48,369	<b>48,369</b>	62,368
Department of Working Pensions	-	19,110	<b>19,110</b>	
Dickon Trust & Akzo Noble				4,752
Digital Inclusion Funding				5,060
Durham Freemasons				4,000
Garfield Western		25,000	<b>25,000</b>	
Heritage Lottery		5,382	<b>5,382</b>	
How Fit	-	79,000	79,000	79,000
Innovate UK	-	9,481	<b>9,481</b>	
Kellet			-	10,000
Lankelly Chase Foundation	-	54,190	<b>54,190</b>	80,258
NEA — Smart meters	-	24,922	<b>24,922</b>	23,388
Newcastle City Council			-	20,795
Newcastle Food Bank	-	26,905	<b>26,905</b>	
Pargiter Trust Fund				9,987
Police and Crime Commissioners	-	23,064	<b>23,064</b>	16,830
Other	667	500	<b>1,167</b>	3,513
Riddell Family Trust			-	2,772
Sky Cares			-	10,000
Sir James Knott Trust		10,000	10,000	-
<i>Service level agreements</i>				
Clinical Commissioning Group	99,958	-	<b>99,958</b>	192,195
Gateshead MBC	341,387		341,387	300,201
Covid-19			-	35,296
<i>Client contributions</i>				
Transport	29,251	-	<b>29,251</b>	10,769
Activities	3,586	-	<b>3,586</b>	
Dementia service	14,263		<b>14,263</b>	14,573
ActivAge	<u>3,918</u>		<u>3,918</u>	<u>3,006</u>
	<u>493,030</u>	<u>478,839</u>	<u>971,869</u>	<u>1,101,813</u>

# Age UK Gateshead Limited

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2024

#### 10. Raising Funds

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

#### 11. Charitable Activities Costs

	Social Wellbeing	Information & Advice	2024	2023
Salaries	480,471	118,548	<b>599,019</b>	566,781
Redundancies	9,646	656	<b>10,302</b>	1,283
Pension	9,201	1,197	<b>10,398</b>	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	-	<b>7,142</b>	12,186
Transport and motor	21,133		<b>21,133</b>	13,687
Staff & volunteer expenses	15,115	355	15,470	25,108
Sundry	9,096	31	9,127	9,054
Depreciation	40,029		<b>40,029</b>	30,283
Professional & Legal fees		4,728	4,728	
Loss on disposals	6,327		<b>6,327</b>	1,741
Governance - note 12	13,719	-	<b>13,719</b>	12,022
Support costs - note 12	<u>244,848</u>		<u><b>244,848</b></u>	<u>175,321</u>
	<u>985,354</u>	<u>130,830</u>	<u><b>1,116,184</b></u>	<u>1,016,211</u>

#### 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 2024

#### 12. Support costs (*continued*)

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

#### 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	<b>38,572</b>	35,442
Employers Pension	<b>21,019</b>	17,589
	<b><u>750,628</u></b>	<b><u>710,154</u></b>

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 £130,131 (2023: £129,832).

# Age UK Gateshead Limited

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2024

#### 16. Tangible fixed assets

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

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

#### 17. Debtors

	2024	2023
Trade debtors	149,763	101,263
Other debtors	<b>2,525</b>	8,813
Prepayments and accrued income	<b>4,873</b>	16,853
Amounts due from related company (note 23)	<b>29,093</b>	
	<b>186,254</b>	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	<b>29,000</b>	38,597
Taxation and social security	<b>9,034</b>	12,118
Other creditors	<b>99,564</b>	86,033
Accruals and deferred income	<b>453,525</b>	393,828
	<b>591,123</b>	530,576

Included within accruals and deferred income is an amount of £4a.6,57\*. (2023: £3\*7,499) related to deferred grants where funding has been received and not all conditions have been met. £191,715 (2023: £213,286) has been released to the SOFA from the previous accounting period.

# Age UK Gateshead Limited

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2024

#### 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
<i>Prior year comparatives.</i>					
	At 1 April 2022	Income	Expenditure	Transfer between funds	At 31 March 2023
	£	£	£	£	£
<b>Unrestricted</b>					
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



# Age UK Gateshead Limited

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2024

#### 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.

- £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 continuing 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	<b>Total Funds 2024</b>	<i>Total Funds 2023</i>
Tangible fixed assets	528,992	—	<b>528,992</b>	152,086
Current assets	947,538	—	<b>947,538</b>	1,268,452
Current liabilities	(591,123)	—	<b>(591,123)</b>	(530,576)
Net assets	<u>885,407</u>	<u>—</u>	<u><b>885,407</b></u>	<u>889,962</u>

#### 22. Lease commitments

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

	<b>2024</b>	<i>2023</i>
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 £22,359 (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).